



PATIENT INFORMATION

**CONTINUITY OF CARER –  
MEET THE MIDWIVES  
TEAM RUBY**



## **Team Ruby - Covering WR4 in Worcester City**

In 2016, the publication 'Better Births; 5 year forward view' found that women and families wanted to know the midwife who would be with them at the time when they had their baby and to continue to be seen by the same midwife, or team of midwives, after they had their baby. NHS England has recommended that all Trusts in England commit to providing continuity of midwifery care during pregnancy, birth and postnatally.

In the WR4 postcode area in Worcester there is Ruby Team. This is initially a pilot project, but the hope is that it will be extended to cover more areas of Worcestershire in the future.

If you live in this areas and it is thought that most of your care will be provided by a community midwife, then you will be referred to the Ruby Team Midwives at the beginning of your pregnancy.

The team consists of 8 midwives and one of these midwives will be your named midwife. Your named midwife will have a partner midwife who you will also meet throughout your pregnancy journey.

The majority of your antenatal appointments will be carried out by your named midwife and your appointments can take place at your home or at Buttercup Children's Centre. We aim to provide appointments at a time that suits you.

You will also be given an opportunity to meet the other midwives in the team at 'meet the midwives' events, classes, birth talks etc.

If you develop any complex care needs during your pregnancy you will be referred to an appropriate obstetrician but we will share care with the consultants where this is appropriate. We will discuss this with you should this need arise.

When you are in labour one of your midwives will come and see you at home or meet you at the hospital. We will care for you in labour whether that be at home, in Meadow Birth Centre or on Delivery Suite.

Following the birth of your baby most of your postnatal care will be provided by your named midwife and her partner midwife who will visit you at home.

### **We want to hear from you**

We invite all families using our service to complete a friends and family card as feedback is vital to continue improving our service.

- Email: [wah-tr.teamrubymidwives@nhs.net](mailto:wah-tr.teamrubymidwives@nhs.net)
- Twitter: [@RubyMidwives](https://twitter.com/RubyMidwives)
- Instagram: [@teamrubymidwives](https://www.instagram.com/teamrubymidwives)

If you want to give additional feedback or comments you can speak to Patient Advice and Liaison Services (PALS), Maternity Voices Partnership (MVP)

“Continuity of carer, to ensure safe care based on a relationship of mutual trust and respect in line with the woman’s decisions.”

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.