



# Maternity Forum MSLC

Reading, Wokingham  
& West Berkshire

**Mothers' Voices Feedback Event**

Following a visit to an MSLC-facilitated mothers' voices group in Hackney, we decided to start holding mothers' voices events for women across Reading, Wokingham & West Berkshire to come and really be listened to about their maternity care experiences.





## **Mothers' Voices**

This is an opportunity for mothers (and fathers, doulas, maternity workers, antenatal teachers, hypnobirthing teachers, anyone involved in supporting women during pregnancy, birth first few days with a new baby) to have YOUR say on local services.

What was your experience? How cared for did you feel in pregnancy? What really made a difference to you having a

positive birth experience? Or, what would have made a difference? How can maternity services really be woman-centered going forward?

Tea, cake and listening ears of the Maternity Forum's service user reps await you. We will take what we hear and feed it back to the local Maternity Services leaders and commissioners (if they aren't present themselves) so that women's voices are heard and women get to shape local maternity services. All welcome. We expect babies and children to be present - feel free to bring toys/books.

**When: Wednesday 25th May 2016 ~ 10am-12noon**

**Where: St Laurence's Church, Market Place, Reading town centre**

This is who came and how we ran the event. We had just enough MSLC volunteer service user reps to provide a one to one listening service to all the women who came. The service user reps also donated some yummy cakes to share!

Being able to advertise that RBH midwives would be present seemed to help some women to come - it gave the event more validity. Having them present meant they were able to answer any midwifery questions immediately and showed women that the hospital is really keen to hear what they have to say.



We asked women to tell us the following:



# We also asked women to tell us their STORY:

And they told us...

“I had the same community midwife through both pregnancies and she was fab.”

“Excellent experience - quick labour, water birth in Rushey, midwife was fantastic.”

“The midwives at hospital were brilliant; friendly, relaxed and they explained everything.”

They also told us:

“With my first I had forceps. I was traumatised and I had no-one to talk to about it.”

“It was upsetting to have to ask three times for help with expressing while also being told my baby was starving and needed feeding.”

“I never saw the same person in pregnancy. I didn't feel any connection, it was very clinical, so did not feel supported. “

They'd like to see:

“I wish there were more midwives, they are so helpful and kind, but the midwife who admitted us was coming to the end of a 13 hour shift. Despite working so hard they were all wonderful to us.”

“They forgot to do the hearing test and discharged us without doing it. We had to go back which was prolonged and difficult. I found it hard to get out for appointments. I think the second visit should be at home - I would have felt more cared for.

Maternity Forum 2018 Questionnaire

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

What would be your birth experience?

Baby's state of birth: \_\_\_\_\_

Trained birth experience refers to: \_\_\_\_\_

How happy are you to contact you about your birth experience in the future? Y N

Would you be happy to share your birth experience at future Maternity Forum events? Y N

Would you be happy for your birth experience to be used anonymously for training purposes? Y N

Maternity Forum 2018 - Feedback for the future

## Mothers' Voices – what are the benefits to women?

- My voice was heard
- I got to talk about my birth experience
- I got to talk about those initial days with my baby
- I felt like I was contributing to how maternity services develop
- I feel like things might be different next time
- I got to meet other mums
- I got to eat cake and drink tea



## Mothers' Voices – what are the benefits to the MSLC?

- We engaged with women in the community
- We got to hear real birth experiences
- We collected data that we can use, along with the online data we collect, to present themes to the MSLC
- We involved women in service development
- We got to give cake and tea to new mums