

CASE STUDY: MATNEO MEASUREMENT PROGRAMME

DELIVERED WITH NHS ENGLAND

Context: The Matneo Measurement Programme was designed to support Non-Exec and Exec Board Safety Champions in their assurance role by providing guidance and helpful resources around data and intelligence, using analysis to underpin timely, evidence-based decision making and having better conversations for safety improvement. NHSE identified 14 Trusts that would benefit from this programme.

What We Did: The Aqua team conducted site visits of maternity services at 13 Trusts around the UK where issues were discussed and plans were co-produced. We then designed and delivered 11 common theme sessions to 70 attendees on a range of topics based on insights from our site visits. We developed a series of resources and session recordings which are available on the NHS Futures platform. We identified a need for capability building around the Patient Safety Implementation Framework (PSIRF) and produced a series of bespoke PSIRF sessions and conducted specific 1:1 PSIRF coaching with 6 Trusts. A further 4 Trusts took up the opportunity to make use of our generic 1:1 coaching offer.

Impact: At the end of the programme, we held a Showcase and Insights session where the Trusts were invited to present on the development of their plans and the impact the programme made on their maternity services. At this event some of the actions taken by Trusts included: internal reporting reviews; dashboards developed; data awareness strengthened; and report standardisation. Some of the reported benefits were: improved patient experience; increase in Friends and Family Test (FFT) survey reach, including people from under-represented groups; increased co-design/ co-production opportunities; and clear communication network between patients and maternity services.



“Everyone I have talked to in the last few months (LMNS assurance team, regional deputy midwife, Board of Directors, Chair & Non-Executive Directors, Council of Governors etc), have spoken of how things have improved from an information perspective. There is a real sense that you all ‘know your business’ and everyone in the team presents with confidence and understanding. It all paints a picture of a team with grip and gives assurance that, despite the well-articulated challenges, progress is definitely happening.”

Dr Lorraine Boyd

Non-Executive Director, Senior Independent Director & Maternity Safety Champion
York and Scarborough Teaching Hospital

For further details about this piece of work, or to discuss how we can support you, please get in touch:



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