

## Open and Honest Maternity Care in your Local Hospital



The *Open and Honest Care: Driving Improvement* programme aims to support organisations to become more transparent and consistent in publishing safety, experience and improvement data; with the overall aim of improving care, practice and culture.

Report for:

**Blackpool Teaching Hospitals  
NHS Foundation Trust**

April 2016

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This report is based on information from March, 2016

The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about the trust's performance.

## 1. SAFETY

### Maternity Safety Thermometer

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On one day each month we use the maternity safety thermometer, which is a nationally agreed tool to monitor care in maternity services. We use it to check to see how many women and babies experienced certain types of harm whilst in our care. It is called a safety 'thermometer' because it is a tool designed to take a sample of information available and so acts similarly to a 'temperature' check of safety, experience and improvement. This helps us to understand where we need to make improvements.

When we are using the term 'harm' in the context of maternity care it is important to understand that for many women these 'harms' are known complications of labour and birth and can not necessarily be avoided.

The maternity safety thermometer records whether any of four physical 'harms' occurred and asks three questions about women's experiences of maternity care. The four physical 'harms' we record information on in the maternity safety thermometer are;

- Severe tears in the skin and muscle around the vagina (also know as perineal tears or 3rd and 4th degree tears)
- Heavy blood loss following birth more than 1000mls (also known as post partum haemorrhage)
- Apgar score less than 7 at 5 minutes which is an indication of how well your baby was at birth (this is a score out of 10 where 2 points are given for each of the following: heart rate, breathing, colour, muscle tone and response to touch - 10 being the best score)
- Women who report having an infection starting between the onset of labour and 10 days of giving birth.

The term 'harm free care' (HFC) is the percentage of women who do not experience any of these 'harms' during their labour and birth as recorded in the maternity safety thermometer. The score below shows the percentage of patients who did not experience any of these harms measured in the Maternity Safety Thermometer and is known as harm free care. Please note the Safety thermometer harms identify data collected from women on one day per month and are a snap shot of the 'harms'. The breakdown of these results are shown below alongside the actual incidence of harms.

**85.5%** of patients did not experience any of the four harms in this trust.

For more information, including a breakdown by category, please visit:

<http://www.safetythermometer.nhs.uk/>

## Outcomes in our maternity service

Most women have a normal birth but some women need to have some help to give birth to their baby and have an operative birth. Operative birth could be a caesarean section, vacuum or forceps birth. Whilst having an operative birth can be potentially life saving there is great variation across the country. It is important to note that the need for an operative birth is dependent on risk factors and can vary in different populations so this information should not be used in isolation.

	Total number of births	Spontaneous vaginal birth	Planned Caesarean	Emergency Caesarean	Forceps	Vaginal Breech
<b>This month</b>	250	57.60%	12.00%	13.20%	6.80%	0.80%
<b>Actual numbers since April 2015</b>	3008	63.60%	12.00%	12.20%	4.80%	0.53%

The % figures for spontaneous vaginal births are triangulated to the mode of delivery with positive delivery outcomes for mother , baby and patient experience. All emergency caesarean sections are reviewed on an ongoing basis to ensure appropriate management and care is provided.

Of the 250 women who gave birth this month the following 'actual' harms occurred:

	Actual Incidence of Harms	Total % of women giving birth	Safety Thermometer Prevalence of Harm
<b>Severe perineal tears (3<sup>rd</sup> and 4<sup>th</sup> degree)</b>	12	4.80%	1.8%
<b>Post Partum Haemorrhage (more than 1000mls)</b>	9	3.64%	1.8%
<b>Infection</b>	-	-	5.5%
<b>Apgar score less than 7 at 5 minutes</b>	5	2.00%	0.0%

The number of stillbirths is recorded each quarter. The number of stillbirths which occurred in our Trust for the last quarter (8/15 to 12/15)

<b>Actual Stillbirths</b>	1	% of all births	0.40%
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## 2. EXPERIENCE

To measure women and families and staff experience we calculate percentages from surveys.

The answers are:

- Extremely Likely
- Likely
- Neither
- Unlikely
- Extremely Unlikely

The calculation is simple:

The % is all the 'extremely likely' and 'likely' answers added together, then divided by all answers (see above).

### Women and Family Experience

#### The Friends and Family Test

The Friends and Family Test requires all women, at 36 weeks, (ante natal), after the birth, (Labour/Birth), prior to transfer from hospital (Post natal in hospital) and on discharge from the midwife, (post natal at home) to be asked: How likely are you to recommend the maternity service to friends and family?

Antenatal	100%	This is based on 7 responses.
Home Birth	100%	This is based on 11 responses.
Postnatal	100%	This is based on 24 responses.
Community postnatal	100%	This is based on 15 responses.

\*This result may have changed since publication, for the latest score please visit:

<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

In the maternity safety thermometer we also ask women three questions about their experiences in relation to feeling safe during labour. We are aware they make up only two aspects of feeling safe, and once again are only a 'temperature' check of how safe women are feeling. The questions are

'Were you left alone at a time that worried you by a doctor or midwife, during labour?'

'If you raised concerns about safety, were you satisfied with the response, during labour and birth?'

'Were you ever separated from your baby?'

This month we asked 26 women how they felt using the Maternity Safety Thermometer. Their responses are in the table below;

Questions (Taken from maternity Safety Thermometer)	Yes	No
Were you left alone by midwives or doctors at a time when it worried you during labour and birth?	2%	98%
If you raised a concern during labour and birth about safety did you feel that it was taken seriously?	98%	2%
Were you ever separated from your baby?	8%	92%

Any baby who needs blood sugar monitoring has their blood taken, which requires baby to be taken to the Neonatal Unit. Although mums can go with baby, some mothers prefer not to.

## A woman's or family story

Rebecca Rowley tell us about her wonderful experience of using Maternity Services

<https://www.youtube.com/watch?v=KLrnqwbq9WI>

## Staff experience

We also ask staff questions similar to the Friends and Family Test. We ask staff to think about their recent experiences of working in our maternity service and to answer 3 questions. This is based on 10 responses;

- |  |        |
|--|--------|
| 1. I would recommend this service as a place to work   | 100.0% |
| 2. I would recommend the standard of care from this service to a friend or relative if they needed treatment | 100.0% |
| 3. I am satisfied with the quality of care I give to the patients, carers and their families                 | 100.0% |

The scores are calculated as the number of 'Strongly Agree' + 'Agree' responses divided by the total number of responses (Strongly Agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree)

## 3. IMPROVEMENT

Improvement story: we are listening to women and their families and are making changes to improve the service.

Issue: In the past, when a mother has given birth to twins, the babies have been placed in separate incubators. This only allowed the mother to interact and create a bond with one baby at a time.

Action: At the beginning of March, the Neonatal Unit purchased their first twin cot bed and a smaller heated mattress. This is a special bed that enables twins to be nursed together in one cot space either on or off heated mattresses, depending on the babies' gestations. We have already used it with three sets of twins and it has enabled us to transfer them from separate incubators earlier so that they can be nursed together as soon as possible. The cot is electronically adjustable which means mums, who are recovering from the birth, don't have to bend or lean over, and it means they can look and interact with both babies at the same time rather than having them in two separate cots. The new cot bed is easily transportable, making it easier to take into the Transitional Care rooms, even if only for short periods, once mum transfers to the unit. A second cot has now been ordered from money raised by the staff on the unit.

The Supervisors of Midwives are experienced midwives with at least 3 years since qualifying as a midwife,

## 4. SUPPORTING INFORMATION

### Supervisors of Midwives

The national agreed ratio of Supervisors of Midwives to Midwives is 1:15

Our Supervisors of Midwives to Midwives ratio is 1:12 which is better than the national ratio and supports the trust ethos of staff development, to ensure care is provided by competent, skilled staff.