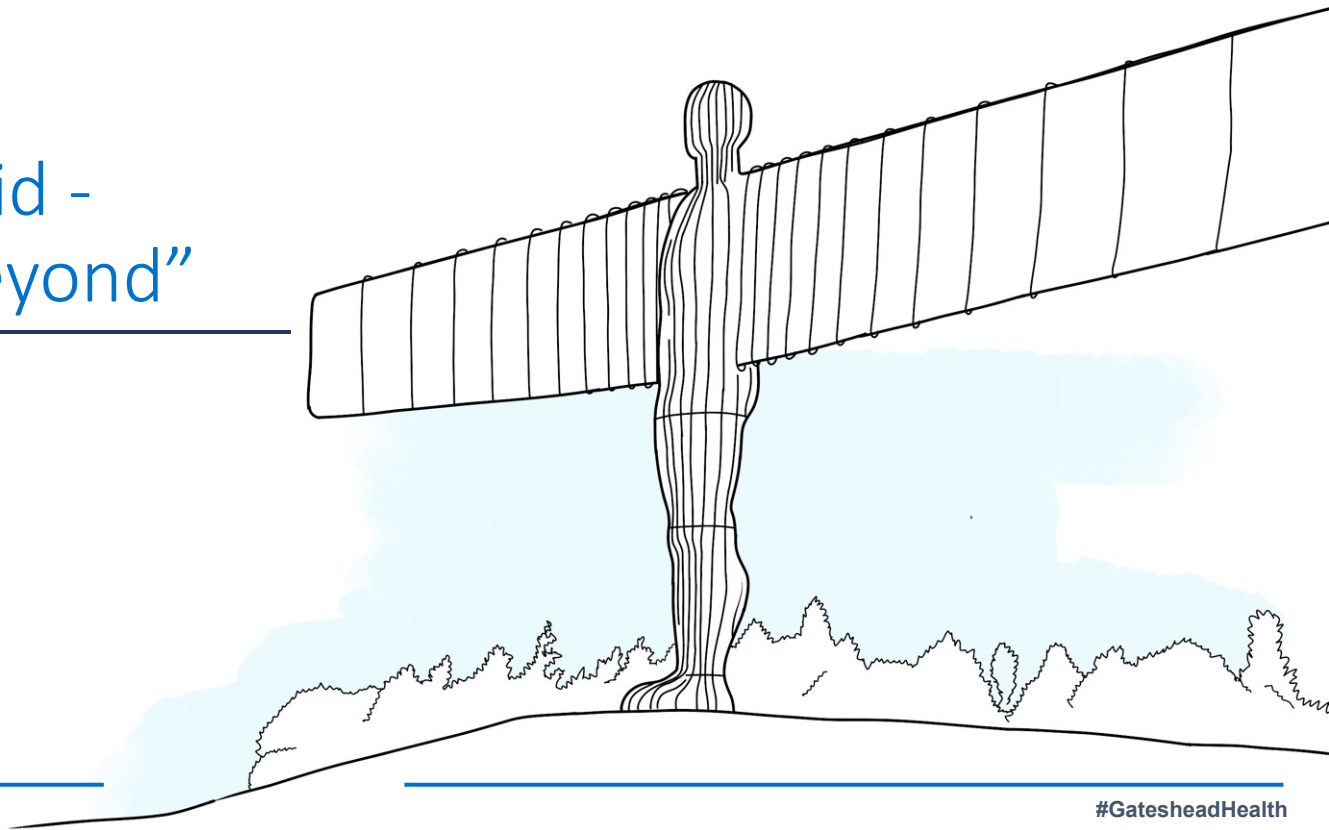


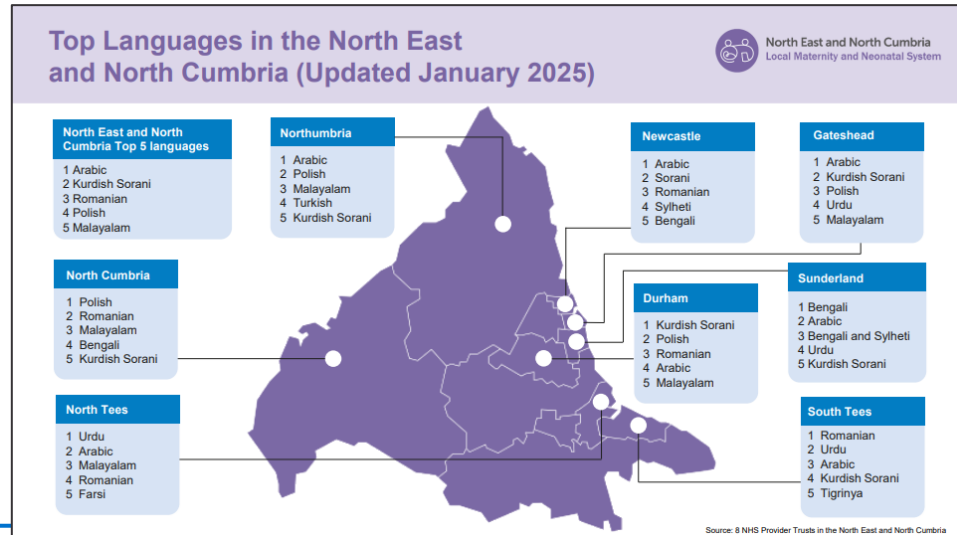
“You said, We did - Gateshead & beyond”

Karen Parker & Claire Cameron

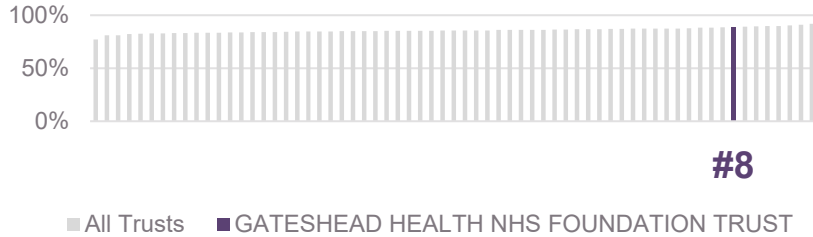


Who are we?

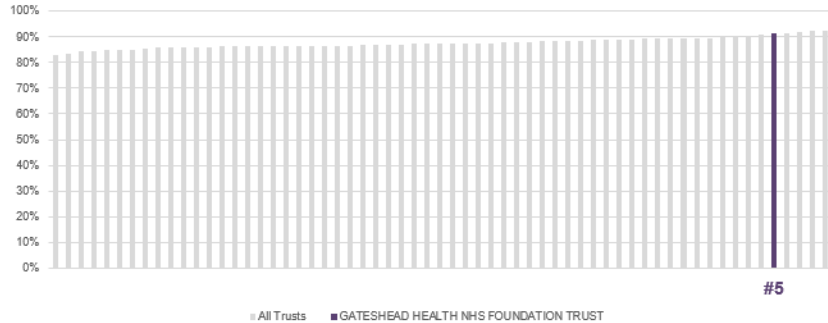
- Gateshead Health:
 - 2000 births
 - DGH
 - Women's Centre of Excellence & Community Diagnostic Centre
 - Alliance partners
- North East & North Cumbria



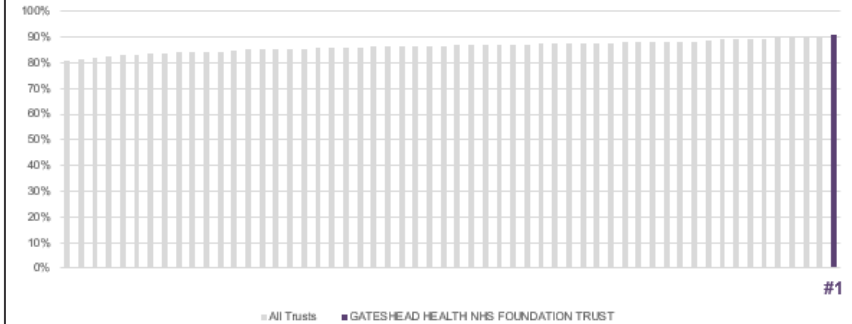
Maternity Survey 2022: Overall Positive Score



Maternity Survey 2023: Overall Positive Score



Maternity Survey 2024: Overall Positive Score



One of the North East's hospitals has been rated as having the best maternity services in the country by families who have used it 🙌👶

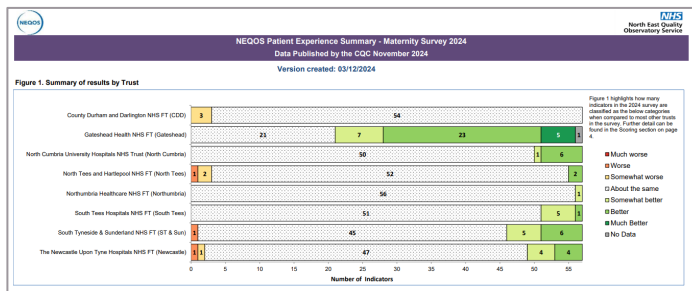
The maternity services at the Queen Elizabeth Hospital in Gateshead have had the best scores in the Care Quality Commission's 2024 survey of patients, closely followed by those at the South Tyneside and Sunderland NHS Trust. Congratulations to all 🙌👶



chroniclelive.co.uk
Gateshead hospital's maternity service 'best in the country'



Queen Elizabeth Hospital
CQC overall rating
Good ●



'Whole trust should be proud': Maternity at Queen Elizabeth Hospital gets glowing Care Quality Commission report

The maternity unit at the Queen Elizabeth Hospital in Gateshead has been praised by Care Quality Commission inspectors for a "high standard of care"

I am writing to let you know that you have been nominated and shortlisted for this year's **Northern Midwifery Practice Trailblazer Award**.

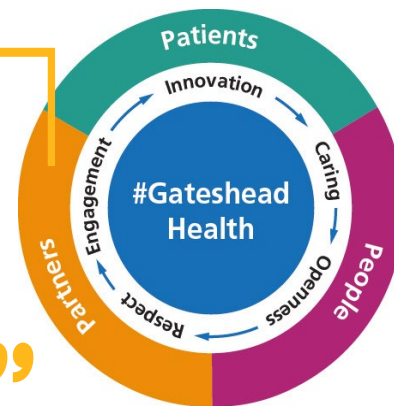
Site	Indicator	2021		2022		2023		2024	
		Score	Outcome	Score	Outcome	Score	Outcome	Score	Outcome
Queen Elizabeth Hospital - 887EN	Overall Satisfaction	80.00	Within IQR	74.00	Within IQR	79.17	Within IQR	79.29	Within IQR
	Clinical Supervision	91.36	Within IQR	95.50	Above	96.25	Above	95.71	Above
	Clinical Supervision out of hours	84.89	Above	84.44	Above	97.50	Above	92.86	Within IQR
	Reporting Systems	85.00	Within IQR	76.39	Within IQR	76.50	Within IQR	82.00	Q4 but not above
	Work Load	50.57	Within IQR	52.29	Within IQR	47.05	Within IQR	61.61	Above
	Teamwork	78.03	Within IQR	75.83	Within IQR	75.70	Within IQR	78.57	Within IQR
	Handover	75.57	Q4 but not above	68.54	Within IQR	73.61	Within IQR	69.05	Within IQR
	Supportive Environment	71.82	Within IQR	65.00	Within IQR	80.83	Above	75.71	Within IQR
	Induction	83.18	Within IQR	58.50	Below	75.00	Within IQR	82.50	Within IQR
	Adequate Experience	80.68	Within IQR	77.50	Within IQR	65.63	Within IQR	66.07	Within IQR
	Curriculum Coverage	81.06	Within IQR						
	Educational Governance	82.58	Above	72.50	Within IQR	70.83	Within IQR	76.19	Q4 but not above
	Educational Supervision	93.18	Within IQR	85.00	Within IQR	84.38	Within IQR	90.18	Within IQR
	Feedback	77.32	Within IQR	66.15	Within IQR	79.63	Within IQR	87.50	Within IQR
	Local Teaching	66.67	Within IQR	38.89	Below	56.21	Within IQR	86.43	Above
	Regional Teaching	63.25	Within IQR	56.48	Within IQR	65.15	Within IQR	59.55	Within IQR



- Safety champion meetings
 - 15-steps
 - Service user listening events
 - Co-production of patient information, social media, website, guidelines
 - Projects
 - Patient stories
-
- Challenges:
 - Time!
 - Funding
 - Being open & honest
 - Support for service users – training, psychological, technical
 - Hearing underserved community voices



“ Happy staff = happy patients ”



Our tricky issue.....

Bottom 5 scores vs Picker Average	Trust 2021	Trust 2022	Trust 2023	Trust 2024
Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted?	2.2 (Trust average = 3.5)	1.0 (Trust average = 4.0)	3.9 (Trust average = 5.8)	4.0 (Trust average = 6.5)



Thank you
for listening

