

Update from Independent Review Chair Dr Denise Chaffer



We are coming towards the end of our activities to seek and hear the experiences of women and families, and this will be our last update as we are planning to publish our report in the summer. I would like to express our sincere gratitude to those who have taken time to engage with the review – your experiences are an invaluable source of feedback and evidence to help shape maternity and neonatal services at Swansea Bay in the years to come.

D. Chaffer

Llais Maternity Services Insights Report

The Llais **Maternity Services Insights Report** has provided important feedback on some of the experiences that women and families have had when using maternity services in Swansea over the last few years; all of this vital information will form part of the independent review. Alongside our thanks to Llais for developing this report, we would also like to thank all of the women who have contributed their time and their heartfelt experiences to help improve the future of maternity services.

Webinars and focus groups

In February and March 2025, we held four more webinars for women, families and any other members of the public interested in the review. The purpose of these was to explain how you can share any feedback to help to influence how maternity and neonatal service can provide the best care for women and families in the future. We have now completed our main cycle of webinars and focus groups and would like to thank everyone who attended and contributed.

The main independent review is due to report in the early part of summer 2025 and any woman or family who is affected by the content of the Llais report, or who hasn't yet contributed to the review, can do so via the website

<https://www.nicheconsult.co.uk/swansea-maternity-and-neonatal-review/> or via this email address:
www.swanseamaternityreview@nicheconsult.co.uk



How the review is progressing

- Most of the review fieldwork activities have now concluded and the team are focussed on writing a detailed and informative report.
- The clinical review team have completed all of the main case reviews, evaluating all care received against good, and expected practice, in Wales and England.
- This will be the final newsletter of the independent review before publication. There will be a final webinar planned for contributing families when the final report is published.

What happens when the review ends

We are aware that there will be women and families who may have heard about the review but not felt at a point where they wanted to share their experience, or those that had some engagement with the review and have questions which arise after the work of the Family Engagement Team has concluded in May 2025.

The Triage/ Self referral Midwife who has supported families in giving their stories has agreed to stay on for a period of time after the report is provided. The self-referral process will remain open although will be hosted directly by the Health Board. Access to a dedicated counselling service (see Ty Ellis below) will remain open for the foreseeable future.

Ty Elis – (visit www.tyelis.org.uk) offer confidential and free counselling support service for people who may have been affected by the review. They can provide up to 10 free one-to-one counselling sessions, either in person, on the telephone, or online. Please contact office@tyelis.org.uk or call **01656 786 486**.

Other 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 – (visit www.bliss.org.uk) supporting parents and families of premature or sick babies.

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:

<https://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.

