

A Maternity & Neonatal Services Prompt Guide

to accompany the
Co-production & Involvement Audit
Online self-assessment tool for organisations
info.copronet.wales/audit-online

About this prompt guide

This guide has been created by the South East Maternity Coproduction Working Group, which consists of members of the SE Maternity Team, service user representatives, midwives, and representatives of the Neonatal Networks, Office for Health Improvement and Disparities, Health Education England, Operational Delivery Networks, and Academic Health Science Networks.

The tool and this guide will help you evaluate how well you have embedded coproduction into your Trust's culture and practice, and provide tailored and individualised areas to focus on for continued improvement.

This prompt guide is to be used alongside the Co-production & Involvement Audit online self-assessment tool for organisations (info.copronet.wales/audit-online), to help staff and service users assess the organisation's progress.

How to use this prompt guide

Forward planning

We suggest you allow between half a day and a full day in order to carry out this assessment from start to finish. You can either allocate this time as one block, or hold the three sessions at different times. We recommend you allow at least 1.5 hours for each session.

Online sessions enable easy attendance, but face-to-face can facilitate better conversations. Consider what will work best for your organisation and make it easiest to bring everyone together.

You need to have:

- A session for Trust staff (Include those with an interest or responsibility for this work and reflect a multidisciplinary team mix at all grades of clinical staff and managers. For example, the transformation lead midwives, Professional Midwifery Advocates, students, Heads of Midwifery, Directors of Midwifery, Quality Improvement Leads, Obstetricians, Neonatal teams, Maternity Support Workers, etc.)
- A session for service users, service user representatives, and other stakeholders (e.g. Health Visitors, breastfeeding support groups, Trust Governors, Non Executive Directors, etc.)
- A joint session bringing both groups together

In addition, you will need facilitators for each session. These should be independent of both the Trust and the MVP. We recommend using facilitators from your LMNS. The facilitators should familiarise themselves with the tool and guide beforehand, and be prepared to guide conversation to keep participants on track.

How to use this prompt guide

On the day

As with any meeting, allow time for people to join, and consider using introductions and icebreakers to help people feel comfortable with talking. You could consider other ways of people joining in such as making notes to add to a whiteboard (either real or virtual), or using the online chat function, in case they feel uncomfortable with speaking.

Take time to explain the purpose and function of the online tool and prompt guide, and to give a brief explanation of coproduction. Explain that everyone has an equal voice and all contributions are valid.

The online tool has 5 principles. Each principle is detailed at the top of the slide, and in the centre of the slide is a coloured box containing three questions that you need to score.

To help your discussions, each slide suggests questions around the edges that you might wish to think about when completing the scoring for that section. The questions are designed as optional prompts and not intended as a definitive list; your own knowledge and insight will inform other possible areas of enquiry.

You need to score each of the three questions in the coloured box separately, and keep a note of the scores as these will be entered into the online tool at the end to give your overall rating.

You also need to answer the question ‘What would help you to improve in this area?’ for each section.

How to use this prompt guide

On the Day

Once your separate groups have completed the assessment, they need to join together to discuss as a whole.

Share each group's thoughts and scores for each section, and note where opinions differ. This will provide the basis for your conversations around how to make improvements. The facilitators should guide these discussions.

The output from this joint assessment should identify areas for focus and lead to the development of an action plan.

Next Steps

The tool should be revisited regularly to assess progress and identify the next areas for improvement. We recommend scheduling assessments every six months to keep momentum.

The outputs from these sessions can be used:

- To inform MVP and Trust workplans
- As evidence for CNST
- As evidence for quality assurance requirements such as Ockenden

How to use this prompt guide

For facilitators

The following five slides are for use during the assessment sessions. They can be shared with participants in advance to help inform thinking and enable people to attend ready to participate.

Use each slide one at a time, ensuring you score the three questions in the central box, and also answer the question ‘What would help you to improve in this area?’ for each slide.

Put scores and answers into the online tool info.copronet.wales/audit-online to generate your report.

PRINCIPLE	Q1 score	Q2 score	Q3 score	What would help you to improve in this area?
Assets				
Networks				
Outcomes				
Relationships				
Catalysts				

Use these questions to prompt your discussion

Assets

You value all participants, and you build on their strengths and resources.

How involved is your M(N)VP chair in key meetings?

Do any of the meetings M(N)VP chair attend report directly to Trust Board?

Are staff at all levels enabled to be involved?

How aware is the Trust of your M(N)VP service users and their skills and experience?

Does the Trust use the M(N)VP in relevant recruitment decisions? e.g.

- Recruitment
- Shortlisting
- Interviews

Are service users invited to internal meetings? e.g. labour ward forums, governance meetings

You acknowledge that everyone (including staff and people you support) has skills, strengths, knowledge or experience to contribute.

You find ways to use and develop their assets, which builds their confidence and capacity further.

You demonstrate that you value everyone's contribution, and you ensure everyone's voice is heard.

Can everyone relevant view SIs, complaints, dashboards etc.?

How do you ensure you have used feedback to make changes ?
Can you list examples of the changes the Trust has made and how do you communicate them?

Do you use and update your perinatal equity asset map to scope what is available?

Do you map the skill set of people undertaking projects?

How does your Trust support staff to co-produce?

- Time for MVP meetings
- Time and resources for training
- Embedding it in business as usual

Use these questions to prompt your discussion

Networks

You develop networks of mutual support.

Does the link chair/LMNS user group lead have time to meet with local chairs?

Who is involved in making decisions?

How do you ensure that services include/reach:

- Local populations
- Specific groups e.g. ethnic minorities, deprived populations

How are your Non-Executive Directors involved?

How do Maternity, Gynaecology, Obstetrics and Neonatal teams talk to each other?

You help people become part of supportive peer networks.

You help people to make connections with communities, groups or other networks.

You use these networks to make positive change happen.

What internal teams are involved in co-production and are they connected? i.e. communications, quality improvement, safety leads. How do they support you?

How does the Trust support M(N)VP service users to make connections with different groups in your Trust e.g. specialist midwives?

What is your strategy for engaging with seldom heard/more vulnerable groups?

How do you hear from community groups & 3rd sector providers?

Use these questions to prompt your discussion

Outcomes

You do what matters for all people involved with a focus on outcomes.

How welcoming does your service look to different types of families?

Are you open and accepting of feedback?
Do you allow time for reflection before looking for solutions?

What tools do you use to review outcomes and can all the relevant people view them? e.g. Dashboards

Are staff supported to provide what is needed for quality personalised care?
Do they have the training, resources and time they need?

Your work is shaped around what matters to the individual.

You focus on creating good outcomes (the difference in someone's life) more than on outputs (what you did and how often).

Your monitoring and evaluation systems are built around these good outcomes.

Do you consider both mental & psychological outcomes?

How do you balance student training needs with optimal patient care?

Who defines what good looks like for your services?

Do you think about what is best for:

- Birthing women & birthing people
- Families & carers
- Staff

Does your system measure the quality of outcomes?
How do you use this to improve and provide continual review?

Use these questions to prompt your discussion

Relationships

You build relationships of trust, reciprocity and equality by sharing power* and responsibility.

Do you create an environment and system to allow ALL voices to be heard equally?

How has less face to face contact affected relationship building?

How do you show that you have heard and acted?

Where are your meetings held and how does this affect engagement and the balance of power?
e.g. hospital, community setting, etc.

How is power/decision making shared?

You take time to build connections, trust and understanding.

You respect each other's perspective and the value everyone brings to the table.

You ensure your approaches, systems and structures enable and encourage the sharing of power*.

What language is used in communications and meetings?
Plain English, translation, etc.

Do you use liberating structures for meetings e.g. ice breakers to create an open environment?

Does the Trust see and use service users as critical friends?

How does the Trust support service users to participate and be heard?

Relational or transactional
What is the relationship between service users and staff?

What resources do you put into maintaining relationships?

* Think about sharing decision making etc.

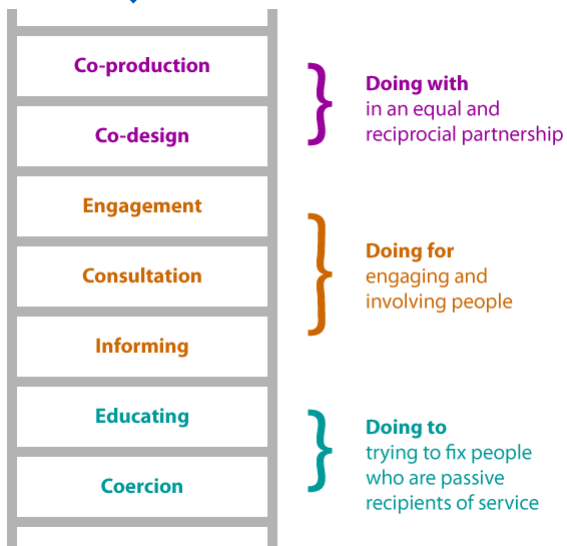
Use these questions to prompt your discussion

Catalysts

People are change makers, as an organisation your role is to enable this.

What training/tools/awareness do your staff and service users have?

Where are you on the ladder of co-production?



You see your role as enabling people to change, not just delivering services.

You help people to build the life they want by enabling them to take action.

You work in partnership with the people you support to co-commission, co-design, co-deliver and co-evaluate your services.

What is getting in the way of co-production?
What are the barriers?

How do you share your co-production successes?

What support are you offering/offered to enable people to change?

Do you need to take a step up?

What's most appropriate for what you need to do?