



NHS Doncaster CCG - Governing Body

July 2020

Patient Story - Maternity Services

Meet Sophie



- First time mum - Oct 2019
- Surprise pregnancy
- Pre-existing physical health conditions - shielded
- ADHD



Difficulties encountered

- Journey described as “chaotic and hectic”
- Repeated visits due to health problems and lost samples
- Lack of consistency, communication and responsiveness to needs and wants (not knowing what is happening/birthing plan)
- Delayed discharge from maternity ward “23.30 discharge not ideal when it is cold and raining”



What worked well for Sophie?

- Nurses at the induction visit “good experience”
- Support from nurses post delivery at the hospital “brilliant night staff” “lovely male midwife”
- Routine post natal support in the community - Midwife



What needs to change?

When asked Sophie replied:

- “consistency of staff”
- “Communication”
- “To be more informed”



Thank You

Any Questions?

