




**Families Division Action Plan  
 Healthwatch Blackpool Maternity Services Review  
 July 2015**

	Findings	Action	Responsible	Date Due	RAG
1	90% felt that having a named midwife was important, yet only 44% reported seeing their named midwife consistently throughout their pregnancy	New models of care for community midwifery were commenced in September 2015 and are part of on-going annual audit process. This will ensure that the woman is seen by the same midwife consistently throughout their pregnancy. The midwifery teams are now cohesive with 4-6 midwives. Time is allocated for clinics without conflicting duties.	Community Midwifery Manager	Complete	
2	73% did not know they could have or were offered a choice of where their ante natal appointment could be held	At booking the Community Midwife will ensure all options for antenatal and intrapartum care are discussed to ensure appropriate information is given. The issue was discussed with Healthwatch at the Maternity Services Liaison Committee where the women were aware of their choices with the option of changing location or midwife if required.  The postnatal options are being extended to include clinics.	Community Midwifery Manager	Complete and in progress	
3	27% of new Mum's felt they were in hospital too long	The discharge process has been reviewed A discharge coordinator has been employed on a substantive basis. This allows more time to care and streamlines the discharge process.	Ward D Manager	Complete	

	Completed
	Not completed but within date
	Not completed and overdue