



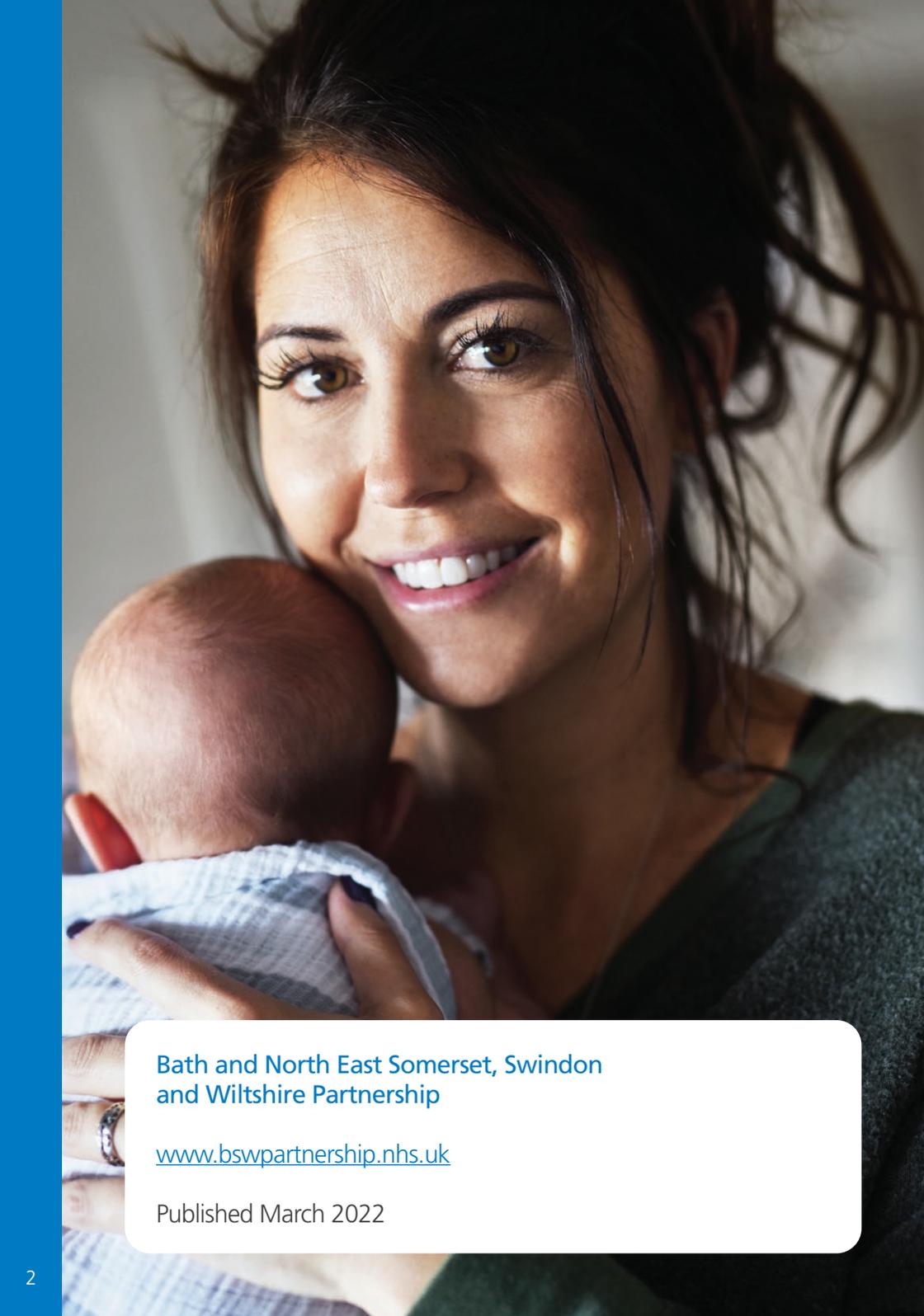
Bath and North East Somerset,
Swindon and Wiltshire Partnership
Working together for your health and care



My Maternity Choices



This will help you to think about the choices you have about your care during your pregnancy, the birth of your baby and afterwards and to support you to plan your care

A close-up photograph of a woman with dark hair and brown eyes, smiling warmly. She is holding a newborn baby wrapped in a light blue and white checkered cloth. The woman is wearing a dark green top and a ring on her finger. The background is softly blurred.

**Bath and North East Somerset, Swindon
and Wiltshire Partnership**

www.bswpartnership.nhs.uk

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Hello... This book is for you

It is to help you think about the choices you have about your care during your pregnancy, the birth of your baby and afterwards.

It is to encourage you to write or draw your thoughts and feelings as you journey through your pregnancy.

You can share this book with those close to you and we suggest that you use in partnership with your midwives and other care providers to discuss and plan the care that is right for you and your baby. Feel free to explore the rest of the booklet before you begin.

Take it one step at a time as it can feel a little daunting.

Remember...

You can speak to your midwife and other care providers about anything – face to face, on the phone, or write it down / draw it wherever you find a section like this and show it to them:



Where to go for information

You will have a number of choices to make during your pregnancy, birth and after your baby is born. In Bath and North East Somerset, Swindon and Wiltshire (BSW) there are a number of places that provide maternity care. These are the websites for the providers for your maternity care in BSW:

www.ruh.nhs.uk/patients/services/maternity/Antenatal_Care.asp?menu_id=2

www.gwh.nhs.uk/wards-and-services/a-to-z/maternity-services

www.salisbury.nhs.uk/InformationForPatients/Departments/Maternity/Pages/Home.aspx

www.nhs.uk/conditions/pregnancy-and-baby/where-can-i-give-birth

assets.nhs.uk/prod/documents/NHSE-your-choice-where-to-have-baby-first-baby-sept2018.pdf

assets.nhs.uk/prod/documents/NHSE-your-choice-where-to-have-baby-baby-before-sept2018.pdf

To help you make choices that are right for you, you need good quality information. There's a lot of information out there and it can be a little overwhelming. Your midwifery team are the number one place to start for reliable information, from your first appointment onwards.

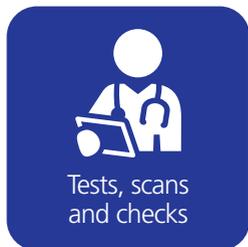
Throughout this book you will also find links to useful, accurate sources, relevant to the UK NHS, and local area, that will help to inform your choices. These should be easy to find by looking for the signpost image shown here:



There is also the NHS website:

www.nhs.uk/conditions/pregnancy-and-baby

This has helpful information on all aspects of pregnancy, including:



The local Maternity Voices Partnership is a forum where families can share their views about local maternity care:



Facebook

www.facebook.com/bswmaternityvoices



BSW Maternity Voices

www.bswmaternityvoices.org.uk

Decisions, decisions...

Making choices in your pregnancy

During your pregnancy and afterwards, you will be making many choices. Considering these choices carefully, and making sure you have all the information and support you need to do so, will help you to feel confident about what's going on and why.

Sharing this process with your midwife and other care providers will help them to inform and support you, and ultimately provide you with personalised care.

When presented with a choice, you may find it useful to work through all the things you need to think about, and how you feel about these, by using the phrase **'BRAIN'** as explained below. You could also write it all down in that order if it helps:

B**Benefits**

What are the benefits of this choice for me and my baby?

R**Repercussions**

What are the risks of choosing it?

A**Alternatives**

Are there any alternative options?

I**Intuition**

What is my gut feeling? What instinctively feels right?

N**Nothing**

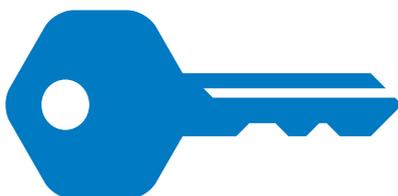
What would happen if I did nothing, or waited a while?

Introducing key decision/choice points

All the choices you make are important, and of course you have a choice about all aspects of your care, even if it's just simply whether to accept what's being offered to you or not.

There are some choices you will be making however, that are pretty pivotal to your care, and will determine which path your journey takes.

In this book, the “key” symbol below identifies key choices that you will need to make throughout your journey:



When you come across a key choice, in terms of the care you receive, it is vital that you let your midwives and other care providers know how you feel about it, and they can help you to come to a decision you're happy with.

Don't panic though, even though these key choice decisions are pivotal, if you later change your mind, it's often possible to change your care. Just talk to your named midwife.

First things first

You're pregnant

Finding out you're pregnant can perhaps be scary, joyful, shocking, exciting, or all of that and more! There are spaces through the book to be used in whatever way you like to help you think about your feelings at the moment. Think about the questions and see what comes up.

 **Things to think about at this stage include:**

- Your feelings about finding out? What's important to you?
- Do you have any physical needs or worries? Do you feel supported?
- Do you know the current recommendations about eating, drinking and smoking in pregnancy?
- Do you know which supplements, like vitamin D and folic acid, are recommended in pregnancy?
- Have you thought about where you would like to receive your antenatal care and any thoughts on where you might like to birth your baby?



Before meeting your midwife

You and your baby's wellbeing in early pregnancy

1. Please don't forget to prepare for this important first appointment with your midwife.

 Things to think about at this stage include:

- How are you feeling emotionally? Are you worried about anything in particular?
- Do you want to have blood test screening, ultrasound scans and vaccinations in pregnancy?
- Do you need to think about finances? Need support? Can you claim any benefits?
- Do you want to have scans and other monitoring of your baby in pregnancy?
- Do you want to accept screening for certain syndromes in your baby?
- Where would you like to go to receive your antenatal care?
- Do you know your family history, and your medical history?
- How are you feeling about having a baby?
- How can you begin to prepare for after the birth?
- Do you want to have blood test screening and vaccinations in pregnancy?





Signposts

- Antenatal Care: www.nhs.uk/conditions/pregnancy-and-baby/antenatal-midwife-care-pregnant
- Start4life and Healthy Start scheme: www.nhs.co.uk/Start4life
- www.citizensadvice.org.uk
- www.gov.uk/browse/benefits/families
- Ask your midwife about the digital FW8 form to claim free prescriptions and dental care
- www.nhs.uk/smokefree
- www.nhs.uk/oneyou/every-mind-matters
- www.bestbeginnings.org.uk/baby-buddy
- www.bswmaternityvoices.org.uk/resources

Would it help if I spoke to somebody?



Screening choices

Screening tests are used to find people at higher chance of a health problem. This means they can make informed decisions about their health.

Screening tests are not perfect. Some people will be told that they or their baby have a higher chance of having a health condition when in fact they do not have the condition. Also, a few people will be told that they or their baby have a lower chance of having a health condition when in fact they do have the condition.

You will be offered lots of screening options for you and your baby, and you have a choice about all of them. We've summarised routine screening on the page opposite. We strongly suggest you talk to your midwife about all of your screening options, in order to make a decision you're happy with at each stage. Remember you can also use BRAIN and use the signposts below to gather the information you need.

 Things to think about at this stage include:

- If further follow up screening was recommended, is that what you want? Remember the BRAIN tool from page 7.



Signposts

- Trust websites and your NHS pregnancy app
- Screening tests for you and your baby Leaflet: www.gov.uk/government/publications/screening-tests-for-you-and-your-baby-description-in-brief
- Newborn hearing exam video: www.youtube.com/watch?v=85GBPNvABQ8
- www.nhs.uk/anomalyscan

ANTENATAL PERIOD

BEFORE
10
weeks

Screening for inherited diseases – Sickle cell, Thalassamia, other haemoglobin disorders.



Before the first **SCAN**

Screening for infectious diseases – HIV, Hepatitis B and Syphilis



10-14+1
weeks

12 week pregnancy dating scan



11-14
weeks

Screening for Down's, Edward's and Patau's syndromes (combined test)



14+2-20
weeks

Screening for Down's Syndrome (If you are too far on in your pregnancy to have the combined test)



18-21
weeks

Anomaly scan - screening for 11 physical conditions



WITHIN
72
hours of birth

New born physical exam



5
Days

New born blood spot screening



BY
5
weeks

New born hearing exam



BETWEEN
6-8
weeks

New born physical exam



POSTNATAL PERIOD

You and your early bump

You and your baby's wellbeing at this stage of your pregnancy

 Things to think about at this stage include:

- If further follow up screening was recommended, is that what you want? Remember the BRAIN tool from page 7
- How are you feeling emotionally?
- Did you have any worries or unanswered questions since last time?
- Do you need further support with your lifestyle choices?
- How are you feeling physically?
- Do you understand the results of any screening you have had (ultrasound and blood tests)?
- Do you know what to do if something worrying happens at this stage?
- Do you know what pre-eclampsia is and the symptoms to look out for?





Signposts

- Trust websites and your NHS pregnancy app
- Common pregnancy symptoms:
www.nhs.uk/conditions/pregnancy-and-baby/common-pregnancy-problems/
- Smoke free:
www.nhs.uk/smokefree
- Exercising in pregnancy:
www.nhs.uk/start4life/pregnancy/exercising-in-pregnancy
- Leaflet 'Pre-eclampsia' on your pregnancy app or from your midwives

Would it help if I spoke to somebody?



Personalised Care Plan

A large, empty rectangular area with a dashed border, intended for writing a personalised care plan.



Personalised Care Plan



You and your growing bump

Appointments might vary around now, depending on your individual situation, and the choices you make.



Things to think about could include:

- **Are you feeling supported and informed? Have you thought about antenatal classes? Do you know how to choose and book NHS antenatal information sessions?**
- How are you feeling physically and emotionally?
- If you have a medical condition, do you feel clear about how to monitor and manage it? Do you need any extra support with this? Are you worried?
- Are you feeling supported and informed? Have you thought about antenatal classes? Do you know how to book onto NHS antenatal information sessions?
- Do you understand the results of the screening you have had?
- Are you feeling your baby move and getting to know his or her normal pattern? Do you know what to do if you're worried about movements?
- Are your midwives measuring and plotting your bump when you see them? Why?
- If further follow up screening was recommended, is that what you want? Remember the BRAIN tool from page 7
- If you have a job, have you thought about and arranged maternity leave?

Some babies can be born earlier than their expected date. If you would like to know more about this click on link on the next page for BLISS.



Signposts

- Speak to your midwife for information about local antenatal education sessions
- Leaflet 'Your Baby's Movements' on your pregnancy app or from your midwives
- Leaflet about building a happy baby on the trust apps and www.unicef.org.uk/babyfriendly/baby-friendly-resources/relationship-building-resources/building-a-happy-baby
- Working when pregnant: www.gov.uk/working-when-pregnant-your-rights
- Ask you midwives about the MATB1 form if you are employed
- Also see www.gov.uk/working-when-pregnant-your-rights
- www.bliss.org.uk

Would it help if I spoke to somebody?



You and your developing bump

Appointments might vary around now; you could have two or three, or more, depending on your individual situation, and the choices you make.



Things to think about could include:

- Do you feel supported?
- Do you need more information about anything?
- What are your thoughts on place of birth?
- Do you know your blood group and iron levels? Do you want to be tested (again)?
- If you're rhesus negative do you need anti-D? Do you understand why?
- If you've been offered a Glucose Tolerance Test (GTT) around now, do you know why and are you happy to have it?
- How are you feeling physically and emotionally?
- Are you managing to make the lifestyle choices that you feel happy with?
- Have you needed to talk about different birth types e.g Caesarean?
- Thinking about your growing baby and the final stages of development. Is the pattern of movements changing?
- Taking time to build a relationship with your baby. Do you know how this affects brain growth and feel good hormones? And how it might be useful after the birth?
- What do you want to know about your baby's needs after the birth?
- How do you feel when you think ahead?
- What are your thoughts on place of birth? – see link to page 9 for more information to enable you to discuss your thoughts with your midwife/doctor.



Signposts

- Leaflets 'Increasing your iron levels in pregnancy' available on your pregnancy app or from your midwives
- Information on breastfeeding:
www.nhs.uk/start4life/baby/breastfeeding
- Impartial information on other milks:
www.firststepsnutrition.org
- www.unicef.org.uk/babyfriendly/baby-friendly-resources/implementing-standards-resources/skin-to-skin-contact
- realbabymilk.org/wp-content/uploads/2021/01/RBM-Ess-Guide-2021-BSW-digi.pdf

Would it help if I spoke to somebody?



Personalised Care Plan



Personalised Care Plan



Deciding your birth preferences

Your midwife will be happy to provide guidance and answer any questions that you may have when writing your birth preferences/plan.

First let's consider your wellbeing

- What do you prefer to be called?
- Who have you chosen to support you on the day? What do they like to be called?
- Is there anything that you feel is important for your midwife to know, especially anything that will make you feel more comfortable and relaxed?
- Would you be happy to have student supporters (midwives or doctors) present during the birth of your baby?

Planning your birth

- Where are you planning to birth your baby?
- Have you considered using water (especially a pool) or breathing techniques (such as hypnobirthing) to help you through your labour?
- What are your thoughts about medical pain relief? Would you like your midwife to offer or would you prefer her to wait for you to ask?
- Are you happy for your midwife to monitor your physical wellbeing during labour? For example, check your blood pressure. There are also vaginal examinations to consider, all these things can help the midwife get insight and help them to give better advice, assisting you to make better decisions together. What are your thoughts?

You may be planning a caesarean birth

- Who will support you in the operating theatre?
- Are you aware of the staff that will be there to assist and what their roles are?
- Is there anything the staff can do to support you and your birth partner? Anything to help make you more relaxed?

Induction of labour (IOL)

- Do you understand why an IOL may be offered or recommended?
- Do you understand what IOL involves or the different methods that can be used?
- How does this make you feel and if you chose to accept IOL, is there anything the staff can do to support you and your birth partner?

The third stage of labour, birthing your placenta

- How do you feel about this? Are you aiming for a natural third stage or would you prefer an injection?
- If you chose to have an injection, do you know which meds are recommended and why? What are the pros and cons of either choice?
- Would you like to see your placenta? Or are you planning on keeping it?

You and your expanding bump

You and your baby's wellbeing at this stage of your pregnancy



Things to think about could include:

- Have you been offered a third trimester scan or other fetal monitoring test? Do you know why and whether you wish to have it? Do you need more information?
- How are you feeling now you're nearing the end of your pregnancy? How can you care for yourself in the last few weeks, and mentally prepare for the birth and afterwards?
- Are you eating, drinking, sleeping, resting well?
- Where would you like to have your baby?
- Have you looked at the birth preferences/plan section in this booklet?
- Do you know what to do if you're worried about anything, what to look for, and who to call if this is urgent?
- Have you heard of the fourth trimester?
- Do you feel ready for life after the birth? Do you have everything you need?
- Do you still feel like you're familiar with the pattern of your baby's movements? and do you know what to do if you're at all worried?
- Are your midwives continuing to measure and plot your bump and are you happy?





Signposts

- Types of birth: Please refer to links on page 5
- Your handheld maternity notes have emergency contact details.
- Leaflets ‘Latent phase of labour – ideas to help you’ and ‘Your waters have broken’
- Leaflets ‘Listening to your baby’s heartbeat’ and ‘Expressing colostrum in pregnancy’ from your midwives or on the my pregnancy app
- Leaflets – ‘Where to have your baby’ and ‘Home birth’
- The UNICEF Baby Friendly Initiative website:
www.unicef.org.uk/babyfriendly

Would it help if I spoke to somebody?



Personalised Care Plan

A large, empty white rectangular area with a dashed blue border, intended for writing a personalised care plan.



Personalised Care Plan



You and your biggest bump

Lots of women have their babies before this point, but if you've got this far, try to enjoy this unique time and continue to think about you and your baby's wellbeing at this stage of your pregnancy.

Key Things to think about could include:

- Where would you like to have your baby?
- Do you want to think about a birth plan? (see pages 24 – 25) Have you talked it through with your midwives and supporters?
- How are you feeling now you're nearing the end of your pregnancy?
- How are you feeling physically? Are you eating, drinking, sleeping, resting well?
- Are you feeling confident about monitoring the patterns in your baby's movements and what to do if you're worried at all?
- Do you feel happy that your baby is continuing to grow well?
- Are you happy with your birth preferences? (see following pages)





Signposts

- Leaflets 'Care in late pregnancy' and 'Induction of labour' from your midwives or via the my pregnancy app
- www.aims.org.uk
- The UNICEF Baby Friendly Initiative:
www.unicef.org.uk/babyfriendly
- Fourth trimester:
www.becomingmamas.com/life-in-the-fourth-trimester

Would it help if I spoke to somebody?





Signposts

- www.nhs.uk/conditions/pregnancy-and-baby/how-to-make-birth-plan



Welcome to the fourth trimester

The 'fourth trimester' is a term often used to describe the first twelve weeks after the birth of a baby. It is a very important and special time for both of you, just like each of the three trimesters of your pregnancy.

It is a period of great change and development, when you get to know each other even more, face to face, and when it is normal for both of you to need lots of support and nurturing. Your baby relies on you just as much now as he or she did while you were pregnant, and needs to be close to you to feel safe, while you both adapt during this transition. Seek support in order to support your baby.

If you are worried about anything, please speak to a midwife.

Your maternity handheld notes have information on pages 38, 39 and 43. It is important to be aware of the information on page 40 of your notes.

Please make sure you have the correct contact details for your midwives, now you are in the postnatal period, including a phone number for 24 hour support. These details are normally on the front of your hand held maternity notes, once they are updated after your baby is born.



You've just had a baby!

You're probably full of all sorts of emotions at the moment. That's normal, and any emotion is OK.

 Things to think about could include:

- Have you decided that you want your baby to have vitamin K? Has it been given?
- Any urgent questions about the birth? How do you feel?
- Any immediate physical needs? What do you need support with?
- Are you OK with the basics – eating/drinking/going to the toilet/washing? Do you know what to expect?
- Have you had skin to skin contact with your baby? Could you keep it going as long as possible? Do you know what your baby needs?





Signposts

Commissioned services that are readily available to support you are:

- Contact your community midwife if you have any queries
- Your body after birth:
www.nhs.uk/conditions/pregnancy-and-baby/you-after-birth
- Start4Life leaflet 'Off to the best start':
www.nhs.uk/start4life/weaning
- Your maternity handheld notes have information on pages 38, 39, and 43
- Its important to be aware of the information on page 40 of your maternity notes
- Shine: www.shine-support.org/what-we-do
- Swindon LIFT Psychology Service:
www.lift-swindon.awp.nhs.uk
- iapt-wilts.awp.nhs.uk
- iapt-banes.awp.nhs.uk
- bluebellcare.org
- www.bswmaternityvoices.org.uk/resources
- fromebirthtalk.weebly.com

Would it help if I spoke to somebody?



The early days

You and your baby's wellbeing in the early days

 Things to think about could include:

- How do you now feel about the birth? Any questions or worries?
- What do you need support with? OK with the basics – eating/drinking/going to the toilet/personal hygiene? Managing your bleeding? Did you have stitches?
- Any questions or worries about your baby? Did your baby any help at birth?
- Has your baby fed? Is that enough? What are the signs? Who can support you?
- Have you had as much skin to skin contact as you'd like today? Could you have more? Could it help with feeding?
- How does it feel now your baby is here? Can you respond to your baby?
- Is your baby on a special feeding plan? If so, why, and when will it be reviewed again? Any questions?
- Is your baby producing 6-8 wet/dirty nappies every 24 hours with a poo at least the size of £2 coin
- Do you know why the Newborn blood spot screening (NBS) test is recommended for your baby, and is that OK?
- Is your baby having any other special medical care or tests? Do you need more info?





Signposts

- www.nhs.uk/conditions/pregnancy-and-baby/your-baby-after-birth
- Leaflet: Screening tests for you and your baby (link on p12)
- Fourth trimester: www.becoming.mamas.com/life-in-the-fourth-trimester
- Sleep: www.basisonline.org.uk
- Leaflet: Care of your body after pregnancy

Would it help if I spoke to somebody?



Bonding with your baby

Building a relationship with your baby in the first hours, days and weeks is hugely important to both of you, keeps your baby healthy, and encourages good brain development. Not everyone finds it easy though, so see how you get on, and ask for support if you're unsure.

Things to think about could include:

- Do you feel able to respond to your baby and work out what they needs? Do you feel supported with this?
- Do you know why its important to keep your baby close, and can you do so?
- Would you like to use a sling and if so, can you use it safely? Do you need help?
- Are you having skin to skin contact each day? As much as you'd like?
- Visitors? Is this OK? Would you like more quiet time? Do you need support with this?
- Does your baby's environment need to change? How can that happen?





Signposts

- NHS UK Postnatal Section:
www.nhs.uk/conditions/pregnancy-and-baby/breastfeeding-first-days
- Keep revisiting this page as your baby grows
- Your red book has milestones at the back to give you an idea of how your baby might develop and interact as time goes on
- Leaflet: 'Building a happy baby'
- Unicef Baby Friendly Initiative:
www.unicef.org.uk/babyfriendly/baby-friendly-resources/relationship-building-resources
- www.bliss.org.uk
- www.carryingmatters.co.uk
- www.unicef.org.uk/babyfriendly/baby-friendly-resources/bottle-feeding-resources

Would it help if I spoke to somebody?



Your first week

Caring for your wellbeing after the birth

Your body has been through a big physical and emotional adjustment this week, and it's normal to have all sorts of feelings. Take things slowly and get support where you can.

 Things to think about could include:

- Is your bleeding as you would have expected? Did you have stitches? Would you like the midwife to look at them? Do you need more information?
- Are you able to move around comfortably? Do you need guidance with this?
- Are you physically able to rest? Would anything help improve this?
- How do you now feel about the birth? Any questions or worries?
- Are you eating and drinking ok? Do you know the recommendations about healthy diet and supplements after childbirth? Do you need more information?
- Are you going to the toilet normally? Do you need to speak to your midwife about this?





Signposts

- Seek support from your midwife with how you're feeling, not just with how your baby is doing!
- www.nhs.uk/conditions/pregnancy-and-baby/your-body-after-childbirth
- If you need medical advice talk to an obstetrician or GP
- Leaflets: 'Vitamin D for your baby and you', 'Top tips for recovery after caesarean', 'Your body after childbirth'
www.nhs.uk/conditions/pregnancy-and-baby/engorgement
- NHS UK Bladder Care:
www.nhs.uk/common-health-questions/womens-health/what-are-pelvic-floor-exercises
- www.firststepsnutrition.org/eating-well-infants-new-mums

Would it help if I spoke to somebody?



Your baby's first week

Caring for your baby's wellbeing

 Things to think about could include:

- How's feeding going? How do you feel about it?
- How much and how often is your baby feeding? Is this what you expected, and what is recommended?
- Are you concerned about your baby's crying?
- Could you have more skin to skin and could it help with feeding?
- Do you know how to assess feeding? Do you need more support and information?
- Are you happy that you're feeding responsively, comfortably, and safely? What further support would help you with these things?
- Are your baby's nappies OK? Do you know what to expect and does it match up?
- Is your baby on a special feeding plan? If so, why, and when will that be reviewed again? Any questions or worries?

In the coming weeks, please remember to make sure that you understand the recommendations for, and make a choice about:

- Registering your baby with a GP
- A 6–8 week GP check up for you
- A 6 week GP check up and screening examination for your baby
- Vaccinations for your baby
- Registering your baby's birth (this is a legal requirement)



Signposts

- Your midwife team are a crucial source of support in the first week, and your Health Visitor will make contact soon as well.
- Remember the information in the white section of your maternity notes is for you
- www.unicef.org/babyfriendly
- www.nhs.uk/start4life
- Leaflets: 'Looking after your baby', 'Off to the best start', Vitamin D for your baby and you'
- www.firststepsnutrition.org
- Refer back to information on breastfeeding support groups on page 19 – these are welcoming and supportive, and all over the region
- Cord care: www.nhs.uk/common-health-questions/pregnancy/what-is-the-umbilical-cord
- Register the birth of your baby: www.gov.uk/register-birth
- ICON: iconcope.org

Would it help if I spoke to somebody?



Your first weeks and months together

We're coming to the end of your 'My Maternity Choices' book, but your journey is just beginning. Use this page along with pages 32 and 33 to keep checking back, as often as you like, for as long as you like. The wellbeing of you and your baby, the relationship you build, and the choices you make, continue to be important.

- How are things feeling physically and emotionally? Do you need help with either? Do you feel supported?
- Is anything worrying you about today? Or the future?
- Is your bleeding normal? Did you have stitches? Are you going to the toilet normally? Do you need advice?
- Is feeding your baby how you expected? Is there anything you want to change?
- Do you know how to assess feeding?
- Is your baby on a special feeding plan? If so, why? When will it be reviewed again? Is that ok? Do you need more support?
- Is your baby well? Do you know what to do if you're worried?
- Are you expecting any test results for either of you?

Would it help if I spoke to somebody?



The fourth trimester and beyond...

Whether you got to use this book much at all, we hope you have found it a useful guide to choices and personalised care for you and your baby.

Well done for everything you have achieved so far. You can continue to access support from your midwives for 28 days after your baby's birth. At some point before 28 days (often around 10 days) they will hand your care over to the Health Visitors. They will also be familiar with this book and will be happy to support you to continue to use it, if you wish.



Signposts

Patient Support and Complaints teams at each Trust:

- Great Western Hospitals NHS Foundation Trust:
[www.gwh.nhs.uk/patients-and-visitors/patient-advice-and-liaison-service-\(pals\)](http://www.gwh.nhs.uk/patients-and-visitors/patient-advice-and-liaison-service-(pals))
- Royal United Hospitals Bath NHS Foundation Trust:
www.ruh.nhs.uk/patients/advice_and_support/patient_experience/complaints.asp
- Salisbury NHS Foundation Trust:
www.salisbury.nhs.uk/wards-departments/departments/pals
- www.gwh.nhs to access support Patients and Visitors page - Patient Advice and Liaison Service (PALS)
- www.ruh.nhs to access support for comments or complaints (Patients and visitors page
- www.salisbury.nhs look under wards and departments page, then departments, to locate PALS and complaints
- You can also access BSW Maternity Voices Partnership to provide anonymous feedback:
www.bswmaternityvoices.org.uk/survey

Personal Notes

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Personal Notes



Made in Partnership with:

Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust
BSW Maternity Voices Partnership

Contact Information

Bath and North East Somerset, Swindon and Wiltshire Partnership

www.bswpartnership.nhs.uk

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