



Update from Interim Chair Dr Denise Chaffer CBE


During the last month we have seen more women and families come forward to share their own experiences, and to also provide important feedback about how we can make it easy for people to share their experiences.

The Family Engagement Team have been out and about in Swansea and Port Talbot meeting families and raising awareness about the different ways in which women and families can get involved.

We are enormously grateful to those who have taken the time to engage with the Review and we continue to be open to hear from any family with an experience of maternity and neonatal services at Swansea Bay Health Board, including those with positive experiences.

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

On 27 November, we held the first tranche of three webinars for women, families and any other members of the public interested in the Review.

During each webinar, the engagement team explained the Review process whilst discussing the mechanisms for how people can share their stories, and provide valuable input, which is so important to help shape the quality of maternity

and neonatal care across the region. They also offered the opportunity to ask questions, both publicly and privately.

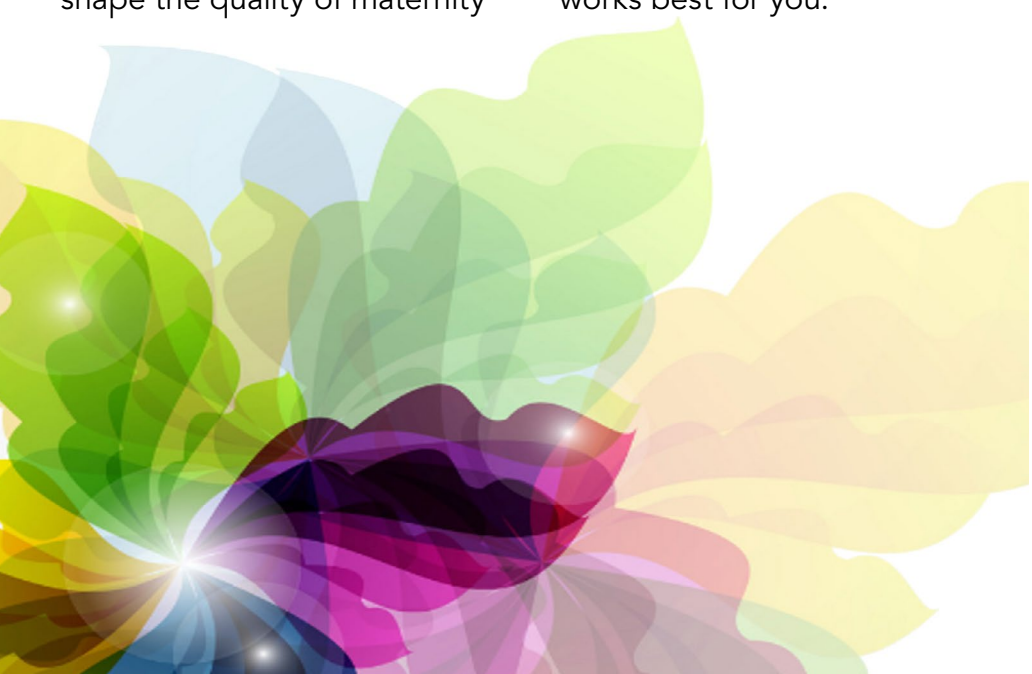
We are finding that most women and families want to speak to us privately – either via phone, face-to-face or online. Our team is committed to being flexible so that we can listen to your experience in the way that is best for you, and at a time that works best for you.

All families who want to self-refer into the Review can continue to 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 as many people as possible.

Family and Community Voices Steering Group

We are delighted that family representatives have come forward to participate in the steering group and recently joined the November 2024 meeting. We would encourage anyone else who is considering joining to please get in touch!



How the Review is progressing

- The Review of current service safety is nearing completion and reported in November.
- Staff engagement activities are underway and will continue throughout December and January in order to hear the experience of those working in the service.
- The Clinical Review Team are hard at work evaluating all care received against good, and expected practice, in Wales and England.
- We are committed to ensuring that this Review learns lessons in a methodical, and expertly informed manner. It will examine the detail of cases, whilst also examining 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.

Webinars

Further webinars are planned for **Friday 13 December** and **Tuesday 14 January 2025**. These will be hosted at different times during each day and full details are available on the Review website.

All views count

Some really valuable feedback has indicated that the Review team should reinforce that we are seeking the views of **all** women and families, whatever the clinical outcome of their care was and want to also hear from those with positive experiences.

It is completely normal to assume that a large Review like this maybe seeking out families who had difficult experiences, however, we know that it is also really important to learn from positive experiences and the things which went well during care.

So, please do get in touch and offer your views or experiences, even if you want confirmation that your experience was 'normal' – we are here to listen.

Please also remember, you can answer a series of short online questions and leave feedback, or you can self-refer your care. Whichever way you would like to provide input to the Review, we would appreciate your time, and our Engagement Team is always available.

Review timeline

With the Review well underway the team can start looking at probable reporting timelines.

There are many different parts to this Review and timelines can be very influenced by the number of cases which come forward.

That said, we anticipate January to March will be very busy period, with a lot of onsite activity. We estimate that most of the fieldwork will be starting to conclude by April / May, when

we will then collate the first draft of the report, with the final report expected to be delivered in the Summer 2025.

The mechanisms to provide feedback and give us your views will remain open until the end of March, providing ample time to connect with us.

We will keep you up to date with the timeline through these newsletters.

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-swansea 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

Improvement through experience.
Improvement with compassion.

