

## Stakeholder Update 20 August 2021

### Independent Review of Nottingham University Hospitals (NUH) maternity services to drive rapid improvements to services

NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) and NHS England / Improvement (NHSE/I) are in the early stages of jointly establishing an independent thematic Review of maternity incidents, complaints and concerns at Nottingham University Hospitals (NUH).

The aim of this Review is to drive rapid improvements to maternity services in Nottingham by focussing on issues where change is urgently needed. We aim to ensure that family engagement is embedded within the Review so that feedback from every family with experience and opinions can be acknowledged and considered. We already have a range of sources of insight into these issues, which means we can establish themes early and use the findings to steer the Trust's on-going improvement plan. We recognise that incidents have not always resulted in lessons being learnt and embedded in the ways that care is provided at the Trust. We want to ensure that all key service issues are brought to light and put right.

The Review will analyse a broad range of information from complaints, incidents, concerns and family experiences, but will also have a clear focus on current practice to ensure that the appropriate standards of safety and quality are being delivered.

Critically, we also want to make sure that we listen to and acknowledge areas of concern, and that these are put right, so that services are safe and provide high quality care for future families.

Details of the Review and who will be conducting the work are yet to be confirmed, but we will make sure the Review is completely independent of NUH, includes involvement from families and that the findings and report are made public when complete. As the local and national commissioners of services, the CCG and NHSE/I will be the appropriate parties to act on the recommendations of the Review, working in partnership with other agencies. We are already incorporating the findings from previous national reviews into our local actions. We also want to ensure that all issues with maternity services within NUH are uncovered and addressed as promptly as possible through an independent and rigorous review of the care delivered by the Trust.

The Terms of Reference for the Review are being developed and will be informed at an early stage by the voices of families but it is anticipated that the Review will include the following dimensions;

1. It will be conducted by and chaired by individuals independent of NUH, with appropriate seniority and clinical expertise relevant to the subject matter
2. The aim is to identify themes and issues within the maternity services, drawing from the experiences of families as well as documented incidents, coronial cases, litigation cases, concerns and complaints
3. The Review will have a clear core timeframe in order to ensure that the most recent experiences of families and services delivered is understood. But if in the work of the Review it emerges that there are themes which pre-date the Review's core timeframe, they will be included
4. The Review will establish a 'reference panel' for families with relevant experience to ensure an ongoing dialogue throughout the Review's work
5. The Review will be made public through the Board papers of the CCG and the Trust

6. The Review will have clear recommendations for improvement for the Trust which the CCG and NHSE/I will then ensure are implemented.

As we have more details of the work and the Review progresses we will share updates. If you would like to receive updates on the Review process please contact us at [ncccg.nottsmaternityreview@nhs.net](mailto:ncccg.nottsmaternityreview@nhs.net).

We appreciate this must be an extremely difficult time for women and families affected by their experience of maternity services and would like to share a number of organisations that are in place to offer support including :

- Completing an online self-referral for Nottingham and Nottinghamshire Let's Talk Wellbeing Service: <https://www.nottinghamshirehealthcare.nhs.uk/letstalkwellbeing> or contacting 0300 300 2200. Please outline on the referral that the referral is in relation to care provided at NUH Maternity so the team are able to prioritise the request.
- SANDS [helpline@sands.org.uk](mailto:helpline@sands.org.uk) or visit [www.sands.org.uk](http://www.sands.org.uk) supports anyone who has been affected by the death of a baby before, during or shortly after birth
- Birth Trauma Association [enquiries@birthtraumaassociation.org.uk](mailto:enquiries@birthtraumaassociation.org.uk) or visit [www.birthtraumaassociation.org.uk](http://www.birthtraumaassociation.org.uk) supporting anyone traumatised by childbirth and campaigns for improvements

For any questions specifically about the Review of maternity services please contact us at [ncccg.nottsmaternityreview@nhs.net](mailto:ncccg.nottsmaternityreview@nhs.net).

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