

Sharoe Green Antenatal Clinic

Thursday 21st March 2024

9:45am-12:00pm



Contact Details

Address

Sharoe Green Antenatal Clinic

Royal Preston Hospital

Fulwood

Preston

PR2 9HT

Point of Contact:

Lisa Maddock (Antenatal Clinic Manager)

Date and Time of our Visit:

Thursday 21st March 2024

9:45am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Louise Dewhurst (Engagement Officer)

Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

Badger Notes

Throughout this report there is mention of the Badger Notes app. This app allows people to view their maternity, child or neonatal records in real time.

[Badger Notes - Access your healthcare records](#)

Acknowledgements

Healthwatch Lancashire would like to thank patients, relatives, and staff, for making us feel welcome and for taking the time to speak to us during the visit.

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Sharoe Green Antenatal Clinic on Thursday 21st March 2024 and received feedback from:



Pre-visit research

Prior to the visit, Healthwatch Lancashire representatives contacted a member of the management team to ask about the facilities, services offered and how women and families are supported.

Healthwatch Lancashire representatives also visited the website for the site to review information available to women and families about Sharoe Green Antenatal Clinic.

One to one discussions with patients and their relatives

During the visit, Healthwatch Lancashire representatives spoke with patients and their relatives about their experience of the service, and the care and treatment delivered by the staff at the Antenatal Clinic.

Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services to patients. Questions centred around support for patients, celebrating good practice and any improvements staff felt could be made at the Antenatal Clinic.

Observations

Along with viewing the available facilities, observations were made throughout the visit. This included patient and staff interactions, accessibility measures in place throughout the Antenatal Clinic and the condition and cleanliness of the facilities.

Summary



Healthwatch Lancashire Representatives spoke with ten patients, three relatives and six staff members on the day of the visit.

Overall, patients had mixed comments around support early in the pregnancy and made mention of a lack of support in comparison to after four months. There were mixed comments about the Badger Notes App with some patients liking how they were able to receive updates and results straight away. Some patients said the app be confusing and would prefer paper copies of their records.

Patients were happy with the care they had received and mentioned that the booking-in process could be difficult as they weren't sure where to check in and what the reception area in the Antenatal Clinic was for.

Preston Antenatal Clinic was situated inside the Sharoe Green Unit at Royal Preston Hospital and was to the left of the main reception desk. The building was accessible for patients who use physical aids and for prams, the door to the Antenatal Clinic was open to allow patients to walk in and out freely. The signage once in the waiting area was limited and many patients were observed unsure where to check in and where they should be waiting. The waiting area was split in two with one room being for patients to see a midwife or consultant and one room dedicated to those parents having glucose tests.

Staff members were observed entering the waiting area and calling patients for their appointments. The staff appeared polite and walked with the patient down to the consultation room. Some patients within the waiting area were observed to be waiting over an hour whereas others were seen quickly for other clinics.

Overall staff appeared happy with their job and mentioned that they have a good team within the Antenatal Clinic, and they support each other in the department. Staff did mention that with the increase of parents having a high-risk pregnancy, was putting a strain on wait times and clinic appointments could fall behind quite quickly.



During the visit, the waiting room did become crowded with many families waiting to be seen. Staff were observed to be waiting for a room to become free so that they could see the next patient in the waiting area.

There was information on display for parents to view, explaining the process of pregnancy and different aspects of pregnancy, but these were small and not readable from a distance.

Service Overview

Location and public access



Sharoe Green Antenatal Unit is situated on the ground floor of the Sharoe Green Maternity Unit to the left of reception.

Sharoe Green Unit is an alongside unit with an access corridor to the main Royal Preston Hospital. There was a designated drop off point at the front of the unit, which was a maximum twenty-minute stay.

There were no clear signs indicating which car park people needed to park in, the nearest car park is approximately 100 metres from the front of the building, and disabled car parking spaces were available. There was a one-way system in place within the car park.

There is a bus stop at the front of the hospital, which is approximately a five-minute walk from the main building.

Outside of the building were dropped down kerbs and all one level entry to reception with automatic doors when entering. The door to the Antenatal clinic was not automatic but was pulled open at the time of the visit so patients could freely walk in.

Signage was clear from the main road, but no other signs were noticeable around the hospital until closer to the Sharoe Green Unit. The building was well maintained and was clearly signposted on entry, so patients knew where to report to.

Upon entering the main door of the unit, there was a main reception desk with two receptionists greeting and booking patients to their appointments.

Services available

The antenatal clinic provides the following services:

- Glucose tolerance test for gestational diabetes
- Blood clinics
- After dating scans
- Combined scans to check for abnormalities.
- An obstetric clinic which provides support for parents who are high risk or have any safeguarding interventions, social care involvement, drug and alcohol dependencies, perinatal mental health, previous c-section or anyone with pre-existing health conditions or taking medication.
- Psychologist to support women with pre-existing conditions.
- The hospital has just become a centre for Maternal Medicine.

Appointment Management



Patients can book their own appointments via the Badger Notes app or by ringing the hospital and booking one over the phone. Most appointments are sent to the Badger Notes app to allow patients to book an appointment at their own convenience.

The clinic uses a system called Flex which allows the hospital to send a notification to the Badger Notes app to ensure the patient knows that they are due for an appointment.

There were two offices in the clinic, both displayed a screen showing the patients coming for their appointments, it showed when they had checked in and how long they had been waiting. This also allowed midwives and doctors to put notes on, this helped analyse how long a patient had been waiting and any priorities that needed to be checked.

Enter and View observations

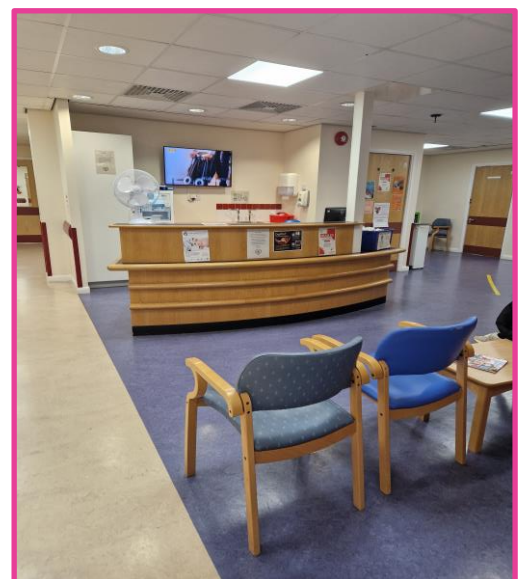
Internal Environment and Waiting Areas

There were five midwives and three support workers in on the day of the visit. Within the clinic there were ten clinical rooms, and all were in use at the time of the visit.

Healthwatch Lancashire representatives observed to be confused where to check in for their appointment and throughout the visit patients were observed standing at the reception desk in the Antenatal Clinic waiting to check in. Patients were seen explaining to one another that they need to check in at the main desk. The reception desk in the clinic was unmanned throughout the visit with staff walking past to help patients on the way to appointments. The desk would have benefited from a sign explaining the process to patients. (Recommendation 1)

On entry into the antenatal clinic, the reception desk and the waiting area was to the left. To the right of the reception desk was a separate room for patients receiving a glucose test as they can be in there for a few hours waiting for their bloods to be taken.

Both obstetrics and midwife patients use the same waiting area. The clinician rooms were spread around the corridor of the clinic followed by two toilets at the end of the corridor.



A water machine, well stocked with cups, was available in the waiting area as well as activity boards for children. There was enough room to accommodate a pram and wheelchairs in the waiting room but when the clinic became full it was difficult to fit more in.

Each clinic room had a bed, chair, hand washing facilities, a height and weight machine and it was explained that the trust are looking to implement digital blood pressure machines. All the clinic rooms were clean and clutter free and were easy to access.

Additional Facilities

There was one disabled toilet and one single toilet within the clinic with no baby changing facilities. Another disabled toilet was in the main reception area next to the clinic. This was not clearly signposted, there was a laminated picture up with an arrow saying, 'Toilet this way'. It was observed that four patients were asking where the toilets were in the clinic. This would have benefited from clearer signage around the corridor.



There were hand sanitisation stations throughout the Antenatal Clinic and were evenly spaced throughout the corridors.

The Clinic Manager explained that all women are provided with a pathway booklet on their first appointment, so they understand what happens and when. The booklet also includes relevant contact details on who to speak to within specific departments. It was mentioned that parents can take away leaflets if needed for additional support.

No hearing loop was in use on the day of the visit, the Clinic Manager explained that they use iPad's on stands for language line, so face to face video translation can be facilitated. It was explained that Co-sign has been used for patients who use British Sign Language and is booked in by staff.

Easy read documents were available and there is a facility on the website which reads the documents out loud for those who need it.

Patient Interactions



Staff were observed knocking on doors before entering rooms and escorting patients from the waiting areas to the consultation rooms. All staff members were identifiable by their uniforms and name tag.

Patients were observed to be called to their appointment by the midwife or doctor prior to their appointment and then taken through to the consultation room. One member of staff explained to a patient and their relative that they would be called for their appointment soon but there were no rooms available at that time.

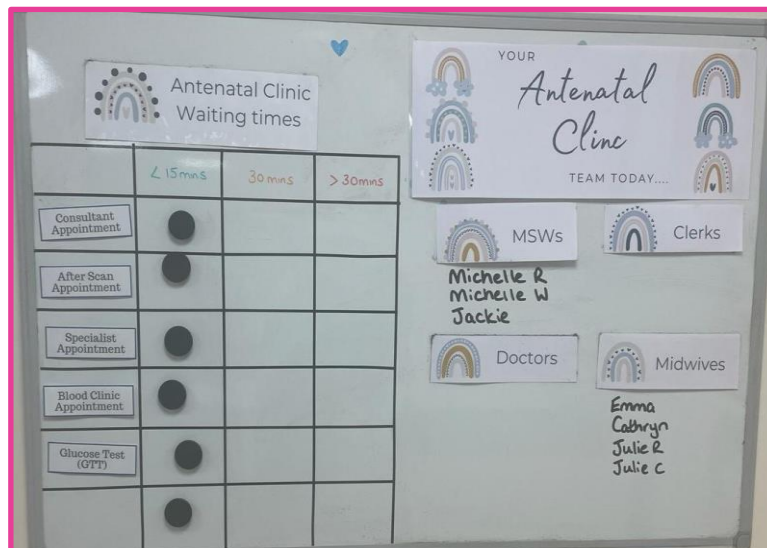
Staff were observed to be kind and courteous towards patients and were observed to walk the patients back to the waiting room on two occasions after their appointment.

Patients were observed to be waiting a long period of time for appointments and were sat waiting for approximately 30-40 minutes to be seen. Two patients during the time of the visit were sat waiting for over an hour for their appointment.

It was noted that some patients were becoming agitated as patients were arriving in after them and being seen before them. One patient was seen going to the reception desk to ask about the wait. There was no member of staff to assist so they proceeded to leave the area and ask at the main reception then came back in the waiting area.

Members of staff explained that the patients in that area are not aware that other clinics are on in the same area so they can become frustrated at times.
(Recommendation 2)

There was a board displayed in the waiting area stating the wait times for certain clinics, but this was not up to date on the day and patients were seen waiting longer than the times stated. This was also not accessible to patients as the board was out of the way of the waiting area and was very small to see.
(Recommendation 3)



There was advice displayed around the clinic for patients and their families, but this was not clear and was printed in small font away from the waiting area. A PALS (Patient Advice Liaison Service) poster was on the exit door, but patients were walking in and out without looking at it (Recommendation 4).

Trust goals were displayed within the clinic, but this was near the office out of the way of the patients. This could be beneficial for patients to view to see what the team are striving for and what they want to improve. (Recommendation 5)

There was no MNVP (Maternity and Neonatal Voices Partnership) poster in the Antenatal clinic and limited information regarding complaints and compliments.
(Recommendation 6)

Patient feedback

Healthwatch Representatives spoke with **ten** patients at the visit.

Please describe your experience here so far

Eight out of ten patients explained that they were happy with the care they had received and the whole experience with the hospital. Comments highlighted that there had been improvements in communication for people who had previously given birth.

“There’s been lots of changes since I had my last child, I’m not waiting as long, and the communication is much better.”

Comments from two patients indicated that they had had a negative experience during their pregnancy and made comment regarding the inconsistency of appointments.

“I haven’t seen somebody for ages, there was talk about been induced but I should have seen someone at 36 weeks I am now 40 weeks.”

One patient described they felt like they weren’t listened to by staff at the hospital.

“It wasn’t that great for the first four months of my pregnancy; it wasn’t straight forward and I felt very disrespected and unheard.”

Have you received information you need in a way that is easy for you to understand?

All ten patients commented that they had received information in a way that was easy for them to understand. No patients on the day spoken with reported to have any additional support needs and were happy with the current way of receiving information.



One patient commented that they don't like that everything is sent through the Badger Notes App now and they prefer paper copies.

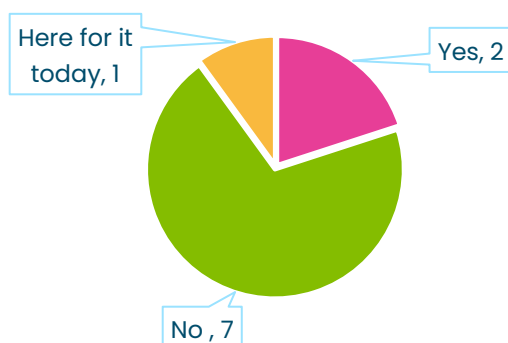
“Yes, I’m happy with the information I received, and I asked to have a paper copy and they got one for me.”

Have you felt informed in any decisions about your care?

All ten patients spoken with said they did feel informed, however some comments received mentioned that at the beginning of their pregnancy they didn't always feel fully informed. A number of patients in the clinic stated that they were early in their pregnancies.

"I do feel now but I didn't early on in my pregnancy, I am now 5 months pregnant and the first 4 months I felt decisions were made for me and my husband."

Do you have a birthing plan in place?



Seven out of ten patients stated that they didn't currently have a birthing plan in place, a number of patients spoken with were approximately five to six months pregnant. One patient mentioned that during their appointment that day, they believed that they were going to discuss the birth plan.

"No I haven't yet, I would like a home birth but I feel the appointments never discuss what you want and your wishes, its straight into the tests and the checks."

One patient explained that they had created their own plan and that they were waiting for an opportunity to discuss this with their midwife.

Two patients mentioned that they had a birth plan in place already.

"I have a planned c-section, so I needed a birth plan early on."

Have you felt that your physical and mental wellbeing has been supported?

Eight patients answered this question and all eight said they did feel supported.

"I have been given a document with loads of different numbers on in case I need any extra support on top of what I've already got."

Patients gave examples of how they had been provided with telephone numbers and leaflets to give them information about support groups and any conditions that they were experiencing.

Do you know who you can contact if you need any additional support or information?



All ten patients said that they would know who to contact for additional support or information. Whilst talking to patients it became clear that all patients had different places to contact.

Four patients made comment about the Badger Notes App and how inaccessible it was and confusing for communication and points of contact.

“We are told to use the Badger notes App but when you ring the numbers they don’t work and don’t ring, I’m not a fan myself.”

Comments about the Badger Notes App described how some patients felt the app was not always user friendly and that it was not always a simple process to access their information.

“The Badger notes app is a bit annoying I have to log in again and have to start all over again. Did prefer paper notes.”

One patient explained how they felt that the Badger Notes app did help with them keeping track of results and progress with their pregnancy. They mentioned that this was not always up to date which was a source of frustration.

Is there anything else you would like to share with us today about care you have received throughout your pregnancy journey?

Two patients commented that parking was a concern, and this then had an impact on getting into the appointment.

“The parking arrangements are awful we have been driving round for 30 minutes and its far away from the unit and spaces are not very big.”

One patient commented that they had multiple appointments, but they were on different days, and it would have been easier and more effective to have them on the same day. (Recommendation 7).

“I have an appointment for ultrasound tomorrow but I’m already here today for appointment, would have made more sense to have had together. I had to get a cab today for convenience as parking is too stressful.”

Two patients spoke about how they felt they should have been checked more and how they felt unsupported when it came to talking about symptoms, particularly if they were a high-risk pregnancy.

“I had to do my own research about my symptoms, and I feel no one helped me with that. I didn’t feel supported at all, and I felt they were very dismissive of me.”

Relative Feedback

Healthwatch Representatives spoke with **three** relatives at the visit.

Please describe your experience here so far

Two relatives commented on the parking arrangements and mentioned that this adds extra stress to an already important appointment. The comments centred around how there was a long distance from the car park to the clinic and that there were issues with the lack of space in the car parks.

“Parking is a nightmare, I had to drop my wife off and drive around for 30 minutes before finding a space and this was nowhere near the hospital. We set off early as well so that we could find a space. She was already in her appointment by the time I got here.”

One relative commented on their experience they had in the first few months of pregnancy and how it impacted them and their partner.

“The first four months was horrific, no one listened to me, or my wife and I found they were very dismissive over both of us.”

Have you been involved/informed in any decisions that have been made about your partner/relatives care?



All three relatives mentioned they did feel that they were informed in any decisions that were made. One relative said they did feel informed but after a few months.

“Yes we did once my wife was five months pregnant, before that I felt a lot of decisions were made for us.”

What is your view on the facilities?

All three relatives commented that the facilities were clean and accessible, but a few comments were received around wait times.

“The place is clean and well maintained but there could be a smoother process we’ve just been told we have to wait to be seen as there are no rooms available.”

How would you describe the support that your family has been provided by this service?

Two relatives mentioned that the support early on was limited and they felt dismissed in support offered.

“Early on in the pregnancy it was awful we had no support, they didn’t listen to us, very dismissive, not supportive at all.”

One patient explained that they felt there was a difference in the support offered at the hospital and in the community.

Is there anything else you would like to share with us today?

One relative spoke about communication with the hospital and what help is provided.

“I personally feel that first time parents need more time and support. We don’t know what’s going on, what support we need, what symptoms mean. No one tells you and they expect you just to get on with it.”

They felt like the support offered was not always consistent and that they felt like they needed to be better informed by professionals throughout the pregnancy.

Staff feedback

Healthwatch received feedback from **six** staff members during the visit.

Do you feel supported to carry out person centred care?

All six members of staff said they felt supported to carry out person centred care.

“The antenatal clinic has really developed and improved and we want to expand into day case appointments. This will be brilliant, but to maintain safety they really need to consider staffing for this.”

Do you feel that there are enough staff available to meet the needs of your patients?



All six staff spoken with mentioned they don't feel they have enough staff to facilitate the growing clinic demands.

“On most days we do but now the antenatal role is expanding we need more staff.”

Two members of staff spoke about how the clinics can be overrun with limited doctors which then impacts the patients waiting time.

“We don't have enough staff as a whole, not enough doctors at times and we sometimes only have one doctor for twenty-two patients.”

Three members of staff commented about how they feel the team could work more harmoniously together and help in other departments.

“I feel the staff in the delivery suite are not very flexible with support in other departments, they think they are above everyone and won’t come down to help support us if we are short staffed.”

Staff members mentioned that they feel that the allocated time slot for parents isn’t always enough, and it would be nice to review this and consider longer appointments to avoid clinics over running.

What is currently working well?

All staff commented on how the team in the antenatal Clinic work well together and help support each other.



One member of staff mentioned the support they received was helpful and that all staff have a shared vision for how they want the clinic to operate.

“We want the clinic to be the best it can be, so we all strive for excellence.”

One member of staff spoke about how the team in the antenatal clinic are very supportive and adaptive within their roles.

“The resilience of staff in here is incredible, great vibe and everyone in the clinic is very supportive.”

Are there any changes that could be made to improve the experience for patients and families at your service?

Members of staff commented on the booking of clinics explaining that they felt like the service was running beyond its capacity due to a lack of staff. It was felt that it would be beneficial look at ways to address this

One member of staff explained that they felt that a way of booking multiple appointments in one day for to try and make it easier for parents to have tests and receive their results more efficiently.

“Access to scans alongside consultant reviews for families that are travelling more than once a week. It’s such a shame when they say they are back tomorrow for a scan, why can’t it be done all in one day.”

One member of staff mentioned that they felt that there was a need to ensure that patients were aware of the process when visiting the clinic so that they knew where to check in and why there may be delays with some services.

(Recommendation 3)

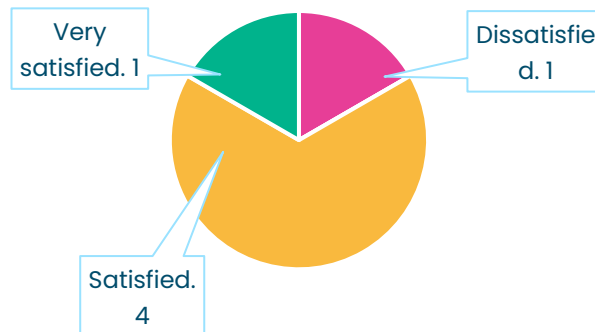
It was mentioned by one member of staff that they felt patients needed to be made more aware about the scans that they received. They felt that a document explaining the options available to patients would be beneficial.

(Recommendation 9).

“A bit more transparency and communication around the sort of scans that patients can have because a lot of the time we find they haven’t had the right scan.”

A conversation with a member of staff highlighted that if any abnormalities are found in scans and its after 5pm they are sent to the Antenatal Clinic and they call an on-duty doctor which can mean mothers waiting a long time. This also means the clinic can not close at 6pm and the clinic needs to be staffed after hours. (Recommendation 10).

What is your experience of working here?



There was a mixture of comments from staff surrounding their experience of working in the Antenatal Clinic. The consensus was that staff loved their role but the support given wasn't helping with the growing capacity.

“Very positive, I feel very well supported by my manager.”

Members of staff commented that the Clinic Manager is approachable, supportive and tries to address concerns that staff raise.

“We can voice our concerns and Lisa is very good at taking them and improving services for patients and staff.”

Two members of staff mentioned that they wanted to see more support from senior members of staff to allow them to get a better understanding of the issue staff are encountering to try and make changes to improve things.

“It is very good but it would be nice to have a presence from Band 7 staff and Matrons more often, so they understand what we do and help us.”

Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from patients and staff.

1. Provide clarity to patients on where to check in for appointments and ensure a sign on reception in the antenatal clinic has clear instructions about where to book in.
2. Provide information for patients around what other clinics that are happening on a daily basis. An example could be a larger board or use the tv screen to show what clinics are running on the day.
3. Ensure staff update the wait times on the board or provide verbal updates if there are delays, so patients are aware how long they will be waiting for their appointment.
4. Move the PALS poster to a more prominent place within the waiting area so patients have all the relevant information needed. Ensure MNVP poster is in the main waiting area.
5. Look into moving the trust goals and values so that patients and families can view it.
6. Add compliments and complaints forms to the waiting area so patients can freely give feedback.
7. Review appointment schedules to allow parents to have multiple appointments on the same day.
8. Review information provided to patients regarding scans and what each one means. Implement a document that explains this process clearly to parents.
9. Ensure information is available for parents to understand what will happen next and why they need to see a doctor after a scan. This will help with easing parents concerns when they are being sent from one clinic to another.

Provider response

Recommendation	Action from provider	Timeframe	Comments
<p>Provide clarity to patients on where to check in for appointments and ensure a sign on reception in the antenatal clinic has clear instructions about where to book in .</p>	<ul style="list-style-type: none"> • Antenatal clinic manager to develop a new sign to be displayed on the reception desk providing service users with information about the ANC checking in process. • A minor improvement (MI) request has already been submitted to the Trust's estate's department by the Antenatal Clinic manager to have the reception desk removed, however due to current financial constraints within in the Trust this work has not been approved at the current time. 	<p>June 2024</p> <p>Ongoing</p>	<p>The ANC manager advises that previously there was a sign displayed on the information desk detailing the check in procedure- however this appears to have gone missing.</p> <p>The MI was submitted when the issue was noted by the STAR accreditation team. When on duty the B2 HCA supporting the ANC does station herself at the reception desk as a point of contact, however when completing tasks away from the desk the area is unmanned.</p>

<p>Provide information for patients around what other clinics that are happening on a daily basis. An example could be a larger board or use the tv screen to show what clinics are running on the day.</p>	<ul style="list-style-type: none"> • To scope wall space to assess if it is possible to increase the size of the display board. • Antenatal Clinic manager to contact the TV company to discuss if it is possible to add information regarding the daily clinic activity to the TV information. • Signs to be added to the ANC consultation room doors indicating what clinics are running out of that room on a specific day. 	<p>June 2024</p> <p>June 2024</p> <p>Action completed</p>	<p>The current board located highlights the different clinics running. Available wall space in the waiting room is limited.</p>
<p>Ensure staff update the wait times on the board or provide verbal updates if there are delays, so patients are aware how long they will be waiting for their appointment.</p>	<ul style="list-style-type: none"> • Ward manager to share an update on the next ANC safety brief (monthly) to remind all ANC staff that the boards need to be updated at regular intervals throughout the ANC session. • Action to also be discussed with ANC staff at the next scheduled ward meeting. 	<p>June 2024</p> <p>June 2024</p>	<p>On the days that the Band 2 HCA is on duty (Mon, Wed, Fri) this job will be allocated to her for completion throughout the day.</p>

Move the PALS poster to a more prominent place within the waiting area so patients have all the relevant information needed. Ensure MNVP poster is in the main waiting area.	Antenatal clinic manager to scope the wall space within the ANC and will relocate the highlighted posters.	June 2024	
Look into moving the trust goals and values so that patients and families can view it.	Antenatal clinic manager to scope the wall space within the ANC waiting area to assess if this board can be relocated.	June 2024	Available wall space within the ANC waiting area is limited.
Add compliments and complaints forms to the waiting area so patients can freely give feedback.	<ul style="list-style-type: none"> Antenatal clinic manager/team to devise a form that can be used to capture feedback. Post box to be purchased where the feedback forms can be collected anonymously. 	July 2024 July 2024	
Review appointment schedules to allow parents to have multiple appointments on the same day.	<ul style="list-style-type: none"> Work with the obstetric and Ultrasound team to review the ANC and ultrasound scan (USS) templates to facilitate more multiple scan pathway (MSP) scan slots within ANC working hours. <p>Work with the obstetric team to consider the implementation of further specialist obstetric clinics, with a named</p>	August 2024 August 2024	MDT work currently ongoing to address this issue. MDT work currently ongoing to consider this action.

	consultant obstetrician allocated to each clinic.		
Review information provided to patients regarding scans and what each one means. Implement a document that explains this process clearly to parents.	<ul style="list-style-type: none"> Multidisciplinary team review of the current leaflet detailing ultrasound information to be reviewed to explore if any additional information needs to be added. 	July 2024	
Ensure information is available for parents to understand what will happen next and why they need to see a doctor after a scan. This will help with easing parents concerns when they are being sent from one clinic to another.	<ul style="list-style-type: none"> To discuss with all staff working within the ANC footprint to ensure that they discuss care plans with service users during each consultation, making them aware of the reason for the consultation and what further follow up is required (if any). 	June 2024	Issue to be discussed with both midwifery and obstetric staff.

Any other comments

Thank you for visiting the Antenatal Clinic, it was a valued experience for the staff and managers. Your independent review and feedback of our service is appreciated and will be used to make further improvements based on recommendations made.



healthwatch
Lancashire

Healthwatch Lancashire
Leyland House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TY

www.healthwatchlancashire.co.uk
t: 01524 239100
e: info@healthwatchlancashire.co.uk
@HW_Lancashire
Facebook.com/lancshealthwatch