



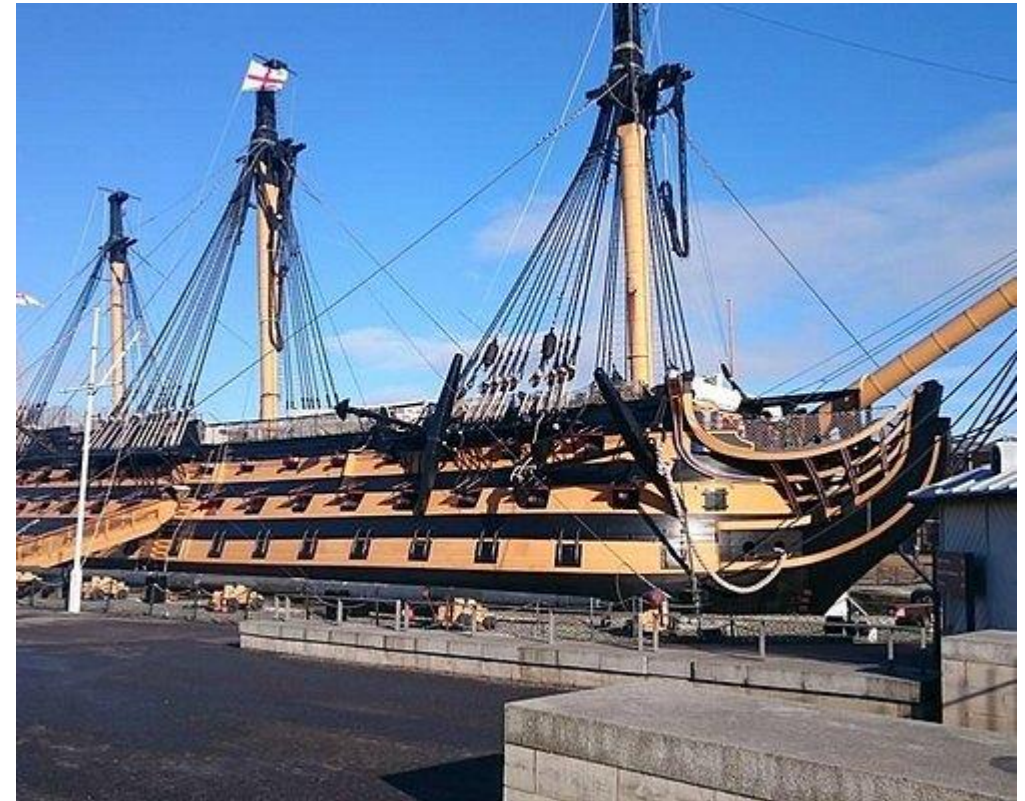
Portsmouth Hospitals
University
NHS Trust

Portsmouth Hospitals Maternity Intelligent Automation Transformation

Charlotte Taphouse – Digital Lead Midwife for Maternity Services

About Portsmouth Maternity Services

- Large Tertiary hospital on the South Coast of England
 - Cover a population area of around 675,000 people
- Maternity unit has around 5000 births per year and provide antenatal, labour care, and postnatal care
- Work very closely with our LMNS to ensure care received across all areas is exemplary



Our digital journey.....

- Live with full version of Badgernet 21st Feb 2021
- For all admissions and new bookings
- Those booked on paper notes remained on paper until admission
- Worked on a 'hybrid model for 6 months'
- Excellent transition for clinicians



Badger**net**

Clinical risks emerged as we transitioned from hybrid model to fully digital model



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Increase in
antenatal
bookings >10
weeks
gestation &
large numbers
>12 weeks

Increase
referrals
waiting to be
actioned.
Mailbox at its
worst sat at
around 2000-
3000

Increase in
missed
screening
opportunities
due to late
bookings and
awaiting
referrals

Digital system created an administrative burden



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What did we do....?

- Applied for funding from the UTF for automation work to reduce the admin work and duplication
- Meanwhile we made multiple changes to the booking team, and how we allocated Midwives and booking slots.
- In antenatal clinic we separated mailboxes into urgent & non-urgent in an attempt to prioritise those referrals that needed more urgent action



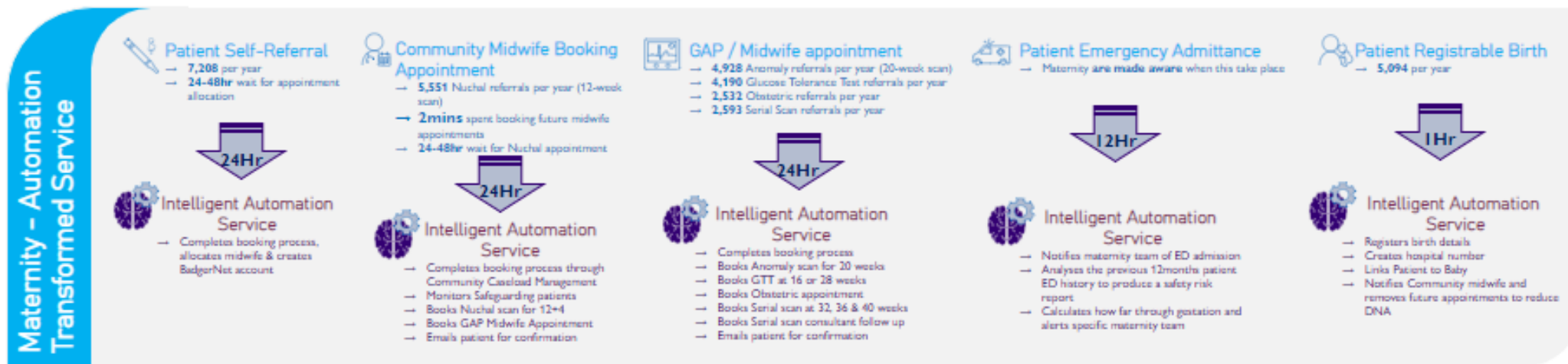
Our Journey with PHU Innovation and Intelligent Automation team

- Successful bid from the Unified Tech fund
- Started work June 2022
- Ambitious plans to what we can achieve
- 5 Key areas highlighted as areas of concern
- MASSIVE amount of prep work
- Maternity do so many things “that way” – just because that’s how we do it!!
- Challenged learnt behaviours and rules

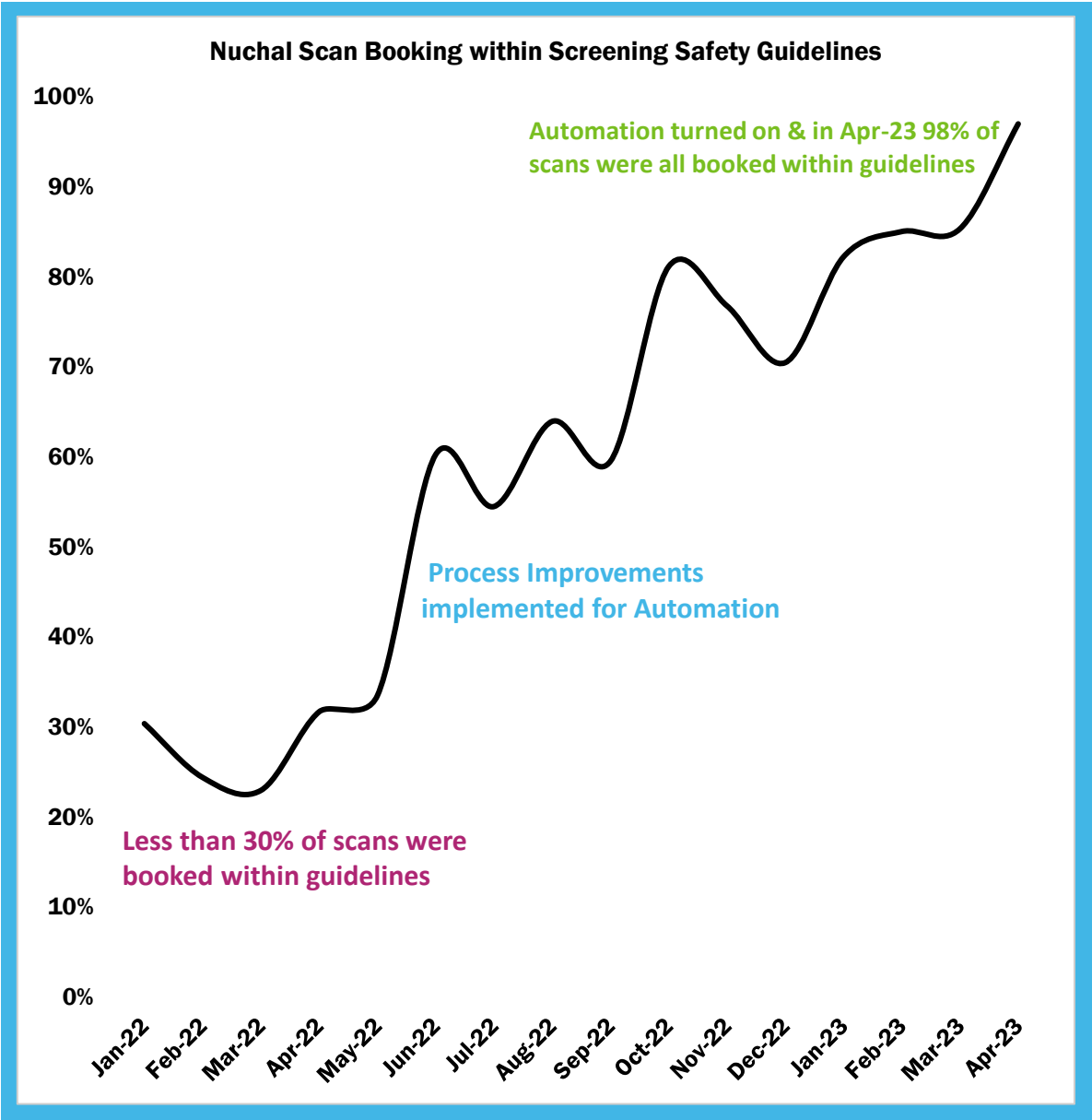


We have launched an unprecedented innovation in a clinical setting

Maternity Services – Intelligent Automation Transformation of Service

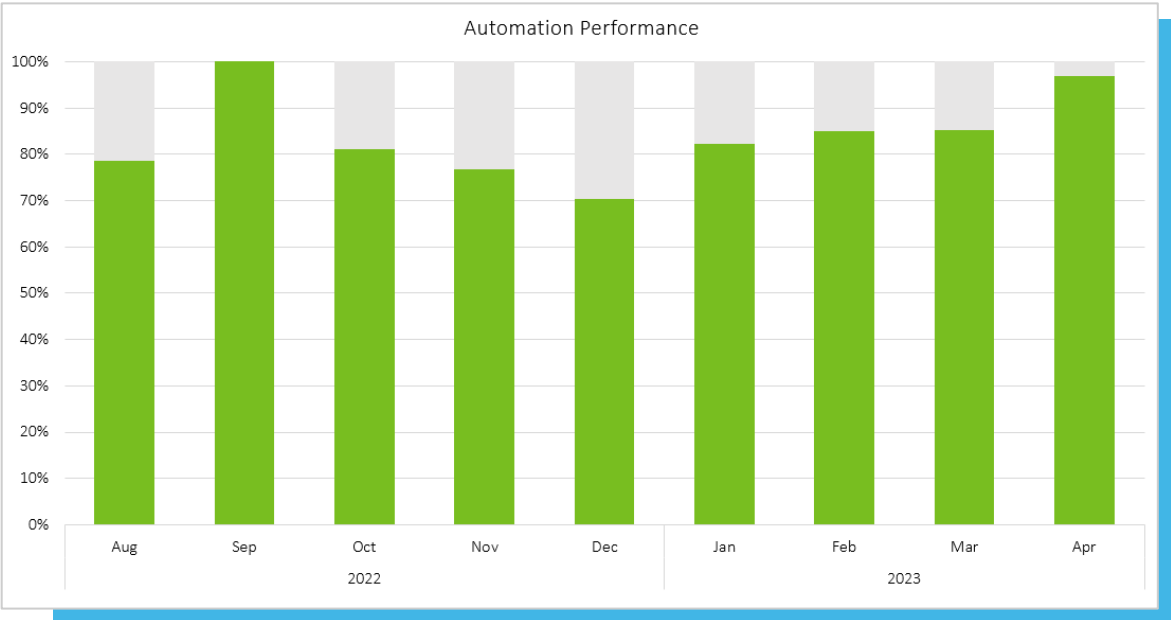


Our Nuchal Data

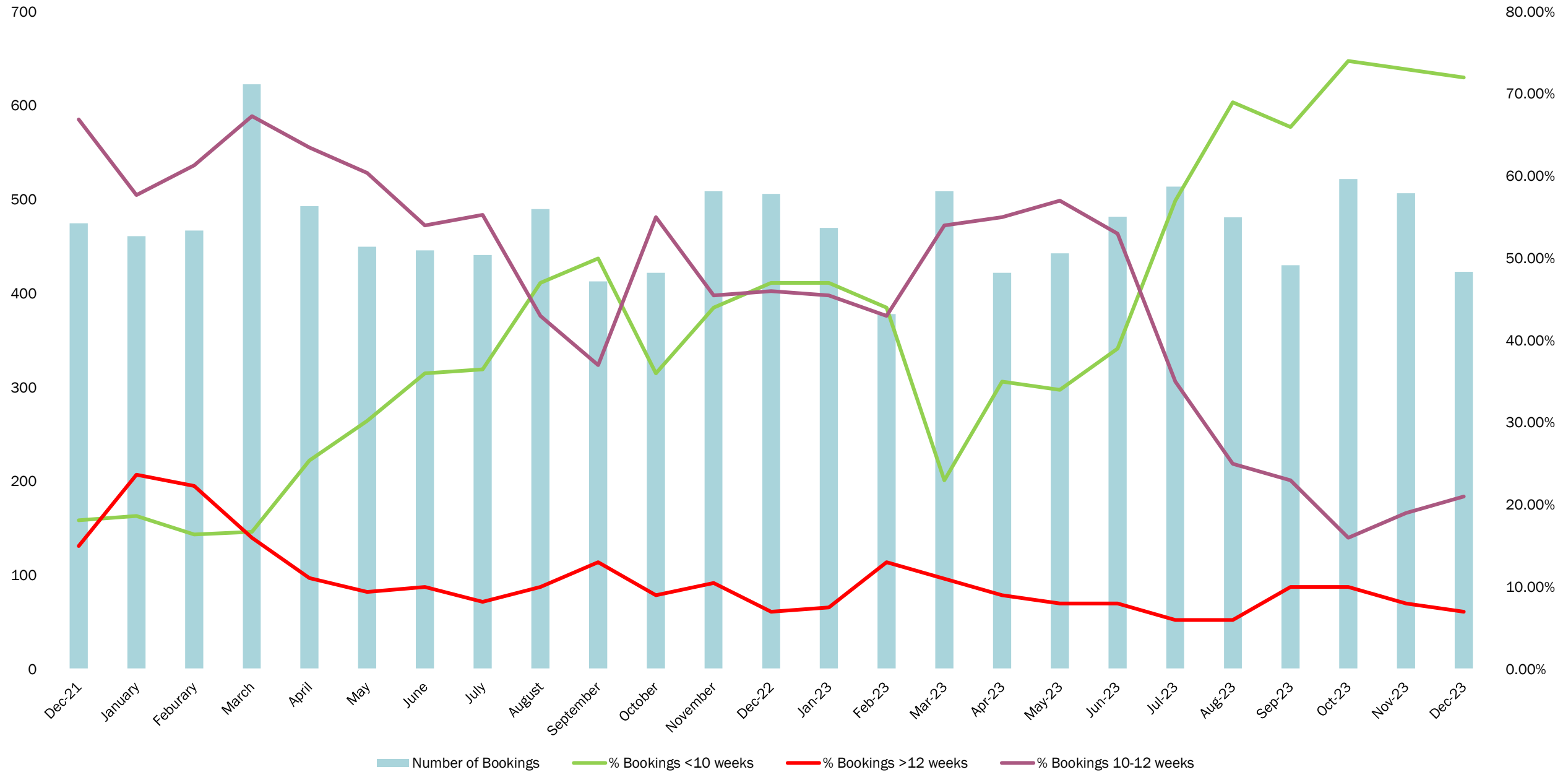


Automation Performance

- Since switch on, automation performance consistently hit 70% or above
- Several enhancements have been made to increase performance
- April 23 saw performance hit 98%



Monthly Bookings



We've significantly improved patient & staff experience

"This is our fourth pregnancy, and the experience has already been brilliant when I compare to the previous pregnancies! (2018, 2020 & 2021).

*I was **really anxious** and worried on Edison's (baby 3!) because after referring I **didn't hear back for nearly 2 months** and I kept chasing and constantly told there was a backlog. We were **so concerned that we might miss the 12-week scan that we booked a private scan** to put our minds at ease, especially as we have had medical complications with our children in the past.*

*This time around, when I referred, **I got my appointment the next day!** We couldn't believe it, and then **after seeing the midwife I was sent a notification via the app for my scan date within 24hrs.** The services maternity have improved has reduced my anxiety and put me at ease knowing it's all in hand. It's **so much better and feels safer** and I know I can put my faith in you knowing everything is so organised and at my fingertips through the app."*

2 Months

Referral
Appointment Wait

Private

Private scans booked
for 12-week scan

"Anxiety"

High stress due to
previous complications

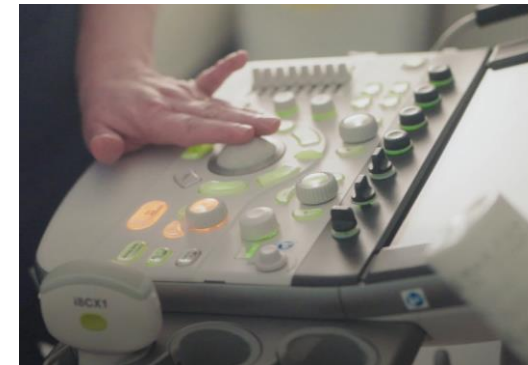
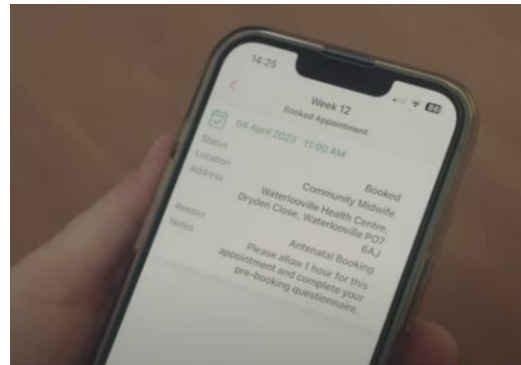


24 Hours

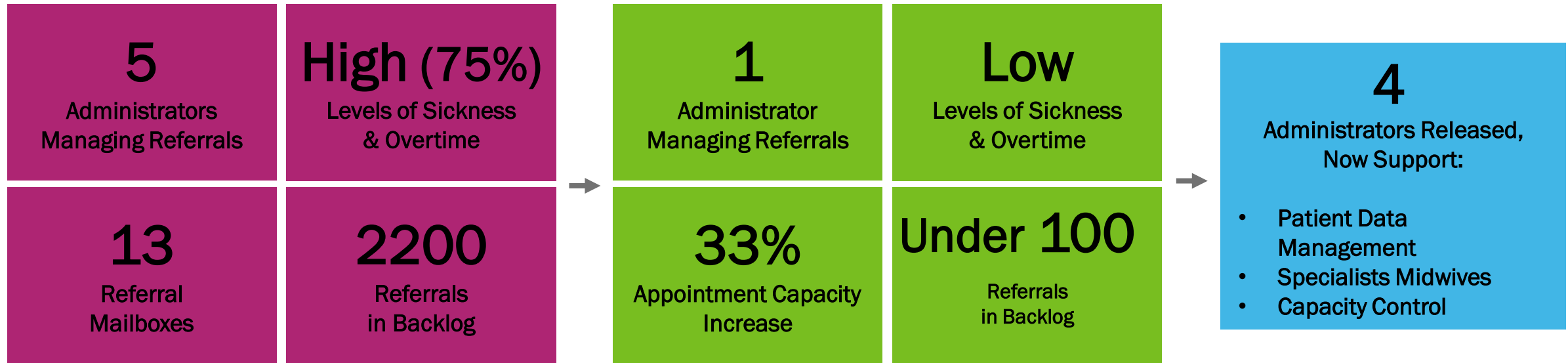
Referral & Scan
Appointment Wait

"Brilliant"

Improved service
feels safer



We've significantly improved patient & staff experience

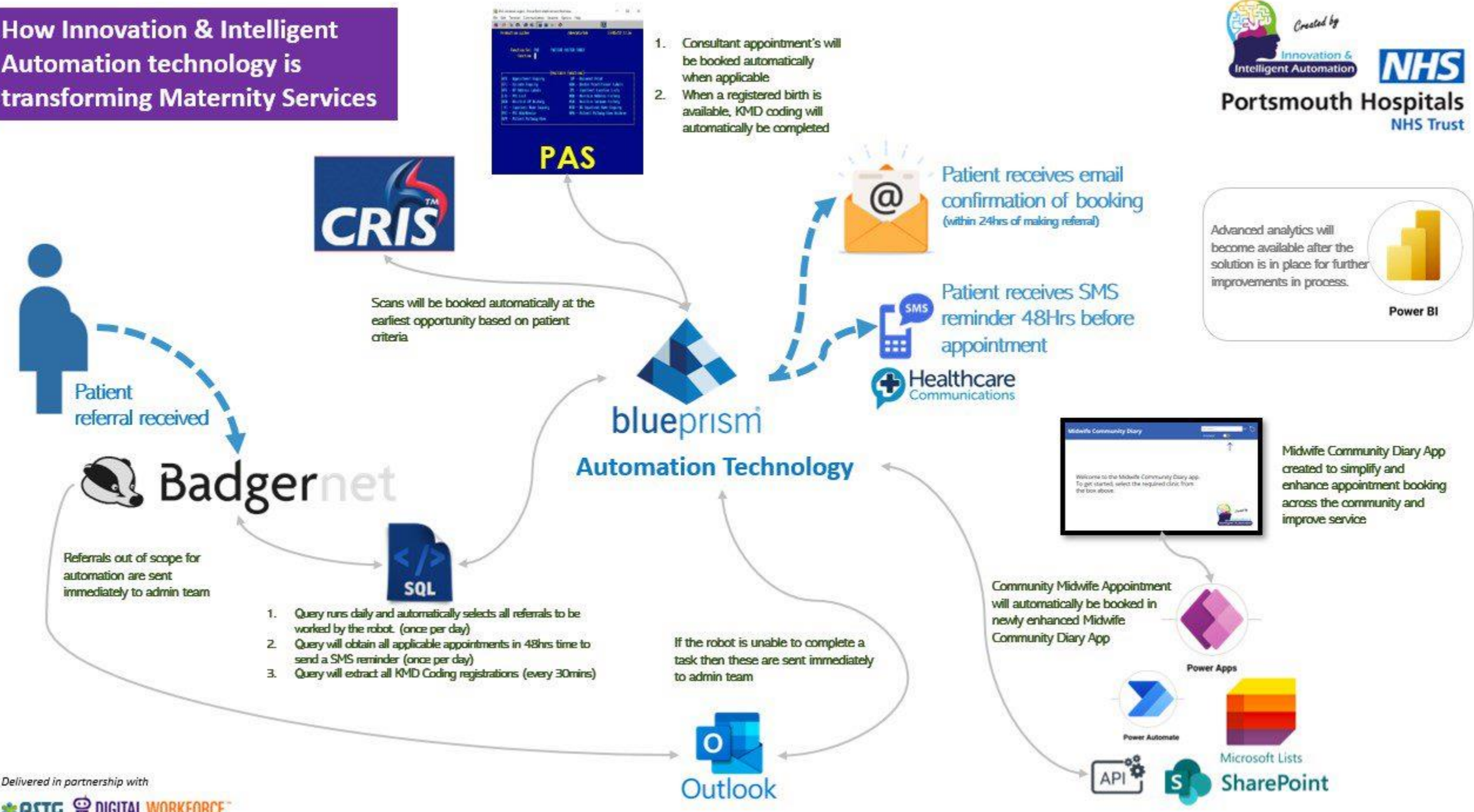


How our staff feel about the programme

- "I used to work bank shifts on a Saturday, clearing around 120 urgent referrals from our mailbox, only to return on Monday to over 200 new ones" Susan Longyear, Admin Supervisor
- "Robotic technology has reduced the risk of human error and made a big difference to the screening teams day-to-day activities," Julia Langley, Antenatal and Newborn Screening Specialist
- "The new maternity community diary app is easy to use, so useful to see availability and easy to book appointments without duplication" Gill Allen, Community Matron for Maternity Services



How Innovation & Intelligent Automation technology is transforming Maternity Services





PHUT Maternity Services

Staff wellbeing and engagement app

Gemma New (Maternity Quality & Transformation Matron) January 2024



Background and Drivers

Staff survey feedback 2022

staffing feedback ideas
listen de-brief teamwork
improvement support
escalation wellbeing
incident



User friendly, easily accessible platform for staff to share feedback and improvement ideas



Enable staff to communicate improvement ideas to senior midwifery management team



Encourage staff involvement in quality improvement processes and sustainable change



To collate real-time feedback (both positive and negative) to build a picture of current workforce opinion and working conditions



Enable the workforce to feel empowered in making positive changes in their working environment



Project Timeline



Dashboard

Highlights

142
Activated users
[Users](#)

29
Ideas
[Improvement log](#)

87.6%
Mostly yes
[Good day measure](#)

142 activated users

39%

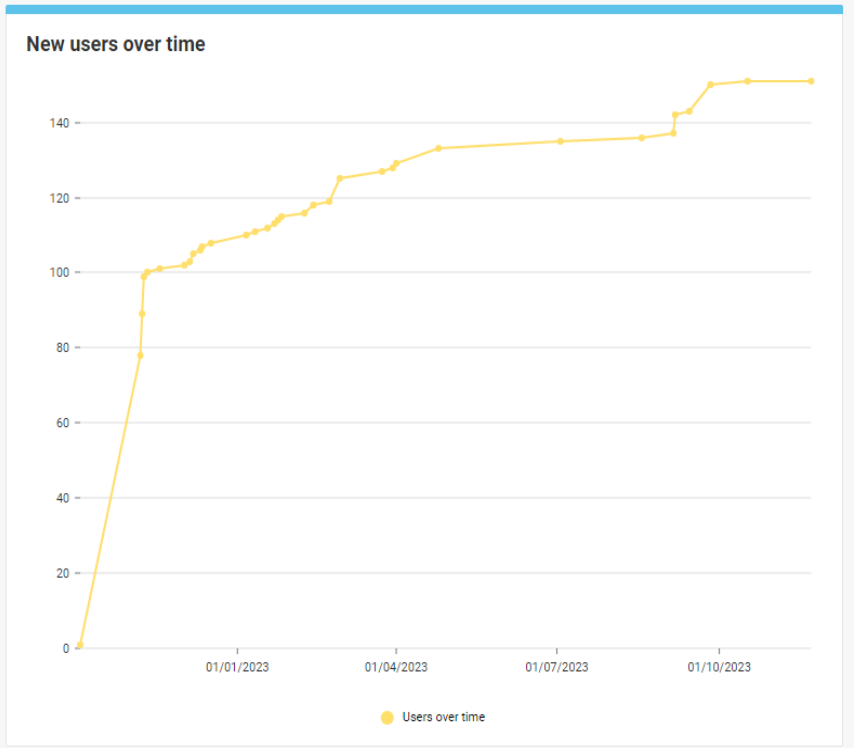
Midwifery, MSW & Obstetric Consultants

*Excluding Maty leave/LTS,
Obstetric trainees, anaesthetics

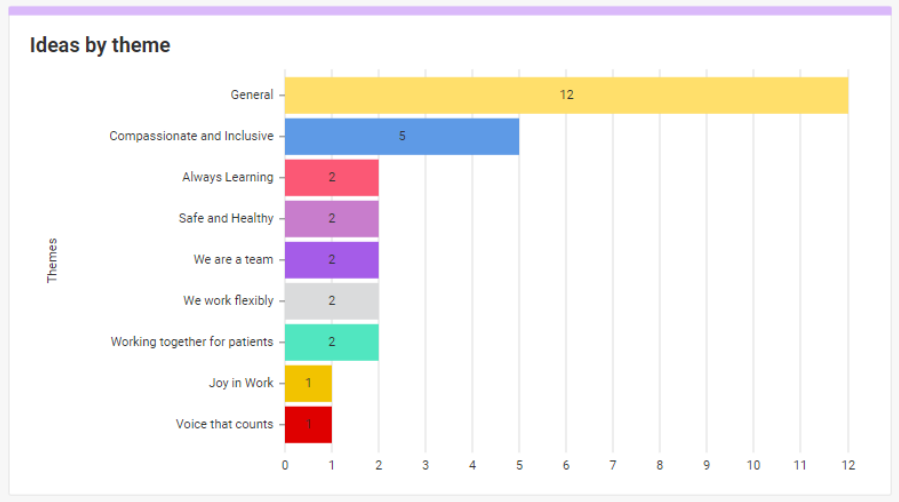
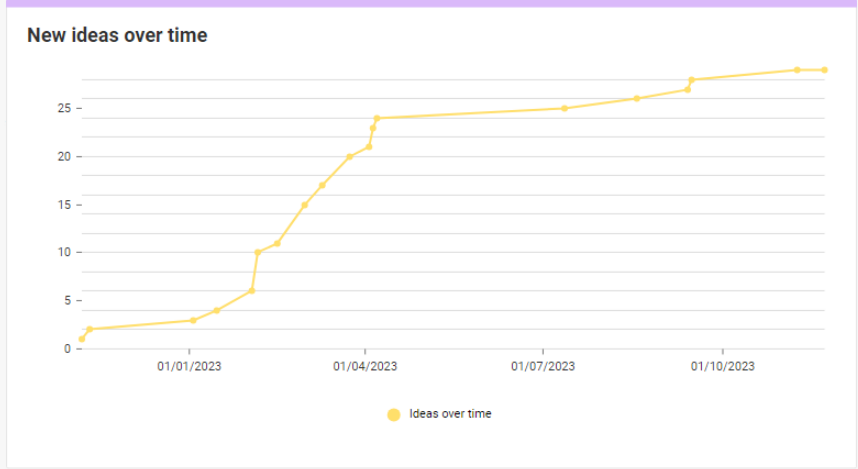
Staff Group	Total (Dec 23)
Midwives	251
Maternity Support Workers	95
Obstetric Consultants	15
TOTAL	361



Dashboard



Ideas



Maternity Services staff improvement suggestions

You Said, We did

Idea for improvement

Staff in Transitional Care Unit to be trained in car seat challenges. This will support continuity of care and prevent delay discharges



Action

Staff members in TC have been identified to complete car seat challenge train the trainer. This training will be cascaded to all Band 3 MSW's and RM's working in the transitional care area. A competency document has been developed to ensure appropriate training standards. This will help improve timely discharges on mothers and babies in the transitional care area.

Maternity Services staff improvement suggestions

YOU SAID.....

Staff improvement suggestion:

Area for improvement

The staff loop app doesn't sync with apple or google calendars

Idea for improvement

Allow it to sync

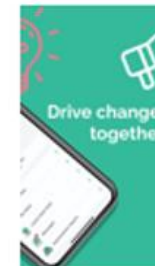
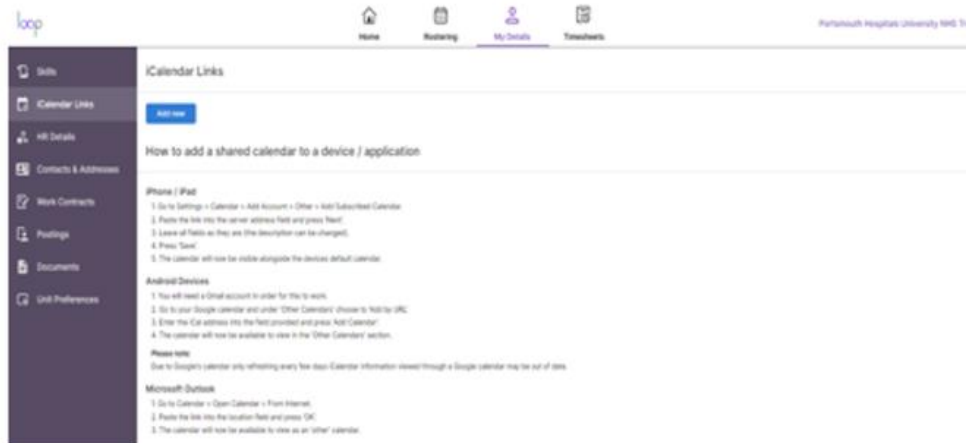


WE DID.....

ACTION:

Senior midwifery management team contacted health roster team; solution found & communicated to maternity workforce.

It is possible to link calendars. Login to the web version of Loop and select 'My details' at the top of the page. There is an option on the left-hand side called 'iCalendar Link'. Here there are instructions on how to link your calendar.



[Sign In with Auth0 \(allocate-cloud.co.uk\)](https://allocate-cloud.co.uk/)

Maternity Services staff improvement suggestions

YOU SAID.....

Staff improvement suggestion:

Area for improvement

Drawers and cupboards in rooms quite messy. Most of required items outside rooms, making the Midwife leave the woman alone multiple times to get equipment (CTG, IV access, blood taking/injection items, gloves, catheterisation, linen, etc.).

Idea for improvement

Laminated list inside cupboards and compartments/separators that allow for extra stock to be organised effectively. Ensure stocking up is part of room cleaning checklist.



WE DID.....

ACTION:

Senior midwifery management team worked in partnership with Labour Ward Lead to implement laminated equipment lists in all rooms on labour ward. This is part of the daily safety checklists monitored by the midwifery operational bleep holder.



Lessons Learnt

Good Day/Bad Day measure

- Minimal uptake on the real-time feedback facility of the app, providing minimal data on positive and negative good day measures
- In the first month excellent download rate, this gradually reduced
- App only available via personal mobile device or website

Successes

Improvement Log

- Excellent engagement and use of improvement suggestions from maternity staff groups
- Total of 29 service improvement suggestions submitted since launch
- Staff are engaged and involved in making sustainable changes through an accessible platform, this is directly shared with senior midwifery management teams, trust divisional leads and safety board champions



Evaluation & Discussion

- Quality & Transformation Matron monitors engagement dashboard.
- Staff engagement app update agenda item on Senior midwifery management meetings
- Reports cascaded and presented at bi-monthly maternity committee meetings (Directly communicated with Divisional Leads, Trust Board and Safety Champions.
- Updates communicated to all maternity staff groups via closed social media group and unit staff meetings.
- Reporting structure for escalation and assurance
- Staff engagement app contributes to staff well being initiative at PHU.

Maternity Staff Wellbeing Event – February 2023



Wellbeing



Supporting wellbeing in Maternity

With lots of focus this year on Maternity Services following the Kirkup review, the wellbeing colleagues identified that the team would really benefit from an event to demonstrate the wellbeing offering available at PHU to support them to be safe and healthy at work.

They put together a diverse programme to cover physical, emotional and financial wellbeing, career development and compassionate conversations. The event was supported by the Professional Maternity Advocates, PHU Freedom to Speak Up Guardian and Advocates, Dietitians, Oasis Centre, and Organisational Development.



Gemma New (Maternity Quality & Transformation Matron) January 2024

NHS
Portsmouth Hospitals
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Time for Tea 'FIKA'

Professional Midwifery Advocate Quality Improvement Project



Professional Midwifery Advocates



including Kate Davis, Ellen Braime, Lucy Burgess and Faye Hounsome

Professional Midwifery Advocates Freedom to Speak Up Advocates

Danielle O'Regan



Hana Young



Gemma New



Leah Goodspeed



Jackie Benfield



Gemma New (Maternity Quality & Transformation Matron) January 2024

Civility – A culture of kindness

each baby counts+
learn & support

Royal College of Midwives
Royal College of Obstetricians & Gynaecologists

IDENTIFY COMMUNICATE ACT

ADVISE

Escalating a clinical situation? Frame what you need to say with safety critical language. Here are some examples of how you might usually communicate, then how you can use AID:

✗ 'Nadia in room 7 is fully dilated and wants to use the pool?'
✓ 'I am asking for your ADVISE, around using the birth pool for Nadia in room 7 as she has a borderline BP'

INFORM

✗ 'Just to let you know Aaliya in room 4 is fine now.'
✓ 'I am INFORMING you - that Aaliya in room 4 had a kiwi at 05:30 and a PPH of 1000mls but is stable now'

DO

✗ 'Maggie is fully and pushing with a dodgy CTG'
✓ 'I need you to (DO) come straightaway to review the CTG in room 2 which is deteriorating'

We would like to introduce 'AID' throughout the department. If you have a clinical concern to escalate please frame your communication:

I am asking for ADVISE...
I am INFORMING you...
I need you to (DO)...

STILL CONCERNED - ESCALATE FURTHER

Psychological Safety IS Being Able to

Give and receive feedback	✓	Ask difficult questions	✓
Raise issues and concerns	✓	Ask for help	✓
Disagree	✓	Offer solutions to problems	✓
Ask for clarification	✓	Admit errors	✓

Psychological support leaflet

A note to your friends and family....

You are not alone

Maternity Services

Psychological support for staff following an incident

Scan QR code to access PHU staff well-being information.

Within your department

Jenny Lowen (Inpatient Matron) - Jenny.Lowen@porthosp.nhs.uk
Gill Allen (Community Matron) - Gill.Allen@porthosp.nhs.uk
Michelle Graham (Outpatient Matron) - Michelle.Graham@porthosp.nhs.uk
Jenny Hey (Well-being Matron) - Jenny.Hey@porthosp.nhs.uk
Professional Midwifery Advocate Team email MaternityPMA@porthosp.nhs.uk
Patient Safety Team 02392 286000 ext. 1335
Your team leader/supervisor/university tutor
Maternity Operational Co-ordinator bleep 1333

Within the trust

Occupational Health (OH) 02392 283352
Aquila's Counselling Service (referral through OH)
Vivup 24/7 free support line 0800 023 9324
Chaplaincy Team 02392 286408
H10W Staff hub (self-referral) www.h10wstaff.nhs.uk or email h10w@h10wstaff.nhs.uk

Other useful numbers:

#OurNHSpeople 0300 131 7000 or text "frontline" to 85258
NHS 111
Samaritans 116 123 www.samaritans.co.uk

21/03/2023 Version 3.0 JH and adapted from UHS leaflet

Working Together for Patients
Working together with Compassion
Working together as One Team
Working together Always Improving

NHS Portsmouth Hospitals University NHS Trust



Thank you

Any questions?

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