

Launch of the Maternity Bereavement Experience Measure (MBEM)

Donna Ockenden as Co Clinical Director of the London Maternity Clinical Network has worked closely with Sands and NHS England on the creation of the Maternity Bereavement Experience Measure (MBEM).

In June 2017, health professionals and parents met in London to launch the toolkit which provides practical methods for gathering feedback from families whose baby or babies have died during pregnancy or shortly after birth. Many parents who have experienced bereavement want to offer feedback to ensure lessons are learned and good practice is shared. This can be instrumental to inform improvements in care.

It is essential that any feedback received from bereaved families is both used to introduce change and that change is then sustained. For example:

- Both start from the top of an organisation and also work up from the bottom
- Ensure this MBEM is shared with commissioners, the Director of Nursing, Trust provider CEOs, the Chairman and Non-Exec Directors
- Ensure it is discussed and commitment noted in the Quality section of Trust Board and CCG Executive meetings
- Service users and clinical staff should be supported and encouraged to work with a shared purpose
- Staff providing bereavement care or follow up to bereavement care need support, resources, training and time to enable them to fulfil their role to the best of their ability

"We need to know that our current service provision supports bereaved parents and families in the best way possible. We have to listen to them and then act on that feedback to make service improvements that we know matter to parents. The challenge remains to embed what we are told into everyday clinical practice and going forward to sustain that change."

— Donna Ockenden, Midwife and
Co-Clinical Director
London Maternity Clinical Network

To read the measure either download it from Donna Ockenden's website or visit:
<http://www.londonscn.nhs.uk/publication/gathering-feedback-from-families-following-the-death-of-their-baby/>

Further to the launch, a twitter chat was held, attended by many people who had also taken part in the London event.



What now??

