

# 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**

September 2016

---

This report is based on information from August, 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

---

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 known 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.

**85.1%** 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>	239	57.7%	15.1%	18.0%	2.5%	0.7%
<b>Actual numbers since April 2016</b>	1273	59.0%	13.1%	15.6%	4.6%	0.5%

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

	Actuals		Safety Thermometer	
	Harms	Total % of women giving birth	Harms	Total % of women giving birth
Severe perineal tears (3 <sup>rd</sup> and 4 <sup>th</sup> degree)	1	0.4%	0	0.0%
Post Partum Haemorrhage (more than 1000mls)	9	3.8%	0	7.3%
Infection	-	-	4	8.5%
Apgar score less than 7 at 5 minutes	4	1.7%	1	2.2%

The number of stillbirths is recorded each quarter. The number of stillbirths which occurred in our Trust for the last quarter (1/16 to 3/16)

Actual Stillbirths	1	% of all births	0.19%	Total Births - quarter	515
--------------------	---	-----------------	-------	------------------------	-----

## 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 39 responses.
Home Birth	100%	This is based on 27 responses.
Postnatal	89%	This is based on 35 responses.
Community postnatal	94%	This is based on 18 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?	0%	100%
If you raised a concern during labour and birth about safety did you feel that it was taken seriously?	100%	0%
Were you ever separated from your baby?	13%	87%

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

Posted via our NHS Friends and Family Test in September

"Really reliable service, very helpful. Very friendly staff and all my questions and concerns were answered. Labour service better than I had expected. Very close to the patient. Very kind and been looked after with good care and all heart. Really friendly atmosphere on Ward D."

"I am full of praise for our midwife Mandy during the daytime and actual birth. She was instructive and so knowledgeable. Her advice throughout was amazing. In the early hours, Sister Eileen was also reassuring, as was Laura the previous few hours. What am I saying? The whole unit and staff are fantastic!"

"Staff were all very caring and thoughtful throughout. They were aware of all the reasons why we were on the ward and we were treated/managed appropriately. Patient toilets were not always clean, although this was perhaps more the fault of the patients as I know the staff were always very busy! Overall - equipment may look dated but staff were excellent which is far more important. Thank you!"

## 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 9 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:** A patient raised a complaint that during her labour the fetal heart monitor kept slipping off and the midwife had to bring in another machine, and there was a delay in the doctor attending to assist with the delivery when the birth got complicated. .

**Action:** Five fetal monitors have been ordered for the delivery suite, so there are now eight in total accessible to women during labour. These new monitors are better for women who have a high body mass index (BMI). Staff have also been informed to escalate issues immediately to the consultant if the doctor is with another patient and unable to attend straight away during the birthing process.

---

## 4. SUPPORTING INFORMATION

### Supervisors of Midwives

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

**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.