

For approval by the Pennine Lancs MVP
at a meeting held 18 May 2021, subject to
ongoing review (see Slide no 5)

Pennine Lancashire Maternity Voices Partnership

Terms of Reference (Version 1.0)

18 May 2021



Purpose of an MVP

The Pennine Lancashire Maternity Voices Partnership (PL MVP) is an independent multidisciplinary advisory committee which serves the needs of local women and families by bringing together all those who use, provide and commission acute and community maternity and newborn services

- The PL MVP will listen to, actively seek and respond to feedback from women, their families and carers, which relates to their personal experience of services which are delivered to ensure the provision of safe, personal, effective and timely care.
- This partnership is established and supported in Pennine Lancashire as a specific response to recommendations which are set out
 - in national guidance ‘Implementing Better Births’ : A resource pack for local maternity systems (March 2017) [nhs-guidance-maternity-services-v1.pdf \(england.nhs.uk\)](https://www.england.nhs.uk/publications/nhs-guidance-maternity-services-v1.pdf)
 - In the findings and recommendations of ‘The Ockenden Report’ (October 2020) which ... ‘consider it imperative that family voices are strongly and effectively represented in each LMS through the Maternity Voices Partnerships’
[OCKENDEN REPORT - MATERNITY SERVICES AT THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/90429/ockenden-report-maternity-services-at-the-shrewsbury-and-telford-hospital-nhs-trust.pdf)

Governance

The Pennine Lancashire Maternity Voices Partnership is an independent multidisciplinary group which operates primarily within the Pennine Lancashire Integrated Care Partnership (ICP) with their respective governing bodies

- **Authority:** To propose recommendations to the acute and community service providers and commissioners and their constituent organisations in relation to service delivery, changes and transformation, respecting that formal decision making rests with their respective governing bodies
- **Accountability:** The PL MVP is subject to oversight by the Pennine Lancashire CCGs in creating and delivering against an agreed Annual Workplan
- **Financial accountability:** The Pennine Lancashire CCGs identify an annual budget which supports the agreed activities of the PL MVP and any formal decision making on those matters which require financial support , service or workforce changes decisions required must be taken through the CCGs' formal processes for approval

Role of an MVP

By actively engaging and seeking the views and experience of the wide range of service users of maternity and newborn services, The Pennine Lancashire MVP will inform and support collaborative work with commissioners and providers on their behalf and ensure that ...'. family voices are strongly and effectively represented in each LMS'

(Ockenden 2020)

The PL MVP will facilitate continual improvement of maternity services, provided for residents within Pennine Lancashire and will meet the following core objectives:

- Provide feedback on the quality of local maternity services and bring forward recommendations for improvement
- Maintain awareness of the experience of mothers and families in relation to the relevant maternity services e.g. national and local surveys
- Identify new and emerging needs for maternity and newborn services, and develop appropriate responses
- Promote the views of all sections of the community when planning and reviewing services
- Review and comment on national and local strategic policies for maternity and newborn services
- Review progress against local standards and targets
- Regular review of national guidance and reports, CQC and clinical audit reports
- Review local services against national and regional targets
- Ensure that information on service developments and improvements is made available as widely as possible
- Respond to commissioner and service provider consultation in respect of any proposed service changes

Membership

The membership of the Pennine Lancashire MVP is drawn from a wide range of people who are involved in maternity and new born services

- Maternity and newborn service users, families and carers
- Service Providers: East Lancashire Hospitals Trust
- Service Commissioners: Blackburn with Darwen and East Lancashire CCGs
- Community organisations with an interest in these services
- Coopted members
- MVP Chair appointed by CCGs on behalf of the local system **Please note: Following the publication in February of the White Paper which outlines how the NHS in England needs to change to enable health and care to work more closely together; this will be debated by Parliament in June and is expected to. The local arrangement for appointing the MVP Chair in Pennine Lancashire will be reviewed when the respective roles and responsibilities of the CCGs and their partner organisations has been clarified in legislation**

Role of MVP Chair

In Pennine Lancashire, The Chair of The Maternity Voices Partnership is engaged by Blackburn with Darwen and East Lancashire CCGs on behalf of the local maternity system.

Agreed expenses will be reimbursed, in line with national guidelines

<https://www.england.nhs.uk/wpcontent/uploads/2017/08/patient-and-public-voice-partners-e>

- **As the main contact person for all enquiries to the MVP**
 - Regularly checks the PL MVP email inbox and responds accordingly
 - Regularly posts MVP activity on local MVP social media
 - Regularly shares links to the local Trust, PLMVP and CCGs websites and any online surveys via social media
- **Attends and chairs formal meetings of the MVP** and ensures that all stakeholders can make a full contribution to discussion
- **Recruits and trains and provides ongoing support to volunteer service user representatives**
- **Actively encourages seldom heard voices to be involved**
- **Networks with other MVPs in the Lancashire & South Cumbria Local Maternity System**

(This networking will enable a chair a) to feel supported by their peers and b) enable them to stay up to date with how other MVPs are run - what works well elsewhere)
- **Represents the Pennine Lancashire MVP at e.g.**
 - Local Trust Forums
 - Healthier Lancashire & South Cumbria Local Maternity System meetings
 - Other regional and national maternity meetings gatherings where women's voices need to be heard

Principles

Aligned with national and regional MVP Networks, The Pennine Lancashire Maternity Voices Partnership will operate on five key principles

- Work creatively, respectfully and collaboratively to co-produce solutions together.
- Work together as equals, promoting and valuing participation. Listen to, and seek out, the voices of women, families and carers using maternity services, [even when that voice is a whisper](#). Enabling people from diverse communities to have a voice.
- Use experience data and insight as evidence.
- Understand and work with the interdependency that exists between the experience of staff and positive outcomes for women, families and carers.
- Promote continuous quality improvement with a particular focus on closing inequality gaps

Meetings

- Meetings of the PL MVP will normally be convened 4 times each year
- Agenda, supporting papers and action notes will usually be circulated to all members two weeks prior to meetings
- Administrative support for these meetings is provided by the Pennine Lancashire Children, Families and Maternity Commissioning Team

Reporting

The Pennine Lancashire Maternity Voices Partnership will provide

- An Annual Workplan
- An Annual Report
- Regular and themed reports of service user feedback
- A response to commissioner and service provider consultation in respect of any proposed service changes

Reporting

The Pennine Lancashire Maternity Voices Partnership will receive:

- Regular service updates from eg Midwifery, NICU, Health Visitors, outline proposals for changes in services
- Regular performance reports
- Summary complaint and outcome reports
- Service user update which summarises current feedback received from local service user groups
- Topic specific or specialist reports relating to workplan discussions
- Brief updates from the Healthier Lancashire & South Cumbria Maternity & Newborn Alliance Programme

Annual Workplan

Progress will be reported formally to MVP meetings

This will be

- clearly aligned to local service provider and commissioning priorities, and agreed by them;
- will reflect the related elements in the Lancashire & South Cumbria Local Maternity Services Annual programme;

Annual Report

This will set out key achievements in the year and plans for development in the following year

- Progress on local strategies and targets
- Links and connections to Community Hubs and community organisations
- Summary of recommendations made to maternity care commissioners
- Summary of recommendations for improvements in services which are supported by evidence
- Synopsis of local services so that this provides an overview prospectus for the broad range of locally available services

Document Information

Document information	
Title:	Pennine Lancashire Maternity Voices Partnership
Date:	March 2021
Owner	Commissioning Lead, Children, Family & Maternity Services , Blackburn with Darwen CCG /East Lancashire CCG
Version	1.0
Review	Ongoing subject to organisational change

Version	Editor	Changes made	Date
0.1	EH	First review of substantive ToRs to align with National MVP Model Terms of Reference,	01/03/2021
0.2	EH	Amendments received following MVP meeting held March2021 incorporated re Membership : Appointment of MVP Chair: (See note/Slide 5)	17/05/2021
1.0	EH	Final Version approved by MVP Members , subject to note (Slide 5) and ongoing review in line with organisational changes	18/05/2021