

RE: Meeting today

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Julie Ebrey &lt;Julie@hardenbergco.co.uk&gt;

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Mon 27/03/2017 14:59

To: CARNWELL, Sarah (UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST);

Hi Sarah

I don't have any steer on what the group thoughts were but here are a few comments. I haven't added the obvious ones that have been flagged up before on reports on this subject matter such as free car parking, crèche, overnight accommodation...

If you wish me to embellish a particular area of discussion let me know as the list is extensive but I have tried to narrow the field down for you.

Hope it helps

Julie

-----Original Message-----

From: CARNWELL, Sarah (UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST)

[mailto:sarah.carnwell@nhs.net]

Sent: 21 March, 2017 9:24 AM

To: Julie Ebrey <Julie@hardenbergco.co.uk>

Subject: Re: Meeting today

Julie

Can you let me know any suggestions for item 6 on the agenda:

three things that would improve the emotional and practical support to parents on the neonatal unit

1. Communication is key in all areas for parents and allowing them to be empowered. Although information is hard to digest a simple summary of all the main procedures could be available on the unit and possibly a member of staff to talk through what it means. Parents often get scared by a procedure simply due to lack of understanding and knowledge available; however this could be a very routine procedure. Equally having the wrong information can be as worrisome!
2. Having an inhouse support group – could be led by a parent who's baby has been on the unit. There could be a few parents who run it. The idea is that it is there to support the parents whilst on the unit with just a 'cuppa and a chat' and could be held twice a week (for example). A way to informally ensure parents are managing and have the information they need and allow them to be signpost to other areas if needed. This needs to be a very informal group and made clear that clinical staff discuss the babies needs and family needs – this group is more of a 'let parents chat or cry amongst people that are in the same boat'. People relate to other that share their journey better, and those who have been in the unit could be really helpful to the newer admissions with information and support.
3. Parents notice board with information and tips.