

Gunnery Works
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Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider/commissioner.

Report & Recommendation Response Form

Report sent to:	Jacqui Kempen
Date sent:	15/11/23
Title of Report:	Maternity care for asylum-seeking and migrant women in south east London.


Response If there is no response, please provide an explanation for this within the statutory 20 days.

Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	24 th January 2024
General response ¹	Great report that highlights the needs of the women and birthing people involved. Please can the names of the hospitals (King's, QE, and Royal London) be removed from P11 and P13. We would like the report to be anonymised but will pick up with the individual SEL trusts about the comments made.
Response to recommendation 1. Equitable Treatment	Cultural competence, sensitivity and humility in maternity and neonatal services is an area of focus for SEL Local Maternity and Neonatal System (LMNS). We recognise that not all women and birthing people receive culturally sensitive care. As part of our equality and equity action plan we will be

¹ Please expand boxes as needed for your response.

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Date response received	
Within 20 days	

	<p>looking at ways that staff can be supported to develop the skills required.</p> <p>The LMNS are working/liasing with a number of trusted community organisations and we hope to build on this work over 2024/25 and beyond.</p>
<p>Response to recommendation</p> <p>2. Access to information and services</p>	<p>The LMNS is aware that information about services is not accessible for all. We have a number of different initiatives being rolled out to improve the accessibility of information. This includes information translated into various languages and we are about to start parent education classes in several different languages. We realise that we have a long way to go in ensuring that all women and birthing people are able to access the information that they need. Information and access are key priorities within the LMNS equality and equity action plan.</p>
<p>Response to recommendation</p> <p>3. Postnatal support</p>	<p>Postnatal care is an area of maternity services that remains under resourced at a national level. We understand the importance of ensuring that women, birthing people, and their families are supported in those early days of parenthood. Postnatal maternity care is provided for up to 10-28 days after birth. The services try to support preparation for the postnatal period during the pregnancy with the recognition that the time period of care after birth is limited.</p> <p>SEL LMNS are committed to exploring the gaps in care and working as a system to improve current provision.</p> <p>Continued working with VSCE organisations, who provide crucial support for many women and birthing people is something that we want to explore further.</p>
<p>Response to recommendation</p> <p>4. Cultural sensitivity</p>	<p>Provision of personalised care that is culturally sensitive is another priority for SEL LMNS. We know that women and birthing people that have consistency within their care pathways enables them to build trust with their care providers. The benefits of this are enormous both on their experience and outcomes.</p> <p>Giving maternity staff the tools to enable them to have better personalised conversations about all aspects of care and cultural expectations is extremely important and this will be reflected within the LMNS equality and equity action plan.</p>
Signed:	
Name:	Jacqui Kempen
Position:	Head of Maternity

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