

Maternity Outpatients engagement – You Said, we Did

Theme identified (You Said)	Recommendations	Actions (We Did)
Many people report long waiting times to see people in clinic.	Consider including a question in the consultation to better understand people's experience of delays in appointments and clinics. Feed into any planning for new service models.	We will include a question in the future consultation to better understand people's experiences. We are using this feedback when clinic pathways are redesigned (eg for pre-operative assessments for elective caesarean sections).
A significant number of people report that some maternity sites are uncomfortable	Consider options for improving the physical environment at maternity sites, including addressing issues around privacy on maternity wards	We will feed this into any future consultation around centralising maternity services. We have introduced a new alongside midwifery-led unit at LGI, which has been designed to be more comfortable, and are trying to obtain more equipment to further make this a homely experience.
Many people reported that communication could be improved	Consider improvements to communication mechanisms between staff and with patients; including appointment systems.	We are considering how different appointment reminder systems can be introduced with the introduction of an electronic maternity system. The homebirth team is now working in a different way to enable maximum coverage of agreed appointments, whilst maintaining flexible support for births.
People told us that continuity of care is very important	Consider how maternity services might be able provide more consistency of staffing for patients.	We are piloting new continuity of carer teams, where people will see the same midwife or team of midwives throughout their care. We anticipate that over 20% of families will be booked on such a pathway by March 2020.
People told us that they were worried about NHS services being understaffed	Consider how the NHS in Leeds can reassure local people about the levels of staffing in maternity services.	We will continue to recruit extensively from all available midwife intakes, and look at how different roles, including those of midwifery support workers, can be further developed to support the rest of the workforce.
Parking and associated costs	Consider how hospital sites can	This feedback will be used in

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were a significant concern for almost everyone	expand existing parking provision and/or provide suitable alternatives. Provide parking which is flexible around maternity appointments; where people do not have to set out how long they will be parked there at the beginning of the parking session.	any future consultation around the location of maternity services.
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