

**Visit Date:** Winter 2017.

**Service name:** Maternity Unit, Northwick Park Hospital

### Summary

Healthwatch Brent made a visit to Maternity Ward at Northwick Park Hospital to engage with patients and to hear their views on the service that they are receiving. On the day of our visit we engaged with patients at Edith Ward and Florence Ward, we spoke to five patients and three carers. Edith Ward is a Birth Centre and post low risk site, they have 16 beds and seven were occupied, two patients were being discharged. Florence Ward has 31 beds and we were introduced to two patients and made aware that the majority of the patients aren't in English. We were told that the staff would book an interpreter to speak with the patients and it takes two hours for the interpreter to get to their ward once they have been booked. We plan to return to the ward and speak with patients with an interpreter present.

**Discussions:** Patients and carers both feel they have been involved with discussions about their care.

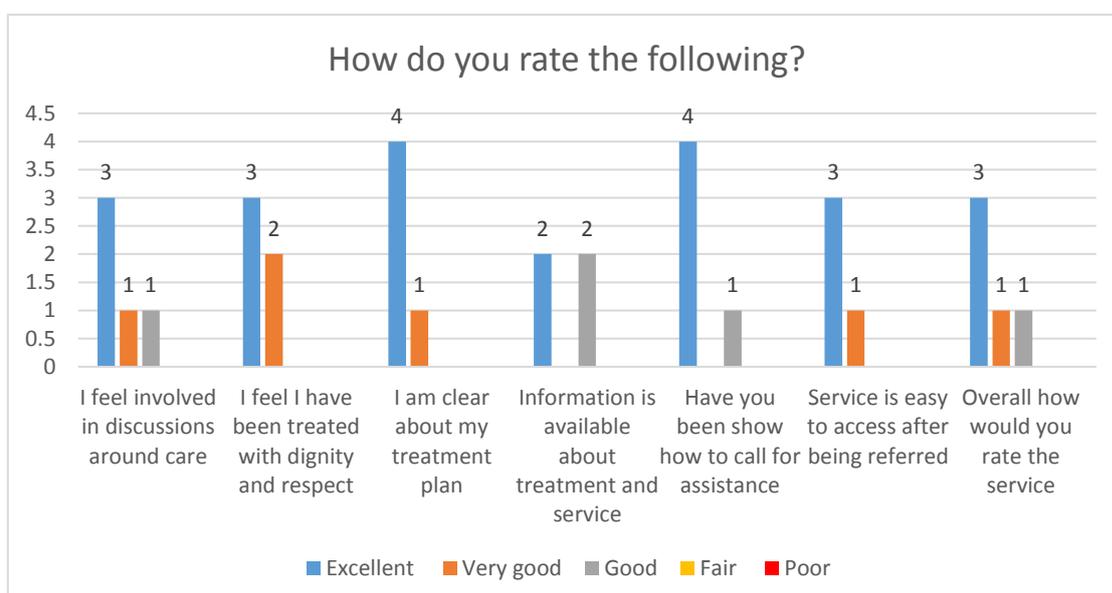
**Staff relationship:** Staff have developed a good relationship with patients. Staff have been described as polite, respectful and helpful towards patients. A carer said that the staff should take the carers feelings into consideration and described the front desk at Florena Ward as aggressive.

**Treatment plan:** Patients are aware of a treatment plan. Staff have had discussions with patients and carers to explain their treatment plan, if patients have any questions staff are quick to respond. Some patients were referred to classes which they found helpful, classes patients were referred to was Birth school, Breast feeding and Parenting Class.

**Referral:** Four patients were referred by their GP's to Northwick park hospital, they had a good experience getting their first appointment. One patient started their treatment at a different hospital but then moved address and was then referred to Northwick Park Hospital who contacted the patient to book their first appointment. One patient was brought to the hospital by an ambulance.

**Call for assistance:** All patients were aware how to call for assistance. All but one patient had used the call button before and said the staff are quick to respond. One patient said staff took roughly five minutes to respond whilst they were being sick.

We asked the patients and carers to rate the service from 1 (poor) to 5 (excellent). The results are in a graph below:



### **What patients said:**

“Staff have been polite and respectful”

“Someone was with us at all times during labour”

“I haven’t had my bedsheets changed in two days. There is vomit and blood on my sheets”

“They have been really good to me”

“Midwife has been fantastic”

“Staff need to take carers feelings into consideration. Front desk has spoken to us aggressively”

“Staff from Birth Centre did a good job looking after me”

### **Recommendations:**

- To ensure that patients bed sheets are changed quickly, especially if they have been sick or bleeding.
- Guidance to ensure that front desk staff do not come across as aggressive to carers.
- Check that staff respond promptly to call bells.

### **Overall experience**

Patients have had a positive experience at the Maternity Unit. Patients have found the classes helpful and were grateful to be referred, one patient had their first child and found the parenting class useful and said they learnt a lot. Midwives were spoken highly of throughout our visit along with other staff members. We received a lot of positive feedback, only two negatives were front desk talking aggressively towards a carer and staff not changing a patients bed sheets after a patient had been sick and bleeding in their bed.

### **Service response**

Thank you for this helpful visit and feedback. We are pleased to see that staff had developed good relationships and the women felt involved in their care.

We are sorry to hear that the sheets where not changed. This matter has been discussed with the matron who will ensure that this doesn’t happen again. The matron now undertakes weekly audits using a ‘perfect ward app’ which checks on a range of measures of quality, safety and patient experience, including the accessibility of call bells. Since the visit, there have been no similar reports.

We were disappointed to hear that one staff member was described as aggressive. They have since participated in the Trust HEART’s values training and have been reminded that they are the face of the organisation.

We have fedback to the parent education team and the breastfeeding team on the positive feedback from the women.