

Pregnancy Patient Charter

Congratulations on your pregnancy.

We understand at University Hospitals Coventry and Warwickshire NHS Trust that this is likely to be an exciting time for you, but you may also be feeling anxious about what is to come.

As a result, we want to extend to you our assurances about the service we will offer you and your family at this time.

As a Maternity service we would like to have an agreement with you regarding the services that we will deliver in order to keep you and your baby safe during your pregnancy, birthing experience and throughout your postnatal period. We also have some requests that we would like you to agree to in order to help us achieve this.



Our Promises to you:

- ✓ We will ensure that you have a named midwife who will coordinate the care you receive for your antenatal appointments, and a named Consultant if you are identified as requiring medical assistance in your pregnancy
- ✓ A full screening programme personalised to your needs
- ✓ 24 hour telephone access to a midwife through our Maternity Triage department
- ✓ One to one care in labour
- ✓ The opportunity for your partner to stay in hospital with you – under the terms of the 'Mum Plus One' agreement

In return we would like you to:

- ✓ Attend all scheduled appointments or rearrange for as soon after the planned date as possible
- ✓ Access all referrals made for follow up i.e. Fetal Medicine, Fetal Wellbeing Unit or Maternity Triage
- ✓ Attend for blood tests and ultrasound scan appointments as planned
- ✓ Report any concerns without delay in accordance with "Don't sleep on it, act now"
- ✓ Try and understand that when the department is busy – every effort will be made to transfer you as soon and as safely as we can
- ✓ 'Work in partnership with ward staff to understand the limitations of 'Mum Plus One'

Contact Numbers:

Less than 20 weeks pregnant: Ward 23 (EPAU)- 02476967000

20 Weeks pregnant or more: Labour Ward Triage- 02476967333