



## Monthly update for families // August 2024

This monthly update is being provided for women and families who use or have used maternity and neonatal services at Swansea Bay and are interested in how the review is progressing. This update is being provided each month, closely following the monthly meeting of the review Oversight Panel. Information about how the review has been constructed will be published on the new web pages from 14/08/24.

Firstly, we recognise that the announcement of the review has caused some anxiety for people. No family wants to feel that there are any question marks over the quality of maternity or neonatal services. The review team is here to gain a detailed understanding of services by speaking to women and families, speaking to staff, reviewing large amounts of data and information and understanding what has changed, and what might still need to change.

It is important that a review of this size is established properly so that it is a **safe framework** for people to talk to us. By doing things properly at this stage, we ensure that the evidence we use to form our judgements is *reliable* and is fully *evidence-based*. Rushing might mean missing key details which reduces the opportunity for **sustainable long-term improvements**.

We recognise, however, that this might look like no progress has been made. This is far from the case and we are sorry for the lack of information so far; this is because establishing the safety systems around the review, including communications, has taken some time. Particularly, developing access points must be done safely to protect your data and information. **Making sure that we are able to hear as many voices as possible and that you are able to give your views safely, is central to our work.**

**We are very pleased to say that the review has now started to look in-depth at maternity and neonatal services with an up-front piece of work which allows the Health Board to address any safety actions needed today.**



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## Progress this month...

The new review web pages will provide you with a wealth of information about how you can share your experiences with the review team. We have worked hard to try and make this as easy as possible for you to navigate. On the new website we have also provided a “**you said, we did**” document so that you can see the changes made following the listening exercise on the Terms of Reference. If you missed the listening exercise then don't worry, we are making sure that this review is as inclusive as possible, you can provide your views to the dedicated email address throughout the course of the review.

Here are the key updates on the main activities for this (and the last two) month/s:

-  We have undertaken extensive engagement with key community stakeholders such as LLAIS, AVMA and Swansea Bay Maternity Voices Partnership (SBMVP) all of whom have been extremely helpful in sharing valuable insights that they already have, for example, through the LLAIS maternity survey.
-  The new Family and Community Voices Group is finalising its Terms of Reference to establish the best way to reach out to women and families and to identify all of those people we need to reach.
-  The Oversight Panel has now been formally constituted with a new Interim Chair, Dr Denise Chaffer CBE. Denise is a vastly experienced former nurse, midwife and nurse teacher and she is the former Chair of the Royal College of Nursing.
-  The new dedicated web pages provide extensive detail on how to feed in your views, get support, understand the latest news and self-refer. It is vital that review access points are supported by secure data protection platforms, and this has been a priority.
-  Three new posts have now been recruited: we now have two new specialist midwives to triage self-referrals and support with coordination and communication, the second is an experienced professional to provide additional support and capacity to the family engagement team. The need for more capacity to help with communications is clear to us.
-  The Clinical Team have spent significant time determining and developing the processes to reach out to the families who are having their care reviewed. This must be done with great sensitivity and families must be given the option not to participate in the review. *We hope very much that families will contribute so that all learning can be identified for services.*
-  The 'safe today' governance review has now been ongoing for over a month. We have drawn down extensive review information and started to speak to a range of staff. This means that if there are serious safety concerns that these can be addressed today, rather than wait until the end of the review.

Thank you for your patience in the early stages of this review while we have been establishing vital processes. We are looking forward to meeting you all and to hearing your views (both positive and negative). We will update you again in four weeks.



*Improvement through experience.  
Improvement with compassion.*





## Diweddariad misol i deuluoedd // Awst 2024

Mae'r diweddariad misol hwn yn cael ei ddarparu ar gyfer menywod a theuluoedd sy'n defnyddio neu sydd wedi defnyddio gwasanaethau mamolaeth a newyddenedigol ym Mae Abertawe ac sydd â diddordeb mewn sut mae'r adolygiad yn datblygu. Mae'r diweddariad hwn yn cael ei ddarparu bob mis, yn dilyn cyfarfod misol Panel Goruchwylio'r adolygiad. Bydd gwybodaeth am sut mae'r adolygiad wedi'i lunio yn cael ei chyhoeddi ar y tudalennau we newydd o 14/08/24.

Yn gyntaf, rydym yn cydnabod bod cyhoeddi'r adolygiad wedi achosi rhywfaint o bryder i bobl. Nid oes unrhyw deulu eisiau teimlo bod unrhyw farciau cwestiwn ynghylch ansawdd gwasanaethau mamolaeth neu newyddenedigol. Mae'r tîm adolygu yma i gael dealltwriaeth fanwl o wasanaethau drwy siarad â menywod a theuluoedd, siarad â staff, adolygu llawer iawn o ddata a gwybodaeth a deall yr hyn sydd wedi newid, a beth allai fod angen ei newid o hyd.

Mae'n bwysig bod adolygiad o'r maint hwn yn cael ei sefydlu'n iawn fel ei fod yn **fframwaith diogel** i bobl siarad â ni. Drwy wneud pethau'n iawn ar hyn o bryd, rydym yn sicrhau bod y dystiolaeth a ddefnyddiwn i ffurfio ein barn yn *ddibynadwy* a'i bod yn *seiliedig ar dystiolaeth* yn llawn. Gallai rhuthro olygu colli manylion allweddol sy'n lleihau'r cyfle am **welliannau hirdymor cynaliadwy**.

Fodd bynnag, rydym yn cydnabod y gallai hyn ymddangos nad oes cynnydd wedi'i wneud. Mae hyn ymhell o'r achos ac mae'n ddrwg gennym am y diffyg gwybodaeth hyd yma; mae hyn oherwydd bod sefydlu'r systemau diogelwch o amgylch yr adolygiad, gan gynnwys cyfathrebu, wedi cymryd peth amser. Yn benodol, rhaid gwneud datblygu pwyntiau mynediad yn ddiogel i ddiogelu eich data a'ch gwybodaeth. **Mae sicrhau ein bod yn gallu clywed cynifer o leisiau â phosibl a'ch bod yn gallu rhoi eich barn yn ddiogel, yn ganolog i'n gwaith.**

**Rydym yn falch iawn o ddweud bod yr adolygiad bellach wedi dechrau edrych yn fanwl ar wasanaethau mamolaeth a newyddenedigol gyda darn o waith blaen sy'n caniatáu i'r Bwrdd Iechyd fynd i'r afael ag unrhyw gamau diogelwch sydd eu hangen heddiw.**



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Bydd y tudalennau we adolygu newydd yn rhoi cyfoeth o wybodaeth i chi am sut y gallwch rannu eich profiadau gyda'r tîm adolygu. Rydym wedi gweithio'n galed i geisio gwneud hyn mor hawdd â phosibl i chi ei lywio. Ar y wefan newydd rydym hefyd wedi darparu dogfen "**dywedoch chi, gwnaethom ni**" fel y gallwch weld y newidiadau a wnaed yn dilyn yr ymarfer gwrando ar y Cylch Gorchwyl. Os gwnaethoch chi gollu'r ymarfer gwrando yna peidiwch â phoeni, rydym yn sicrhau bod yr adolygiad hwn mor gynhwysol â phosibl, gallwch roi eich barn i'r cyfeiriad e-bost pwrpasol trwy gydol yr adolygiad.

Dyma'r prif ddiweddariadau ar y prif weithgareddau ar gyfer y mis/oedd diwethaf (a'r ddau olaf):

-  Rydym wedi ymgysylltu'n helaeth â rhanddeiliaid cymunedol allweddol fel LLAIS, AVMA a Phartneriaeth Lleisiau Mamolaeth Bae Abertawe (SBMVP) y mae pob un ohonynt wedi bod yn hynod o ddefnyddiol wrth rannu mewnwelediadau gwerthfawr sydd ganddynt eisoes, er enghraifft, trwy arolwg mamolaeth LLAIS.
-  Mae'r Grŵp Lleisiau Teulu a Chymuned newydd yn cwblhau ei Gylch Gorchwyl i sefydlu'r ffordd orau o estyn allan at fenywod a theuluoedd ac i nodi'r holl bobl hynny y mae angen i ni eu cyrraedd.
-  Mae'r Panel Goruchwylio bellach wedi'i gyfansoddi'n ffurfiol gyda Chadeirydd Dros Dro newydd, Dr Denise Chaffer CBE. Mae Denise yn gyn-nyrs, bydwraig ac athrawes nyrsio brofiadol iawn a hi yw cyn Cadeirydd y Coleg Nyrsio Brenhinol.
-  Mae'r tudalennau we bwrpasol newydd yn rhoi manylion helaeth ar sut i roi eich barn, cael cefnogaeth, deall y newyddion diweddaraf ac i hunangyfeirio. Mae'n hanfodol bod pwyntiau mynediad adolygu yn cael eu cefnogi gan lwyfannau diogelu data diogel, ac mae hyn wedi bod yn flaenoriaeth.
-  Mae tair swydd newydd bellach wedi cael eu recriwtio: bellach mae gennym ddwy fydwraig arbenigol newydd i frysbennu hunanatgyfeiriadau a chefnogaeth gyda chydlynu a chyfathrebu, mae'r ail yn weithiwr proffesiynol profiadol i ddarparu cefnogaeth a gallu ychwanegol i'r tîm ymgysylltu â theuluoedd. Mae'r angen am fwy o gapasiti i helpu gyda chyfathrebu yn glir i ni.
-  Mae'r Tîm Clinigol wedi treulio amser sylweddol yn pennu ac yn datblygu'r prosesau i estyn allan at y teuluoedd sy'n cael adolygiad o'u gofal. Rhaid gwneud hyn gyda sensitifrwydd mawr a rhaid rhoi cyfle i deuluoedd beidio â chymryd rhan yn yr adolygiad. *Rydym yn gobeithio'n fawr y bydd teuluoedd yn cyfrannu fel y gellir adnabod yr holl ddysgu ar gyfer gwasanaethau.*
-  Mae'r adolygiad llywodraethu 'diogel heddiw' bellach wedi bod yn mynd rhagddo ers dros fis. Rydym wedi llunio gwybodaeth adolygu helaeth ac wedi dechrau siarad ag ystod o staff. Mae hyn yn golygu, os oes pryderon diogelwch difrifol y gellir mynd i'r afael â'r rhain heddiw, yn hytrach nag aros tan ddiwedd yr adolygiad. Diolch i chi am eich amynedd yng nghyfrannu cynnar yr adolygiad hwn wrth i ni fod yn sefydlu prosesau hanfodol. Rydym yn edrych ymlaen at gwrdd â chi i gyd ac i glywed eich barn (cadarnhaol a negyddol). Byddwn yn eich diweddarau eto ymhen pedair wythnos.



*Gwella trwy brofiad.  
Gwella gyda thosturi.*

