



WIGAN BOROUGH



Maternity Voices

Working in partnership to improve maternity services

**Engagement Event**

02<sup>nd</sup> October 2018

Notes

THE edge



**NHS**



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## Calling all parents and parents-to-be!

Join us at our maternity engagement event and tell us about your experience.

Your views can help make a BIG difference to services!

Tuesday 2nd  
October 2018

The Edge Conference  
Centre, Riveredge,  
Wigan WN3 5AB

1pm -  
2.30pm

Click [here](#) to book your place online, call 01942 482711 or email [shapeyournhs@wiganboroughhccg.nhs.uk](mailto:shapeyournhs@wiganboroughhccg.nhs.uk)

Free Lunch  
from  
12.30pm

Limited crèche  
facilities must  
be booked

Free  
parking

Theme:  
experiences on  
the maternity  
ward



On the 2<sup>nd</sup> October 2018 we held our 2<sup>nd</sup> Maternity engagement event. We were so pleased with the attendance, some new and some returning mums and babies!



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- Crèche facilities provided
- Informal session
- The group received a brief update on the work that had been done to improve services based on their feedback at the last event – “You Said, We Listened”
- The group split into two for the engagement session to discuss their experiences on the ward



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## What improvements would you make to the Maternity Ward?

“Introduction to the ward” booklet

Excellent service, very happy

Information as we get into the ward – what medication I’m on and plan of care

More entertainment and refreshments – e.g. lounge with vending machine, TV, kettle etc. so that you can get out of the bay and also for dads/partners

More information on what will happen when on the ward

Better communication once at the maternity unit about what will happen to mum

More education displays on the Maternity Ward relating to Breastfeeding



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## The group had ideas on how things could be improved...

Not being moved during induction process

More staff - Midwives and Health Care Assistants

Better discharge planning

A handbook for neonatal for parents and a 'how to guide'

When midwives finish a shift and a hand over is given this should involve mum

A tour beforehand

Visiting hours – really struggled waiting for partner

More information and better communication

Thank you to everyone who attended the event.

Click [here](#) to see the “You Said, We Listened” which describes how the feedback was taken forward.

Join us at our next event on 29<sup>th</sup> January 2019!