

## AIM

To improve access to care for women from the global majority.

## BACKGROUND

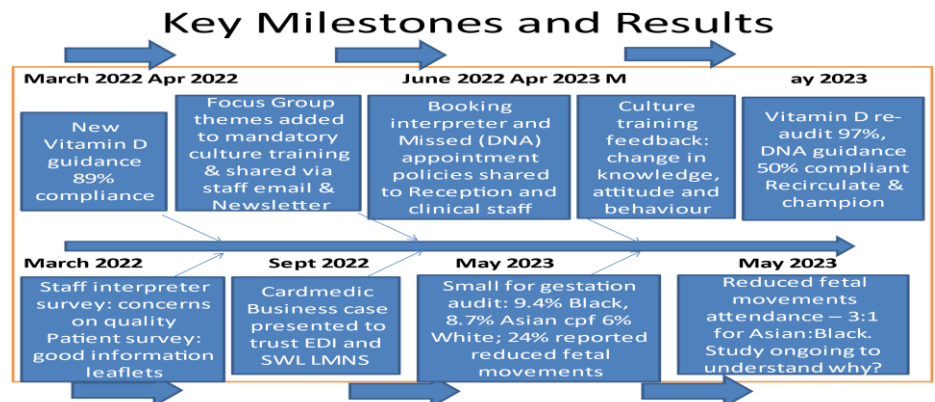
The Maternity Cultural Transformation Group (MCT) observed that disproportionately more maternities from the global majority attend complex pregnancy clinics; >50% form the diabetes caseload. MBRRACE and 5X More describe inequalities in maternity outcomes for this population. Staff reported language needs, patients requested more information resources and both desired cultural awareness. Since 2019, MCT has worked with women and staff to better understand and address the needs at our trust.

## METHODS

Using quality improvement methodology, we engaged women through Focus Groups and surveys, implemented easily accessible material in different languages and studied responses. Patient feedback formed themes at Cultural competency mandatory training and staff pre- and post-feedback analysed. Staff interpreter surveys led to new policies and initiatives. Previously developed policies were compliance monitored and clinical outcomes measured using our maternity database. Our vision and success were shared to get buy-in by all-staff email, newsletters, multi-disciplinary meetings, patient-user group (MNVP), to divisional managers, trust EDI and patient experience teams, our LMNS and nationally.

## RESULTS

We observed a change in staff attitude and an improvement in patient education including attendance for fetal wellbeing concerns.



## CONCLUSIONS/RECOMMENDATIONS

Given the success gained, we would continue our research and address factors influencing inequalities in our local population, particular language and information.