



Update from Interim Chair Dr Denise Chaffer CBE

We understand and appreciate that the ongoing Review may be difficult for some families affected by their experiences of Swansea Bay Health Board. I would like to thank the many women and families who have stepped forward to share their experiences so that, together, the Review can do its best to deliver for everyone.

This Independent Review, which Swansea Bay University Health Board launched in December last year, was commissioned in order to ensure public confidence in the care being delivered through its maternity and neonatal services.

We are committed to providing these regular updates to provide assurance on the family engagement work to date and to highlight the up-and-coming events and opportunities for women and families to continue to share their experiences.

As ever, if you would like further information on the Review please do visit: www.nicheconsult.co.uk/swansea-maternity-and-neonatal-review



Your involvement

Over the next few weeks all families who are having their care reviewed as part of the clinical review will receive letters about the process, some letters have already gone out.

We want to hear from as many women and families as possible and urge them to come forward to help shape this Review. We will listen and acknowledge areas of concern, whilst the Review will influence how maternity services improve so that a safe and high quality care is provided for all future families.

All families who want to self-refer into the Review can do so here: www.nicheconsult.co.uk/swansea-maternity-and-neonatal-review/self-referral

Our team is here to help you, listen to your experiences and we very much look forward to hearing from you.

How to get involved

On the 23 and 24 October our engagement team will be out in the community in the Swansea Bay region and we welcome the opportunity to talk to you about the Review and how you can get involved.

If you are in the vicinity and want to learn more about the Review, please do stop and talk to us. We can take your feedback then and there or we can arrange an appointment with the team to speak to us in more detail, either face-to-face, via phone, or via videocall.

23 October

between 9.30am – 6pm

Quadrant Shopping Centre

24 October

between 9.30am – 4pm

Aberafan Shopping Centre, Port Talbot

How the Review is progressing

- Llais recently heard from over 300 people about maternity services in Neath Port Talbot and Swansea as part of their independent work in the region. Their 'Having a Baby' project, which involved focus groups, a survey, and visits to community groups is separate from our review, but the key information and themes will be shared with us by Llais to help us in our work with families.
- The review of current service safety is well underway and is due to report in early November. Additionally, the clinical review team are hard at work evaluating all care received against good, and expected practice, in Wales and England.
- The importance of ensuring that this Review learns lessons in a methodical and expertly informed manner is fundamental. It will examine the detail of cases, and also examine the data available to it to enable a contextual setting. We will feed the findings of this Review into the national programme of maternity reviews which are currently underway.

Key appointments



We are delighted to announce that Ann Ridley MBE has now joined the engagement team as Review Engagement Lead of Swansea Bay Health Board Independent Maternity Review.

Ann, who has a career spanning over 30 years in public service and was awarded an MBE for her services to bereaved families, will be leading the engagement work for the Review.

Ann has spent much of her professional life in public service, including the Fire Service, Prison Service, and the Home Office, before specialising in independent investigations and supporting bereaved families. In 2009, she helped set up the Hillsborough Independent Panel and was responsible for the inquiry's engagement with the Hillsborough families. She went on to work with families bereaved by other disasters, including Grenfell Tower and the Manchester Arena Bombing.

Ann commented: ***"It is vitally important that the maternity and neonatal services at Swansea Bay are trusted by families and the wider population, and I am delighted to take up this important role. We want to hear from women and families who have used the service in the past and the many more who continue to use it now and, in the future, so that the review can do its best to deliver for them all. My focus will be on meeting as many families as I can and ensuring I hear their stories and experiences."***

Support available

We appreciate this may be an extremely difficult time for women and families affected by their experience of maternity and neonatal services and would like to share a number of organisations that are in place to offer support, including:

Llais – to share feedback about health and social care services, or for independent complaints advocacy through the 'Putting Things Right' process. www.llaiswales.org/in-your-area/neath-port-talbot-and-swanea or call **01639 683490**

Bliss – supporting parents and families of premature or sick babies. www.bliss.org.uk

SANDS (helpline@sands.org.uk or visit www.sands.org.uk) supports anyone who has been affected by the death of a baby before, during or shortly after birth

Further links to support can be found here: www.nicheconsult.co.uk/swansea-maternity-and-neonatal-review/#help

 swanseabaymaternityreview@nicheconsult.co.uk
 www.nicheconsult.co.uk

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Improvement with compassion.

