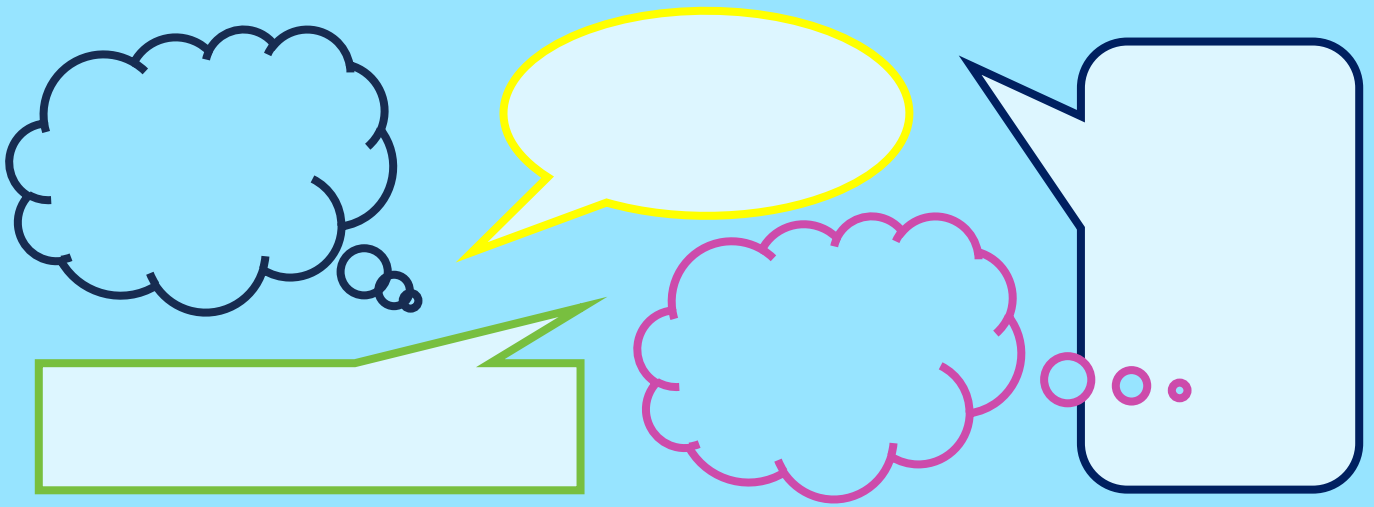


Swansea Bay Maternity and Neonatal Review



Listening Outcome // “You said, we did”

Background

In December 2023, Swansea Bay University Health Board (**SBUHB**) announced that it was commissioning an independent external review of its maternity and neonatal services. At the time of the announcement, an initial draft **Terms of Reference** was published. The Oversight Panel, after listening to views expressed by families, staff and stakeholders, developed a further draft version of the Terms of Reference which expanded the scope of the Review. This version was published on 19 April 2024 and following this an extended **listening period** took place. Feedback was captured from families, staff and stakeholders during this period. The feedback was then fully considered by the **Oversight Panel** and a final version of the Terms of Reference was published on 12 June 2024. This document describes the key changes made in response to that feedback:

What you said to us about the independent review (summarised):

- We need to be assured of review independence.
- The reasons why the Review was being conducted were not clear and seemed to suggest it was because of public pressure.
- The review needs to ensure that expectant mothers currently using the service had their concerns addressed.
- Service user experience needs to be at the heart of the Review.
- The involvement of staff in the Review is important, including community midwives.
- The Review should include opportunities for good and bad experiences to be shared.
- The applicable timescales in respect of each of the workstreams required clarity and the Review periods in general needed to be widened.
- The role of the Oversight Panel must be clarified including 1) escalation of any urgent issues and 2) patient representation on the Panel (to enable patient trust).
- Clarity was required in respect of the impact of participation on families who were involved (now or in the future) in separate legal proceedings.



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Listening to a range of views

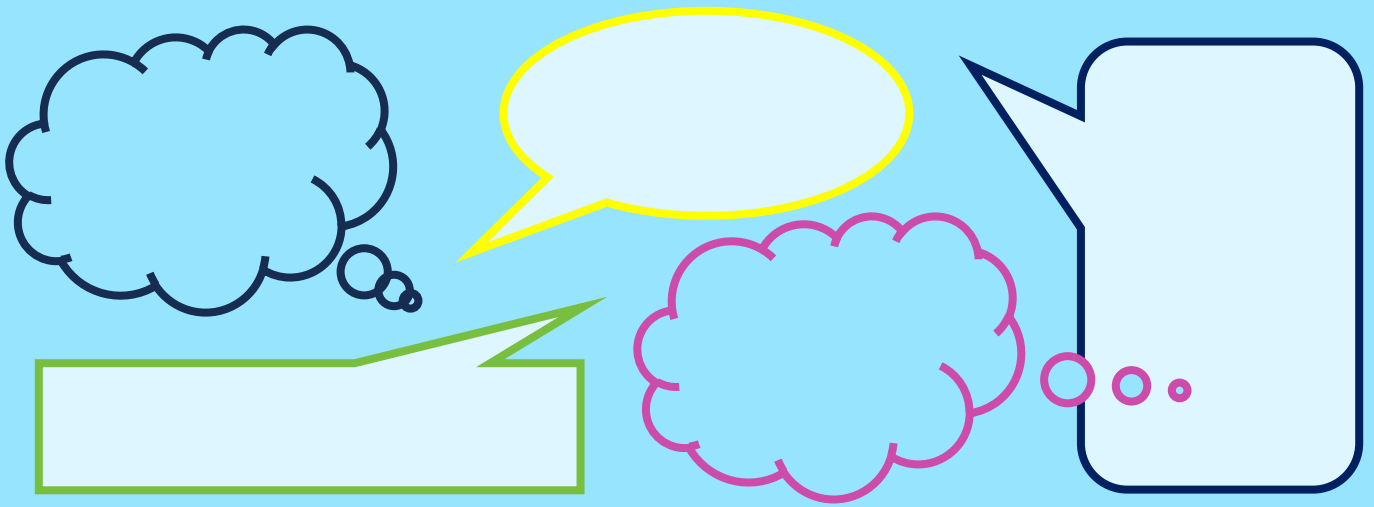
- The self-referral criteria should be published at the same time as the Terms of Reference.
- The scope of the Review and whether early maternity services and post-natal services (physical and mental health) should be included. Concern was also raised as to whether the clinical review would be an 'opt in' or 'opt out'.
- There is a need for any Oversight Panel recommendations to be service specific.
- Concern if the Review period extends over 12 months and the strain this will pose on resources.
- There was a need for mental health support for impacted families.

Whilst the Oversight Panel was conducting a listening exercise, LLAIS also ran an independent survey about the review and received around 40 responses. These responses were fully taken into account in terms of the changes made. Not everyone had read the Terms of Reference, and of those who had, the majority did not feel that changes were required. This reinforces the view that not everyone connects with a Terms of Reference and that the important thing is for the review team to *remain open to questions and feedback through the lifespan of the review*.

What we did to respond to feedback:

-  The introduction section was amended to clarify why the Review was commissioned and what the Review is seeking to achieve.
-  The timeframes applicable to the 3 workstreams have been clarified throughout. We recognised that some people wanted to be included who were outside of the timescales specified. The self-referral process will now be available to any family wishing to be included in the review with cases extending beyond the original five-year limit.
-  After careful consideration, the list of previous reviews was moved to an appendix rather than deletion, as the view from the Oversight Panel was it gives importance context to the historical background. The background section of the Terms of Reference was also refined to make clear that a key focus of the Review was to understand if issues identified in the previous reviews persisted or any new problems have arisen.
-  The aims of the Review were refined to clarify the timeframes, and more neutral language was adopted to ensure that it is very clear that the outcome of the independent Review is not pre-determined.
-  The role of the Oversight Panel was further defined, with express reference to the fact that it is responsible for escalating any urgent matters identified throughout the Review directly to the Health Board (and any other body as necessary).
-  The role of the Health Board was directly addressed, in particular the Review's independence (noting further information will be available on this point that sits outside the Terms of Reference). The Resources section was also amended to make clear that whilst resources will be funded by the Health Board, this does not mean the Health Board will arrange resourcing.
-  Paragraph 6.3 was amended to make clear that the engagement workstream was focused on the patient voice to allow families to provide invaluable input in respect of their lived experience.
-  Reference was included to make clear that regular updates on the Reviews progress would be published.
-  A paragraph was inserted to address participation in the Review by families who may now or in the future be involved in separate legal proceedings.

Adolygiad Mamolaeth a Newyddenedigol Bae Abertawe



Canlyniad Gwranddo // "Dywedoch chi, gwnaethom ni"

Cefndir

Ym mis Rhagfyr 2023, cyhoeddodd Bwrdd Iechyd Prifysgol Bae Abertawe (**BIPBA**) ei fod yn comisiynu adolygiad allanol annibynnol o'i wasanaethau mamolaeth a newyddenedigol. Ar adeg y cyhoeddiad, cyhoeddwyd **Cylch Gorchwyl** drafft cychwynnol. Ar ôl gwranddo ar farn deulueoedd, staff a rhanddeiliaid, datblygodd y Panel Goruchwyllo fersiwn ddrafft arall o'r Cylch Gorchwyl a ehangodd gwmpas yr Adolygiad. Cyhoeddwyd y fersiwn hon ar 19 Ebrill 2024 ac yn dilyn hyn cynhaliwyd **cyfnod gwranddo** estynedig. Cafwyd adborth gan deulueoedd, staff a rhanddeiliaid yn ystod y cyfnod hwn. Yna ystyriwyd yr adborth yn llawn gan y **Panel Goruchwyllo** a chyhoeddwyd fersiwn derfynol o'r Cylch Gorchwyl ar 12 Mehefin 2024. Mae'r ddogfen hon yn disgrifio'r newidiadau allweddol a wnaed mewn ymateb i'r adborth hwnnw:

Yr hyn a ddywedoch wrthym am yr adolygiad annibynnol (crynodeb):

- Mae angen i ni fod yn sicr o annibynnaeth yr adolygiad.
- Nid oedd y rhesymau pam yr oedd yr Adolygiad yn cael ei gynnal yn glir ac roedd yn ymddangos ei fod yn awgrymu ei fod oherwydd pwysau cyhoeddus.
- Mae angen i'r adolygiad sicrhau bod pryderon mamau beichiog sy'n defnyddio'r gwasanaeth ar hyn o bryd yn cael sylw.
- Mae angen i brofiad y defnyddiwr gwasanaeth fod wrth wraidd yr Adolygiad.
- Mae cynnwys staff yn yr Adolygiad yn bwysig, gan gynnwys bydragedd cymunedol.
- Dylai'r Adolygiad gynnwys cyfleoedd i rannu profiadau da a drwg.
- Roedd angen eglurder ar yr amserlenni perthnasol mewn perthynas â phob un o'r ffrydiau gwaith ac roedd angen ehangu'r cyfnodau Adolygu yn gyffredinol.
- Rhaid egluro rôl y Panel Goruchwyllo gan gynnwys 1) cynyddu unrhyw faterion brys a 2) cynrychiolaeth cleifion ar y Panel (i alluogi ymddiriedaeth cleifion).
- Roedd angen eglurder mewn perthynas ag effaith cyfranogiad ar deulueoedd a oedd yn cymryd rhan (nawr neu yn y dyfodol) mewn achosion cyfreithiol ar wahân.



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Gwrando ar ystod o safbwyntiau

- Mae angen cyhoeddi'r meini prawf hunan-atgyfeirio ar yr un pryd â'r Cylch Gorchwyl.
- Dylid cynnwys cwmpas yr Adolygiad ac a ddylid cynnwys gwasanaethau mamolaeth cynnar a gwasanaethau ôl-enedigol (iechyd corfforol a meddyliol). Mynegwyd pryder hefyd ynghylch a fyddai'r adolygiad clinigol yn 'optio i mewn' neu'n 'optio allan'.
- Mae angen i unrhyw argymhellion y Panel Goruchwyllo fod yn benodol i wasanaeth.
- Pryder os yw'r cyfnod Adolygu yn ymestyn dros 12 mis a'r straen y bydd hyn yn ei achosi ar adnoddau.
- Roedd angen cefnogaeth iechyd meddwl ar deuluoedd yr effeithiwyd arnynt.

Tra bod y Panel Goruchwyllo yn cynnal ymarfer gwrando, cynhaliodd LLAIS arolwg annibynnol hefyd am yr adolygiad a derbyniodd tua 40 o ymatebion. Cafodd yr ymatebion hyn eu hystyried yn llawn o ran y newidiadau a wnaed. Nid oedd pawb wedi darllen y Cylch Gorchwyl, ac o'r rhai a oedd wedi gwneud hynny, nid oedd y mwyafrif yn teimlo bod angen newidiadau. Mae hyn yn atgyfnerthu'r farn nad yw pawb yn cysylltu â Chylch Gorchwyl ac mai'r peth pwysig yw i'r tîm adolygu [barhau i fod yn agored i gwestiynau ac adborth drwy gydol oes yr adolygiad](#).

Yr hyn a wnaethom i ymateb i adborth:

-  Diwygiwyd yr adran gyflwyno i egluro pam y comisiynwyd yr Adolygiad a'r hyn y mae'r Adolygiad yn ceisio ei gyflawni.
-  Mae'r amserlenni sy'n berthnasol i'r 3 ffrwd waith wedi'u hegluro drwyddi draw. Roeddem yn cydnabod bod rhai pobl eisiau cael eu cynnwys a oedd y tu allan i'r amserlenni a nodwyd. Bydd y broses hunan-atgyfeirio nawr ar gael i unrhyw deulu sy'n dymuno cael eu cynnwys yn yr adolygiad gydag achosion yn ymestyn y tu hwnt i'r terfyn pum mlynedd gwreiddiol.
-  Ar ôl ystyried yn ofalus, symudwyd y rhestr o adolygiadau blaenorol i atodiad yn hytrach na dileu, oherwydd barn y Panel Goruchwyllo oedd ei bod yn rhoi cyd-destun pwysig i'r cefndir hanesyddol. Mireinwyd adran gefndirol y Cylch Gorchwyl hefyd i'w gwneud yn glir mai ffocws allweddol yr Adolygiad oedd deall a oedd materion a nodwyd yn yr adolygiadau blaenorol yn parhau neu a oes unrhyw broblemau newydd wedi codi.
-  Cafodd nodau'r Adolygiad eu mireinio i egluro'r amserlenni, a mabwysiadwyd iaith fwy niwtral i sicrhau ei bod yn glir iawn nad yw canlyniad yr Adolygiad annibynnol yn cael ei bennu ymlaen llaw.
-  Diffiniwyd rôl y Panel Goruchwyllo ymhellach, gan gyfeirio'n benodol at y ffaith ei fod yn gyfrifol am gyfeirio unrhyw faterion brys a nodwyd yn ystod yr Adolygiad yn uniongyrchol at y Bwrdd Iechyd (ac unrhyw gorff arall yn ôl yr angen).
-  Ymdriniwyd yn uniongyrchol â rôl y Bwrdd Iechyd, yn enwedig annibyniaeth yr Adolygiad (gan nodi y bydd rhagor o wybodaeth ar gael ar y pwynt hwn sydd y tu allan i'r Cylch Gorchwyl). Diwygiwyd yr adran Adnoddau hefyd i egluro, er y bydd adnoddau'n cael eu hariannu gan y Bwrdd Iechyd, nad yw hyn yn golygu y bydd y Bwrdd Iechyd yn trefnu adnoddau.
-  Diwygiwyd paragraff 6.3 i'w gwneud yn glir bod y ffrwd waith ymgysylltu yn canolbwyntio ar lais y claf i ganiatáu i deuluoedd ddarparu mewnbwn amhrisiadwy mewn perthynas â'u profiad byw.
-  Cynhwyswyd cyfeiriad i'w gwneud yn glir y byddai diweddariadau rheolaidd ar gynnydd yr Adolygiadau yn cael eu cyhoeddi.
-  Mewnosodwyd paragraff i fynd i'r afael â chyfranogiad yn yr Adolygiad gan deuluoedd a allai fod yn rhan o achosion cyfreithiol ar wahân nawr neu yn y dyfodol.