

March 2016

London Maternity Strategic Clinical network (SCN) along with Kingston Hospital NHS Foundation Trust and six other organisations are one of three winning applications under the #MatExp Challenge Fund for innovation in using patient feedback to make improvements in maternity services. Judges selected the winners from 64 entries for the #MatExp Challenge Fund, which was announced to trusts in February 2016. The project is called "Nobody's patient" and focuses on seriously ill women and babies falling through the gaps.

The background to the project: In 2014 the London Maternity Strategic Clinical Network funded five pilot user experience #MatExp workshops in response to poor CQC maternity survey results. The workshops, based on the *Whose Shoes?* concept, were hugely successful and the outputs formed the basis of the London SCN Maternity Experience toolkit, which includes exemplars of good practice implemented by pilot sites as a result of the workshops.

The objective is to build on the foundations of the original initiative focusing on the co-production of bespoke *Whose Shoes?* user experience workshops scenarios based on and involving the experiences of families in three sensitive 'seldom heard' groups and who often fall into 'gaps' between services:

- Families with babies in neo-natal units (NNU).
- Severely ill women faced with an unexpectedly serious illness, sometimes life threatening, in pregnancy or the immediate postnatal period.
- Women who miscarry in the second trimester.

The aim of the project as with the existing #MatExp *Whose Shoes?* approach will be to design and develop content that will enable service users and health care providers to discuss local successes and challenges in an equal and respectful way directly leading to collaborative improvement work. The previous #MatExp *Whose Shoes?* approach has a proven track record of action.

Read the NHS England press release here: <https://www.england.nhs.uk/2016/03/winners-matexp-challenge-fund/>