



Maternity



**Tower Hamlets
Clinical Commissioning Group**

Our vision

- We will offer maternity services that are safe and easy to access, with friendly and helpful staff who inspire confidence in the people they care for.
- We want women to feel more supported during their pregnancy with services that are responsive, and we will use patient feedback to deliver improvements.
- People will know what maternity services are available and the quality of those services will be significantly improved, particularly in terms of patient experience.



Our achievements

- We launched a service called Maternity Mates, where a team of volunteers provide one-to-one emotional and practical support for women who are particularly vulnerable during pregnancy.
- We introduced a new referral system that ensures women are seen by the right clinician in the right place, resulting in fewer hospital visits.
- We launched a new IT system to bring together information about the quality of maternity care across the whole of east London; which shows where improvements need to be made and makes sure we focus on changes that really make a difference.

Our current priorities

- We will provide women with more maternity options, by aiming to increase the number of births within community settings and by launching a new midwife-led birthing unit at the Royal London Hospital.
- We will improve telephone and face-to-face support for pregnant women who experience problems during pregnancy and increase continuity of care between mothers and midwives.
- We will ensure all mothers have good quality information during pregnancy so that they are empowered to make decisions about the range of choices available to them.

Our priorities for 2014 - 16

1. **Professionals will better-support women with complex needs; so that they can be as healthy as possible during and after pregnancy.**
2. **We will build on existing work to improve information about health, access and choice – by using best-practice approaches that are tailored to our local population.**
3. **We will work more closely with the community and voluntary sector to support vulnerable and isolated mothers and first time parents with their emotional and practical needs.**
4. **We will review the process for treating women in crises during early pregnancy.**