

Maternity services guide



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Welcome to University Hospital Southampton's Maternity Services

University Hospital Southampton's maternity services are based in the Princess Anne Hospital (PAH), the New Forest Birth Centre, and in children's centres spread throughout the wider community. As a centre of excellence for maternity care, we offer a comprehensive service facilitating midwifery-led care and a choice of birthplace options, including home birth through our Birth Centres.

The Princess Anne Hospital is also a regional centre for maternal and fetal medicine, providing multi-speciality, consultant-led care for women who have or who develop medical problems during their pregnancy or labour. This care is provided through our early pregnancy unit, day obstetric unit, maternal and fetal medicine unit, and on our labour ward.

If your baby requires extra care at birth, the Princess Anne Hospital has one of the largest regional

neonatal units in the country, providing specialist care to term and preterm babies, in a spacious and welcoming environment.

With over 6,000 women a year choosing to have their babies with us we aim to provide high quality maternity care and this booklet provides an insight into our services and expertise, so that you can make informed choices and receive the best possible care. If you have any queries or need reassurance at any time, please do not hesitate to discuss your concerns with your midwife.

You are advised to keep this booklet with your antenatal care record, enabling you to refer to it throughout your pregnancy, labour and in the weeks following the birth of your baby. However, copies are also available within the Princess Anne Hospital and New Forest Birth Centre for you to refer to if required.

How to find us

By bus

The following Southampton First buses serve the Princess Anne Hospital:

4, 5, 10, 10a, 17a, 21, 22

Please contact Southampton First bus on 023 8022 4854 for further information.

By car

The entrance to the Princess Anne Hospital is off Coxford Road. Parking outside the D level entrance is reserved for community midwives and ambulances. A small number of 20 minute drop off spaces are available, your car should then be parked in the main car park. Please take a ticket at the entrance barrier.

There are a small number of spaces for blue badge holders, as well as parent and child parking in C level car park. Parking outside marked spaces may obstruct emergency traffic and your car may be clamped.

Payment is required before returning to your car. Various pay points are located within the hospital on B, D and E level. Parking prices are subject to change, although discounts, long stay and weekly tickets are available, please ask a member of staff for details. Up to date information may also be found on the hospital website: <http://www.uhs.nhs.uk/GettingHere/PAH/ParkingatPrincessAnneHospital/Patientandvisitorparkinginformation.aspx>

Useful telephone numbers

Princess Anne Hospital

Broadlands birth centre	023 8120 6012	Ultrasound scan department	023 8120 6046
Labour ward	023 8120 6002	Breastfeeding babes	07786 26 7584
Day obstetric unit	023 8120 6303	Early pregnancy unit	023 8120 8412
Burley postnatal ward	023 8120 6030	Obstetric physiotherapy	023 8120 4351
Lyndhurst antenatal ward	023 8120 6029	Maternity information	023 8120 6052

Princess Anne Hospital antenatal clinic 023 8120 6016

Princess Anne Midwifery Community Office West and Central midwifery teams 023 8120 8513
South, East and Southern Parishes teams 023 8120 5205
Administrator (Monday to Friday from 9am to 4pm) 023 8120 4871
These numbers are for non-urgent messages only

Bitterne Health Centre antenatal clinic 023 8042 6338

New Forest

New Forest birth centre	023 8074 7690
New Forest birth centre (labour line)	023 8074 7698
Hythe midwifery team	023 8042 3242
Lymington midwifery team	015 9066 3480
Romsey midwifery team	017 9452 3702
Totton midwifery team	023 8074 3234

GP services (out of hours) 0844 811 3060
NHS Direct 0845 4647

Antenatal care

Antenatal care is the care you receive during your pregnancy and will include information on services available. You will be offered a series of appointments to assess the health and wellbeing of you and your baby and to discuss any questions or concerns you may have. You will also be invited to attend antenatal classes and workshops.

Antenatal care begins from the moment your pregnancy is confirmed. You can refer yourself directly to a midwife or access maternity services through your GP following confirmation of a positive pregnancy test. Ideally this should be between six and eight weeks of pregnancy as this enables you to receive early access to information about antenatal screening and lifestyle advice relevant to early pregnancy. This should include information about the benefits of folic acid during early pregnancy, dietary advice, an information booklet entitled 'Screening tests for you and your baby' and where appropriate information about smoking, alcohol consumption and recreational drug use during pregnancy.

While you are pregnant your care will be led by your named midwife, who works within a small team of midwives. The team to which you are allocated will depend on where you live. Your midwife will work with your GP to provide the most appropriate type of antenatal care for your individual situation. Your midwife or GP will discuss with you the number, timing and content of antenatal appointments

appropriate for you, and offer you a schedule of care explaining where your appointments will take place and who will undertake your care.

If you are aged 17 or under, your care may be provided by the young people's maternity practice (YPMP). This is a small team of midwives who provide specialised midwifery support for young women and their families.

You will be given your antenatal care record booklet to keep for the duration of your pregnancy. This booklet is the only record of your antenatal care, it contains important information which if lost may affect your care. Please carry your records with you at all times, and bring them to every antenatal appointment with your GP, midwife and obstetrician. Remember to take them with you if you go on holiday. Once you have had your baby these notes will be filed as part of your medical records.

If you change your name, address, telephone number (including mobile number) or GP during your pregnancy, please let your midwife know as soon as possible, so that your records can be updated.

If you have any questions concerning the type of care offered to you, please discuss this with your midwife or GP. We will always try our best to provide a service which meets your individual needs as closely as possible.

Booking appointment

Your initial appointment with your midwife is known as the booking appointment. This appointment may take place at your GP surgery, local children's centre, birth centre, or at home and can be a lengthy appointment. Please allow one to two hours for your appointment and consider making childcare arrangements for other children if appropriate.

It is important to discuss the location of your appointment with your midwife, when it is arranged as a mutually convenient setting where you feel able to discuss sensitive issues is essential.

Your booking appointment aims to answer many of the questions you will have about your pregnancy. You may have lots of things you wish to ask and it is advisable to write your questions down so you don't forget.

Your midwife will also ask you and your partner a series of routine questions. This allows your midwife to plan your care in a way which meets your individual needs and requirements.

Your midwife will discuss:

Your current health and wellbeing:

- Details of any current or previous illnesses and operations, as this may influence the care planned for you.
- Please ensure your midwife is aware of any medicines you may be taking.
- This is also an opportunity to discuss with your midwife how you are feeling emotionally, as your midwife will ask you about your mental health and wellbeing.
- Blood and urine samples may be taken, and your blood pressure will be checked. The reasons for this are explained more fully in your antenatal care record, however if you have any questions or concerns please ask your midwife.

Previous pregnancies or miscarriages:

- It is important to tell your midwife if there were any complications during a previous pregnancy or birth

as this may influence the care you receive during this pregnancy.

Your social circumstances and living arrangements:

- Discussing your social circumstances and living arrangements will ensure you have the opportunity to find out what rights and benefits you are entitled to and answer any questions you may have.
- This is also an opportunity to discuss your circumstances with your midwife if you are alone or feel unsupported during this pregnancy as your midwife will be able to discuss additional support available to you. It is also important that your midwife is aware if your relationship is problematic or you feel you are in a vulnerable situation as your midwife will ask every woman a series of questions about domestic violence and abuse, whether past or present and refer you for additional support if appropriate.
- Your midwife will also discuss lifestyle factors that affect the health and well-being of you and your baby such as smoking, recreational drug use and alcohol consumption.

Your partner's health and social circumstances:

- An awareness of your partner's health and social circumstances is also important as this will allow your midwife to plan the right care for you and your baby.
- Pregnancy brings changes to your relationship and this appointment will also provide your partner with the opportunity to find out more about how to support you, ask any questions and seek relevant advice.

Dietary advice relevant to early pregnancy:

- Eating a balanced diet will ensure you have all the nutrients you and your baby need, however, your midwife will ensure you are aware of the foods you are advised to avoid, some of which may pose a risk to your baby's health. You will also be given details of the additional vitamin supplements you may require.

- It is important to ensure every woman manages her weight throughout pregnancy. Your midwife will be able to discuss optimal weight gain with you and where appropriate provide additional support if you are underweight or overweight.

The place where you would like to give birth will also be discussed with you. Your midwife will give you a booklet called *Choosing Where to Have Your Baby*. You do not have to decide straightaway as it is important to take your time, consider the options

available and to choose the right place for you.

If your pregnancy is considered to be at low risk of developing complications, your antenatal care will be provided by a team of midwives in your local area together with your GP. If you have a higher risk of developing complications you will be offered care led by a consultant obstetric team, who will share your care with your midwife and GP. Should complications arise during your pregnancy you will also be offered an appointment with the consultant-led obstetric team.

Antenatal appointments

Depending on whom you are seeing on a particular day, these appointments may be conducted in your own home, GP surgery, birth centre or children's centre, or in the outpatients department at the Princess Anne Hospital.

Your blood pressure and urine will be checked at each visit. The reasons for this are explained in your antenatal care record. You will need to bring a urine sample with you to every appointment.

Your baby's movements will be discussed at your 16 week antenatal appointment and the normal pattern of movement will be explained to you. Your midwife will ask you about your baby's movements at every subsequent appointment. Your midwife will

also explain what to do if you have any concerns about your baby's movements. Further information is available in your antenatal care record and in the factsheet entitled *Your baby's movements*.

Information about what to expect at each appointment is included in your antenatal care record. Please read it before your appointment and take the opportunity to mention any concerns you may have had since your last visit. This is also an opportunity to find out about matters of interest to you.

If you cannot keep an appointment please help us by calling your GP surgery or the antenatal clinic as soon as possible to rearrange your appointment.

Antenatal care schedule for first time mothers

Gestation	Aim of consultation	Clinician
Initial pregnancy contact	You should receive your 'screening tests for you and your baby' booklet. An opportunity to receive general lifestyle advice including diet and dietary supplements, exercise, smoking cessation. Your GP will inform the Princess Anne of your pregnancy and arrange your maternity care. You will need to make an appointment for your 'booking appointment' unless advised otherwise.	Midwife/GP
8-10 weeks booking appointment	You will be given the opportunity to discuss lifestyle advice relevant to early pregnancy, your current health and wellbeing and plans for pregnancy and birth. This information will be used to determine whether or not you need to see an obstetrician during your pregnancy and appointments will be made. Screening information will be discussed and necessary blood tests performed. Your blood pressure will be checked and you will be asked to provide a urine specimen. You will also be given information about antenatal classes and workshops.	Midwife
11-14+1weeks	Dating Scan and combined screening for Down's syndrome if requested.	Ultrasound
14+2 - 20 weeks	Quadruple testing if earlier combined screening is not possible.	Ultrasound
16 weeks	This is an opportunity to discuss your screening results and expected due date. Your baby's movements and your suitability for midwifery led care in labour will also be discussed. You will be reminded to book antenatal classes if you haven't already done so. Appointments for a Glucose tolerance test (GTT) and/or Anti-D will be made if appropriate.	Midwife
19-21 weeks	Anomaly scan.	Ultrasound
25 weeks	Your midwife will discuss your anomaly scan results with you. The importance of recognising the pattern of your baby's movements and when and where to self refer if you are concerned, will also be discussed. This is also an opportunity to discuss your plans for feeding your baby. You will receive your Mat B1 form.	Midwife
28 weeks	During this appointment you will be offered a blood test to check your haemoglobin (iron) levels and if you have any antibodies (foreign proteins) in your blood. Your weight will be recorded and you will receive the GTT if this has already been arranged with you.	Midwife
30 weeks	If your blood group is rhesus negative you will be offered an Anti D injection, because your baby may inherit the rhesus positive gene from its father and you can develop antibodies to the baby's blood cells in your blood. This can be prevented through Anti D injections.	Midwife/ clinic
31 weeks	During this appointment your blood test results will be discussed.	Midwife/GP
34 weeks	Antenatal appointment.	Midwife/GP

Gestation	Aim of consultation	Clinician
36 weeks	During this appointment you will be able to discuss your plans for birth, including signs of labour and pain relief. You will be given information about vitamin K for your baby. If you are taking iron supplements your haemoglobin levels may be rechecked. Your weight will also be recorded.	Midwife
38 weeks	This will be any opportunity to confirm your birth plans and answer any questions you may have.	Midwife/GP
40 weeks	You will be offered a membrane sweep and the opportunity to discuss induction.	Midwife
40+7 weeks	You will be offered another membrane sweep and your induction will be booked for 40+12. Your birth plans will be discussed.	Midwife

Antenatal care schedule for women who have had a baby before*

Gestation	Aim of consultation	Clinician
Initial pregnancy contact	You should receive your 'screening tests for you and your baby' booklet. An opportunity to receive general lifestyle advice including diet and dietary supplements, exercise, smoking cessation. Your GP will inform the Princess Anne of your pregnancy and arrange your maternity care. You will need to make an appointment for your 'booking appointment' unless advised otherwise.	GP/Midwife
8-10 weeks booking appointment	You will be given the opportunity to discuss lifestyle advice relevant to early pregnancy, your current health and wellbeing and plans for pregnancy and birth. This information will be used to determine whether or not you need to see an obstetrician during your pregnancy and appointments will be made. Screening information will be discussed and necessary blood tests performed. Your blood pressure will be checked and you will be asked to provide a urine specimen. You will also be given information about antenatal classes and workshops.	Midwife
11-14+1 week	Dating Scan and combined screening for Down's syndrome if requested.	Ultrasound
14+2 - 20 weeks	Quadruple testing if earlier combined screening is not possible.	Ultrasound
16 weeks	This is an opportunity to discuss your screening results and expected due date. The importance of recognising the pattern of your baby's movements and when and where to self refer if you are concerned, will also be discussed. You will be reminded to book antenatal classes if you haven't already done so. Appointments for a Glucose tolerance test (GTT) and/or Anti-D will be made if appropriate and your suitability for midwifery led care in labour will also be discussed.	Midwife
19-21 weeks	Anomaly scan.	Ultrasound
28 weeks	Your midwife will discuss your anomaly scan results with you. This is also an opportunity to discuss your plans for feeding your baby. You will receive your Mat B1 form. During this appointment you will be offered a blood test to check your haemoglobin (iron) levels and if you have any antibodies (foreign proteins) in your blood. Your weight will be recorded and you will receive the GTT if this has already been arranged with you.	Midwife
30 weeks	If your blood group is rhesus negative you will be offered an Anti D injection, because your baby may inherit the rhesus positive gene from its father and you can develop antibodies to the baby's blood cells in your blood. This can be prevented through Anti D injections.	Midwife/ clinic

Gestation	Aim of consultation	Clinician
34 weeks	Antenatal appointment.	Midwife/GP
36 weeks	During this appointment you will be able to discuss your plans for birth, including signs of labour and pain relief. You will be given information about vitamin K for your baby. If you are taking iron supplements your haemoglobin levels may be rechecked. Your weight will also be recorded.	Midwife/GP
38 weeks	This will be any opportunity to confirm your birth plans and answer any questions you may have.	Midwife/GP
40 weeks	You will be offered the opportunity to discuss induction.	Midwife
40+7 weeks	You will be offered a membrane sweep and your induction will be booked for 40+12. Your birth plans will be discussed.	Midwife

*If you have had a previous caesarean section your appointment schedule will be similar to the schedule for women expecting their first baby.

Antenatal screening tests

There are a variety of screening tests that may be offered to you during your pregnancy. These are described more fully in the booklet Screening tests for you and your baby, which should be given to you when your pregnancy is confirmed. However, if you would like to find out more about Down's Syndrome screening and the anomaly (19-21 week) scan you may also wish to download

the resources produced by the National Screening Committee using the following link: <http://resources.fetalanomaly.screening.nhs.uk/parent/screening-choices>

If you have any questions regarding any aspect of antenatal screening please contact the antenatal screening team on **023 8120 6027**.

Vaccinations offered during pregnancy

Flu Vaccine

- Flu is a highly infectious illness that is spread rapidly through coughs and sneezes.
- You will be offered the flu vaccine during your pregnancy as you are at an increased risk of developing flu and more likely to developing complications if you do.
- The flu vaccine is available from September until February each year. You are advised to discuss the vaccine with your midwife and to make an appointment to receive it at your local GP surgery.

are too young to be vaccinated, has led to the whooping cough vaccine being offered to expectant mothers from 28 weeks of pregnancy.

- If you are vaccinated while pregnant your immunity is passed to your baby, offering your baby protection until they are old enough to receive the vaccine themselves.
- It is important to discuss the whooping cough vaccine with your midwife, however, you may also wish to find out further information from the NHS choices website www.nhs.uk

Whooping cough

- A recent sharp rise in the number of cases of whooping cough, particularly among babies who

It is possible to have both vaccines at the same time; however, it is important not to delay receiving them in order to do this.

Your feelings during pregnancy

Hormonal changes take place in your body during pregnancy which can make you feel tired, nauseous, emotional and tearful. This is particularly common in the first three months. It is therefore important to look after your physical health and ensure you have plenty of rest. It is also important to discuss any worries, concerns and anxieties you may have. Some women

become depressed during pregnancy and may need treatment. You are more at risk of becoming ill with a depressive illness during pregnancy if you have had concerns about your 'mental health' in the past. If you are feeling down most of the time, this is more of a cause for concern and you are advised to discuss your feelings with your midwife or GP.

Use of seatbelts in pregnancy

Pregnant women should wear a three-point seatbelt throughout the pregnancy. The lap strap should be placed as low as possible beneath the bump, lying across the thighs with the diagonal shoulder strap over the bump lying between the breasts and going

over the shoulder and collar bone. The seatbelt should be adjusted to fit as snugly as possible and, if necessary, the seat should be adjusted to enable the seatbelt to be worn correctly.

Maternity information and support services

During early pregnancy, you are invited to attend an open evening for expectant parents. This is a one-off exhibition and presentation offering information and advice for your pregnancy. It is held at 7pm on the first Tuesday of the following months: February, April, June, August, October and December in the outpatients department, E level, Princess Anne Hospital. There is no need to book in advance, just turn up. You are also welcome to bring your partner, a relative or a friend.

During your 'booking appointment' you will also receive an application form for our antenatal classes and workshops, which are held during the day and evenings. The course of classes covers subjects related to pregnancy, labour and early parenthood. There are also individual workshops run on specific subjects. While these classes are arranged for later in your pregnancy, places are limited and fill up very quickly. It is therefore advisable to book your place early in your pregnancy. To enquire about booking classes

and workshops, please call maternity information and support services (MISS) on **023 8120 6052**, open Monday to Friday between 8am and 4pm.

Booking forms are available from your midwife or from the MISS office on the Broadlands ward, E level, PAH. Alternatively, you can download booking forms by visiting the hospital website www.uhs.nhs.uk and downloading the maternity information programme. It is not possible to book places in classes or workshops over the phone.

If for any reason you wish to cancel your place, please call maternity information and support services (MISS) as soon as possible so that someone from our waiting list can take your place.

If you live outside the Southampton city area, classes are usually organised by your community midwife. Please ask your midwife for further details.

Early pregnancy unit

The Early Pregnancy Unit is dedicated to providing care for women with problems in early pregnancy (from six weeks of pregnancy until 21 weeks). It is situated on H Level at the Princess Anne Hospital and is open Monday to Friday from 9am to 5pm. You

are welcome to call the unit for advice on **023 8120 8412/6988**. However, once booked by your midwife for antenatal care, your first point of contact for advice should be your midwife or GP, who will refer you to the Early Pregnancy Unit, if appropriate.

Obstetric antenatal clinics

Some women need to have appointments with an obstetrician during pregnancy. The obstetric team is made up of the lead consultant, one or more specialist registrars and senior house officers. The team may also have medical, midwifery or nursing students working with them. A team of clinic assistants is also available to check your blood pressure and urine sample. The obstetric team cares for women who already have medical conditions or who develop complications during pregnancy. This care is provided in partnership with your GP and local team of midwives. Following your appointment your obstetrician writes to your GP and midwife with a recommendation and plan for your care; this will have been discussed and agreed with you in your appointment. You will also receive a copy of this plan, which should be safely attached to your hand-held antenatal care record.

Your plan may include further appointments at the obstetric clinic; however, if you have been booked for

obstetrician-led care and all remains well with you and your baby you may only be seen once at the obstetric clinic. Your midwife or GP will see you for the rest of your antenatal care and will refer you back to see the obstetrician should there be any concerns.

Obstetric antenatal clinics are located within the outpatient department on E level at the Princess Anne. Additional clinics are also held at Bitterne Health Centre (BHC), Lymington, Romsey and Hythe community hospitals. The location of your clinic appointment will depend upon where you live and the reason for your appointment.

Please be prepared for some delays to occur as sometimes women need longer than the time that was scheduled for them due to reasons beyond anyone's control. Due to the length of consultations and possible delays at outpatient clinics, you are urged you to consider childcare for your other child/children.

Antenatal hospital admission

The majority of women do not need to be admitted to hospital prior to the onset of labour. However, in some cases it may be necessary to spend some time in the Obstetric day assessment unit or as an in-patient

on Lyndhurst ward. This stay can vary from a few hours to a number of days or weeks depending on your individual reason for admission.

Obstetric day assessment unit

The Obstetric Day Assessment Unit is situated within the labour ward on D level at the Princess Anne and is open daily from 9am to 2:30am if you require additional tests and monitoring during your pregnancy. You will be advised to attend if you have high blood pressure, diabetes, obstetric cholestasis or if your baby is thought to be small. You can also refer yourself by telephoning **023 8120 6303** from 20 weeks and 6 days of pregnancy if you have

pregnancy related problems or if you are worried about your baby's movements.

Antenatal day assessment facilities are also available at Bitterne Health Centre, New Forest Birth Centre, Romsey, Lymington and Hythe. If you live in these areas you will receive details of opening times from your midwife at your booking appointment.

Lyndhurst ward

Antenatal hospital admission may be recommended for a number of reasons and will form part of a plan to assess and monitor the wellbeing of you and your baby. If you are advised to stay in hospital at anytime during your pregnancy you will be cared for by our team of midwives on Lyndhurst ward. The reasons for recommending admission will be explained to you and your care will be continuously reviewed by our midwives and doctors who will be happy to answer any questions you may have.

You may be offered screening for MRSA upon admission to the Princess Anne Hospital. This is one of a number of measures taken to reduce infection within hospitals. Please ask your midwife for more information, or if you have any questions or concerns. There is little storage available within Lyndhurst ward for personal items. To facilitate good housekeeping and for health and safety reasons please keep personal items to a minimum. You may find it helpful to refer to the section entitled 'Things to bring into your chosen birth place' on page 12 of this booklet.

Obstetric physiotherapy

If you are experiencing any muscular or joint problems relating to your pregnancy, an obstetric physiotherapy service is available. This service aims to help women with a number of pregnancy related conditions including:

- Back and pelvic pain
- Abdominal weakness/stretching of the rectus abdominus muscles
- Carpel tunnel syndrome

- Bladder and continence problems.

Please telephone **023 8120 4351**, for advice or arrange an appointment.

You may refer yourself to this service until your baby is ten days old. If you have concerns after this time, please speak to your GP.

Preparation for labour and birth

When considering your labour and birth, it is essential to consider the following:

- Where to have your baby
- Your birth partner
- When to come to your chosen birth place
- What to bring with you
- Pain relief

Choosing where to have your baby

Every woman's experience of labour and birth is unique. When deciding where to have your baby you will want to choose the most appropriate place for you.

University Hospital Southampton NHS Foundation Trust is able to offer a choice of birthplace options, including:

- Home
- Midwifery-led birth centre:
 - New Forest birth centre in Ashurst
 - Broadlands birth centre within the Princess Anne Hospital
- Labour ward (obstetrician-led delivery suite) within the Princess Anne Hospital

Our Birth centres aim to offer a homely environment with a focus on normal birth. Birth centres are not equipped to perform medical interventions and are therefore only suitable for women with a healthy pregnancy who are expecting to have a straightforward birth. You can access a virtual tour of both Broadlands and the New Forest birth centre on our website at www.uhs.nhs.uk/maternitytour. You may also wish to contact the New Forest birth centre on 023 8074 7690 if you have any questions or if you would like to arrange a walk-around tour.

Our labour ward provides multi-speciality, consultant-led care for women who have, or who develop, medical problems during their pregnancy or labour, and for whom birthing in an environment with direct

access to obstetricians, anaesthetists (who administer epidurals and general anaesthetic) or neonatologists (specialists in newborn care) is recommended.

You are advised to read the booklet entitled Choosing where to have your baby which is available from your midwife and provides more information about each of the birth locations. Your choice of birthplace will influence the type of care you receive, your options for pain relief and your access to medical assistance if complications arise. If you are planning to have your baby at home or in one of our birth centres it is essential you are aware of the reasons why transfer to the Princess Anne labour ward might be recommended and the arrangements in place should this become necessary.

The safety of you and your baby remains a priority and therefore some birthplace options may not be appropriate for you, depending on your individual circumstances. It is important to make your decisions in partnership with your birth partner and midwife, and where appropriate your obstetric consultant. Your midwife and consultant will be happy to answer any questions you may have.

Things to bring into your chosen birth place

If you have chosen to give birth in one of our birth centres, or have been advised to have your baby at the Princess Anne labour ward you are advised to have your bag packed at least six weeks before your baby is due. Two small bags are better than one large one, as all your belongings need to be able to fit into a small locker; no belongings should be placed on the floor. This is to enable easy cleaning, which minimises the risk of infection.

You must remember to bring your antenatal notes and any medicines you are currently using. These should be given to the midwife. It is important that during your stay you only take medication prescribed for you by the hospital or your GP. If you are planning to give birth at home you might like to use the list below as a shopping checklist; however packing a small bag in case of transfer is also recommended.

For you

- Your antenatal care records and this booklet
- Something to wear during birth
- Nightwear/dressing gown and slippers – your feet may be swollen
- Comfortable day clothes and shoes
- Wash bag and toiletries including flannel, hairbrush, deodorant, toothbrush, toothpaste, soap
- Bath towel
- Maternity Sanitary towels (maximum absorbency) and disposable knickers – you may need a size larger than your pre-pregnant size initially
- Bra and breast pads
- If you have chosen to breastfeed please discuss the fitting of nursing bras and the use of breast pads and nipple creams with your midwife at your 36 week antenatal appointment
- If you choose not to breast feed wearing a supportive bra and having breast pads available in case you need them is advisable
- Packet of tissues
- Snacks, squash and energy drinks/sweets
- Change for the telephone and vending machines
- Pen and note pad
- Pillow – please use a coloured pillowcase
- Entertainment for yourself, for example books and

music (CD players must be battery operated; I-player docking stations are available in some rooms). We discourage you from bringing in electrical items as faulty equipment may pose a fire risk.

For your birth partner

- Bag containing change of clothes (include a jumper and T shirt) and toiletries
- Drinks and snacks
- Money for phone calls, meals and parking
- Camera (and film if necessary).

For your baby

- Clothes – vests, babygros, cardigan, socks, scratch mittens
- Woollen hat
- Disposable nappies for newborns; allow up to ten per day. The use of environmentally friendly nappies is encouraged but due to health and safety issues and the lack of laundry facilities within the Princess Anne and the birth centres, this service is unavailable during your stay
- Cotton wool (we do not recommend baby wipes for newborns)
- Baby bath towel – preferably coloured because NHS towels are all white. Never let anyone else use your baby towel.

On the day you are discharged from hospital a car seat plus a shawl or blanket for your baby should be brought in.

You are encouraged to keep minimal belongings with you during labour and on the postnatal ward. Please ask your partner to take home belongings that are no longer required and gifts that are received after the birth. You are also advised to leave valuables at home. Please make sure that you do not leave your purse in your room.

Laundry facilities are not available. You are advised to bring sufficient clothing for one to two days and to ask your partner or a friend to take home clothes requiring laundering and bring in clean ones as required.

Mobile phones are not welcome on labour ward as sensitive equipment may be in use. Phones can be a cause of noise and nuisance to other patients. Please be considerate when using your phone on the postnatal ward.

There are shops in the entrance foyer of Southampton General Hospital where your visitors may buy items on your behalf, which are open Monday to Friday, from 7.30am to 8.45pm, and on Saturday and Sunday from 9am to 6.45pm.

When labour starts

Please refer to your leaflet entitled 'What to expect in the early stage of labour' for advice on how to cope with the early stages of labour and call the Princess Anne if you have any cause for concern.

If you would like further advice or you think you are ready to transfer from home to your chosen place of birth, please ring and ensure the midwives are aware of your plans. If you are planning to have your baby at home please inform Broadlands Birth Centre.

- **Broadlands Birth Centre: 023 8120 6012**
- **New Forest Birth Centre: 023 8074 7690**

In an emergency you should contact the labour ward on **023 8120 6002** or by going through the main switchboard on **023 8077 7222**.

You will need to arrange your own transport to your chosen place of birth. A car or taxi can bring you right to the door of the Princess Anne Hospital, but this is also the area for ambulances. Please make sure your driver moves away as soon as possible. When you come into the Princess Anne Hospital, come to D level for the labour ward or E level for the Broadlands Birth Centre, depending on where you are planning to give birth. You will need to come through D level to access Broadlands Birth Centre during the night.

Pain relief in labour

Most women use a variety of methods to help them cope with pain during labour, and you are advised to discuss the advantages and disadvantages of the methods available with your midwife before you are in labour so that you are able to make an informed decision about what might be right for you. Your midwife will also be able to give you written information about water birth and a copy of the leaflet entitled 'Epidurals and Remifentanyl explained'.

You may also choose to download the material available on the obstetric anaesthetist's association website www.oaformothers.info. Attending an antenatal course is also recommended, as this will provide you with the opportunity to ask any questions you may have. The availability of pain relief options depends on where you choose to give birth. This is explained in further detail in the booklet entitled '*Choosing Where to have your Baby*'.

Partners and visitors

Wherever you plan to give birth you are advised to arrange a birth partner to be with you to support and encourage you during your labour. This may be your partner, a relative or a friend. You may wish to include their contact numbers on your birth plan and keep it with your antenatal care record.

The contribution made by birth partners and the physical and emotional support they are able to offer you during labour and birth is recognised as invaluable; however, we ask that you limit your birth partners to two people maximum and respect our restrictions on visiting hours, so that your privacy, dignity and security can be maintained at all times.

Please ask friends and relatives not to ring the birth centres or labour ward whilst you are in labour, as it is not possible to give out information over the phone in

order to protect your confidentiality. This also prevents calls from other women in labour from being answered.

There is no visiting allowed on the labour ward, apart from birth partners. Please ask your visitors to wait until you have been moved to one of the postnatal wards.

It is also important that both you and your visitors are aware of the occasional restrictions placed upon visiting when infectious illnesses such as flu and norovirus are highly prevalent within the community. During these outbreaks, protecting the wellbeing of mothers and babies, who are both vulnerable to infection is clearly our priority and visiting is restricted to one birth partner only. Your co-operation in this matter is greatly appreciated.

Your care after your baby is born

The wellbeing of you and your baby will determine the length of time you stay at the Princess Anne Hospital or at the New Forest Birth Centre.

Decisions about your postnatal care do not need to be made before you have your baby, as your plans may change. However, the facilities available vary according to your chosen birth location. You may therefore wish to discuss your options with your midwife at your 36 week antenatal appointment.

It is essential to ensure you receive appropriate support when you are establishing feeding and that you receive adequate rest. Some mothers go home within a few hours of giving birth, but most prefer to wait until their baby is 12 to 48 hours old. You may wish to go home shortly after you have had your baby or you may wish to transfer to one of the 'Birth

Centres' for additional support. This is only advisable when both you and your baby are well, so you may wish to discuss appropriate timing with your midwife after you have had your baby.

If you do not give birth at the 'New Forest Birth Centre' you may choose to transfer here for postnatal care and feeding support, as soon as you and your baby are well enough to do so. It will be necessary for you to ensure you have an infant car seat and the transport available to transfer.

Postnatal facilities at the Princess Anne

The postnatal wards are located on Burley ward (F level) and in Broadlands Birth Centre (E level). You will be advised to stay on Burley ward if your care is obstetrician-led or if your baby is receiving treatment. Once your care becomes midwifery-led, you may be

transferred to Broadlands Birth Centre or you may choose to go to the New Forest Birth Centre or home.

The hospital and birth centres operate a rooming-in policy, which means your baby remains with you at all times unless concerns about his/her wellbeing necessitate admission to the neonatal unit; in which case you and your partner will be able spend time with your baby there. Should this occur, or if such an admission is planned, further information about these facilities will be given to you.

Staying on Broadlands after you have your baby

You may wish to stay for additional support after you have had your baby, or go home directly from one of our birthing rooms.

Broadlands is a postnatal ward for women and babies who have had no complications, and aims to provide a comfortable restful environment. If you and your baby are both well, and comfortable, you will not be disturbed overnight, but please do call for assistance whenever you need to.

During your stay on Broadlands, you will receive support from a team of midwives and maternity support workers. You are also likely to be cared for by student midwives, and may meet hospital volunteers. The Newborn Hearing Screening team will also approach you to explain and perform a hearing test.

On the first or second day of life, your baby is offered a thorough medical examination by a Paediatric Doctor, Advanced Neonatal Nurse Practitioner, or Specialist Midwife. This takes place on Burley ward (F Level), and you will be seen by a Nursery Nurse who will give you an appointment time. You will need to ask for your hospital notes from the midwife to take with you.

If you choose to have your baby at home, at the New Forest Birth Centre, or you go home from the Princess Anne within six hours of birth, arrangements will be made for this examination to be performed in the community.

Staying on Burley after you have had your baby

Each midwife may be caring for up to nine mothers and babies. The team on Burley ward also includes student midwives, maternity care assistants and nursery nurses. If you are not confident in changing, bathing or feeding your baby, then please do not hesitate to ask any member of the team for assistance.

A paediatric doctor or advanced neonatal nurse practitioner will visit the ward every day to perform newborn medical examinations. The newborn hearing screening team will also approach you to explain and perform a hearing test.

A guide to the normal ward routine

7.30am	Change over between day and night staff
7.30am-8.30am	Buffet-style breakfast to be eaten in Room 14 on Broadlands
8am-9.30am	Buffet-style breakfast and Doctors ward round on Burley
10 am	Mid-morning drink
12 noon	Lunch
12:30-2:30pm	Rest/quiet period
1pm-3pm	Change over between morning and evening staff
2:30pm-4 pm	Visiting hours
4pm-5pm	Rest / quiet period
6pm	Supper
7pm-8:30pm	Visiting hours
8pm-8.30pm	Change over between day and night staff
10:15pm	Settle down for the night

Medications are usually offered on Broadlands at 8am and 10pm and on Burley ward at 8am, 1pm, 5pm and 10pm. It is helpful if you can be near your bedside for the doctor's ward round, medication times and at mealtimes. You may request medication at any time, and a midwife will be happy to advise you.

A menu choice is offered for all main meals. If you have special food preferences, or you wish to have a special diet for a religious or cultural reason, please ask a member of the ward team to arrange this for you. There is a dining area in Room 14 on Broadlands where meals are served.

Zara's Panini restaurant on E level is open for hot and cold snacks from Monday to Friday, 8.30am to 4pm (excluding bank holidays). There are also vending machines on D and E level for your use.

Your visitors

Your partner or one selected relative is welcome to be with you between 9am and 9pm. There are no facilities for partners to stay overnight following the birth of your baby. This is for the security and comfort of all women and babies.

General visiting times are 2.30pm-4pm and 7pm-8.30pm. Having set visiting hours enables mothers to have a quiet time with their babies and to rest. We ask that there should be no more than three visitors at a time. We also request that no children visit, other than your own and your partners.

There is a visitors' toilet in the corridor opposite the main ward door on both Broadlands and Burley.

Visitors (including your children) should not come to see you or your baby if they have a cough, cold, sickness, diarrhoea or any other infection. It is important not to expose new babies to any risk of infection.

To help prevent infection, your visitors are asked to clean their hands with alcohol gel before, during, and after visiting. This is provided at the entrances to all wards. Visitors should not sit or lie on your bed, as this can spread infection.

Staying at the New Forest birth centre, after you have had your baby

You may choose to return home after you have had your baby or you may wish to stay and receive postnatal support from our team of midwives and maternity support workers.

Facilities include:

- Three single rooms and one four bedded room.
- A garden that can be used by mothers and their visitors.
- Opportunities for new parents to eat together in our 'Sunflower' dining room, as partners are able to order meals for a small charge.

- Open visiting for partners and siblings – please refer to the birth centre tour on the hospital website for more details about visiting hours and other housekeeping arrangements.
- Opportunities for breastfeeding support and parent education.
- Free and easy, accessible parking.

Single rooms

Single rooms are available both at the New Forest Birth Centre and Princess Anne Hospital. They are primarily used by mothers who require additional medical attention either for themselves or their baby, however, should you wish to use a single room they are also available as amenity beds. You may request one, but please note that there is a charge, and they are subject to availability. Details are available from your midwife.

Vitamin K

A leaflet about vitamin K is available from your midwife. You may also obtain one from your antenatal clinic or parent information classes. This explains the reason why vitamin K is offered. It is important that you obtain this information during your pregnancy or immediately after your baby is born as Vitamin K will be offered to your baby shortly after birth.

Safety for your baby

Please do not walk around the ward with your baby in your arms. You could slip or other people may bump into you. To prevent falls we advise you to change your baby in the cot, and also to place your baby in the cot to sleep at night.

Your baby will have two identity labels, one on each ankle. These will have been checked with you before being put on your baby. If they come off at any time or become unreadable it is your responsibility to tell a midwife. Please leave these labels in place until you get home.

Do not allow anyone to take your baby under any circumstances. Should your baby require any tests or treatment, you will be encouraged to accompany your baby. If in doubt, ask a midwife. All members of staff will be wearing identity badges with the University Hospital Southampton NHS Foundation Trust logo.

Sleep safely

The safest way for your baby to sleep is:

- On their back
- In a crib or cot in a room with you
- In a room where the temperature is between 16 and 20c - use blankets or a baby sleeping bag, rather than duvets or quilts
- On a firm, clean, dry mattress

Babies lose excess heat through their heads, which is why it is important to remove hats when indoors, to

prevent overheating, however, you may be advised to place a hat on your baby if your baby's temperature is low during the first 24 -48 hours after birth. Please discuss this with your midwife, who will be able to advise you according to your baby's individual needs.

Try to remember that cot death is rare and advances in research are regularly discovering new positive steps parents can take to reduce the risks. If you have any questions about looking after your baby safely further information is available via the FSIDS Free phone Helpline on **0808 802 68 68** or visit the website at www.fsid.org.uk

Feeding your baby

Breastfeeding

The Department of Health recommends exclusive breastfeeding for the first six months of a baby's life, as it provides benefits to both mother and baby. You are also encouraged to continue breastfeeding whilst weaning your baby onto solid foods from the age of six months. For mothers who breastfeed there is a reduced risk of pre-menopausal breast cancer, ovarian cancer and osteoporosis. Breastfeeding mothers lose weight more quickly and return of their periods may be delayed. Breast milk is easily digested by the baby, which is why breastfed babies feed frequently. It also helps to protect your baby from infection, and is rewarding and convenient. Our breastfeeding support group, Breastfeeding Babes, is run by a lactation consultant (expert in breastfeeding) and a small team of support workers. It is located in the Broadlands Birth Centre, open Monday to Friday, 10am to 1pm, and can be visited or called on **077 8626 7584** during your stay or once you are home.

'Bosom Pals' breastfeeding groups are run weekly in Hythe, Lymington and Romsey and in locations across Southampton city. These groups are ideal for help, support and meeting other breastfeeding mums once you are at home. For further information contact the community breastfeeding support coordinator on **078 1083 6376**.

Formula feeding

Before you make the decision to formula feed your baby, you should be aware that:

- Formula-fed babies are more likely to suffer from diarrhoea, vomiting, coughs, colds, and other illnesses and infections
- There is a cost involved in formula feeding
- Errors while sterilising equipment and making feeds can affect your baby's health.

If you decide to feed your baby formula milk you will be supported with your choice. It is necessary to ensure you are able to make up a feed and are confident sterilising equipment before going home. The Department of Health does not recommend any particular formula milk.

Women using the New Forest Birth Centre are asked to provide their own bottles, teats and milk powder if they are planning to formula-feed. This is not required at the Princess Anne Hospital.

Please refer to our website www.uhs.nhs.uk/feedingyourbaby for further information and advice on both breast and bottle feeding.

Looking after yourself

Hand hygiene

During pregnancy and childbirth you are at an increased risk of acquiring a bacterial infection. It is for this reason that good hand hygiene is of the utmost importance within hospital and at home. Cleaning hands is the simplest, cheapest and most effective way to prevent bacteria being passed from person to person. One third of bacterial infections are preventable with good hand hygiene.

Hands should be washed:

- Before and after handling food
- Before eating
- After blowing your nose or sneezing
- Before and after using the toilet/changing sanitary towels
- After changing a nappy
- When they are visibly dirty

It is important to remember to:

- Remove jewellery and watches before washing hands
- Keep nails short
- If you have stitches, a wound dressing, drips or catheters avoid touching them unnecessarily

When washing your hands remember to concentrate on:

- Nail beds
- Thumbs
- Palms
- Back of the hands
- Wrists
- Wash for 15 seconds

Good hand hygiene will prevent bacterial infections like diarrhoea and vomiting, food poisoning, flu, norovirus and MRSA. It is quick, simple and very effective.

Postnatal exercises

Following the birth of your baby it is important that you do some postnatal exercises, including your pelvic floor exercises. This is to ensure that your muscle tone and figure return to their pre-pregnancy state, and to prevent problems such as incontinence in later life. Your midwife will discuss the leaflet entitled 'shape up after pregnancy' with you. If there are any causes

for concern you may be referred to the obstetric physiotherapist for ongoing advice and support.

Your midwife will be able to give you information and advice on how to care for your perineum after birth if your baby is born vaginally. You will also receive advice about recovery after a caesarean section if this applies to you.

Your emotional wellbeing

Having a baby and becoming a parent creates many changes to your home life, social life and relationships and may cause you to experience a variety of emotions. It is therefore you are aware of the following:

- 'Baby blues' – these are common affecting eight out of ten women. They usually begin a few days after birth and may cause you to burst into tears for no apparent reason and then feel 'fine'. Please discuss any concerns or anxieties with your midwife, health visitor or GP.
- Postnatal depression – this affects one in ten women and usually begins in the first six months after birth leading to feelings of hopelessness. It is important to seek help and advice as early diagnosis and treatment leads to a faster recovery.
- Puerperal Psychosis – this is rare, affecting one in 500 women, but very serious. Symptoms include hallucinations and delusions and can be very frightening for you and your partner/family. It is important seek help quickly to ensure early treatment.

If you are concerned that you may be experiencing any of these symptoms, you should seek help from your midwife, health visitor or GP. Further specialist care may also be arranged if appropriate.

Contraception and sexual health

It is never too early to plan your family. Once at home, your GP or midwife will be willing to discuss family planning and contraception with you.

When you resume sexual activity following the birth of your baby, if you do not use contraception or you have a mishap, emergency contraception can be used to prevent pregnancy. Please phone the emergency contraception helpline on **0300 123 7399**.

Your care after you have returned home

Before you leave

- Plan for someone to take you home. It is advisable to have someone with you for the first few days when you get home to allow you to rest and recover. If you have concerns about the support available to you at home please ask your midwife to speak to the hospital social worker for advice.
- On the day of your discharge, we aim to have your paperwork prepared by 11am. Please be ready to leave at this time (occasionally there may be delays due to changes in you or your baby's well-being or waiting for medication to be dispensed).
- Tell the midwife who discharges you whether or not you are going to your home address and give your current telephone number. If you are staying elsewhere, give that address. This is important so that the community midwife can continue the postnatal care for you and your baby. If you are going to a different address that is outside your GP's area, you will need to arrange for a GP and midwife to care for you while you are there.
- Please check that you do not take home any hospital property.
- Make sure that you take home any medicines prescribed by the hospital. You will be offered regular pain relief whilst in hospital, but you will need to ensure you have adequate paracetamol and ibuprofen available at home.
- Plan a safe journey home. If you go home by taxi tell the driver to come to the D level entrance. Remember it is a legal requirement for babies and young children to travel in an appropriate car seat. You should never use a rear-facing baby seat in the front of a car where an airbag is fitted (unless it is switched off).
- Please ensure that you are familiar with the car seat and how it fits into your vehicle. It is a good idea to bring the seat up to the ward before you take your baby home to adjust the straps according to your baby's size.

Immediate postnatal care

Postnatal care is provided by the team of midwives that looked after you throughout your pregnancy.

Within 24 to 48 hours of your return home, a midwife will contact you to discuss your plan of postnatal care, and to check that you are recovering from the birth and adapting well to being a mother.

The postnatal care you receive will be arranged in response to the needs of you and your baby and will include visits at home, however, you may also be offered appointments at either a Sure start centre or one of our birth centres. Your care will be provided by our team of midwives and maternity support workers who will support you with feeding, weigh your baby and perform the newborn screening test. You are advised to refer to your screening booklet for more details before this test is performed.

Unfortunately it is not possible to give you a specified time that the midwife will visit you at home. If you know that the midwife is due to visit and you need to go out please contact the community office on **023 8120 8513** (west), or **023 8120 5205** (east), or **023 8120 4871**. You can also use these phone numbers if you need non-urgent advice at home. A midwife will call you back if you leave a message.

Ongoing postnatal care

Please ensure you have a postnatal appointment for yourself and your baby about six weeks after your baby's birth. This will include a repeat medical examination for your baby and a review of your health and wellbeing. You will need to make this appointment with your GP surgery unless you have been advised otherwise. You will also need to ensure your baby is registered at your GP surgery in order to make this appointment.

If both you and your baby are well when your baby is 11 to 13 days old, your midwife will transfer your care to your health visitor. As a specialist in childcare and development your health visitor will visit you at home initially and advise you on the support available to you and your baby through local clinic services and 'sure-start' centres. Your health visiting team will continue to provide care and support until your child starts school.

Registering your baby's birth

Your baby's birth must be registered within 42 days. Please ask your midwife for a copy of the leaflet entitled registering your baby's birth provided by the registrar of births. The registrar of births visits the Princess Anne Hospital at various times throughout the week. Please ask your midwife for details. Alternatively you can arrange an appointment at the register office on Bugle Street in Southampton.

If you are unable to go to Bugle Street in Southampton there are smaller local register offices, located in Romsey, Totton, Ringwood, Fareham, Eastleigh, Droxford, Winchester and Portsmouth. Opening hours may vary, so please check with your local office. These offices cannot issue you with the certificate at the time of your appointment but can send your details to Southampton and then you will be sent a birth certificate.

Neonatal Care

If your baby requires extra care at birth, the Princess Anne Hospital has one of the largest regional neonatal units in the country, providing specialist care to term and preterm babies, in a spacious and welcoming environment.

Transitional care unit (TCU)

The transitional care unit is situated on E level in the Princess Anne Hospital, next to Broadlands birth centre. It is managed by, and works closely with, the neonatal unit. The unit also works closely with Lyndhurst and Burley ward (antenatal and postnatal ward) and with community midwives. It is led by the neonatal outreach sister and staffed by specially trained nursery nurses.

You and your baby may transfer there if you are fit for discharge, but your baby requires more treatment or care than available on the postnatal ward but does not require the services of the neonatal unit or close monitoring by trained staff nurses. While you are staying on TCU, a midwife or maternity support worker will be available to see you regularly for postnatal checks, and to offer help and advice on all aspects of your postnatal care, just the same as if you were at home. The postnatal co-ordinator will be in charge of your care. The nurse looking after your baby will liaise with the postnatal co-ordinator and they will ensure you are seen at your bedside.

Neonatal unit

If your baby needs special surgical or medical care, he/she will be looked after by specialist staff in the

neonatal unit within the Princess Anne Hospital. The neonatal unit has 36 cots providing intensive, high dependency and special care for babies. Parents are welcome to be with their baby in the neonatal unit at any time.

Mothers and fathers are encouraged to spend as much time as possible with, and looking after, their baby. The doctors and nursing staff are always willing to talk with parents about their baby's problems and progress. They are happy to answer any questions and help to address any worries or concerns parents may have. There is a family information room and a coffee room for parents. If your baby is admitted to the neonatal unit, all other facilities available for parents will be explained to you.

The care of babies admitted to the neonatal unit is led by a consultant paediatrician or surgeon, who is always willing to see and talk to parents about their baby. Siblings are welcome to visit at any time. Other adult relatives and friends may visit from 2.30 until 4.00 and from 6.30 until 7.30 when one of the parents is present, however, a maximum of three adult visitors are allowed within the neonatal unit at any one time due to limited space.

If you wish, we can arrange for you to have a postnatal check with a midwife at the hospital when you come in to visit your baby. This will save you having to wait at home for a midwife to visit. The staff on the neonatal unit can ring the community office to arrange a time for you to see the midwife, or

you can arrange this yourself if you would prefer.

The postnatal co-ordinator will be in charge of your care; and is available on **07786 266529**, from 8am until 5pm, Monday to Friday. This is also the number to call if you have any questions about your health and wellbeing or if you need advice about expressing

milk for your baby.

For queries over the weekend, please call the community office on **023 8120 8513** and leave a message asking for the midwife to call you back about your postnatal check. Please remember to leave your name and contact number.

Health and safety within the Princess Anne Hospital

Security

Security cameras are situated at strategic points around the hospital, and are linked to both a video recorder and to a television screen in the porter's office.

Digital locks are fitted to all ward area doors in the Princess Anne Hospital. Should you leave a ward area, especially at night, please ensure you do not leave the door open. If the doors are locked please do not let anyone in as you leave, unless a receptionist is present or the visitor has spoken to a member of staff.

Please make sure that you do not leave your purse or other valuables in your room.

Not all hospital staff wear a uniform, but ALL staff should be wearing a University Hospital Southampton NHS Foundation Trust identity name badge. If you are approached by anyone who cannot identify themselves and you are concerned, call a health professional or staff member that you do know.

If you leave the ward for any reason, please tell a midwife where you are going.

Fire precautions

The fire alarms are tested routinely every Friday at 1pm. If they are tested at any other time, you will be informed.

In the event of fire in the hospital, you will hear a voice over the public address system giving clear

instructions for you to follow, although you may not be able to see smoke or flames. Parents and visitors should take instructions from the staff present, who will follow well-established procedures and, if necessary, escort you to a safe area. You may be requested to stay on the ward or leave the building. Please do as members of staff ask. If you see any evidence of fire, please report this to a member of staff immediately. Whenever the fire alarm sounds, for safety reasons you should not use the lifts. Please do not enter the building if there are fire engines outside.

No smoking

Smoking can seriously damage health and is particularly hazardous to babies. It can also upset other patients and staff, and create a fire risk, especially where medical gases are used. There is therefore a no smoking policy in this hospital and its grounds.

Remember, whether it's before, during or after your baby's birth it is never too late to quit! Visit www.southamptonquitters.nhs.uk or call Quitters on **023 8051 5221** for further information and support.

Respect for our staff

Please treat our staff with the same courtesy and respect that you would wish to receive from them. Staff are encouraged to complain about any verbal harassment or violent behaviour towards them. Their complaints are acted upon and any members of the public whose behaviour is inappropriate will be removed from the premises. Prosecution may also occur

General information

Teaching hospital

The Princess Anne Hospital is a teaching hospital and has strong links with the University of Southampton, providing placements for student midwives and medical students. You can help provide a valuable part of a student's training, however, if you prefer not to have students present, please tell your midwife, your wishes will be respected.

Bounty distributor

The Bounty distributor visits this hospital on a regular basis to distribute packs containing free samples and educational literature. Packs for expectant mothers are distributed via antenatal clinics. Packs for new mothers are delivered to the bedside after the baby is born; these packs also contain the Child Benefit Claim Pack. Once you have left hospital, if you have any problems acquiring your Bounty Packs, please telephone the Bounty Customer Care Line on **0800 316 9341**.

Birth afterthoughts

This service provides you with an opportunity to have any questions answered that you may not have previously asked. At any point in time after your birth experience you may call a designated phone line on 023 8079 6834, leaving your name and contact number. You will be offered a one-off session with a midwife lasting up to an hour, at a mutually convenient time and venue.

Maternity services questionnaire

As a user of our maternity services, your comments and suggestions will be helpful to us so that we can continue to provide a high-quality service that meets your needs. On discharge from our care you will be asked to fill in a questionnaire. We would appreciate it if, on completion, you would either return this to your midwife or send it directly to the Princess Anne Hospital. If you would like to join our user group, which meets once every two months, to help shape our maternity services for the future then please put your details on the maternity services questionnaire or alternatively please contact maternity information and support services on **023 8120 6052**.

Consultant midwives

Our consultant midwives are happy to provide extra midwifery planning information and support if necessary. They work with your local team of midwives. Please ask your midwife to contact them on your behalf.

Supervisors of midwives

All midwives have a named supervisor of midwives. Supervision provides a mechanism of support and guidance to all midwives and aims to safeguard women and babies by promoting safe standards of midwifery practice. To contact a supervisor of midwives 24 hours a day, please call the switchboard on **023 8077 7222** and ask them to bleep the hospital's duty manager, who will be able to tell you how to reach one.

Patient support services

If you have any concerns or need advice, you should first contact your midwife. For further help you can then contact patient support services, who can:

- Advise and support patients, their families and carers
- Provide information about NHS services
- Listen to your concerns and suggestions
- Help sort out problems quickly on your behalf

Patient support services are available 9am to 4.30pm Monday to Friday. Out of hours there is an answer phone. Patient support services can be contacted in a number of ways, either by phone on **023 8120 6325**, email at patientsupportservices@uhs.nhs.uk or by calling in to the information point just inside the main entrance of Southampton General Hospital. Alternatively you can write to us at:

**Patient support services
C Level Centre Block
Mailpoint 81
Southampton General Hospital
Tremona Road
Southampton
SO16 6YD**

Your views

We welcome your views on the care that you receive. If you have any comments or concerns, these should be discussed in the first instance with the GP, nurse or midwife involved in your care. Written comments or complaints should be sent to the care group manager at the Princess Anne Hospital. Alternatively you can email yoursay@uhs.nhs.uk. You will receive a full written response within one month of our receipt of your letter.

University Hospital Southampton NHS Foundation Trust birth centres

Broadlands birth centre

Princess Anne Hospital
Coxford Road
Southampton

Tel: **023 8120 6337**

New Forest birth centre

Ashurst Hospital
Lyndhurst Road
Ashurst
Southampton
SO40 7AR

Telephone: **023 8074 7690**

**If you need a translation of this document,
an interpreter or a version in large print,
Braille or on audio tape, please telephone
023 8120 4688 for help.**

www.uhs.nhs.uk