

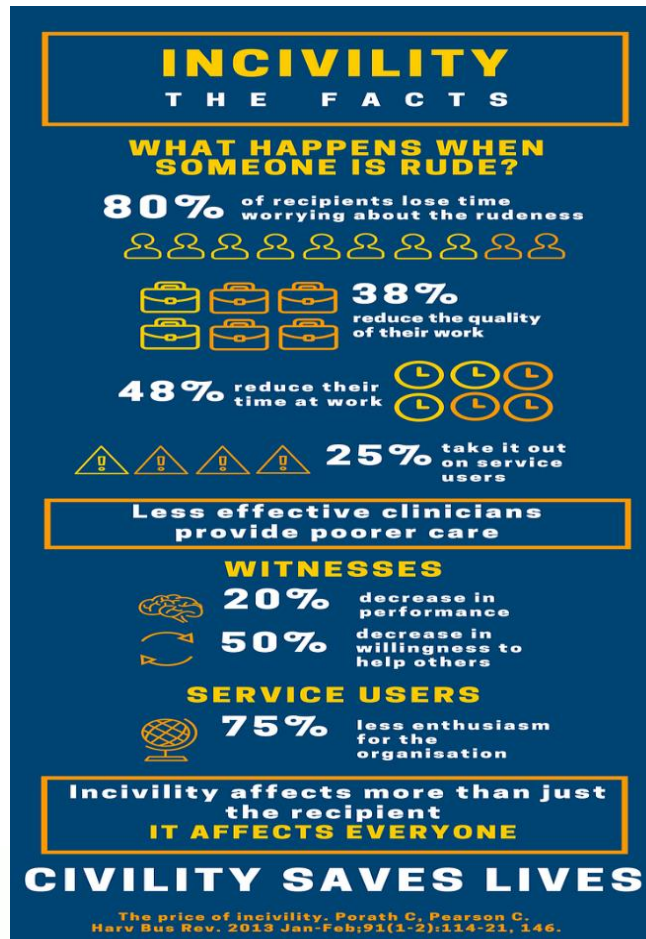


Improving the Safety and Outcomes for Mothers by Developing Staff and Teams

Gemma Puckett
Head of Midwifery



Why does developing team culture matter?



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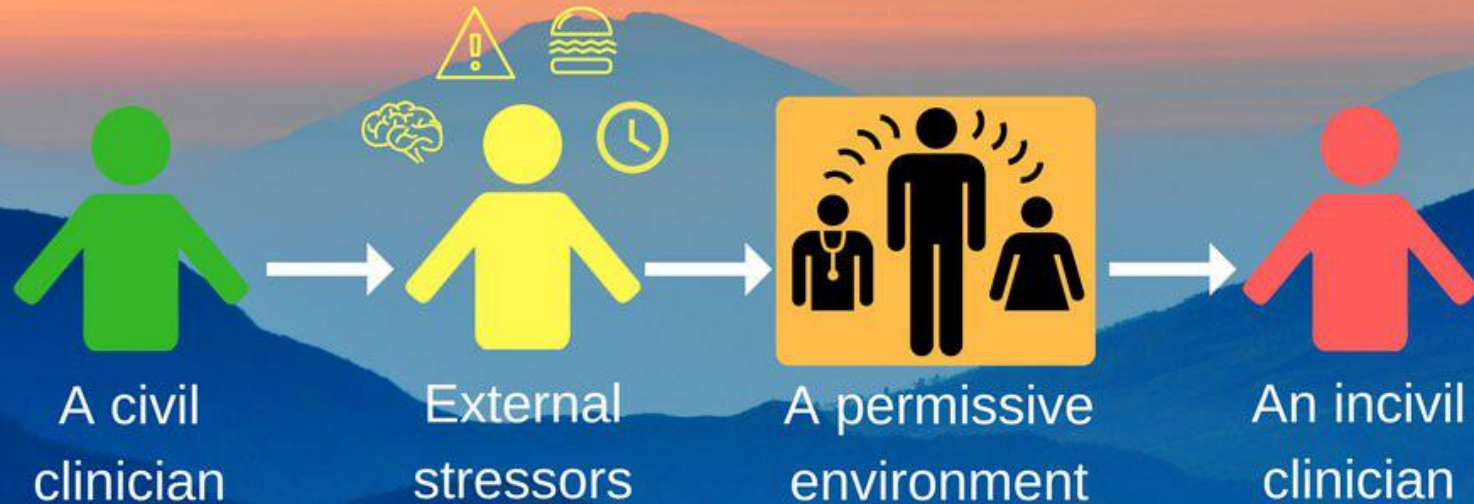


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EVOLUTION OF INCIVILITY



Patients first • Personal responsibility • Passion for excellence • Pride in our team

Maternity at the moment

TheKingsFund

Ideas that change health care



Midwifery regulation in the United Kingdom

BETTER BIRTHS

Improving outcomes of maternity services in England

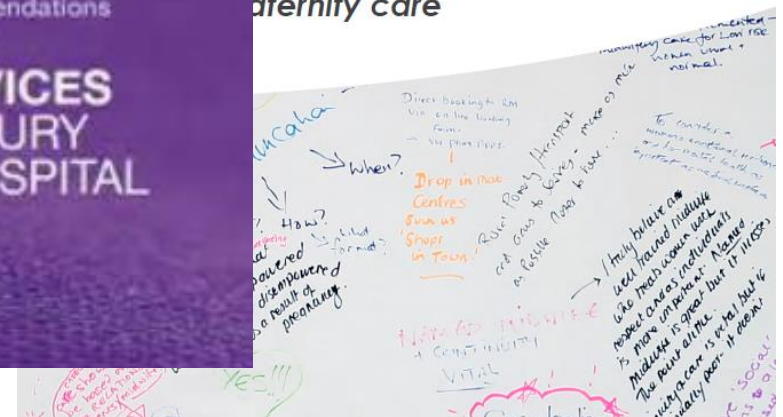
Forward maternity care

The Report Morecamb Investigati

Dr Bill Kirkup CBE



Report commissioned by the Nursing and Midwifery Council



WHELM REPORT (2018)

1,997
Midwives
took part
Equates to
16% RCM
members



WHELM REPORT (2018)

38%
Midwives
experienced
anxiety



WHELM REPORT (2018)

36.7%
Midwives
suffer with
stress



WHELM REPORT (2018)

33%
Midwives
feel
depressed



WHELM REPORT (2018)

83%
Midwives
suffering
personal
burnout



WHELM REPORT (2018)

67%
Midwives
suffering
work related
burnout



WHELM REPORT (2018)

15.5%
Midwives
suffering
client level
burnout



WHELM REPORT (2018)

Midwives
thought about
leaving in the
last 6 months



60% due to staffing levels

52% due to dissatisfaction with
care they are able to provide



WHELM REPORT (2018)

Factors associated with high
levels of burnout, depression,
anxiety and stress

- > Midwives age below 40 years
- > Midwives with disability
- > Midwives with <30years experience
- > Clinical rotation midwives in hospital/community settings
- > Perceptions of low level resource adequacy (predictor of work related burnout)
- > Perceived low levels of management support, professional recognition and opportunity for development



What can we do?



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The impact of one change



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Making a start – our single change

KINDNESS

- “Kindness is so much more than simply being nice. It is about being clear, thoughtful, respectful, compassionate and caring. It is not about avoiding hard decisions or hard conversations. It is about giving people a way out with dignity. It is unkind to be unclear.”

Suzette Woodward (Professor of Patient Safety at Imperial College)



Reinforcing this change – Openness & transparency

- Acknowledge
- Escalate
- Act
- Psychological Safety

5 WAYS TO HELP
CREATE PSYCHOLOGICAL SAFETY

- 1. MAKE**
it an explicit priority.
- 2. FACILITATE**
everyone speaking up.
- 3. ESTABLISH**
norms for how failure is handled.
- 4. CREATE**
space for new ideas (even wild ones).
- 5. EMBRACE**
productive conflict.

Center for Creative Leadership



@ASPH_maternity
#ASPHbetterbirths



Abbey Birth Centre & ASPH maternity



@GemmaPuckett

NHS

Motivator, supporter, expert, teacher,
protector, counsellor, rock, friend,

midwife

#NHSMillion

