



Monthly update for families // September 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 and is progressing, is now live on the review website

There has been a significant amount of activity on the review this month and we are pleased to be able to start to gain insights into maternity and neonatal services. At the moment, work is being done to understand if there are any immediate issues relating to the safety of the service 'today'. This additional step is a unique aspect which has been built into the Terms of Reference to provide an early understanding of service safety. Through this early-stage review, we will make any recommendations which we feel are urgent around safety, so that any risks to women and families today – and while the review is ongoing - are minimised.

Establishing the framework for a review of this size does take some time, particularly to establish a safe governance framework and safe communication processes; this is so that families can feel fundamentally safe in communicating with the review team. We are developing a detailed timeline about the review key phases as well as a summary list of items included within the Terms of Reference and how this compares to other similar reviews.

The self-referral process has now gone live on the review web pages. This means that you can now provide your feedback on your experiences via a dedicated form, families can also use this facility to self-refer their cases to the review team. If you would rather go through this process with a member of the midwifery or patient experience team, you can also request this on the same form. We are working closely with Llais and other key stakeholders to ensure that, wherever possible, women are able to choose their preferred way of accessing the review without having to repeat their care history.



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Progress this month...


The first set of individual letters for families who meet the clinical criteria for case review have been sent out. We are contacting families in stages so that those families who have been contacted don't have to wait a long time between receiving their letter and having their care reviewed.


The self-referral process is now up and running. We hope that families will be reassured that the Terms of Reference have been expanded to ensure that women and families who want to self-refer their cases – but which fell outside of the original timescale – can now be included. The Oversight Panel felt it was particularly important to remove any barriers to women and families being able to talk about their experiences of care. Here is a further update on activity this month:


 The proposed Family and Community Voices Steering Group has met for a second time to plan how the framework for engagement activity will be developed. Llais asked for the group to be co-chaired with families which was a welcomed suggestion. They are going to invite expressions of interest from families so please think about if you would like to be involved, you can contact Llais at nptandswansea.enquiries@llaiscymru.org

 The Family Engagement Lead is now working on a comprehensive 'map' of stakeholders. This is so that we can ensure the review is reaching out to all people, as well as seldom heard and different ethnic groups. We are working with Llais to avoid duplicating effort as they already have some strong networks with local GPs, community groups and religious groups. We have developed a poster for sharing within communities to advise how to contact the review team.

 New methods are being developed to support how we update key stakeholders in the review. For example, information to local advocacy groups and charities, needs to be improved to ensure that they are able to provide accurate and up to date information for those who are accessing their services and are seeking information.

 Two new dedicated 'Triage Midwives' are now in post. Both of the individuals recruited are vastly experienced and have been particularly recruited for their values base and their belief in compassionate approaches and support for families. They will be undertaking clinical reviews of care for families who self-refer to the review.

 The review web-pages are now up and running. There are several areas to click-through to find out more information about, for example, governance, review independence, latest news, how to access further help and support. The website will continue to evolve as more information is added, we are also making revisions so that there is more 'access on one page' for the content.

 We have also changed the way the website transfers between English and Welsh language, you can now select either in line with your preference.

We are looking forward to listening to your feedback and to hearing your views (both positive and negative). We will update you again in four weeks.



*Improvement through experience.
Improvement with compassion.*

