

From: Chambers Tony (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)
Sent: 08 July 2016 17:01
To: COCH-All-Staff (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)
Subject: IMPORTANT MESSAGE REGARDING NEONATAL SERVICES



Dear Colleagues

We want to keep you updated on our position following yesterday's communication about neonatal services. Yesterday and today has been spent briefing a wide range of partner organisations about the fact that:

- We have identified a change in what our internal mortality data and information is telling us.
- We are acting responsibly in requesting an independent review to help us understand this change.
- At the same time we are responding to the advice of our senior clinicians in how most importantly we support the needs of expectant or new Mums and their babies.

You may also be aware that the news has been covered in the local media via The Chester Chronicle and you can see the coverage here: <http://www.chesterchronicle.co.uk/news/chester-cheshire-news/countess-chester-hospital-orders-review-11584586>. If you are directly approached by the media any interest or enquiries should be directed to the communications team in the first instance on **01244 362 116** or by emailing countess.feedback@nhs.net. Outside of office hours this is via the usual on call manager arrangements. Social media activity and feedback is also being monitored, and will continue to be looked at over the weekend.

Our main focus today has been responding to your feedback as to how we can better support frontline colleagues, (particularly in maternity or neonatal services) in having conversations with expectant mums, or new Mums at this time. Please do have a discussion with your line manager if you would like more support in this area, particularly over the weekend. Clinical site coordinators and on-call managers have a range of resources to hand to help if needed.

We know that in situations like this, we take things personally. We rightly care about our patients, our work and this hospital. We want you to know that your health and wellbeing is just as important as that of our patients. Keep looking out for each other. Extra kindness goes a long way in a week like this. Our occupational health team is also available for support during standard working hours on ext **I&S** or email cochoccupationalhealth@i&s and out of hours through the on-call manager who will access this support for you.