



To: Coventry Health and Wellbeing Board

Date: 10 April 2017

From: Andrea Green, Chief Officer, NHS Coventry and Rugby CCG

Title: Engagement Strategy Update

1 Purpose

- 1.1 To update Members on progress of the Engagement Strategy brought to the H&WBB in November 2016.

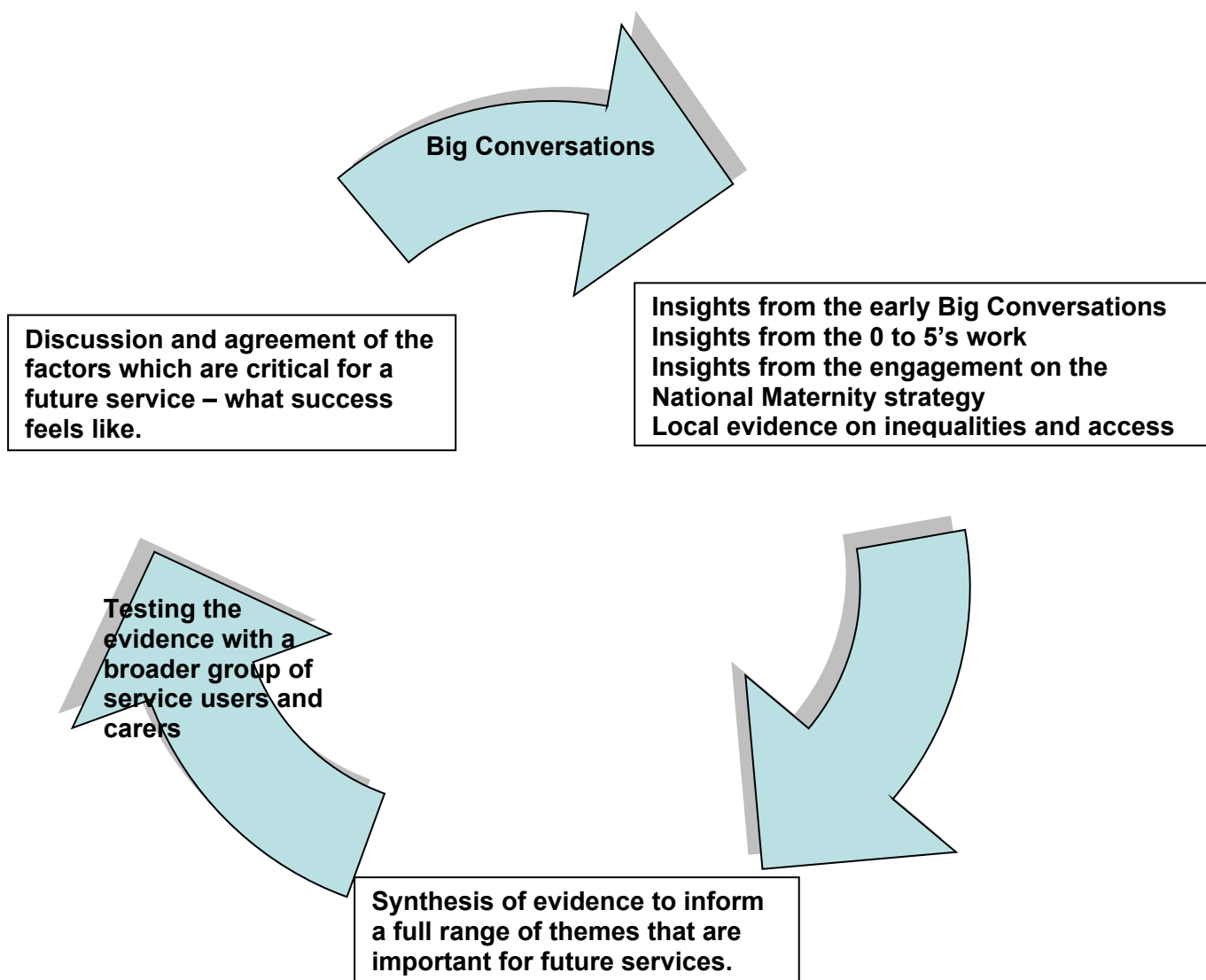
2 Recommendations

- 2.1 The Health and Well-being Board is asked to note the progress on the Engagement Strategy.

3 Information/Background

- 3.1 The 3 local CCGs, Coventry City Council and Warwickshire County Council formed a collaborative Engagement team who developed the Engagement Strategy with the Health and Wellbeing Board in November.
- 3.2 The first activity agreed, was to start to hold some “Big Conversations” with local Mothers and Carers, to find out what was important to them in respect of Maternity services, as a new national strategy on Better Births had been released by NHS England, and local leaders were considering the sustainability and transformation of the service, as part of the local long term direction of travel for healthcare, the STP.
- 3.3 Big Conversations were held with Mothers and their Carers at the venues they were attending to receive their antenatal and postnatal care. This first phase of engagement included completing 57 conversations, at venues, mainly Children’s Centres across Coventry and Warwickshire. The participants included people who already had children, those who had past miscarriages and/or, traumatic births as well as those who were first time Mothers.
- 3.4 The outcome of this phase of discussions found that all those asked had very similar expectations of maternity services, but these were not always met. The key themes in the discussions were around consistency of care; being listened to; personalised care; family friendly care; professional attitude of staff; feeling reassured; support with aspects of caring for a new baby; access to information, antenatal and postnatal support.
- 3.5 The engagement identified some inequalities in the services available in antenatal and postnatal groups; breastfeeding support and continuity of care.

3.6 Next steps - These views and themes will be brought together with information from the 0 to 5s work undertaken by Coventry City and Warwickshire County Council; data on local inequalities and access; and the national engagement work on maternity care currently underway, to inform the next stages of co-design which will produce a set of local view of critical success factors that the future services will need to address.



4 Options Considered and Recommended Proposal

4.1 Members are asked to review progress and suggest any further action.

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