SWANSEA BAY Maternity Voices

Working in partnership to improve maternity services

THANK YOU for volunteering as a Maternity Service User Representative with Swansea Bay Maternity Voices

The different Maternity Service User Representative roles include, but are not limited to:

1. Listening to the voices of people who use maternity services and feeding it back into the partnership
2. Attending Maternity Service User Representative User forum meetings
3. Representing Maternity Service Users at the SBMVP Board (meets quarterly, 4 places available)
4. Leading a maternity services theme
5. Co-creation of solutions to key maternity services issues/challenges
6. Any other skills you can offer..e.g. web development, communications, social media, marketing, etc

The role of Maternity Service User Representative develops with the person. There is some useful advice on becoming a service user Rep on the National Maternity Voices (NMV) web site you may wish to read **http://nationalmaternityvoices.org.uk/toolkit-for-mvps/setting-up-an-mvp/for-service-users/**

Working as a volunteer Maternity Service User Representative can be a very rewarding experience. The following guidance provides suggestions for working effectively in your role and getting the best out of your MVP in order to make real changes to local maternity services.

Effective Maternity Service User Representatives:

a. Are well prepared-begin by reading the relevant paperwork before the meeting. If you have the opportunity you can add to this by researching the issues under discussion, finding out about the provider's performance and how it compares with other providers, exploring the latest research evidence

b. Work with others - both who share similar interests and various perspectives, to prepare agenda items or contribute to discussion, and with those who hold differing views and priorities, so you show them respect and understand their position.

c. Gain understanding of the remit of the committee and their own role, familiarise yourself with the MVP's terms of reference, requesting a copy, and clarification for yourself and other members if necessary. Familiarise yourself with the role of an MVP in implementing Better Births.

d. Avoid being a single-issue lobbyist (e.g. home birth, breastfeeding) - be an expert by experience but you will be noticed and appreciated more for contributing to a range of topics.

e. Encourage the committee to function well, papers should be circulated well in advance of meetings and key notes and action points soon after; so, suggest this to the chair if necessary.

f. Keep up-to-date where possible with national and local maternity issues – service user reps can be better informed than some of the health professionals. Access to the internet and email helps considerably.

g. Rarely refer to personal experience in strategic meetings-and only in the abstract to illustrate a point. Ensuring this will maintain your credibility and focus as a user. (Note: For new Maternity Service User Reps who have very recent service use and have joined MVP because of that it is reasonable to refer to that expertise by experience in MVP meetings.) In both cases your own experience is important, **your role as a Maternity Service User Representative is to represent all users.**

h. Have some understanding of the structure of the NHS and Maternity Services' place within it - increase your knowledge of the functioning of the NHS and maternity-related policy documents.

i. Are confident, assertive and persistent-avoid using phrases such as 'I'm only a mum and volunteer' or 'I'm not a health professional'. Everyone is equal in an MVP. Your views are valuable so express them clearly and assertively

j. Willingly give around 2 hours per month face to face contact to listening to the voices of people who use maternity services or attending a User- Reps gathering or a meeting with the full MVP membership.

k. Are remunerated for reasonable travel expenses as previously agreed with the MVP Chair.

l. Maintain confidentiality of the issues and personal data they discuss. Be aware of the MVPs Privacy Policy http://nationalmaternityvoices.org.uk/privacy/

m. Act in accordance with the Nolan Principles of conduct in public life in carrying out this role. Nolan Principals of governance are important to MVPs because though we are independent autonomous groups, we are an NHS working group, so guided by the Nolan standards of behavior in public life

Nolan Principals	
Selflessness	Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
Integrity	Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties. **Objectivity –** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
Accountability	Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
Openness	Holders of public office should be as open as possible about all the decisions and actions they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
Honesty	Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
Leadership	Holders of public office should promote and support these principles by leadership and example.

There are NHS Wales on-line training courses that can help you develop in your role as Maternity Service User Representative, please ask the SBMVP Chair, Lisa Boat, for details.

Getting items on the agenda and using examples of good practice

A great way of inspiring your MVP to take action is by taking ideas and examples of good practice and positive changes from other areas to meetings. Using these as suggestions for issues the MVP can work on is an effective way of encouraging the group to take action. Case studies of programmes and initiatives bringing improvements to all sorts of issues, such as high cesarean rates, low breastfeeding initiation and high smoking rates, can be found.

If there is an issue you would like the committee to work on, ask the Chair to schedule this on the agenda for the next meeting. Once agreed, circulate papers well in advance of the meeting. You could offer to prepare a presentation and handout for the meeting. Be sure to have done your background research and detail clearly the issue needing to be addressed. Set out the underlying evidence and make suggestions of how the committee/forum/NHS Health Board could address this. Consider using a positive case study from a similar initiative if possible. Be brief and succinct without extraneous information unless asked, so the decision to be made is clear.

A good presentation, arguing your case for change, will prompt discussion from the group. During the discussion ask for decisions to be made about specific actions and follow up at the next meeting, or better still, in between. Friendly, patient, encouragement and support are always appreciated. You may need to listen to a lot of excuses before anything tangible is achieved but keep at it. Ideally, the meeting should agree and minute what will be done and by whom, and by what date. If you can agree objectives as well as means, that is very positive. However, you may need to go one step at a time, investigating what is known before an objective for change is agreed. Make sure the decisions are recorded in your notes, so you can check when the minutes are circulated to the group afterwards that everything has been recorded properly. Ensure that appropriate items are on the agenda for follow up at the next meeting.

Maternity Service User Representative Data Protection Obligations

As a Maternity Service User Representative you need to be mindful that to comply with **General Data Protection Regulation (2018)** all experience feedback from service users must be collected after they have given consent for their feedback to be used by the MVP, and after they have been informed how the feedback will be used by our MVP. This is opt-in upfront consent.

Collecting feedback anonymously is a key role of Maternity Service User Representatives. We inform Service Users and partners/Co-parents when sharing a maternity experience that we are looking at themes and issues in experiences and use these to inform improvements in local maternity services. We collate and share experiences themes anonymously so that individuals are not identifiable. Sometimes experience feedback we receive contains elements that might identify an individual, we do our best to redact those personal identifiable elements and discuss this with the Service User.

Some experiences have parts that make it harder to ensure a person is not identifiable, be aware of that. Particularly if you are in a rural area with low population numbers which means it can be easier to identify a person from an experience story. If in doubt contact or direct service user to contact your MVP

Chair if there is something an individual wants to share but you are concerned about them remaining anonymous.

There are instances where individuals wish to waive anonymity. Please don't record personal details but direct these individuals to your MVP Chair so they can have a conversation with them, and decide how to proceed.

As a Maternity Service User Representative, you do need to comply with the local confidentiality agreement below to collect service user feedback for your MVP.

MVPs collect feedback in a variety of ways. More information about this can be found on the National Maternity Voices gathering feedback pages.

Whilst you are volunteering you will have access to information that needs to be kept confidential.

This includes information about the people who are using maternity services, and staff – particularly information about their personal circumstances such as their names, addresses, information about their care.

When someone gives us any confidential information, verbally, in data or documents they need to be sure that we will not pass this to anyone that they have not given us permission to share it with.

This means, for example, that you must not discuss these details and experiences with your friends and family, or post it on social media. When a person is not present to share their own experience their feedback must be discussed anonymously in the MVP meetings.

If you hear information which causes you concern and suggests that someone needs immediate help you should share this information with the most senior professional staff member present or raise it directly with the MVP Chair (or Vice Chair). Currently that is Lisa Boat (& Beck Robinson). Act as soon as possible so that appropriate action can be taken.

Further information on Maternity Voices and GDPR, and the adopted National Maternity Voices Privacy policy can be found here: http://nationalmaternityvoices.org.uk/privacy/gdpr-policy/

Service User Representative Details and Agreement

Full name		**Title**	
Address		**Postcode**	
		DoB	
Contact no		**E-mail address**	
We aim to create a positive environment that encourages people to reach their full potential. So we can better support you in your role, please give details of any disabilities or health issues you may have.			
Please give details of any relevant experience, interests and skills you have which would be beneficial or which you could use whilst volunteering			
Are you a Welsh Speaker	**Yes/No**		
Please provide the name and contact details of two people who would be willing to supply a character reference. One must be your current/most recent employer OR be a professional, and the second should be someone who has known you for at least two years and must not be related to you or have any financial arrangement with you. Referees will be required to comment on your competence, personal qualities and suitability for the post.			
Referee Name		**Referee Title**	
Referee E-mail		**Professional status/ relationship:**	
I confirm I have used Swansea Bay Maternity Services within the past 5 years			Yes/No

Rehabilitation of Offenders Act 1974

As part of assessing your application, we will only take into account relevant criminal record and other information declared which is relevant to the position being applied for.
Answering 'yes' to the question below will not necessarily stop you from volunteering. This will depend on the relevance of the information you provide in respect of the nature of the position for which you are

applying and the particular circumstances. Do you have any current UNSPENT convictions, police cautions, reprimands or final warnings in the United Kingdom or in any other country?

You should circle NO if any cautions, reprimands or final warnings are protected (or filtered out); and/or have become SPENT as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) 2013.
If YES, please provide details of the conviction, police caution, reprimand or final warning, including the date and reason administered.
(You are not required to tell us about parking offences.)
Please include any additional information or evidence that you believe to be relevant.

Yes/ No
Details:

Privacy Notice

The Volunteer Services Department collect personal information from you during your recruitment as a volunteer within the Health Board. This information is collected and processed on the lawful basis that it is necessary for your collected and processed on the lawful basis that it is necessary for your Information collected is securely stored in your volunteer file. These files are used to ensure we are providing you with the best support possible, while you are in your volunteering role.
Your personal data will not be shared outside of the Health Board or to any third parties that are seen as inappropriate to the management of your volunteering role. We may sometimes have to pass on information by law in circumstances such as a court order, and we may also need to share your information with non NHS staff in certain circumstances. We will only do this if necessary and we will discuss this with you at the time as required. In line with our record retention policy we will retain your volunteer file for seven years after your volunteering with the health board comes to an end.

Service User Representative Declaration and Confidentiality Statement

I have read and understood all of the above information regarding the Swansea Bay Maternity Voices Service User Representative role.

I understand that whilst volunteering with Swansea Bay Maternity Voices I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of Swansea Bay Maternity Voices Partnership.

I understand that the representative role is subject to a DBS check (funded by SBMVP)

I will not handle in anyway any complaints but will always immediately signpost service user to:
https://sbuhb.nhs.wales/about-us/complaints-feedback/complaints/
and advise to contact the Patient experience team on
01639 683363/683316 Or email **SBU.complaints@wales.nhs.uk**

To the best of my knowledge the details on this application form are true. I understand that any misrepresentation found in this application after my appointment may lead to the termination of the agreement. I understand that the information given by me on this application form will be processed in accordance with the General Data Protection Regulation 2018. I will inform the Volunteer with the General

Data Protection Regulation 2018. I will inform the SBMVP of changes in any of the information requested on this form.

Signed ……..

Print Name ……..

Date ……..

Please sign and return to Lisa Boat, Chair of Swansea Bay Maternity Voices
swanseabay.maternityvoices@outlook.com

THANK YOU