Improving Postnatal Care and Experience in Hospital for Black and South Asian women by exploring health care workers’ capabilities

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Background

- Newham – diverse population
- Newham Maternity Unit
- Women experiences of postnatal care
Service Improvement Project

- Public Health Agenda
- QIPP Agenda
- Role of the midwife (NMC, 2004; ICM, 2011)
- Public Patient Involvement
- Equality Delivery System
Project Objectives

- Engage in a meaningful way with women in understanding their perceptions of postnatal care
- Identify areas in the care pathways that could be improved
- Gain insight as to how they feel their care and experiences could be improved.
- Understand health care professional views on postnatal care
- Identify barriers to care delivery
- Gain health care professionals input into how postnatal care can be developed.
Methods

**Women**
1. Semi-structured Interviews - 23 women
2. Questionnaire - 29 women
3. Focus group - 9 women

**Staff**
1. Semi-structured interviews - 14 staff
2. Questionnaires - 8 staff
3. Focus group - 5 staff
Findings

**Women**
- Staff attitude
- Care at night
- Inconsistent advice
- Postnatal support

**Shared views**
- Breastfeeding support
- Cultural competence
- Discharge process
- General support

**Staff**
- Not enough time to care
- Low staff morale
- Inadequate resources
- Support from senior staff
Way forward

Staff attitude

Education and Training

Staff defusing
- AI, 6C’s
- Overnight stay

Periodic survey

Resources
- Information Provision
- Mentoring and Support
Impact on postnatal care for women

- Commissioning
- Service delivery
- Education
- Policy Development
Full report will be available on [www.rcn.org.uk](http://www.rcn.org.uk) and Royal College of Midwives Library

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