

# WHOSE SHOES?

## Missing Voices: The maternity experiences of Black, Asian and minority ethnic people in Nottingham



**11<sup>TH</sup> October 2023**  
9:45-14:30

@New Art Exchange Hyson Green

Crèche and lunch provided!

£20 shopping voucher for you

**Please can you help maternity services improve care for Black, Asian & minority ethnic people?**

Are you a parent of a young child born in Nottingham or Nottinghamshire?

Are you currently pregnant?

We aim to provide a friendly, supportive and safe space to have some crucial conversations with people who care about you and want to hear your voice.

Please join us for an event dedicated to learning about your experiences of local maternity care so that we can modernise and improve services for all Black, Asian and minority ethnic families.

As a thank-you for your time, you will receive a £20 shopping voucher.

To find out more and book your place scan the QR code or contact: [Lisa.Common2@nuh.nhs.uk](mailto:Lisa.Common2@nuh.nhs.uk)

Lisa can book a crèche place and interpreter for you (if this would be helpful), as well as your lunch ☺



Nottingham Hospitals Charity | Better Births Nottingham and Nottinghamshire | NHS Nottingham University Hospitals NHS Trust

<b>Intended outcomes</b>	<b>Background – Local context</b>	<b>How was the event funded?</b>
<p>Increased involvement of Black, Asian and minority ethnic families in maternity services</p> <p>Gather feedback that positively contributes to reducing health inequities</p> <p>Help build respect and develop relationships so that service providers work towards a more cultural sensitivity &amp; personalisation.</p>	<p>Staff and families recommended that maternity services in Nottingham and Nottinghamshire hold engagement events with service-users whose voices are seldom heard or easily ignored</p> <p>In April 2023, Donna Ockenden shared feedback from local Black and Asian women that NUH need to rebuild trust and improve our communication and relationships with them</p> <p>Nearly 50% of incidents in maternity at NUH are associated with people who are non-white British, despite them only representing 25% of the booked patient population.</p>	<p>This event was generously supported by three separate funders to cover the entire cost of £6,796.94:</p> <ul style="list-style-type: none"> <li>◆ Nottingham and Nottinghamshire LMNS</li> <li>◆ Nottingham Hospitals Charity</li> <li>◆ Small Steps, Big Changes (SSBC)</li> </ul> <p><b>COST INCURRED</b></p> <p>Venue Hire &amp; Catering</p> <p>Crèche</p> <p>‘Thank you’ ASDA vouchers</p> <p>Graphic Illustrator package</p> <p>Consultancy, Facilitation &amp; resources</p>



## WHOSE SHOES?

# Missing Voices: The maternity experiences of Black, Asian and minority ethnic people in Nottingham

### Event organisation

1. A small task and finish group was established to plan the event. Licensed WhoseShoes? game boards were used. Game cards with themes relevant to Black, Asian and minority ethnic people were pre-selected by the small task and finish team and supported by new resources created by the game creator, Gill Phillips. Six tables were pre-allocated with a facilitator and a mix of participants from different backgrounds to enable rich discussions.
2. A non clinical or faith based venue in a locality where the people we would like to attend live in higher numbers.
3. The New Art Exchange was selected as it is based in Hyson Green—one of the areas of Nottingham with higher levels of inequalities.
4. The EventBrite platform was used for participants to book places on the workshop. This was set up to capture crèche, ethnic identities, interpreter and dietary requirements in advance to assist with planning. EventBrite also used to send reminders nearer the event date to those booked
5. Catering was booked for 60 participants in advance. This was a hot Indian themed plant-based buffet which catered for all dietary needs expressed by participants
6. 30/60 participants were local service users and they were each thanked for attendance with a £20 Asda shopping voucher
7. Five participants requested interpreters for Urdu and Arabic and these were booked via NUH.



### DISCUSSIONS AND GATHERING FEEDBACK

Each table played Whose Shoes? — an engaging board game, using crowdsourced scenarios and poems. As participants discuss the scenarios and poems, any of their reflections were captured by the table facilitator on post-it notes. These were then dynamically gathered, themed and translated into the graphic record (image below). 8 emergent themes were separately written onto flipchart sheets spaces around the room. Every participant was then asked to vote (using sticky dots) on which ones NUH should prioritise.

Towards the end of the workshop, participants were encouraged to make pledges for what they could do to help support changes locally and to make a wish for 'one thing they would like to see change in maternity'. Some participants shared these out loud—but all have been added into the feedback.



## WHOSE SHOES?

# Missing Voices: The maternity experiences of Black, Asian and minority ethnic people in Nottingham

### KEY FINDINGS & REFLECTIONS

39 wishes were made by workshop participants under three main areas:

**Communication:** This was the dominant theme and included needing support and respect for birth choices; to feel valued and listened to; for health professionals to make an effort to understand what is important to service users; for appointments to be more friendly and feel less rushed; and for language used to be simplified so as not to scare people.

**Personalisation of Care:** Continuity with the same professional came up; wanting to be 'seen' by health professionals meaning they should look beyond skin tone and see the human; one size does not fit all; asking for more empathy, more time to listen and to try to understand patient needs during appointments; to be more considerate of partners/husbands; staff said they wanted more time and autonomy to do the right thing for patients; and how important it was for FGM survivors to receive the right care.

**Representative workforce:** Having a workforce that reflects the diversity of the community was something people wanted to see; making efforts to recruit local people from diverse communities; educating staff on culture and bias; and ensuring students and newly qualified staff are supported appropriately.

Eight themes from the Graphic Art	No. of Votes
Build relationships with communities. Work together	36
Psychological support/coping/dealing with trauma	25
Reluctant to complain/fear of being seen as 'trouble'	21
Interpreters	16
Understanding communities	16
Give more time in appointments to translate	6
Women feel obliged to lie to feel listened to	6
Two-way communication	6



**NEXT STEPS** - The NUH Inclusive Maternity Task Group will begin setting actions to the themes identified. Here are some initial ideas:

**Communication** - Piloting the CardMedic translation app from March 2024, Improving signage in maternity settings (pictorial), Scoping ability for bilingual antenatal classes

**Individualised/Personalised Care** - Is the referral pathway for the NUH birth reflections service visible and accessible to all members of the maternity community? Scoping a pilot for an all-female staffed elective caesarean list to support women who do not want male professionals where possible.

**Representative Workforce** - Reaching into schools and colleges to promote careers such as midwifery and build a wider community network. Supporting the delivery and development of cultural awareness training for maternity staff.

*Codesign services with communities, service leads & commissioners*

*Widely share the graphic illustration with ALL maternity staff and in the community*

*Share future events and plans following this event via a newsletter*

*NUH to coproduce future engagement events with community groups*