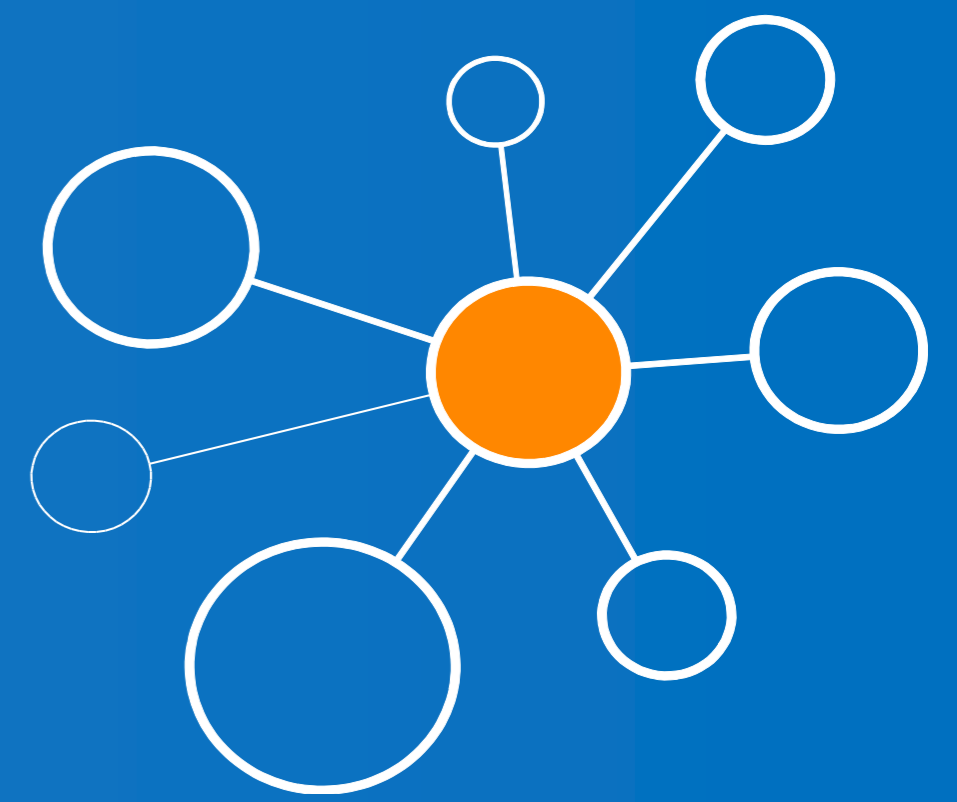


CHELTENHAM CONTINUITY OF CARE TEAM

Delivering Women Centred Care



Safety Concern

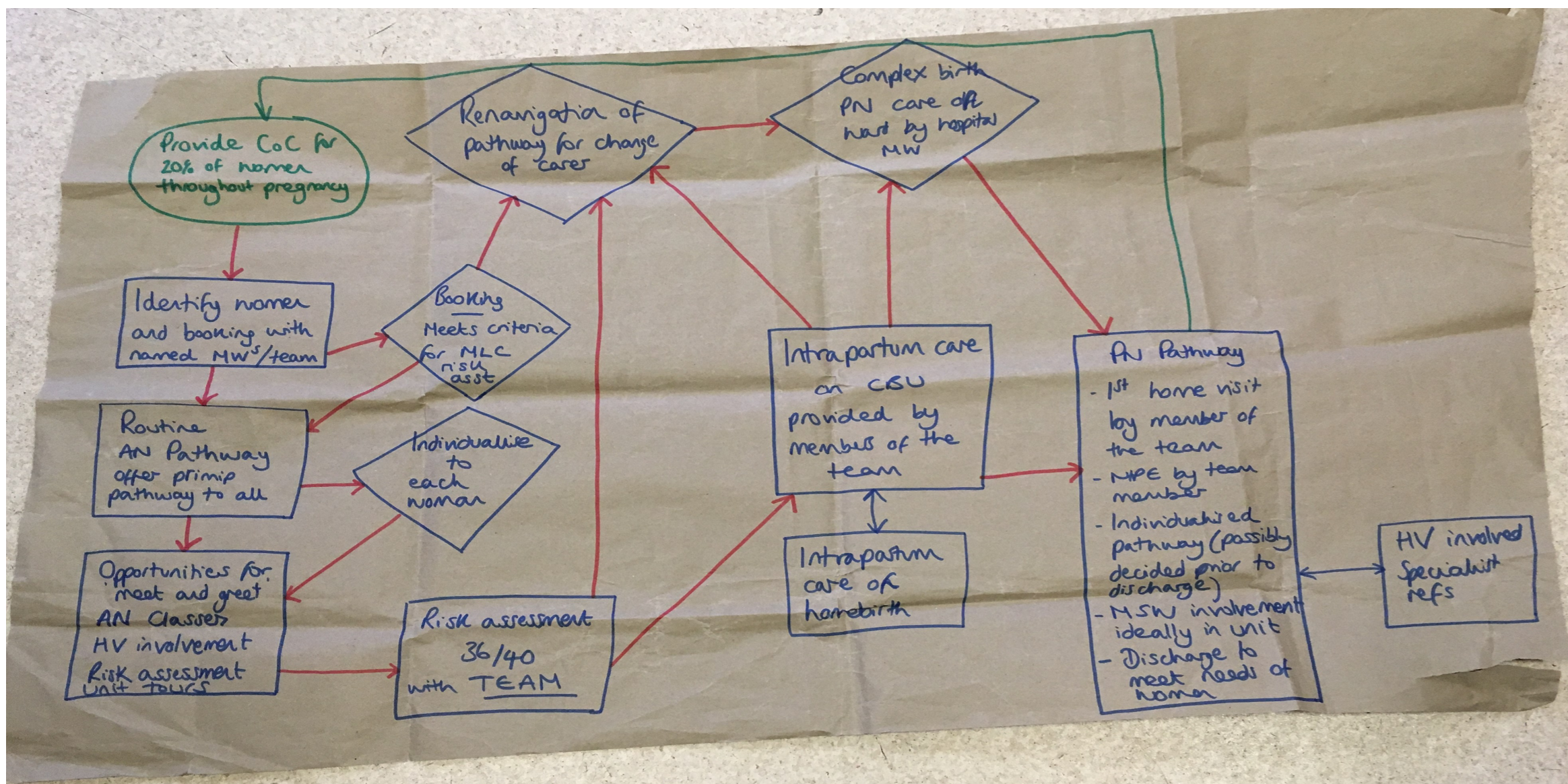
NHS Commissioned a National Maternity Review in 2016, Better Births: A Five Year Forward View for Maternity Services. 'Every woman should be able to access support that is centred to individual needs and circumstances'.

Continuity of care significantly improves outcomes for mothers and babies, improve patient and family experience and is linked to the need to reduce nationally the stillbirth and prematurity rate.

AIM

By March 2019 20% of women to be booked onto the Continuity model pathway to receive Continuity of Carer to include Antenatal, Intrapartum and Postnatal period. The majority of women to be booked for this model of care by 2021

Process Mapping



Baseline Audit

AUDIT RESULTS

Our initial audit has provided baseline figures to compare changes in care to demonstrate improvements through the Continuity Model.

Until those booked under the Team reach delivery we are unable to audit Continuity in labour and postnatally.

Engagement with Stakeholders

- Midwives working at Aveta Birth Unit
- Liaise with Patient Experience for a Friends and Family Test
- Engage with GP Practices locally
- Liaise with Commissioners



PDSA Cycles

PLAN — Plan process for Continuity Model, bookings, clinics, Teams, training and staffing

DO — Engage with staff and commence delivery of care model

STUDY — Plan and evaluate Patient and staff experience

ACT — Deliver Continuity of Care and evaluate outcomes



CYCLE 1 — Measure existing process for Antenatal, Intrapartum and Postnatal care within Cheltenham.

CYCLE 2 — Consultation with staff and their engagement

CYCLE 3 — Create the process of assessment and referral to the Continuity Team to include revamping of the initial Patient contact referral form

CYCLE 4 — How and where care will be delivered

CYCLE 5 — Staff training

CYCLE 6 — Role out of the Continuity Model of Care



NEXT STEPS

- Continue to offer Continuity of Carer to all low risk women in our hub
- Friends and Family testing to evaluate patient and family experience
- Multiparous women - Consider if their care experience has been enhanced from previous experience
- Evaluate outcome of care model on birth numbers at Aveta Birth Unit
- Presentation of findings to colleagues and Division
- Social media—spread the word
- Involvement of outreach areas—further process mapping needed



CHELTENHAM CONTINUITY TEAM - HAZEL WILLIAMS, LISA LAND, EMMA ROSS AND DEBBIE MUMFORD