NHS Resolution

Safety Action D – Service User Voice & Equity

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Making the invisible visible: Health Equity lens in MNSI Safety Investigations

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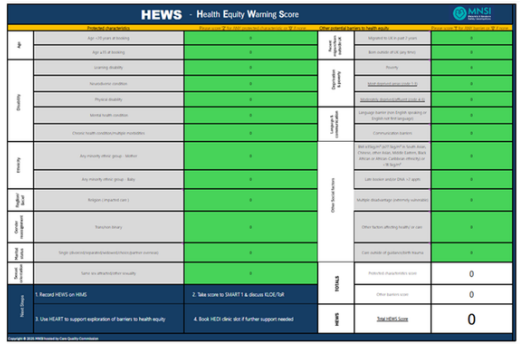
MNSI Maternity & Newborn Safety Investigations

1 EMBEDDE

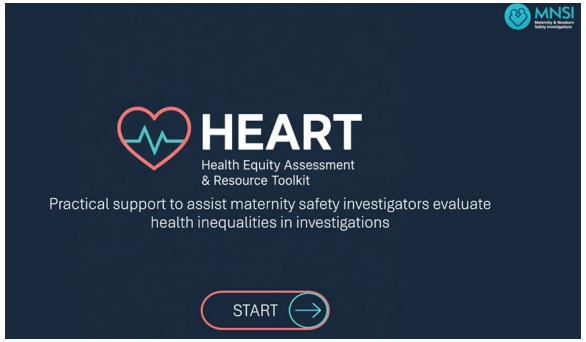
MNSI is committed to addressing the system factors that lead to inequalities so every mother and baby—no matter their background—can experience safe, equitable care.

2 SYSTEMS

HEWS is a structured assessment for identifying and recording health and social inequalities.



HEART supports the interpretation of inequalities and how these influence care and outcomes



3 PROCESSES

MNSI investigations:

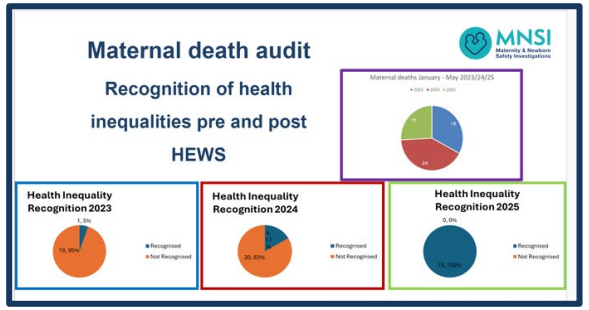
- Assess and analyse care and outcomes for health inequalities
- Highlight social barriers
- Raise the family voice
- Celebrate good practice
- Produce focused findings, safety recommendations and prompts

Safety recommendations

1. It is recommended that the Trust embed consistent use of pain assessment into holistic risk evaluations, enabling staff to determine urgency and escalate care when a mother's pain is not effectively managed in the antenatal period.

2. Advice regarding pain management was given by message through the Trust's patient-accessed electronic application and holistic assessment of new symptoms did not occur.
   - How are staff supported to recognise when mothers require an assessment by the maternity triage?
   - How do staff effectively communicate with mothers to risk assess pain?
   - How do staff analyse whether pain reported is linked to a mother's obstetric history?

4 OUTPUT



Next steps: **Collaboration**

Engaging with families and carers

April 2026

Elizabeth Pells

Early Notification Family Liaison and Mediation Lead

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What good looks like?

- Preparation
- Personalise interactions
- Communication style
  - Language
  - Dialect
  - Format
- Sensitive to timings and trauma
- Don’t make assumptions
- Flexibility – ask the question

EN Resources

Early Notification Webpage

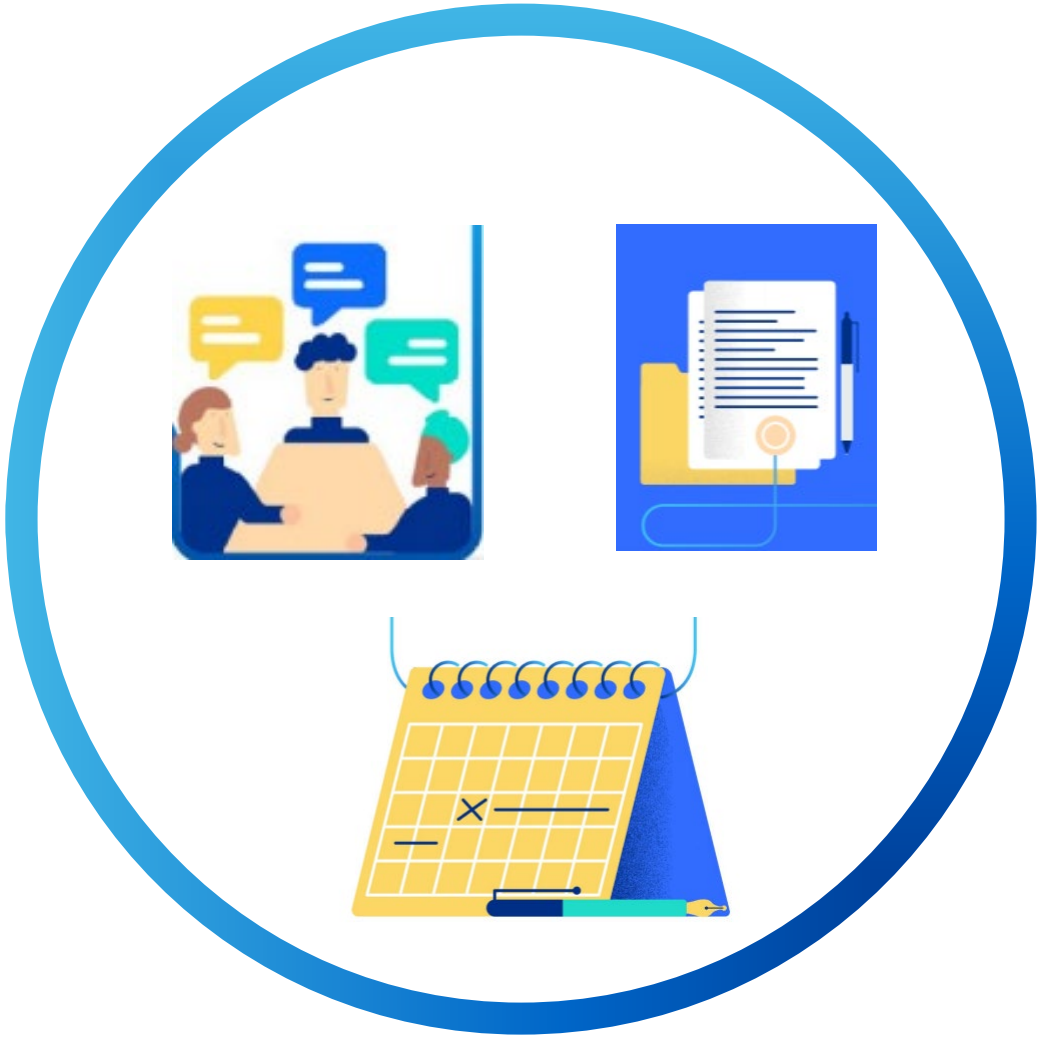
Early Notification second report

Early Notification Case Stories

Maternity eLearning module

Future NHS

Join FutureNHS workspace to stay connected, keep up to date with scheme developments, see our latest resources and collaborate with the Early Notification team



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Addressing Health Inequalities in Maternity Claims: Data, Processes, & Impact

Safety & Learning Team

Health inequalities in maternity claims: data & processes

1. SITUATION

- Demographic Data Request - Medway NHS Foundation Trust (MFT) Maternity Manager

2. BACKGROUND

- The claims scorecard was developed using the data from the claims management system, which was set up for the management of claims and not identifying the learning from claims.
- Claims scorecards do not contain demographic data thus the Trust would be unable to identify the required health inequalities information.

3. SUGGESTED SOLUTION - Data & Processes

Identify the claims data for maternity

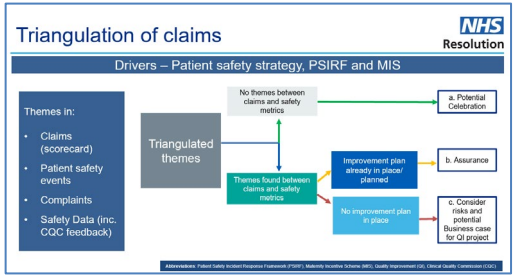
- Attain the 'All data' tab on the scorecard and reduce to Obstetric claims, note this was facilitated by the Safety & Learning Lead.

Audit claims - process

- Audit the claims against incidents/patient safety events, complaints or any other investigations undertaken in relation to the patient care associated with the incident described in the claim.
- Use the scorecard for the audit by creating extra columns to attain the NHS number, to consider demographic data inclusive of ethnicity and protected characteristics that may be attained from the local reporting system e.g. Datix.
- Within the scorecard there are a few reference numbers that may be helpful, i.e. claim ref, claim id or member reference.
- Consider recoding the claims to the local language used as this will aid triangulation.

Triangulation of claims - process

- Drivers of the triangulation of claims are underpinned by the Patient Safety Strategy, which incorporates PSIRF and of course the MIS, specifically Safety Action 9.
- Triangulation helps to maximise the learning that may be found, which can contribute to improving maternity safety and in turn help to reduce the risk of future successful claims.



Health inequalities in maternity claims: impact

NHS Resolution

4. IMPACT

This solution was adopted by the MFT Maternity service, they found new information related to:

- Fetal monitoring – a feature in claims but not incidents.
- Women and babies with a black ethnicity that were disproportionately involved in incidents.
- Women with an Asian background that were disproportionately represented in complaints and claims.

The MFT Maternity service now aims to use this methodology in future audits and will be using the information to inform objectives for the in-reach work with Black and ethnic minority communities to support the improvement of maternity safety.
The Trust is being urged to consider how this triangulation work could become integral to claims and incident management at Trust level to make this data readily available.

The work undertaken by the MFT was shared at the NHS Resolution face to face Forum on 10th June 2025.

5. RECOMMENDATION

MatNeo Teams to use the All-data Tab within the scorecard as a basis to review the themes or repeated injuries identified within the clinical claims to triangulate against the actions from the reviews outlined within Safety Action C.

Addressing Health Inequalities

Robust data processes help identify and address disparities in maternity care effectively.

Improving Patient Safety

Data triangulation enhances governance and leads to better safety outcomes for mothers and babies.

Promoting Equitable Care

Wider adoption of improved practices is essential to achieve fairness in maternity care services.