

Welcome to the Wye Valley NHS Trust

**A virtual tour of
your local hospital
maternity services**



The Maternity Tour...

This presentation and visual introduction is aimed to familiarise you with Hereford's maternity unit ahead of you and your family coming in to have your baby.









A provider of health and social care.

Welcome to Midwifery & Children's Services

'As Head of Midwifery, I oversee the safe delivery of care for the maternity services and act as a source of advice and resource on all matters midwifery.

Promoting choice and quality care for all women and their families with highly skilled and professional Midwifery teams.

We work closely with specialist colleagues and aim to offer the positive pregnancy and birth experience that women deserve'

Maxine Chong, Head of Midwifery and Children's Services.



How to find us...

Welcome to **Hereford County Hospital**

Wye Valley **NHS**
NHS Trust



Building	Number
Stonebow Unit (PCT)	1
Johnson's Hospital	2
Gwyndra Downs / Occupational Health	3
Fred Bulmer Building	4
Therapy Services	5
Pathology	6
Main Hospital	7
Diabetes Centre	8
GP Out of Hours Service	9

- INFORMATION
- ENTRANCES
- CAR PARKING FOR PATIENTS & VISITORS
- STAFF CAR PARKING
- DISABLED CAR PARKING
- BUS STOP
- PICK UP POINT
- LINK CORRIDORS
- WC MALE & FEMALE
- TRAFFIC LIGHTS

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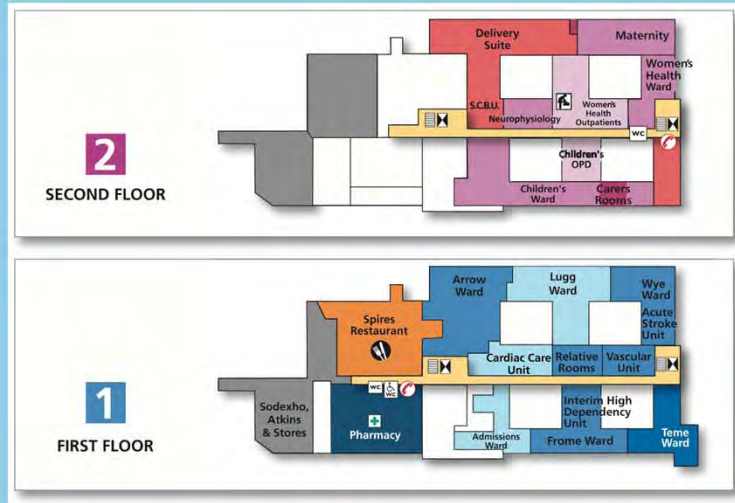
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Healthcare
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How to find us...

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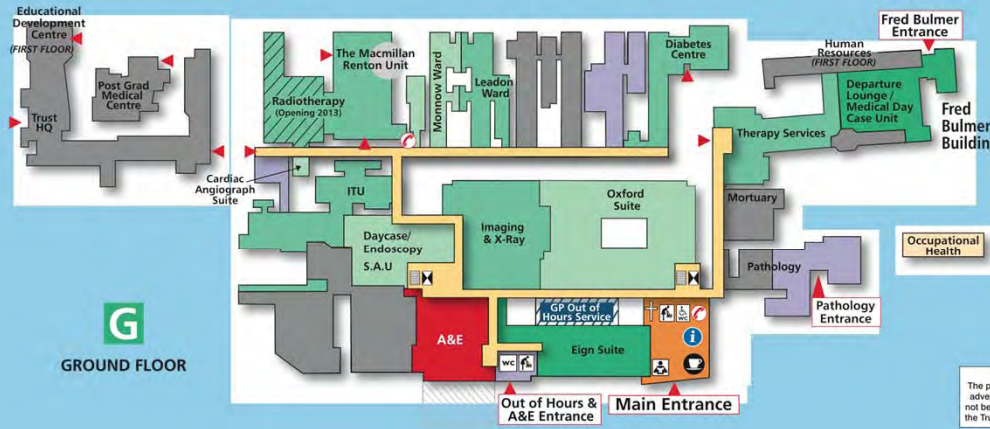


- INFORMATION
- LINK CORRIDORS
- ENTRANCES
- RESTAURANT
- COFFEE SHOP
- NEWSAGENT
- PHARMACY
- BABY CHANGING
- WC MALE & FEMALE
- DISABLED WC
- CHAPEL
- STAIRS
- LIFTS
- PUBLIC TELEPHONE



NO SMOKING SITE

Department	Floor
Accident & Emergency (A&E)	G
Acute Stroke Unit (Wye Ward)	1
Admission Ward	1
Arrow Ward	1
Cardiac Angiography Suite	G
Cardiac Care Unit (CCU)	1
Carers Rooms	2
Chapel	G
Children's Outpatients	2
Children's Ward	2
Coffee Shop	G
Day Case & Endoscopy Unit	G
Delivery Suite	2
Departure Lounge (Fred Bulmer Building)	G
Diabetics Clinic	G
Educational Development Centre	1
Eign Suite (Outpatients Department)	G
Fred Bulmers Clinic	G
Frome Ward	1
Human Resources	1
Intensive Therapy Unit (ITU)	G
Interim High Dependency Unit HDU (Frome Ward)	G
Leadon Ward	G
Lugg Ward	1
Main Entrance	G
Maternity Ward	2
Maxillofacial (Eign Suite)	G
Medical Daycase Unit	G
Monnow Ward	G
Neurophysiology	2
Occupational Health	G
Orthopaedic Unit (Eign Suite)	G
Oxford Suite (Outpatients Department)	G
Pathology	G
Pharmacy	1
Postgraduate Medical Centre	G
Relatives Rooms	1
Special Care Baby Unit (SCBU)	2
Spires Restaurant	1
Telephones	G, 1, 2
Teme Ward	1
The Macmillan Renton Unit	G
Therapy Services	G
Toilets	G, 1, 2
Trust Headquarters	G
Vascular Unit	1
Victoria Eye Unit (Eign Suite)	G
Women's Health Outpatients	2
Women's Health Ward	2
Wye Ward	1
X-Ray & Imaging	G



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Car Parking

There are two main types of car parking available – Pay on Exit and Pay & Display. The main car parks in front of the hospital are pay on exit and barrier controlled.

When you are ready to leave take your ticket to a pay station, either outside the main entrance or next to the blue hut in car park 2. Insert your ticket at the pay machine. It takes both notes & coins. Then return to your car & use the ticket to raise the barrier.

Should your visit exceed three hours due to delays caused by the hospital or when you are in labour, car parking charges will be discounted to the three-hour rate.

Just ask a midwife to complete a concessionary ticket and submit to the car park attendant.



Daytime entrance to Maternity Services

At the entrance to the hospital you pass by the hospital shop and the Tempo Café offering a wide range of beverages and hot and cold snacks.

Hospital shop is open

7.30am to 8pm Monday to Friday
8am to 5.30pm at weekend.

Tempo Café is open

7.30am to 7.30pm every day.



Main Hospital Reception

Access to all wards during the day time is via the hospital main entrance.

Entrance through the main doors will take you to the main reception. From 9am until 5pm (Monday to Friday) there will be a receptionist at the desk who can help to direct you to the maternity wards.

Delivery Suite, Maternity Ward, Antenatal Clinic and Day Assessment unit are all found on the **2nd floor**.



From 9am to 5pm...

As you come out of main reception, you will find yourself on the main ground floor corridor.

At each end of this corridor there are lifts to bring you up to the **2nd floor**. By each set of lifts there are notice boards informing you of the wards that you may be going to or visiting.



At night, from 9pm until 7am

Admission to the Delivery Suite at night time is accessed through the Accident and Emergency (A&E) entrance on the ground floor.

Once entering through the main A&E doors you will find that the next set of doors will be locked.

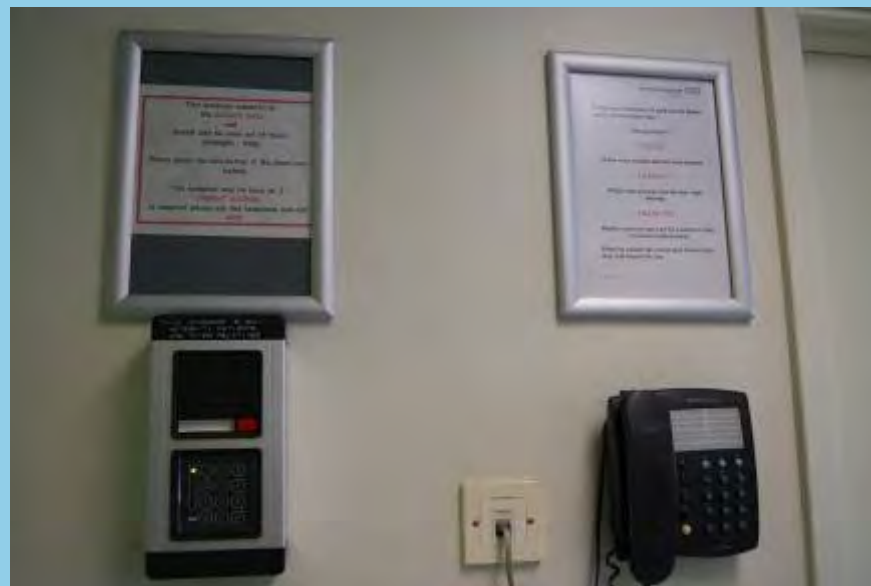


Security Entry at Night.

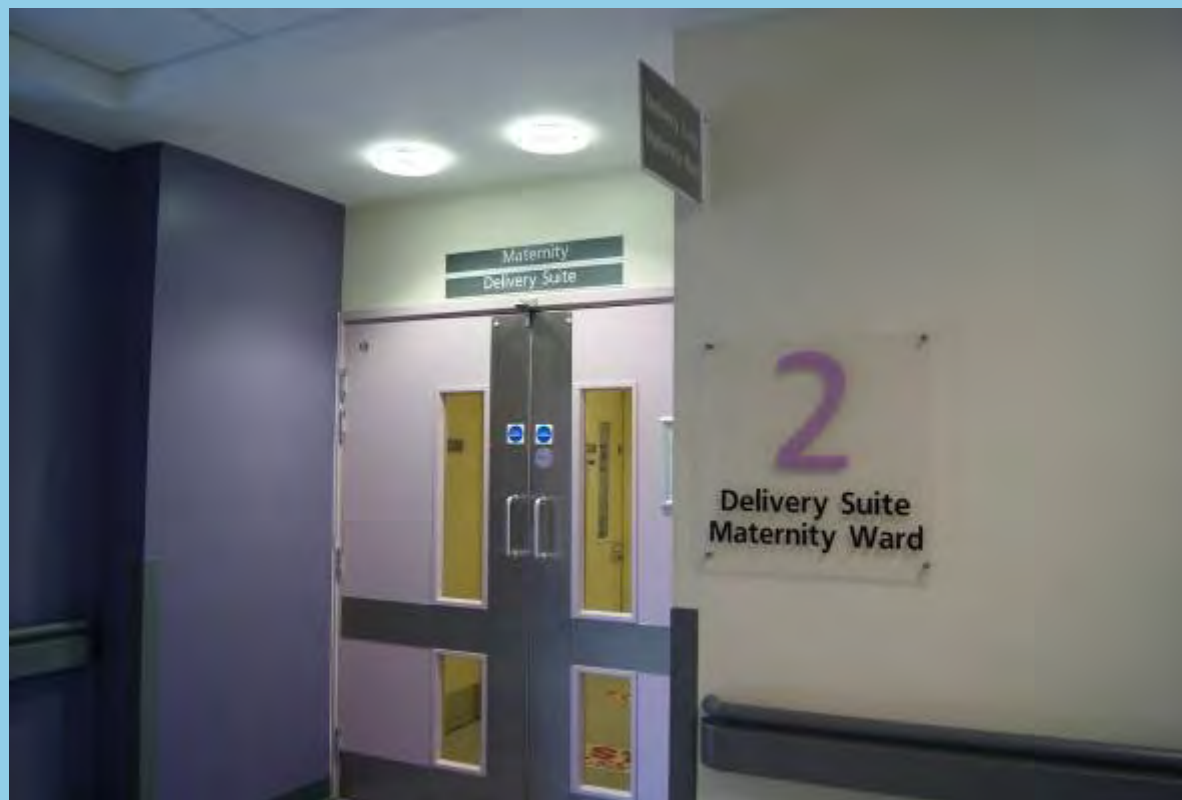
To access entry into the main hospital, please press the buzzer to alert staff of your arrival.

A member of staff will let you in.

At each end of the corridor are lifts which will take you to the **2nd floor** for the Delivery Suite and Maternity Ward.



Delivery Suite/Maternity Ward/Day Assessment Unit and Antenatal Clinic



Access to Delivery Suite and Maternity Ward.

Delivery Suite is located to the left at the bottom of this corridor.

Maternity Ward is located to the right at the bottom of this corridor.



The Delivery Suite

Please use the entry buzzer to alert Delivery Ward staff of your arrival.

Hand gel is provided and must be used to reduce the risks of infections to all mothers and babies.



Checking in to the Delivery Suite...

Please go straight to the midwife station to check in and meet your midwife who'll be admitting you and planning your care with you.

You will be asked for your handheld notes.

You and your family will be shown the location of visitors toilets and tea and coffee making facilities.



The delivery team

We have a highly skilled team of midwives and doctors who will work closely with you to plan your care.

Safety, choice and a commitment to high standards of care is at the forefront of the team's philosophy when caring for your needs whilst you are in labour.



The layout of the delivery rooms.

All the staff aim to make your labour and birth experience as private and as special as possible for you and your family.

Each of the five delivery rooms has en-suite facilities, fresh décor, dimmable lighting, Ipod docking stations and comfortable furnishings.

Delivery rooms 1-4 are set out so that the bed is not central to the room. This gives opportunity and space for you to mobilise around the birthing room, use the birthing mats, birthing ball and birthing chair. Staying in an upright position in labour can result in a less painful labour, reduce the need for pain relief, shorten the labour and have a more positive birthing experience.

Delivery room 5 has a layout that caters for mothers and babies requiring closer monitoring in labour .

A delivery room



Delivery room equipment

1. Baby Resuscitaire

At most births this is not used, but if required by the midwives or paediatricians (baby doctor), this equipment provides support at all levels for the baby, once born.

2. Cot

This can be used for your baby when not having skin to skin contact with, or feeding.



Coping with labour

There are a range of coping strategies that you can use to help you take control of your pain whilst in labour.

Mobility and keeping upright will help. Birthing balls, mats, chair and the use of water will support you with your pain.

You can also access Entonox (gas and air), Pethidine and Patient Controlled Epidurals to help support your choice of pain relief.

Ask your midwife if you need any information regarding your options.



The use of water in labour

Delivery room two has access to a birthing pool if you are opting for the use of water in labour and birth.

Ask your midwife on admission on the availability of this room and we will do our utmost to try and meet your requests.



Obstetric Theatre.

We actively promote normal birth and will do everything we can to provide the advice and support that women need to achieve this, before and after labour.

However, there are times when either an elective (planned) or emergency caesarean section is needed in the best interests of the you and your baby.

We have dedicated operating theatres for maternity, which are next to the delivery suite.



The Anaesthetic Room



After the delivery of your baby

After you have delivered your baby your midwife will guide you and discuss your transfer arrangements home. This will be dependent upon your delivery and the support that you may need post-delivery.

You can opt for an early transfer home which means that you can go home within a few hours after the birth. A community midwife will come and visit you at home. There is a direct telephone advice line available 24/7 to delivery suite for any queries that you may have once at home.

Transfer to the Maternity Ward

You may opt to be transferred from the delivery suite to the maternity ward if you need midwifery and medical support after your birth.

Your baby will be examined by a paediatrician or a midwife (with specialist training) within 48 hours after your birth so that further medical investigations and monitoring of your baby can be followed up during your hospital stay or referral to paediatric outpatient clinics.

After your birth the maternity ward staff will help you and your baby's needs in preparation for your transfer home.

During your stay on the maternity ward, you will see a range of team members. These include neonatal hearing screeners that will monitor your baby's hearing after birth, midwives, maternity support workers, physiotherapists, obstetric doctors (looking after women's health post-birth) and also paediatricians that will be available to support and monitor your baby's wellbeing.

Visiting the Maternity Ward

For the safety of mothers and babies this is a secure area. Entry is only permissible by pressing the entry buzzer to alert Maternity Ward staff of your arrival.

Hand gel is provided and must be used on entry to delivery suite to reduce the risks of infections to all mothers and babies.



Visiting times on Maternity Ward

Visiting times on Delivery Suite are open but we do stress for privacy that there are only 2 birth attendants present at the birth of your baby.

Visiting times on the Maternity Ward:

6.30pm to 8pm for all visitors.

Partners/husbands plus own children can visit from 9am till 9pm each day.

We do stress that there is a rest time for mothers between 4pm and 5pm and during mealtimes so would ask that this time is respected.

Arrival to the Maternity Ward

When you arrive you will be asked to go to the Maternity Ward midwife station to check into the hospital and meet your midwife who'll be planning your care.

You will be asked for your hand held notes.

You and your family will be shown the location of visitors toilets.



The Maternity Ward

The Maternity has 21 beds and offers the facilities to care for you during pregnancy and after the birth of your baby.

You may opt to stay on the ward after the birth of your baby depending on your birth and your needs after your delivery.

You may also be admitted to the maternity ward during your pregnancy if you experience complications during your pregnancy.

You will have access to supportive tests, monitoring and midwifery and medical advice so that you can make choices about how you progress through your pregnancy and through to the safe birth of your baby.



The Maternity Ward facilities

The Maternity Ward consists of five single side rooms and four bedded bays. All rooms have an en-suite inclusive of showers and toilet facilities.

Allocation of rooms is dependant on availability and clinical requirements. However, if you wish to have an amenity room then please do not hesitate to ask your midwife. This will incur a charge but the staff will be happy to accommodate your needs where possible.



A four-bedded bay

A single side room



Catering facilities

Staff aim to make your stay as comfortable as possible.

Breakfast (cereal and toast) is self serving and available at all times during the day.

Hot meals are available at mid-day and at 5pm.

Hot drinks are available for you throughout the day (this does exclude visitors).



The Maternity Team

During your stay on the Maternity ward, you will have access to the whole team. This will include midwives, maternity support workers, the medical team, hearing screeners, physiotherapists, ward clerks, the portering team, catering and housekeeping staff.

We aim to make your stay as safe and enjoyable as possible. If you have any queries or concerns please do not hesitate to voice them either in person or via the comments book



Outpatient antenatal services

This is where you may have your first scan and meet the consultant.

These facilities include access to the antenatal clinics and day assessment unit.

The service offers specialist clinics offering access to doctors and midwives to support and monitor you and your baby if you have pre-existing medical conditions for example diabetes or if you experience any complications in your current pregnancy.

Community antenatal services are also available through the county. Contact your midwife to find out more.



A commitment to high standards of care

We are committed to providing and promoting an environment which will support an individual's continuous development. This starts on day one with a comprehensive induction programme for all staff.

The aim is to enhance the quality of all services, embracing a philosophy of continuous improvement towards all our service provision whilst ensuring we have the right people, skills and knowledge to provide quality patient and health care.



Uniforms.

There are a range of uniforms within the clinical areas.

1. **Dark blue with spots- Head of Midwifery.**
2. **Purple- Lead midwives.**
3. **Dark Navy- Senior Midwives.**
4. **Mid blue without epaulettes- Midwives.**
5. **Mid-Blue with epaulettes- newly qualified midwives.**
6. **White dress or tunic with Worcester University logo-Student Midwives.**
7. **Ward Clerks-Purple blouse and Navy Skirt.**
8. **Neonatal Hearing Screeners- Lime green uniform.**
9. **Porters- Mid blue shirt and navy trousers.**
10. **Obstetric team (Doctors)- Own clothes or blue theatre gown and trousers as shown in previous slide of the Maternity team**

All staff wear identification badges. If you are unsure please ask a member of staff who will be happy to explain any queries.

Consultant Obstetricians

There are five Consultant Obstetricians within the maternity hospital.

Your lead professional for care may be by the midwifery team.

This means that a majority of your care will be Midwife-led. However, if you have had medical complications that need close monitoring in pregnancy or complications in a previous pregnancy that require close surveillance, you will be allocated a Consultant as the lead for monitoring and planning your care in your pregnancy and birth.

The five consultants are:

Mr Cohn, Mr Smith, Mr Mowbray, Mr Subak-Sharpe and Mrs Tahir



Mr Cohn



Mrs Tahir

Consultant Obstetricians



MR Mowbray



Mr Smith



Mr Subak-Sharpe

Supervision within Midwifery

There are currently seven supervisors of midwives within your local maternity services.

Supervisors of midwives give guidance and support to both midwives and you ensuring that care is offered is given in the right place, by the right person and that it will benefit you and your baby.

They act as positive role models for midwives, guiding and supporting them in developing skills and expertise.



The Patient Experience Team

(PALS and Complaints)

We are keen to help with your issues and concerns, in any way they can. If you are not happy with the service you are receiving or have a concern that you want answering please contact a member of our staff in the first instance. However, if you do not feel comfortable talking directly to one of the staff providing your care, or would just prefer to talk to someone who is not directly involved in the care you receive, the Patient Experience Team can help you.

The service is available Monday - Friday, 8:30am - 5pm. If your call is urgent and out of normal working hours please contact the Hospital switchboard on 01432 355444.

Please contact us directly on 01432 372986 or on the mobile number: 07825681801.

You can also email us: makingexperiencescount@wvt.nhs.uk

Questions

We hope that you have found this virtual tour useful.

If you have any further questions please do not hesitate to contact your midwife or the ward co-ordinators.

Maternity Ward Manager: Julie Taylor
Direct Ward Telephone No: 01432 372994

Delivery Suite Manager: Helen Price
Direct Ward Telephone Number 01432 364070

Community Manager: Linda Evans
Direct number 01432 372965