



Transforming YDH

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Case study 3:

Maternity Safeguarding Project

What issue were we addressing?

When a mother and baby is discharged from a maternity ward, their discharge summaries had to be manually printed and posted (and/or faxed) out to community midwife and health visitor teams. This was followed up with telephone calls made to ensure patients were visited within a day after their discharge. Calls left on answering machines unheard or being made to the wrong team, faxes sent to the wrong machine or not received and post being lost, meant that some patients did not receive care in a timely way or at all.

At the time, maternity also had no admin staff on their wards. Midwives had to divert their time and attention away from providing care to mothers and babies on their wards to perform these tasks.

What did we do?

Bev Barrett, Digital Midwife at YDH, approached the Solutions Development team in June 2019 to look at resolving these issues.

Bev sourced email addresses and postcode areas associated with caseloads for each health visitor and community midwife team across Somerset and Dorset. This information fed a new automated digital process, which was built by the team and deployed in July 2019.

What did that achieve?

As soon as a maternity discharge summary is completed in TrakCare it is now automatically dispatched to the appropriate community midwife and health visitor teams via email, based on the patient's postcode.

The digital process built for this provided a framework to allow similar tasks to be automated.

Working with Safeguarding Children Practitioner Raechele Newbury, the process has been used to automate the sending of paediatric discharge summaries to health visitor and school nurse teams across Dorset and Somerset on behalf of the safeguarding team (deployed March 2020). It was then used again for maternity to send out antenatal booking summaries automatically, starting in April 2020.

What was the benefit for staff?

Staff in both Maternity and Safeguarding spend considerably less time manually printing and handling documents. This in turn has led to a reduction in use of stationary and postage materials. Midwives in particular do not need to spend any more time with faxes and phone calls.

What was the benefit for patients?

The risk of patients either not receiving care or receiving care in an untimely manner has been significantly reduced.