

Here to *listen*

Hi, I'm Sarah, your Maternity Parents' Voice Champion and this is an update on feedback I have received from listening to what women and birthing people have to say about their experiences of #TeamSFH maternity care.

Your thanks

Positive feedback you have given us:

- "It's my first baby and has been a perfect experience."
- "The quality of care is just amazing."
- "Everyone has really taken the time to explain everything and to make sure I understand."
- "I absolutely wouldn't change anything."
- "The staff went above and beyond."



Feedback from our families

What you're telling us

Key themes emerging from conversations with 44 people:

- Clear and compassionate communication.
- Amazingly caring and helpful staff.
- Safe environment.
- Nothing is too much trouble.
- Individual needs are taken into account.

Suggestions and improvements

Ongoing review by the maternity safety champions team.

- We need more information about the induction process.
- We need less restrictions on visiting.
- We want a better understanding of what scans and checks are needed and why.
- It can be difficult to access services at King's Mill – we'd like the choice of accessing more services at Newark.

Our families wanted to resoundingly thank everyone who works in maternity for doing such a brilliant job.

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