

How could you help shape other NHS services?

Uncertainty that this
will make things
better – tick box?
Can / will change
things?

Patient / Peer support groups.
Links between good support groups
and less pressure on NHS services –
Win! Win!

Positive feedback for maternity
services! Need to make sure they get
this!
Sharing messages about how good
teams they are

Encouraging people to share on
Social Media – challenge them
to circulate it!

Commitment
Risk Assessment
Need to overcome the
uncertainties before positive
engagement and recruitment
can happen!

NHS frontline staff are
trusted – need to
convince them....

How could you help shape other NHS services?

Could write to people who have recently had babies –
Follow up questionnaires?
Good to hold these sessions.
Could put questions on a flyer at venue, so they are encouraged to come and talk but they can just do a survey / answer a few questions.

Strong, stable services

Message is still very much that West Cumbria will close

TRUST COMMITMENTS

Basic information is lacking

People not understanding the outcomes

How could you help shape other NHS services?

Co-production
includes people, staff,
public, patients

Recruitment –
No other option than to have CLU in
West
Also an impact on student midwives

Need to have our voices respected

Need to remove uncertainty
before it improves

Making the most of the support
on offer – either through staff,
volunteers and community
organisations

Respecting roles and
expertise

How could you help shape other NHS services?

Open and transparent culture

Not always happy to speak up in public meetings

Will we really get to be part of the decision making process and final decision?

Have a real voice

Feels very big and de-personalised

Make things easier to sort – pharmacies not always most convenient

How could you help shape other NHS services?

Detail – need to get the right balance

Help to look at ways to make things easy – continuity

If Doctors are passionate about particular areas – use them to develop services

Psychological support / patient support groups facilitated by Doctors
This happens in other parts of the country

Need to encourage open culture

Need very clear messages about the options – need to get rid of the uncertainty

How could you help shape other NHS services?

Need to let previous
"signatures" when
events like this
happen
*(Unsure if this is the
correct word)*