



Presented at
Health House
10.7.25

FEEDBACK REVIEW

Hull MNVP Quarterly Feedback Review:
Feedback from April to July 2025



WHERE WE'VE BEEN



MATERNITY

- HEY Baby Carousel monthly events
- Parent Carer Forums
- Breastfeeding support groups
- Weigh-in clinics
- Children's Centre East Riding baby groups
- Family Hubs Hull baby groups
- Various baby sessions and playgroups
- House of Light support group Bridlington
- MNVP Listening event East Riding for rurally isolated mums, Sancton

NEONATAL

- Neo-friends groups
- 15 steps visit to NICU and TC May
- Ward visits
- ODN – annual Yorkshire & Humber Neonatal Conference



PROJECTS / MEETINGS

MATERNITY

- PMRT
- Pan Group Obstetric Governance monthly meetings
- MNAG Mat Neo Assurance Group meetings
- HUTH ante natal education workshop
- Rowan Ward Golden Hour project meeting
- LMNS Digital steering group
- EDI workshop
- First 1001 Days Hull steering group
- 0-19s Hull Partnership Board
- East Riding breastfeeding strategy meeting
- East Riding children's centre meeting
- Student midwife conference Hull Uni
- 15 steps action plan ground floor follow up meeting

NEONATAL

- Neonatal Governance monthly meetings
- Mat Neo Improvement group, Perinatal Forum
- Regular meetings with ward staff
- Neurodivergence in maternity



WHAT IS GOING WELL

Overall Themes from our
Feedback

Caring midwives,
going the extra
mile

C sections,
planned and
emergency

Community
midwifery,
ante-natal
appointments

Carousel
and some ante
natal ed

Ask a Midwife
Service

Golden hour
started!!

Breastfeeding
support -
Goodwin

ADU and
Triage

MLU (if have
been able to
use)

Charitable partners
support – HoL,
Chasing Rainbows

Neonatal –
Staff continue to
be highly praised

Neonatal –
Neofriends
group very
helpful

Neonatal –
facilities,
especially for
rooming in



WHAT IS NOT GOING SO WELL

Overall Themes from Our Feedback

Badger notes

Partners
staying overnight

Induction of
labour (*pressure to
be induced*)

Fear, bad PR,
worrying Hull is
not safe

Feeling dismissed
& not listened to

Rowan ward
'chaotic'

Long waits for
pain relief meds

Buzzers not being
answered/ scared
to press

Primary Care

Ground floor
signage, welcome,
languages

Consultant
appointments

Neonatal –
parents not aware
what NICU is, no
education/tours

Neonatal – after
rooming in, support
with commuting,
reassurance

Neonatal – TC feels
like a 'holding space',
no discharge plan

ER CC's reduction
in sessions/
closures

Neonatal Feedback

Continued high praise for all staff, on ward and for outreach.

“Really positive experience overall - staff considerate and caring.” “Felt really supported by outreach, making transition to home easier.”

Neofriends continues to be a very useful group

“Attending NeoFriends at the hospital creates positive memories of HRI and lessens the anxiety around attending after having a NICU baby.”

“NeoFriends is helpful as I can talk about navigating hospital/consultant appointments with people who understand.”

“**TC** is a really good resource but felt like a 'holding space' - didn't know when we might be able to go home and ended up being the hardest part of the neonatal journey. There wasn't enough preparation leading up to discharge and the discharge itself happened too late in the day - it would be good if there was a 'cut off' time for being discharged.”

Transfers - Baby born at 23 weeks at York, transferred quickly to Hull. Huge praise for the Hull NICU team - very attentive. After 13 weeks rooming in needed to vacate for a more urgent family and are commuting. Feel that now they are not on the unit all the time some things are getting missed, certain checks and things that they are having to ask for/chase. Cost to travel, hotels and time taken up is draining them.

Health Visitors – a parent with a baby born at 29 weeks was contacted by HV for a pre-birth visit and had to inform them she had given birth weeks prior (East Riding). Others reporting health visitors being unaware they'd had a neonatal journey. Action – monitor, new process in place so could be lag effect for feedback.

Postnatal care of women with babies in NICU now been handled by MLU midwives once discharged from Rowan Ward. They are available 24/7, are next door to the unit, and are flexible to be able to 'pop' back and forth to the unit to ensure care (meds, checks etc) happens at an appropriate time (e.g. not interrupting skin to skin etc.). What a fantastic step forward for neonatal families!

24 hours on a Neonatal Unit video (and poster) complete, ensure it is shared, especially for ante natal families likely to use neonatal services.

Theme: Caring Staff, Great Staff Experiences

We continue to receive fantastic feedback about midwives (and some doctors), going above and beyond.

“We had a pre-reg midwife called Gemma who was very new but still really good and really thorough. If she was unsure about anything she got someone else. For the actual birth we had Emily Cook, she was extremely experienced and was amazing.”

“Amazing midwives sooo good! The student midwife Sidrah was brilliant. Our midwife Sarah was just lovely. And Kaz, the midwife assistant, too! Felt like we couldn’t have had better care!”

“I’ve had prior bad experiences with Lincs so have chosen to have all appointments and birth at Hull. This time, everything is going amazingly. Cannot fault them and I’m not anxious and stressed and enjoying this pregnancy which I never imagined possible” (Goole)

“The labour ward was quiet, I think that helped our experience. It felt like everyone had lots of time for us.”

Many compliments continue to be received around C sections, planned and emergency – doctors, anaesthetists and other staff present.

“My planned c-section was the most calm experience. It was kind of like going on holiday. I was the most high risk on the day out of all of the ladies waiting, so I was seen first at 8.30am and on time.”

Theme: ‘Better than thought it would be’

Growing amount of feedback from women fearful of birthing at Hull due to CQC report. They don’t know anything has changed and don’t trust the hospital, as there have been no positive updates/comms since the Section 31. They are then surprised when things go well.

“I’ve read the CQC report and it sounds like an awful place to have a baby”

“It was a lot better than I thought it would be.”

Latest news story about 10 maternity hospitals being named for report, no news if Hull is on it. Creating a culture of fear that maternity hospitals are not safe. Women speculating whether Hull will be one of them.

Theme: Induction of Labour (focus topic Apr '24 quarterly meeting)

IOI continues to be a key theme but we have had less negative feedback in the last quarter and waits for induction have reduced.

There is lots of praise for some midwives. Communication/information for women has improved - new video is available, Karen's talks at carousel are very popular and getting great feedback. Those transferring to Scunthorpe generally have very positive feedback.

IOI Project Update – workshops held at Hull W&C, next session July 21st. Waits down, need to understand why.

"I couldn't believe it when I got asked in the waiting room in front of loads of other people about what date to have my baby. They shouted 'How about the 3rd?' I felt pressured to pick a date earlier than I wanted. I wanted to wait until I was a full 38 weeks and they wanted me in at 37. It felt hard to say no in front of everyone"

"If I hadn't pushed to see a consultant again to go over the issues again then I'd have ended up having him earlier than I wanted."

"I had an awful experience at Hull for induction– especially given I was high risk. I ended up getting transferred to Scarborough to have my waters broken there. A much better experience there and much friendlier staff, baby arrived within 4 hours. Really disappointed with Hull."

"I had a balloon induction at 40+10 and everything was going well and to plan. When it fell out, I called the hospital like they wanted me to go in but didn't have any space on the ward. They called me the next day to see if we'd go to Scunthorpe but I said no, it's too far from home."

"They put me on an induction list, whatever that is. I didn't want that. I wanted a water birth and had been told by my midwife that underwater monitoring (for her GD) is possible and I could have one."

"I've had a really good experience at Hull. The only thing I really feel needs feeding back is the pressure to be induced. The IVF process is to induce at 40 weeks and it felt like that was a policy to follow without actual reasons. No one could explain it."

"I wish there had been less need and pushing for induction. I eventually gave into the pressure for my waters to be broken but thankfully it happened naturally before they were able to do it!"

Theme: Dads & Partners (focus topic Jan '25 quarterly meeting)

Positive feedback continues from partners during ante natal appointments when they can attend (ask is for more evenings/weekends so don't have to take time off work). Generally good feedback from partners at C sections and in labour.

"My partner has two other children from a previous relationship and had experienced an emergency c-section. After our planned section, he said that it was the best experience ever!"

"My partner said to me that he was treated better at Hull than he was when we were in York hospital 4 years ago with our first baby."

Poor feedback continued on partners not staying over/not allowed on Rowan from 9pm-9am.

"I had a bad reaction to morphine. Having my partner be allowed to stay that night would have really helped with the baby. I was so sick and had the baby to feed and take care of".

Golden Hour project update – 1 hour on Rowan between 9pm-9am to settle in mum commenced 30/6/25.

Many positive comments on our comms that it's a step in the right direction.

Others who didn't know it wasn't 24/7 were surprised to see it wasn't.

[Redacted]
Fantastic news. I felt very alone when husband was left at the door to the ward. This will make things so much easier for all x

1w Love Reply Hide

2

[Redacted]
This is great news for nrw mamma's!

1w Like Reply Hide

1

[Redacted]
This is great but it just seems crazy how just before COVID partners could stay overnight with mum and baby for the first night and now it's just an hour.

[Redacted]
Awww [Redacted] you'll be able to stay with me for an hour 🥰🥰 x

5h Like Reply

[Redacted]
That's still not good enough. Try again.

6h Like Reply

14

[Redacted]
NOT. GOOD. ENOUGH.

4h Like Reply

1

[Redacted]
About time, you wouldn't think this is new in 2025! But 1 hour isn't enough

5h Like Reply

5

Theme: Poor staff behaviour and communication

Not feeling listened to is still a key theme.

"I started in labour and very quickly my contractions were 2 minutes apart – rang the labour ward to come in and they were so dismissive and told me I couldn't be in labour - I gave birth at home."

"I was sat bleeding in triage having contractions, in pain and clearly upset, one midwife said to me flipantly 'labour is painful!'

"I feel I was talked over a lot and the communication included medical terms I had never heard of and if I asked what it was they just shrugged me off and said not to worry about it."

We still have ongoing poor feedback around Consultant appointments (hard to book, hard to change, not sure what they are for).

"I was initially booked for 16 and 27 weeks checks because of previous lettz treatment but at every midwife appointment I had to go over this again. Then out of the blue, a consultant deleted those appointments and a midwife said they were no checks needed. Confusing!"

"I had lettz treatment so got sent to a pre-term consultant. They said they found sludge so gave me 2 types of antibiotics which I had an awful reaction to. I tried to see to my GP but no GP was available to see me."

"I was consultant-led so I didn't see a midwife at all. I kept getting asked by the doctors "why are you here?". Surely they should know that!"

"A consultant told me that my baby's legs looked short on the growth scan. But then dismissed it as nothing to worry about. Obviously it was really worrying to hear that and a shock. I rang the fetal med team and they couldn't tell me anything. I had no one to ask."

"I am finding it frustrating that I had my scan but my consultant appointment is 3 and a half weeks later as it means I can't discuss the results and what that means for my birth."

"It would have helped if the consultants had read my notes before my appointments!"

"I had a c-section and when they took the baby out I was told straight away that our baby had a dimple on their back and that could be a sign of spina bifida. That really worried me to the point that I was shaking. I think they should have kept that news until I'd been sewn up."

Consultants doing birth debriefs before discharge – several pieces of feedback that these have not helped and caused more worry.

Theme: Gynae, Early Loss, IVF and Bereavement Care

Positive comments for EPAU

EPAU was amazing. We have had previous miscarriages and at 14 weeks I experienced similar symptoms – bleeding, abdo pain etc. I attended EPAU and when I arrived I was hysterical but the staff were so supportive, understanding and caring. They were calm, friendly and professional. I left feeling happy and reassured, listened to and all the other wonderful feelings finding out our little one was thriving, with a safety net in place to come back to if I needed it.”

Concerns around bereavement care

“Since the bereavement team has been reduced the care has dropped in standard – my calls are not as frequent as they were and are much shorter. I don’t feel like I have the support in the same way as I did at the beginning.”

Gynae

This lady told her story of failed IVF and recurrent miscarriage. She had an inconclusive laparoscopy a while ago but had gone on to conceive and have 1 baby via IVF. After 7 rounds of IVF they cannot afford any more and wanted a laparoscopy to see if her tubes were blocked or not, so they can get closure and stop trying for a sibling/wondering if they may conceive again naturally. Her GP referred her, she had a long wait, when she got to the top of the list the consultant took her off it as her saw she had 1 baby. She’s been back to the GP to be re-referred but is back at the bottom of the waiting list and is very distraught about how long she will have to wait and if she will be allowed to have it this time.

Chasing Rainbows:

“The wellbeing weekend has been a lifeline for me.”

“The peer support is really helpful because everyone understands exactly how I’m feeling.”

“I don’t know what I would have done without their support.”

“Can I attend groups if I have a baby? We are struggling to conceive a sibling but I didn’t want to be with people without any babies at all.”

Update – new support group starting just for sibling conception

Lack of awareness at GPs of the Chasing Rainbows, people not being referred – *how can we inform all GPs about services/charities? CR & HOL*

Badger notes feedback is still very concerning – lack of use, hard to use/not loading, missing appointments, not reading info.

62 pregnant mums surveyed. 92% have experienced issues with the app. Top issues:

- Load speed. App takes too long or does not load/freezes
- Ease of use – difficult to navigate and find info
- Scan info missing (which we know is not on yet but women expect it as a key part of their maternity care)

Women are comparing to other apps which load and work fast, also comparing to previous pregnancies with hand held notes.

“I often had issues with being logged out, my care record not loading, blood results were not on the app etc. so I didn’t find it as useful as I thought it was going to be.”

“I much preferred having physical notes in my first pregnancy. Badger notes was temperamental and frustrating to use.”

“It’s very clunky and as its difficult to use. I find I’m never opening it so any reading materials on there I’m not accessing because it’s too much of a hassle.”

“It never loads, it’s just the wheel of doom going round and round.”

“Its okay but cannot understand why my scans are not included. Its like half a system that’s not even that easy to work with in the first place.”

Trust data – of the 267 patients attending triage in May for reduced foetal movements, only 28 had read the Tommys leaflet on RFM.

Key issues have been taken to the LMNS digital steering group.

Other admin issues/appointments:

“I get scans every 2 weeks and I have other appointments that cross over or could possibly be arranged to be at the same time.”

“We both took a morning off work for our consultation appointment and paid to park, sat and waited and then when we were called in we were barely sat in our seats before being told that they would need to rebook us in due to being booked too early. Consultant said this is a common occurrence which just adds insult to injury.”

“Communication was pretty awful when I received a prescription without any contact from anyone – I chased this and no one came back to me so I didn’t know what it was for. I googled it and scared myself so much with what I read I booked a private appointment”.

Theme: Post-natal Ward

Mixed feedback on Rowan Ward, often being described as 'chaotic'.

“We stayed one night on the postnatal ward. I felt there was a big difference this time compared to four years ago – our experience overall was really great and straight-forward.”

“Kayleigh on Rowan ward on was Friday was fab! Other midwives on Thursday night were not so great – it was like they just couldn't be bothered. I pressed my buzzer for some pain killers and I'd passed quite a large clot so wanted to speak to them. They said they'd be back in a minute but didn't return. I mentioned it again a couple of hours later when they came to do my checks and she just said if you pass another clot don't flush it away.”

“Poor communication – Never had anything explained. The kidney specialist turned up while I was brushing my teeth and asked if I had any questions.... No one told me anyone was coming or that there was any issues with my kidneys.”

“I felt a disconnect between labour ward and Rowan – they both told me different things and I was in both back and forth and I needed them to communicate and then tell me the one plan rather than different ones. Lots of conversations with the staff started with 'I don't know why they did' Or 'I cant believe they did/didn't do.....’”

“Rowan ward constantly missed my medications or delivered them really late or without the right time gap – I felt like a hinderance.”

“Lots of conversations about me were held just outside my room door which I overheard, describing me in a less than flattering light – 'Oh, she's a right nervous little thing her – only have to look at her wrong and she starts getting agitated' – this really knocked my self esteem.”

“I gave birth on the labour ward which was fine but there was no room in the post-natal ward for me. We actually got to stay overnight in Fatima Allah and it was lovely.”

New ward manager working with MNVP, monitor feedback coming in now new management structure is in place.

Theme: Experiences on W&C ground floor

“The chairs in **ultrasound** waiting room are not fit for purpose, uncomfortable and no back support. The ultrasound department was running behind so I was sat for over 30 mins waiting in an uncomfortable chair.”

“I did notice a lot of people asking for **directions** to antenatal from ultrasound, its not clear how to find the way. Especially at 12 weeks when you go for bloods in antenatal after for screening in ultrasound and its often your first time in the area.”

“I went weekly to the **ADU**, the ladies there are incredible. They never rushed me out”

Praise for Triage

“Triage was really good, really thorough.”

“It was so busy every time we went and it was often a long wait but they were always really friendly and reassuring.”

“We got fed while we waited and there were drinks and stuff, felt very welcome.”

“Triage is so busy but I never felt like a burden”

Gestational Diabetes mixed feedback, -

“At 10 weeks I went to a Gestational Diabetes session and got given a kit. It was really useful and I learnt so much from that.”

“During pregnancy I kept saying I felt disgusting, that I couldn’t function after 4pm and have a horrid sweet taste in my mouth but felt totally fobbed off. At 37 weeks had a late diagnosis of GD. Previously during appointments, they kept saying things like ‘oh, it’s because you’ve had rice crispies for breakfast!’”

“I was told I had GD but was then so strict with my diet and managed it really well, I had no high readings and was proud of what I had done for me and my baby. I was then told I must be induced anyway as GD women are, feeling like all the hard work I did was for nothing.”

“I was told I had GD which I didn’t really buy into. I was borderline and had sweet tooth cravings (and none of my readings were ever out of normal) yet I was told I should be induced. I asked for a second opinion or a discussion with the consultant and just got told what my risks were and I can go against medical advice if I wanted to.”

Theme: Community Midwifery

We continue to receive mostly great feedback about community midwives. Continuity of carer is still important to women though.

“Cannot fault my care so far, my community midwife appointments have all been excellent.”

“With my first child I was with the Ivy team and they were amazing. This pregnancy I felt I had to repeat information at every appointment and then they had different ideas about the same issue that had been resolved. It just became a little repetitive and less personal.”

“Community team ran out of dipsticks for my urine so didn’t test it and 2 weeks later, at my next appointment I was rushed to hospital for pre eclampsia – could this have been picked up earlier?”

Homebirth

“I only live 5 mins from the hospital at Hull but really want to have a home birth experience this time. I tried for a home birth last time but when we called there were no midwives that could come out to us, so we went into the hospital. It wasn’t a bad experience though, I birthed in water at the MLU, but I’d just like to be at home this time and hope I am.”

“I was two weeks late and worried about getting to the hospital. The midwife helped me plan a ‘what if’ home birth happened and gave us a kit. That made me feel a lot better just having those conversations and the kit even though we didn’t end up in that situation.”

Some concerns raised from rurally isolated families especially around Driffeld worrying about getting to hospital in time, could homebirth kits help reassure these families?

MLU

Continued high praise from people who can use the MLU. Negative feedback continues for people who want to use it/think they can then find out that they aren’t meeting the criteria.

“There was a fair bit of confusion about if I was high risk or not, in the end I was not allowed in the Fatima suite”.

“We had a birthing suite all to ourselves, it was perfect. I actually birthed him stood up which was so comfortable and I think gravity helped. They caught him and passed him to me.”

Theme: Ante Natal Education

Mixed feedback, showing that 1 size doesn't fit all.

"The all day session was amazing, we learned so much and being on a Saturday my partner could easily attend too."

"I got the dates sent to me but it was 2-3 weeks before I got a reply and by then I'd missed them"

"I feel like the person who was booking worked part-time, they were really late in replying to me."

"I didn't get to do any antenatal education because it all happened a bit too late. It would have been useful to have a refresher (9 yr age gap)"

"I felt really uncomfortable so didn't engage. I'm not confident enough to be in a group setting and would have benefitted from 1-1 support."

"I was too nervous to attend antenatal and felt I would have been embarrassed in a group setting, I was struggling and didn't even want to leave the house let alone sit with strangers who I thought would judge me."

ER Childrens Centre sessions: "We did two antenatal sessions at Driffeld but were the only second time parents there. I just wanted revision. I found them useful – especially recapping on safe sleep. We'd moved back home to Driffeld and I wanted to go to the Children's Centre antenatal classes because I wanted to see what it was like there and what else I could do."

Private sessions:

"If I hadn't done the private Parenthood antenatal course I'd have felt less informed about consent. I got a lot from the hypnobirthing techniques covered, which were so useful even though I ended up having an emergency section."

"We're both neurodivergent and could not have sat through a 6 hours in person session. Thank goodness we found private ones that were 2 hours over 4 weeks, just the right amount of time, good to know you could take any questions to the following week after you'd digested the session. We felt so much more empowered with the knowledge we gained, especially the information around induction."

"I did an antenatal course with My Parenthood. She gave us so much confidence going into the birth"

Carousel mostly still very positive feedback: "It was great! We enjoyed the talks about labour ward and induction." "It was good for my partner to attend and be at the hospital, to see it and things just got real for him after that."

"It's all a bit overwhelming." *This feedback is common from neurodivergent SU's, review as part of ante natal ed workshops.*

Primary Care:

Poor feedback around GPs continues - confusion over prescriptions, lack of 6-8 week checks, feeling dismissed, not getting appts.

6-8 week checks – *MNVP survey complete, results shared at July quarterly meeting.*

“The GP who did my 6-8 week check at Driffield medical centre didn’t seem bothered, I expected a bit more. She just ticked boxes.”

“I didn’t get my 6-8 week check until 9 weeks which did feel a bit long to wait” (Sutton, Hull)

“My GP and midwives were giving conflicting advice about sickness medication. I suffered with hyperemesis gravidarum and was prescribed various medications by different health professionals, it made me nervous - I didn’t know who to listen to and which advice to take.”

This patient had been particularly unwell during pregnancy and was trying to get hold of a GP. She could not get through on phone lines at all. Eventually she attended A&E and was put on a drip due to being so poorly.

“My baby has had a scabby and sore head since birth. We’ve been backwards and forwards to the GP with none really helping. We were told it was infected so she was prescribed antibiotics but that didn’t help. The GP ended up sending us to hospital saying she needed IV antibiotics. When we arrived, they said it was just eczema and a milk allergy, but they didn’t run any tests. I do not feel very reassured at all as everyone has said different things. I feel very dismissed.”

“We just couldn’t get a GP appointment for our baby and I was so worried so we went to A&E”.

There are exceptions! “The GP surgery in Hedon has provided us with really good care” (family from Paull)

Theme: Breastfeeding Support

We continue to receive very positive feedback around Goodwin and the breastfeeding peer supporters, hospital experience is mixed.

“Breastfeeding support in hospital was brilliant. Constant support from student midwives on hand”

“Even when I was squeezing colostrum, the midwife was right there helping me get it in the syringe. Whatever I wanted, they did it.”

“Goodwin Trust brought me pillows. They even came to see me the next day.”

“I got referred to the specialist feeding team. They were brilliant. If I didn’t have that support from them, I would have stopped.”

“Midwives noticed tongue tie after 2 weeks. I was on the verge of giving up but this enabled us to continue.”

“Caroline at the feeding clinic in Hull has been really helpful”

“Weirdly breastfeeding is not as easy as last time and so far has not been enjoyable at all. My baby was checked for tongue tie in hospital and they thought he had one but then on Friday there was no one on shift who could look at it and do it. Midwife checked on the home visit too. We went to the feeding specialist feeding clinic in Hull (baby is now 7 days old) and a lady called Caroline saw us. She was great.”

“After my C section I ended up in intensive care for 24 hours and didn’t breastfeed. They had asked my partner about feeding and he didn’t know what to do, so they gave my baby a formula bottle. I found out later I could have pumped from me and given my milk to the baby.”

“Feeding support was not in place for me on Rowan while my child was in NICU – no one took the time to support me as my baby wasn’t with me. I asked for a pump and although they gave me it. They didn’t explain how to use it.”

“Some of the milk I had worked hard to pump went missing from the fridge. I had to then give a formula feed.”

“I would love to donate my oversupply of milk but no one seems to know where or how to go about this locally. It all seems too much effort which is such a shame and it could be more easily supported.”

Other Themes from HUTH:

Birth Reflections

Majority of feedback on birth reflections service with midwives is positive.

Parents having debriefs before discharge from consultants after complex births is mixed:

“I had a birth debrief but the consultant that came to it wasn’t the same as the one we had. I thought that it would be. I couldn’t believe it when they then told me they had lost all of my notes!”

“I had a debrief following a complex birth and felt from the start the consultant was defensive and argumentative when stating how I had felt.”

Ask a Midwife The service is regularly used and found to be very useful.

“Ask a Midwife service has been really useful. I’ve used it a couple of times and always get back quickly and reassure me.”

“I love this service! Feels like I’m not pestering my midwife at appointments or between them with silly questions as I’ve had a quick reply from the AAM team.”

BAME

“I suppose it’s not a big deal but I’m from another country so the services are obviously different, but where I am from we get appointments from the day we confirm our pregnancy (around 8 weeks) throughout. So, with this pregnancy I felt a little alone as nothing really happens until 16 (ish) weeks. I was so excited to hear the babies heartbeat and the midwife just shrugged me off and said that they don’t do it at this appointment and I was a bit upset as it would have made me so happy.”

Can we do some work with community team to map out what happens if you are new to the country/navigating the NHS maternity system?

LMNS making a what to expect at booking video.

Health Visiting

Generally very positive feedback is still being received about the Health Visiting service.

Health visitors Hull:

“I haven’t seen much of the Health Visitors but they’ve been lovely and helpful when I have.”

“Really like the weigh-in clinics and the advice I can get while I’m there.

Health Visitors East Riding:

““The health visiting service has been really good, never rushing”

“I had really good support for breastfeeding from my HV”

“All of the health visitors I’ve seen have been lovely. Kelly from Market Weighton has been great – I have seen her at the baby weigh-in clinics, which I try and go to every 4 weeks.”

“My HV is awful – I didn’t hear from her in over 4 months after trying to get support. She didn’t answer calls/messages, wasn’t at advertised weigh in clinics. Other HVs picked up my messages and said they would pass them on and eventually stepped in to help/advise me. Baby has CMPA. (Bridlington)

“Awful woman. I'm a young mum with no support network and I'm isolated. She has never replied to any issues I have asked about but just get a basic message saying 'contact the children's centre for any assistance'. Useless.” (Bridlington.)

Charities & Children's Centres

House of Light

"We love coming to HOL – the group is never 'clicky' like it can be at other sessions locally."

"Always so friendly, I really look forward to our weekly session and have met some really nice people. It's nice to say hello in the street to other mums I met here."

"I'm so happy this group is here. I love helping out and find the support really valuable. The ladies that run it are so friendly & supportive."

"I would love some sensory toys if and when they next can invest. My little one is disabled and they are the things he would benefit from."

Hull Family Hubs

"The sessions have all been fantastic, a real lifeline."

"We're looking forward to the summer events they have planned."

East Riding Children's Centres

"I've done Early days & baby massage at Market Weighton and I come to the weigh-in clinics. I'm doing baby days next. Really great to have."

Some mums shared feedback on being upset/distressed at reduction in sessions or closures, which weren't communicated.

"The reduction in services has been awful for me. I feel so isolated and cut off. I'm new to the area and I don't have friends so the CC were a great way to interact and possibly make friends. It was the lack of warning – nothing in writing, no '4 weeks' just turn up to a locked door."

Feedback from Bridlington mums about the Bridlington CCs:

"We had no notice that the sessions were being cancelled. I turned up and was just turned away – really poor communication with the staff not knowing what's going on or how long it will be for. It was my lifeline and I depended on the sessions far more than I realised."

"Butts close is so hit and miss – no communication and if you turn up its pot luck if the session has been cancelled or not."

"Seaside town services stop for tourism – its like we are on hold for the more important people who come for the summer then we're picked back up again." "Cancel everything in the holiday periods which isn't great."



THANK YOU FOR LISTENING!

Rachael Smith, Hull MNVP Lead

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