

Co-production good or promising practice example – projects & programmes

This template has been designed to help you share co-production learning and practice. It may also be used where evidence of co-production is required to be submitted e.g. Maternity Incentive Scheme safety action 7 (CNST), Ockenden immediate and essential actions from the interim report 2-Listening to women & families and 7-Informed Consent, Perinatal Equity action plans.

Title of project/programme or service area	Personalised Care and Support Plan in Sussex
Aims and objectives	<p>Under Better Births and the NHS LTP, 100% of maternity service users need to have an active Personalised Care and Support Plan (PCSP) by 31st March 2021.</p> <p>Our aim was to ensure that we had a wide range of service user voices, particularly those who we don't often hear from, and a wide range of health care professionals to review and provide input to the PCSP before it was used. Our objective was to ensure that the PCSP was user-friendly, both for the service users and the staff, and was going to achieve what we wanted it to, which was to offer a personalised plan for every woman and birthing person. We also wanted to ensure that it was available in a range of different formats, both digitally and in hard copy and that it was translated into the most commonly used languages in Sussex.</p>
Scope and target audience	<ul style="list-style-type: none"> • All service users of maternity services across Sussex • Midwives and other health care professionals who would be using the PCSP with the woman or birthing person.
Date commenced	January 2020 (SUV appointed September 2020)
Date completed	March 2021
Stakeholders e.g. <ul style="list-style-type: none"> • Who? (include equality, diversity and inclusion (EDI) best practice) • How identified? • How involved? 	<p>Chairs of MVPs PCSP SUV Lead Service users across Sussex Midwives and health care professionals across Sussex Commissioner from personalised care and maternity Project manager at LMNS Better Births Lead Midwife from each of the Trusts</p> <p>Initial discussions, formulation of business case, presentation to LMNS Programme Board, Personalisation team</p> <p>An SUV was recruited to the role to capture the service user experience in relation to the PCSP. She worked across Sussex engaging with as many people as possible to hear their thoughts</p>

	<p>regarding <i>My Pregnancy and Birth Choices</i> and using that information to help us improve the content and use of the PCSP.</p>
<p>Description/additional information</p>	<p>The final version of the PCSP is here: My Pregnancy and Birth Choices</p> <p>A video that we shared during the engagement and co-production exercise is here: My Pregnancy and Birth Choices - YouTube</p>
<p>Training or guidance provided to support the co-production process (include name and details of training provider if applicable)</p>	<p>Experienced MVP Chair worked with the LMNS Project Manager in formulating the business case. MVP Chair and Project Manager worked with the newly appointed SUV Lead for the PCSP to ensure that she had the right tools, resources and training to reach out to and engage with a wide range of service users.</p>
<p>Evaluation, main impact and outcomes</p>	<ul style="list-style-type: none"> • We made some revisions to the initial draft PCSP because of the feedback given to the SUV Lead for the PCSP from service users and health care professionals. We also needed to ensure that there was a budget available for having the PCSP translated into the five most common languages across Sussex and to have hard copies of the PCSP available for those who didn't have digital access. • The feedback from service users and midwives about the PCSP has been positive.
<p>Learning points e.g.</p> <ul style="list-style-type: none"> • What went well? • Challenges and resolutions 	<p>This is an ongoing process as the launch of the PCSP occurred at the beginning of the pandemic and it has taken some time to embed it across the patch with the community midwives.</p>
<p>Future plans e.g.</p> <ul style="list-style-type: none"> • Learning and practice presented where and to whom? e.g. Trust, LMNS website, FutureNHS platform • Review (e.g. after 12 months) • Maintaining relationships • New areas of work identified 	<ul style="list-style-type: none"> • Feedback from service users, midwives and health visitors is ongoing and forms part of the feedback via MVP Walk the Patch surveys • As an early implemented of the pelvic floor service we will review the PCSP with the physiotherapists to ensure that it captures key points regarding prevention. • Presentation to Q community regarding co-production and communications during pandemic - Marketplace: Sussex Local Maternity System - YouTube • Presentation from MVP Chairs about how we were working with the Trusts during the pandemic - MVP Chairs working together in Sussex - YouTube

