

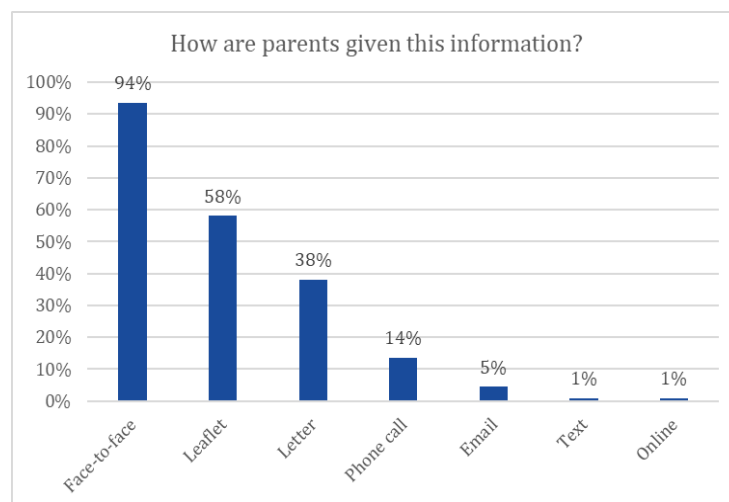
PMRT Parent Engagement Staff Survey Spring 2023 Summary of Findings

Purpose of the survey and response

- A short survey was distributed to all maternity Trusts and Health Boards (153) across the UK in spring 2023. The aim was to enquire about the use by staff in Trusts and Health Boards of the Parent Engagement materials provided on the PMRT website: www.npeu.ox.ac.uk/pmrt/parent-engagement-materials
- Of the Trusts and Health Boards contacted, 110 (72%) completed the survey. Over 90% were completed by the bereavement midwife.

Engaging with parents about reviews

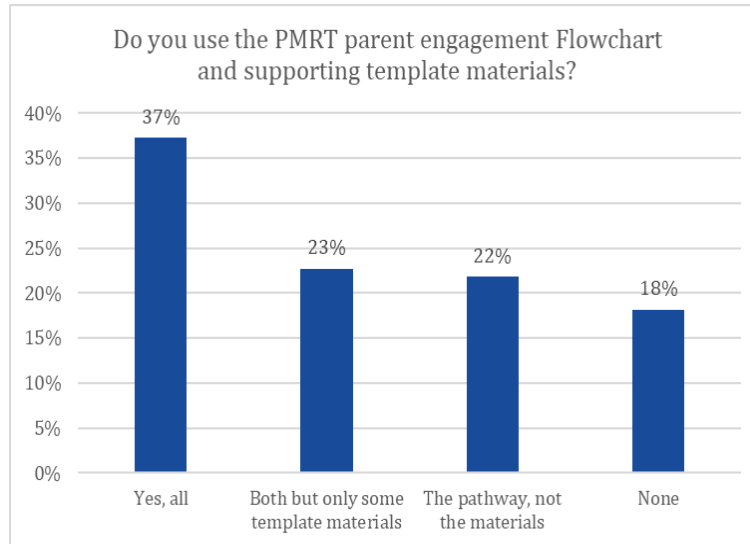
- Most Trusts and Health Boards that responded (98; 89%) reported that all bereaved parents were made aware of the PMRT and review process in their unit.
- The majority of units provided this information about the PMRT face-to-face with additional information provided either in a leaflet, online or via a phone call/text; several used more than one supplementary modality.



- Nearly all (95%) reported that they offer parents the opportunity to share their thoughts, questions or concerns about any aspect of their care for the review to address. Constraints on staffing and/or time were given as reasons for not offering this to bereaved parents.

Use of the PMRT parent engagement resources

- Less than half (37%) used the PMRT flow chart and materials (information leaflet, feedback forms and letters) in their entirety.



- Trusts and health boards indicated that the PMRT parent engagement resources were valuable or useful, and provided a clear structure and checklist. They have found that the feedback forms were well received and used by bereaved parents. Several Trusts amended the flowchart and materials or followed alternative pathways in their unit for engaging bereaved parents in the PMRT review process.



Really useful quick reference guide to the process and timelines for families

Helpful for staff who are less familiar with the process

Template gives structure to the conversations and acts as an aid memoire for the clinician

Parents find the structure of the feedback form useful to trigger their thoughts about the care they have received

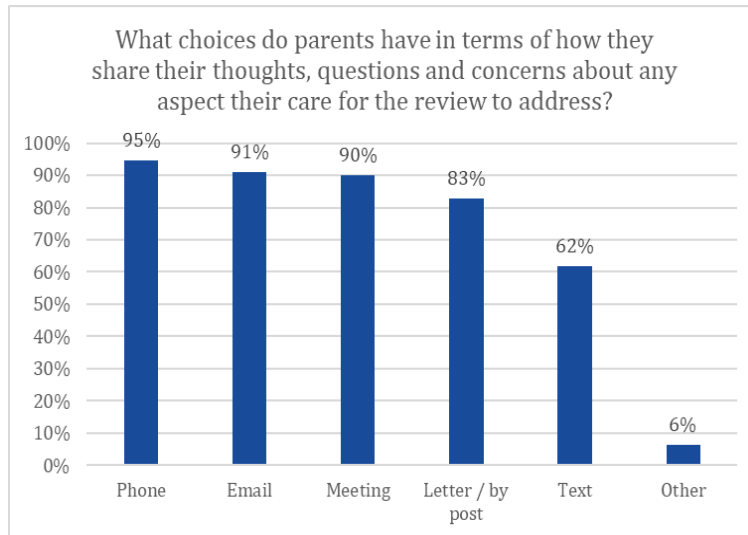
Provides prompts so nothing gets missed

The tools are really useful



Inclusion in the review of parents' feedback, questions or concerns

- Nearly all responders (101; 92%) indicated that when bereaved parents had questions, thoughts or concerns about aspects of their care, these were discussed in the review meeting, and that parents were given a wide range of formats by which to provide this feedback.



Communicating review findings to parents

- Just over half (68; 62%) reported writing plain English summaries of the PMRT review findings for parents following the review process, with a minimal number of Trusts and Health Boards reporting that these were translated or communicated in different languages.
- The most commonly reported delay in parents receiving the findings of the PMRT review and answers to their questions, thoughts or concerns about their care were delays in clinicopathological investigations and ongoing additional investigations.

PMRT team response to the survey findings:

- We will be making it easier to include parental feedback, questions or concerns in the PMRT tool.
- We are reviewing the parent engagement material on the basis of the findings of the survey and will update the materials on the website in 2024.
- We will provide translated versions of the materials for the most commonly spoken languages where parents do not speak or have limited English.
- We will be providing on-line PMRT user training from January 2024 onwards which will include a session on parent engagement.