

Maternity Services Working Group Minutes

DATE : 14th July 2016

TIME : 12pm

VENUE : STAR Meeting Room

RECORDED BY : Katherine El Bayouk

MEETING OBJECTIVE : The Maternity Services group is to take responsibility for implementing the recommendations from the service review, incorporating MDHB strategic imperatives.

- Quality & Excellence by design
- Patient and Whanau centered (Partnering)
- Connect & Transform Services
- Equity of Outcomes

VISION: We are recognized internationally for providing outstanding, dynamic, collaborative, women centered care.

PURPOSE STATEMENT: We provide safe and effective, culturally appropriate care in partnership with the woman and her family across generations.

ATTENDANCE RECORD	02/06/16	16/06/16	30/06/16	14/07/16	DATE	DATE	DATE	DATE	DATE
Catherine Marshall <i>Chair/Project Change Manager</i>	√	√	√	√					
Diane Hirst <i>Charge Midwife/Project Lead</i>	A	√	√	√					
Robyn Williamson <i>Service Manager</i>	A	√	√	√					
Nicholas Glubb <i>Operations Manager</i>	√	√	A	√					
Steven Grant <i>Acting Clinical Director</i>	A	√	A	√					
Jayne Waite <i>LMC Representative</i>	√	A	√	√					
Barbara Ruby <i>Quality Coordinator</i>	√	√	√	√					
Kelly Wylie <i>Consumer Representative</i>	A	√	√	√					
Julie Robb O'Connell <i>Maori Representative/Midwife</i>	√	√	√	√					
Sarah Machin <i>Consultant O&G</i>	A	√	√	√					
Amanda Rouse <i>Maternity Quality & Safety Coordinator</i>	A	√	√	√					
Felicity Ware <i>Maori Representative</i>	-	-	-	√					

VISITOR/S:

CORRESPONDENCE: *Note: - circulated prior to meeting to expedite communication

	Description	Person responsible	Follow up action?
1.	Agenda	Catherine Marshall	
2.	Working Group Minutes 30/06/2016	Catherine Marshall	
3.	RCA Analysis Memorandum to Mike Grant	Catherine Marshall	
4.	Maternity Service Review RCA Analysis Corrective Action Plan 12/07/2016	Catherine Marshall	
5.	Maternity Consumer Liaison/Koutakawaenga	Catherine Marshall	
6.	Maternal Case Review Flowchart	Catherine Marshall	
7.	Maternity Service Interface Meeting Memorandum	Catherine Marshall	
8.	Maternity Service Review – Service Interface Plan 13/07/2016	Catherine Marshall	
9.	Maternity Review Update Memorandum to Quality & Excellence Advisory Committee 08/07/2016	Catherine Marshall	
10.	Communication Plan	Catherine Marshall	

ACTION ITEMS FROM PREVIOUS MEETING:

	Description	Person responsible	Due date
1.	Maternal Case Review- Barbara Ruby to send through Flowchart to Diane/Sarah/Amanda/Catherine Marshall.	Barbara	14 July 2016 – as attached
2.	Maternal Case Review the second Thursday of the month. Will do timelines before cases are reviewed. Action: Sarah/Diane to send statement regarding this Workstream so this can be put on line.	Sarah/Diane	30 July 2016 This has not been done as yet. – will meet this pm to discuss – BR will help with the setting up and feedback.
3.	Diane to circulate PMMRC Executive Summary to the working group.	Diane	14 July 2016 – Done Links have been sent to Katherine and will be forwarded to Working Group this afternoon.
4.	Catherine Marshall to present Service Interface Report to Mike Grant.	Catherine	1 July 2016 – as attached Has been sent to the steering group.
5.	Request for a Maori Consumer to be part of Working Group to be discussed at the Steering Group meeting	Catherine	5 July 2016 Felicity introduced and welcomed to Working Group. Working Group introduced themselves individually.

AGENDA ITEMS:

	Agenda topic	Notes
1.	Welcome and Apologies	<p>As per Attendance Record Apologies given with regards to the lateness of information being forwarded for meeting. Catherine to remove 'Draft' of Agenda. Diane gave her apologies for next two meetings and Roz will attend these meetings in her absence.</p>
2.	Matters Arising from Previous minutes	<p>Minutes Confirmed/Approved – Catherine to arrange for these to be put on website. Actions as per above.</p>
3.	Workstream Updates	<p><u>Workstream 1: Safe Staffing</u></p> <ul style="list-style-type: none"> • This Workstream will now be referred to as Staffing. • Senior staff meet on Monday's and it has been discussed incorporating staffing discussions into this meeting as various staffing issues are discussed at this time regarding operational realities. • Currently advertising for Midwives for Palmerston North. • Horowhenua Charge Midwife has resigned and 0.6FTE will be recruited to for this position. • Currently considerable stress in relation to NNU staffing. <p><u>Workstream 2: Facilities</u></p> <ul style="list-style-type: none"> • Final decision this week regarding the revised arrangements for women who would have previously been admitted to women surgical. This allows this space to be reutilized with priority being given to the changing model of care for WH outpatients; largely responding to feedback received ensuring respectful and private experience with services. C Block quite constrained with regards to space. WH outpatient care a priority with regards to this space. <p>Currently at the point of looking at who needs to be involved in this work and timeframe required. Discussion pursued regarding suggestions for use of this space:</p> <ul style="list-style-type: none"> • Diane would like to be involved in the decision making process. • Preliminary work needs to be done such as mapping current space with what is available upstairs, mapping impact on staff. The first phase will include an environmental scan with regards to this and the opportunities this space could provide. • Next step will be engaging appropriately with regards to care of women. • Consumer, LMC, Medical, Clerical, Nursing and Midwifery all to be involved and a project group is to be set up – Robyn Williamson to take the lead in regards to this group. • Area for still birth follow up discussed. • Felicity asked regarding the involvement of Kaumatua in the blessing of this space – will link in through Maori health team for support around this. <p><u>Workstream 3: Governance</u></p> <ul style="list-style-type: none"> • This Workstream has been difficult to progress as roles have not been fully recruited into as yet. • Position of Executive Director of Nursing and Midwifery – interviews underway. Unsure of time frame as to when this position will commence. • Discussions earlier in the week that while we are mindful of leadership

role appointments still need to tease out the priorities and consider business as usual moving forward.

- Discussion around these roles and where they fit in responsibility wise and the appropriateness of combining these roles – views discussed.

Work Stream 4: Quality & Outcomes

- First review of case this pm – hoping to establish Jen to run this. Timelines are done and there are a lot of cases to review.
- Number of cases to be presented will be however many cases met criteria.
- Issue is how we close the loop with no clinical governance in place as yet – In the interim issues to be taken to the Maternity Service Improvement meetings.
- Research Discussion – Diane met with Kelly this morning to get this started with the main issues being resources and staffing.
- The importance of Research was discussed – Issue to be taken to Monday meetings to ensure clinical governance issues and service improvement issues are discussed further. Further discussion regarding this moving forward.

Workstream 5: Stakeholder Engagement

- Feedback regarding texting pilot. Catherine Marshall has had a meeting with the project innovation team. This is a stand alone system which is not linked or picked up through the patient management system.
- The next step is to pilot texting and feedback for a month. Discussion regarding the privacy of texting. A patient’s phone number would be used with prior agreement from patient with the pilot being proof of concept with regards to this. The pilot is an opportunity for us to explore the potential and is more proof of concept.
- The Working Group was asked if they were happy to move forward and support clerical staff with this pilot. The details are to be worked through and if additional resources are required for pilot (small subset). System will link in with WebPas in the future. Option for additional clerical support.
- Details to be worked through e.g. message etc.
- Diabetic women are already receiving their results via text message.
- Working Group agreed to move forward with this to the next discussion regarding resources and staffing.

Workstream 6: Consumer Engagement

- A number of consumer focus groups have taken place since last meeting.
- Consumer Liaison Job Description attached. Catherine Marshall discussed and talked through Job Description:
 - Open to critique and feedback
 - Will be put into appropriate template
 - Background given by Catherine Marshall
 - Queried whether this was a liaison or advocate role
 - Would need to seek approval for use of the Maori name ‘Kaitakawaenga’ – Felicity explained the reasoning behind this.
 - The use of the word Father versus Partner was discussed. Father is used so as to not overlook the men in regards to engaging. Agreed to change the word ‘Partner’ to ‘Parents and whanau’ throughout document – Catherine Marshall to make these changes.

		<ul style="list-style-type: none"> - Nicholas Glubb explained that this role is more facilitating feedback as opposed to someone employed as local expert. Not having individual experience or limited experience maybe more appropriate for this position as a conduit for consumer opinions. 'Provider Support' to be changed to 'Facilitator' in document – Catherine Marshall to make changes. - If any further feedback please send through to Catherine Marshall. - Discussion regarding English as second language and high risk population; Indian to be added to this. Use of English as a second language wording to be changed – Catherine Marshall to track and change. - Take documentation of consumer feedback out – Catherine Marshall - Mediate conflict remove – Catherine Marshall - TOW – organisational standards that meet commitment. - Health consumer change to be more maternity specific – Catherine Marshall - Skill set discussed. - Purpose – add development of information in this section – Catherine Marshall - HR to advise regarding education level – looking more at person specification rather than qualification. - Work in progress - Catherine Marshall to make changes and email to working group who can then send back with any tracked changes. <p>Antenatal Survey – Barbara Ruby</p> <ul style="list-style-type: none"> • Being used to capture the voice of women attending clinic. Has been devised to capture partner/whanau/parent experience as well. Similar survey was successful in Colposcopy clinic. <p><u>Workstream 7: Guideline Review</u></p> <ul style="list-style-type: none"> • Meeting tomorrow morning. • Amanda Rouse currently concentrating on Annual Report. • Guidelines that needed to be removed have been.
	<p>Status Update Report - Discussion</p>	<p><u>Maternity Review Update</u></p> <ul style="list-style-type: none"> • As per attached document which was talked to by Nicholas Glubb. • Latest update to committee. • Has taken over from the previous maternity review work plan capturing other work and initiatives taking place. This is a living document and a method of promoting the service. • Provides highlights on progress of implementation with a focus on the status of the project. • Plan from August 2016 is that this will be reviewed 3 monthly rather than 6 weekly – this is yet to be confirmed.
	<p>RCA Report and Corrective Action Plan (Confidential) – Discussion</p>	<p>RCA Reported talked to by Catherine Marshall. This report is going to the Steering group on Tuesday next week.</p>
<p>4.</p>	<p>Review Minutes of Interface Meetings</p>	<p><u>Maternal Mental Health Interface Meeting:</u></p> <ul style="list-style-type: none"> • Going well having had three meetings thus far. • Key – Awareness of maternal mental health week – Amanda

		<p><u>Anaesthetics/Theatre Interface Meeting:</u> No further update.</p> <p><u>Child Health Interface Meeting:</u> No further update.</p> <p><u>New Born Hearing Screening Interface Meetings:</u> No further update.</p> <p><u>Diabetes Interface Meetings:</u> No further update.</p> <p><u>Emergency Department Interface Meetings:</u> No further update.</p> <p><u>Report</u> Attached Plan of dates of upcoming meetings attached.</p>
5.	Communication Updates	<p>Communication Plan Attached – Highlighting importance.</p> <p>Newsletter Next Newsletter to go out tomorrow afternoon.</p> <p>Staff Forum</p> <ul style="list-style-type: none"> • Communication Workshop Tuesday afternoon. • 30 people present • Acknowledged various staff groups that were able to attend due to school holidays, staff day and busy ward day. • Various understanding and interpretation – Pathways to give more consistency. • Discussion on potential development of pathways; to look at working in smaller groups. • Debrief – similarities from all three workshops and some pathways will be easier to address than others. • Good discussion • Different views • Good feedback from college of midwives – Diane Hirst
6.	General Business	<p>Amanda Rouse met with Pacifica nursing team who are keen to work with us to support women in their community. If interested in attending one of their clinics with Amanda please let her know.</p> <p>If you have any additional agenda items for the next meeting please let Catherine Marshall know.</p>

MEETING CLOSED	1:30pm
NEXT MEETING DATE	28th July 2016
NEXT MEETING START TIME	12:00pm
NEXT MEETING VENUE	Hospital Admin Large Mtg Room