

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting Date:	Monday 14 August 2023
Title:	Patient Experience: Emma's Story of her homebirth
Responsible Director:	Joanne Edwards, Director of Acute Services
Report Author:	Laura Harvey, QI Lead for Patient Experience

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This story outlines a patient's experience of the NHS Ayrshire & Arran Home Birth Service. The patient has chosen to share her experience in digital story format, and in her own words.

2.2 Background

Emma's first child was born in hospital and her experience was nothing short of traumatising. When Emma found out she was pregnant with her second child she contacted the NHS Ayrshire & Arran's Home Birth Team where she met midwife Karen.

In Emma's own words – "she had a beautiful chat about home birthing and she (Karen) answered all my questions fully. My partner and I decided this was the route we wanted to go down. Karen came to my house for all my appointments and was always so kind, compassionate, considerate, friendly and helpful. She always made me feel listened to and she always helped me make informed choices.

Karen was so huge on consent which meant a great deal to me. She helped me organise all my birthing plan, she listened to all my worries and calmed me down. Karen always cared so much for me, and not only this, my first born was present a few times for appointments and she always included her, making her a little helper and she always remembered little details such as her teddy's name.

Karen always made me feel at ease, she has such a beautiful nature: so soothing and calm."

2.3 Assessment

This story demonstrates the importance of working in partnership with patients to ensure what matters to them is a key factor when staff plan care. Only when this is taken into account can the care be truly described as person centred.

Sharing positive feedback with staff is just as important as sharing learning from negative experiences as we can learn from both good and bad examples of care.

2.3.1 Quality/patient care

In this case, the Emma received excellent patient centred care and she is very grateful to the Home Birth Team for everything they did to enable her to safely deliver her daughter at home.

2.3.2 Workforce

Emma's story highlights the profound impact staff can have on a patient's care journey and how listening to what is important to our patients – and working in partnership with them, can have a significant positive effect on the patient's experience.

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual

2.3.6 Other impact

- **Best value**

Demonstrates the importance of listening to, and working with, patients in helping to ensure the best possible patient experience

- **Safe, Caring & Respectful**

Emma's story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey

2.3.7 Communication, involvement, engagement and consultation

This patient story will be shared across acute services to highlight this patient's positive experience.

2.3.8 Route to the meeting

This story has not been heard at any other meetings but has been shared with the service involved

2.4 Recommendation

For awareness. Members are asked to watch this story for their information

3. List of appendices

Appendix 1 - Patient Experience: My Home Birth Experience

<https://www.youtube.com/watch?v=Xk8qxSirxfU>