

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**

August 2017

This report is based on information from July, 2017

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.

84.8% of patients did not experience any of the four harms in this trust.

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

https://www.safetythermometer.nhs.uk/index.php?option=com_content&view=article&id=11&Itemid=285

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
This month	269	56.1%	15.6%	14.1%	5.6%	0.4%
Actual numbers since April 2017	1284	60.3%	13.9%	13.7%	5.5%	0.2%

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 women who gave birth this month, the following harms occurred:

	Actuals (269 women)		Safety Thermometer (20 women)	
	Harms	Total % of women giving birth	Harms	Total % of women giving birth
Severe perineal tears (3 rd and 4 th degree)	7	3.7%	1	3.0%
Post Partum Haemorrhage (more than 1000mls)	13	4.9%	1	3.0%
Infection	-	-	2	6.1%
Apgar score less than 7 at 5 minutes	0	0.0%	0	0.0%

The number of stillbirths is recorded each quarter. The number of stillbirths which occurred in our Trust for the 1st quarter (4/17 to 6/17):

Actual Stillbirths	1	% of all births	0.19%	Total Births - quarter	529
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2. EXPERIENCE

Women and Family 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).

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 17 responses.
Labour/Birth	99%	This is based on 80 responses.
Postnatal	89%	This is based on 63 responses.
Community postnatal	100%	This is based on 14 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%

A woman's or family story

Care Opinion –

I cannot thank the Delivery Suite staff for the quick, thorough and comprehensive treatment I received on Saturday 12 August. I am 16 weeks pregnant and had such severe abdominal pains while visiting Blackpool for the weekend, I had trouble walking. I went to Blackpool Victoria where I was seen by a health assistant, midwife and doctor who went to great lengths to seek out the source of the problem, carrying out several tests and monitoring me and my unborn baby. A lovely midwife, whose name I believe I can't mention on here, gave an extremely detailed and professional explanation for what could have caused my condition, which will prove crucial to how i take care of my health throughout this pregnancy. I cannot thank the staff here enough for their professionalism, advice and reassurance.

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 | 80.0% |

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: The patients and their relatives were feeding back to staff on Ward D that the visiting hours were not enough and they wanted more time to visit their families and their new babies.

Action: The Ward Manager listened to their patients and extended their visiting times from 1 – 2pm to 1 – 3pm and 6 – 7pm to 6-8pm. Their continues to be open visiting for the partners of the mothers on the ward but this extension has been greatly received by the patients and their families.

4. SUPPORTING INFORMATION

Although the Statutory role of Midwifery Supervision came to an end on 31st March 2017, Blackpool Teaching Hospitals NHS Foundation Trust will continue to provide high quality maternity care and support to both the public and midwives. Women and families who wish to discuss options around choices for their maternity care are asked to discuss this with their named midwife, the name of the midwife will be written on the front of your handheld record.

There is a manager on call for the maternity service providing 24hour access to support and guidance, this can be accessed via the main hospital switchboard, telephone 01253 30000