



York Teaching Hospital  
NHS Foundation Trust

# Congratulations on your Pregnancy

Information and choices for maternity care in the  
York, Selby, Ryedale and East Coast Areas

## **Maternity Services**

① For more information, please contact:

The Antenatal Clinic  
Scarborough Hospital Tel: 01723 342134  
York Hospital Tel: 01904 726730  
Or visit [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)

Caring with pride



<b>Contents</b>	<b>Page</b>
Introduction .....	4
What do I do next? .....	5
Eating while you are pregnant .....	9
Avoiding Infections from animals .....	10
What happens at my appointments? .....	12
What types of care are available to me?.....	14
Where can I have my baby? .....	17
What should I take into hospital with me?.....	20
Infection Control .....	22
Feeding Your Baby .....	23
Local Breastfeeding Support .....	24
Maternal Mental Health .....	26
Antenatal Education .....	28
Postnatal Care.....	29
References .....	30
Useful Websites .....	31
Recommended Reading.....	32
Tell us what you think of this leaflet .....	33
Teaching, Training and Research .....	33
Patient Advice and Liaison Service (PALS).....	33
Our commitment to privacy and dignity.....	34

## Introduction

Being pregnant and having a baby will bring changes into your life. You will need to make many decisions about the kind of care you want during your pregnancy and at the birth. To help with your baby's growth and development, you will also want to be in the best possible health. In order to help you decide what is right for you and your baby, you need information about any advantages or disadvantages that there may be in the choices available.

We hope that this leaflet will help you understand your options and plan your individual maternity care needs. However, your choice may be affected by complications or problems either with yourself or your baby and what services are available in different areas.

The role of your midwife is to ensure that you have the best and most recent information and advice about how to keep yourself and your baby healthy and to assist you to make the choices that are best for you.

**Please read all the information within this leaflet to help you with your decision making processes.**

We also have a website where you can access online antenatal classes, information leaflets, directions to and virtual tours of our hospitals: [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk).

## What do I do next?

Once you know you are pregnant:

- Make a booking appointment with a midwife at your GP surgery between the seventh to eighth week of your pregnancy (or as soon as possible after this). This appointment will be between an hour and an hour and three quarters long.

Women who attend early and regularly for antenatal care have a better birth outcome than those who do not.

- If you are not already doing so, we advise that you start to take a daily vitamin tablet containing folic acid 0.4mg (milligrams) or 400mcg/ $\mu$ g (micrograms) and Vitamin D 10mcg/ $\mu$ g (micrograms) which you should continue through pregnancy and breast feeding.

Folic acid is one of the 'B' vitamins and a good intake of folic acid in the first 12 weeks of pregnancy is known to reduce the risk in your baby of neural tube defects (NTD) - such as spina bifida. The Department of Health recommend that folic acid should ideally be started three months before you get pregnant, so try and remember this for any future pregnancies.

Vitamin D is needed to help you to absorb calcium to support you and your baby's bones.

You can buy vitamin supplements from any chemist or supermarket but please note you should only take vitamin supplements that are labelled as being suitable for pregnancy. Vitamin supplements for the general population contain too much Vitamin A which can be harmful in large amounts in pregnancy.

If you are in receipt of Healthy Start Vouchers you can obtain free vitamin supplements (ask your Midwife for details and to sign an application form).

**Please note.** Some women are recommended to take a much higher dose of folic acid (5 milligrams) and it is important to start this as soon as possible. So if you...

- Have previously conceived or given birth to a baby with an NTD such as spina bifida.
- You or your partner have spina bifida or any family history of NTD's/spina bifida.
- If you are taking medication to treat epilepsy. Please consult your epilepsy nurse/specialist straight away as some medications for epilepsy interfere with the absorption of folic acid. You will be recommended to take the higher dose; also your specialist may recommend changing your epilepsy medication during pregnancy.
- Have a condition caused by sensitivity to gluten (coeliac disease).

- You are overweight (a body mass index of 30 or more).
- Know that you are expecting more than one baby.
- Are diabetic.

... then consult your GP or Midwife as soon as possible as the higher dose of folic acid (5 milligrams) is only available on prescription.

- It is recommended that you do not drink alcohol during pregnancy.
- We advise that if you are a smoker, it is really important that you stop smoking and avoid contact with others who smoke. We can offer treatment to help you stop.

Every cigarette you smoke or are in contact with increases the level of carbon monoxide in your blood which reduces the amount of oxygen available to your baby. Cigarettes also contain over four thousand harmful chemicals.

At your booking appointment your midwife will ask you to blow into a carbon monoxide monitor and give some advice on how to stop smoking. It is known that you are more likely to be able to stop smoking with specialist advice and support and your midwife will refer you to the pregnancy smoking cessation advisor who will advise on safe nicotine replacement treatment.

You will have less morning sickness and are more likely to have a healthier pregnancy and healthier baby if you stop smoking.

**E-cigarettes** are not risk free but they are less harmful to you and your baby than smoking. The safest products to help you stop smoking are nicotine replacement products.

The self-refer helpline for stop smoking services is 0800 2465215 or 01609 663023.

- If you are taking prescribed medication from your doctor, check with your GP straight away if it is safe to continue or if you should change to an alternative medication. Otherwise avoid all tablets and medicines. This includes cold remedies and nasal sprays, complimentary and herbal remedies.

Paracetamol is the only tablet/medicine that is safe to take without you needing to consult a doctor first.

- If this is your first pregnancy, or if you have never had a medical with a doctor in the UK, make an appointment to see your GP for a routine medical check (ideally before 14 weeks of pregnancy) to check your heart and lungs.



## Eating while you are pregnant

A healthy diet is important during pregnancy in order to help your baby develop and grow. You should consider eating a variety of foods including:

- Fruit and vegetables (fresh, frozen or tinned)
- Bread, pasta, rice (preferably brown) or potatoes
- Protein such as lean meat, chicken, fish or eggs and/or pulses such as lentils, peas and beans
- Fibre such as wholegrain bread or cereals
- Dairy foods such as milk, cheese or yoghurt

Do not worry if you are unable to eat as healthily as you would like/need to in early pregnancy when nausea and vomiting are very common. You should try to eat healthily as soon as you feel that the nausea has passed.

There are however certain foods that you should avoid in order to reduce your risk of being exposed to, amongst others, the bacterial germs listeria or salmonella and toxoplasmosis, all of which can cause miscarriage, stillbirth or severe illness to you or your baby.

For detailed and valuable information on safe and healthy eating and your health in pregnancy please read chapter five of 'The Pregnancy Book' (see recommended reading list at the end of the booklet)

## Avoiding Infections from animals

- **Cats**

Cats' faeces can contain an organism which causes toxoplasmosis. Avoid emptying cat litter trays while you are pregnant. If no one else can do this wear disposable rubber gloves. Trays should be cleaned daily and filled with boiling water for five minutes. Avoid close contact with sick cats and wear gloves when gardening even if you don't have a cat – in case the soil is contaminated with faeces. Wash your hands and gloves after gardening. If you do come into contact with cat faeces, make sure that you wash your hands thoroughly.

- **Sheep**

Lambs and sheep can be a source of an organism called *Chlamydia psittaci*, which is known to cause miscarriage in ewes. They also carry toxoplasma. Avoid lambing or milking ewes and all contact with newborn lambs. If you experience flu-like symptoms after coming into contact with sheep, tell your doctor.

- **Pigs**

Research is being carried out to see if pigs can be a source of hepatitis E infection. This infection is dangerous in pregnant women, so avoid contact with pigs and pig faeces. There is no risk of hepatitis E from eating cooked pork products.

## Avoiding other infections

**CMV (CYTOMEGALOVIRUS)** is a common virus harmless to most people but can be dangerous to unborn babies. It is often mistaken for a common cold. It is common for small children to catch CMV. CMV is spread through bodily fluids. Women who work with children or who have children already should follow basic hygiene precautions:

- Wash hands regularly with hot water and soap
- Avoid sharing dummies, cutlery, drinks or food
- Avoid kissing young children on the face; it's better to kiss them on the head or give them a hug
- Wash hands well after coming into contact with bodily fluids (i.e. after blowing children's noses, wiping saliva, changing nappies)
- Using condoms during sexual intercourse after conception is advisable

If you are concerned about any contact with a rash type viral illness in pregnancy or you develop a rash type viral illness, contact your GP or Midwife straight away for advice. **Please do not attend appointments** where there are other pregnant women or bring a child or relative with a rash like illness **until you and/or they have been assessed.**

## What happens at my appointments?

### **At the first ('Booking') appointment: (7 - 8 weeks)**

This appointment is the first in a series of detailed risk assessments that take place throughout pregnancy so that we can be sure to give you the best possible care.

You will be asked many questions about your general, physical and emotional health, your family's health and about any other pregnancies (including relevant dates and previous baby's birth weights for any of these). You will also be asked the first day of your last menstrual period (if known), your height and weight will be measured and recorded and the midwife will calculate your BMI (body mass index) as well as recording your blood pressure and pulse.

We ask that you bring/provide a urine specimen

Additionally we need to discuss which of the screening options available you have chosen and request the appointments for you. Your first scan will usually take place between 12-14 weeks of your pregnancy in the ultra sound department at one of our hospitals.

Details on all the screening tests available can be found in the booklet 'Screening Tests for You and Your Baby' (Public Health England, 2016) which is included in the envelope/pack you received that contained this leaflet.

**Please note:** You do not have to have all or any of the tests that are offered to you. However, certain tests are considered to be important so that you can receive the best possible care. If after reading the information available to you, you are still undecided as to which tests you should or should not choose to have, speak to your midwife at your booking appointment.

## **What types of care are available to me?**

There are two main types of antenatal care: 'Midwife led' or 'Consultant led'. Some women may be offered an appointment to discuss their care with the consultant team and this will be discussed with you at your first appointment with the midwife.

Although we aim to give you as much choice as possible, there are instances when choices may be limited due to clinical reasons. If you are in doubt as to which type of care is most suitable for you, please discuss this with your midwife.

Whatever type of care you have, your carers will work together as a team to encourage, support and assist with the pregnancy, birth and aftercare.

**Midwife led care** is suitable to all women who are classed as 'low risk'; that is, with no medical or pregnancy related problems.

### **The advantages**

- You will have a named midwife throughout your pregnancy.
- Your care can be carried out in a community setting with shorter waiting times and generally nearer to your home.

### **The disadvantages**

- If a complication arises, you will need to be referred to the hospital for an appointment.

**Consultant led care** is best suited to those women who have had or are having certain problems with their general health or pregnancy.

### **The advantages**

- You will be cared for by doctors who specialise in the care of women who are having or who have had problems during pregnancy, labour or after delivery.
- Any investigations or treatments needed can often be arranged whilst you are at the hospital.
- You will still have a named midwife throughout pregnancy but not all your appointments will be with the midwife.

### **The disadvantages**

- You may not necessarily see the same doctor at each appointment.
- Some of your care will need to take place at the hospital which may be further for you to travel.

Note, however, that even if you have been under the care of a consultant in pregnancy when you are in labour any risks will be re assessed and, if it is concluded your risks for labour are now low, you will be offered midwife led care in labour.



## Where can I have my baby?

As giving birth is generally very safe, your decision for choosing where to give birth should be based on what feels most comfortable and safe to you and what pain relief options you want to be available to you during your labour. Information is available from the following hospital leaflets, which are available on our website [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk) or from libraries and children's centres:

'Coping Strategies in Labour'

'Use of the birthing pool for labour and birth'

'Pain relief in labour – Epidurals'

'Home birth'

'Monitoring your baby's heartbeat in labour'

If you prefer a paper copy or need the information in another language or format, please speak to your midwife.

## Home

Any woman can choose to have a home birth, including women having their first baby. However, there are times when a home birth may be unwise and not recommended. Your midwife or doctor can discuss these with you.

You can read more on home births in our leaflet 'Home birth'. Copies are available from your midwife, from libraries and children's centres or from our website.

### **The advantages:**

Women have their own personal reasons for choosing a home birth, such as:

- It feels right for them.
- The need to feel safe, secure and in control.
- Less disruption to family life, particularly to other children.
- More privacy.
- To focus on normal childbirth and the higher chance of having a natural birth with no medical interventions.

### **The disadvantages:**

- If any complications develop for either you or your baby, you will have to transfer to hospital. This means that, in an emergency situation, it will take longer to get specialist treatment for you and your baby which may be associated with a poorer outcome.
- Not all pain relief options are available at home.

If you choose to birth at home, you will be offered a home visit at around 36 weeks of pregnancy by a community midwife to discuss your options and plan your care. We encourage birth partners to be in attendance for this visit.

## Hospital

Most women still choose to give birth in an NHS hospital. Midwife led care is available in hospital for all low risk women. For women who have had complicated pregnancies or at risk of complications in labour a hospital birth under the care of an obstetrician is advisable.

### The advantages:

- You will still be cared for mainly by midwives.
- You have direct access to obstetricians, anaesthetists and paediatricians.
- All methods of pain relief options are available to you.

### The disadvantages:

- You will be in unfamiliar surroundings.
- Your mobility may be restricted.
- Women who deliver in hospital may sometimes be more likely to experience medical interventions in their labour.

For further information and a virtual tour, please visit our website at [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)

## What should I take into hospital with me?

We aim to make your hospital stay as comfortable as possible.

Don't forget to bring in with you:

- Antenatal notes
- Loose, comfortable clothing for labour
- Nappies, cotton wool and clothing for baby
- Sleepwear, dressing gown and slippers
- Daytime clothing
- Nursing/support bra, breast pads
- Toiletries and bath towel
- Maternity pads & large, comfortable underwear

For health and safety reasons, please do not bring large suitcases full of equipment in with you. There is limited space for storage and bags left on the floor around the bedside are dangerous for staff and visitors as well as hindering the cleaning of the ward.

The Trust is not responsible for your personal things so please do not bring in valuable items.

Any electrical equipment will need to be checked by our electricians prior to use and there may be a delay in achieving this.

We also ask that you do not use cameras or camcorders without prior consent in order to protect people's privacy. If it is agreed that you may use this equipment, you may be asked to stop using it at any time if we think it may interfere in the safe delivery of care for mum or baby.

The use of mobile phones is allowed in certain areas of the hospital – please check with a staff member prior to using that it will not affect any surrounding medical equipment. Loud ringing and chatter can also disturb others around you so please show consideration, especially late at night or early in the morning.

Please be aware that there are visiting times that will need to be adhered to (this varies between hospitals so please check with staff).

Sorry, but no flowers are allowed in our hospitals.

## Infection Control

Stopping the spread of infection is very important to us.

If visitors have had any of these problems, they should not come to the hospital until they are fully recovered:

- Diarrhoea or vomiting in the last two days
- Sore throat
- Flu-like symptoms
- Any illness that is unknown
- Any rash that is unknown
- Other known or suspected infectious disease

Visitors should use the hand cleaning alcohol gel dispensers when entering and leaving the room, bay or ward.

Some patients have infections. On their door, they have an 'infection control' sign. Visitors should check with staff before going in.

Visitors should not sit on patients' beds **as this may spread infections.**

Further ward information is available in all areas for you to read during your time with us. Please look for this on the end of your bedside locker.

## Feeding Your Baby

Information around infant feeding will be provided to you by your Midwife throughout your pregnancy so that you can make an informed decision about how to feed your baby. You will also have the opportunity to discuss feeding with your Health Visitor.

There is lots of evidence to show how breastfeeding will give your baby the best start in life with both physical and mental health benefits. Staff will give you all the help and support you need.

There is a very useful and informative DVD from Best Beginnings. You can view this online at:  
[www.bestbeginnings.org.uk/from-bump-to-breastfeeding](http://www.bestbeginnings.org.uk/from-bump-to-breastfeeding).

Or you can order one from:  
[www.bestbeginnings.org.uk/ordering-from-bump-to-breastfeeding](http://www.bestbeginnings.org.uk/ordering-from-bump-to-breastfeeding), by phone on 020 7443 7895 or by email at [dvd@bestbeginnings.org.uk](mailto:dvd@bestbeginnings.org.uk).

If you choose not to breast feed your baby, our aim is that you to go home fully prepared to safely prepare and feed your baby on formula milk. For this reason we ask you to bring in the formula milk powder that you intend to use, one bottle, one teat and a bottle brush so that we can support you in learning to safely prepare and feed your baby.

Please note that we will supply formula milk if there is a medical need for it to be used.

## **Local Breastfeeding Support**

Michelle Larkman

Infant feeding Coordinator, York Hospital

Susie Kinsella

Infant Feeding Coordinator, Scarborough Hospital

Referrals via midwife, health visitor or GP

## **Children's Centres Breastfeeding Support**

Contact your local children's centre as they offer breastfeeding support groups and can advise you when they run. York Nurture breastfeeding support groups are available and these are facilitated by the Health Visitors.

## **Scarborough Breastfriends Peer Supporters:**

Web: [www.breastfriendsscarborough.weebly.com](http://www.breastfriendsscarborough.weebly.com)

Email: [scarboroughbreastfriends@gmail.com](mailto:scarboroughbreastfriends@gmail.com)

At Scarborough there are weekly breastfeeding support groups. You can find more information on their Facebook page: Breast Friends Scarborough

## **Whitby-Breast Start Peer Supporters:**

Web: [www.whitbybreaststart@weebly.com](http://www.whitbybreaststart@weebly.com)

Email: [whitbybreaststart@gmail.com](mailto:whitbybreaststart@gmail.com)

Tel: 07581349104



## **Malton Breast Friends**

Please contact Malton Breast Friends either via [breastfriendsmalton@outlook.com](mailto:breastfriendsmalton@outlook.com) or find them on Facebook: Breast Friends Malton

## **Selby breastfeeding Café**

Selby North Children's Centre can be contacted on 01609 535111 for more information.

## **Treasure Chest Breastfeeding Group**

This is a charitable organisation that aims to promote, support and encourage breastfeeding in the York area. They can be contacted by email at [workshop@treasurechest.org.uk](mailto:workshop@treasurechest.org.uk) both in the ante and postnatal period.

## **UNICEF Baby Friendly Initiative**

Provides lots of useful information about breastfeeding.  
[www.unicef.org.uk/BabyFriendly](http://www.unicef.org.uk/BabyFriendly)

## Maternal Mental Health

Having a baby can be an exciting and sometimes overwhelming time. Ensuring you look after yourself emotionally is really important. It is normal to experience some anxiety about pregnancy and birth; however, for some women this can become unsettling and start to impact on their everyday lives.

There are all sorts of reasons why you may feel low during pregnancy and after you have had your baby and there are groups and services that you can access for support. Sometimes, women find it difficult to talk about their mental health and for this reason we will ask you at all of your appointments how you are feeling.

If you already have support from mental health services, we will look to plan your care with you and your team as your pregnancy progresses.

Please talk to your Midwife, GP or Health Visitor if you feel that you would like some support.

## **Mental Health Support:**

[www.yorkmhdirectory.co.uk/](http://www.yorkmhdirectory.co.uk/)

[www.yorkmind.org.uk/](http://www.yorkmind.org.uk/)

[www.bestbeginnings.org.uk/](http://www.bestbeginnings.org.uk/)

[www.pandasfoundation.org.uk](http://www.pandasfoundation.org.uk)

[www.tommys.org](http://www.tommys.org)

**Ready Steady Mums** – Organised weekly walk around Rowntree Park, York. An opportunity for mums to meet up and chat informally to offer support. The group can be found on Facebook.

**MUSH** – MUSH is an app created for mums to find other mums in their local area with whom they share interests. The app was devised as a support network for mums and is endorsed by The RCM. Find it in your smartphone's app store.

**Living Well Service** –self referral on 01609 780780 or visit <https://www.northyorks.gov.uk/living-well-north-yorkshire>

**Support Time Recovery Service** – self referral on 01609 780780

**Community Counselling** – self referral on 01653 690124

## Antenatal Education

If you are having your first baby, you will be invited to attend antenatal classes at one of our sites. The classes are run by Midwives, MSWs, Health Visitors and Children's Centre workers. Spaces are limited so please ensure that you let us know if you no longer require your place so that we can give it to someone else. Your Midwife can give you more information on booking them.

You can access online Antenatal Classes via our website: [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)

You can attend classes run by the local National Childbirth Trust. There is a charge for these. They can be contacted either by phone on 07005 801 243 or by email at [enquiries@yorknct.org.uk](mailto:enquiries@yorknct.org.uk) or on [www.yorknct.org.uk](http://www.yorknct.org.uk).

## HypnoBirthing

Please ask your midwife about courses available in your area. This course is delivered by Midwives who also hold a HypnoBirthing Therapist qualification.

This is a specific birth education programme that teaches simple but specific self-hypnosis, relaxation and breathing techniques for a better birth. There is a charge for this programme. For more information, please visit the maternity section of our website.

## Postnatal Care

Once you and your baby are home, care will be provided by the Community Midwives and Maternity Support Workers (MSW). You will usually receive your first visit at home the day after you go home and then after this, you will be invited to postnatal clinics.

Please refer to the 'Screening tests for you and your baby' (Public Health England, 2016) leaflet for information around screening offered to your baby after birth.

## References

York Teaching Hospital NHS Foundation Trust  
'Antenatal Appointments' Guideline

York Teaching Hospital NHS Foundation Trust  
'Homebirth' Guideline

National Institute for Clinical Excellence (2017)  
Clinical guideline 62: Antenatal care: Routine care for  
the healthy pregnant woman:  
<https://www.nice.org.uk/Guidance/CG62>

The Midwives Code of Conduct (2015):  
<https://www.nmc.org.uk/standards/code/>

Cytomegalovirus:  
<https://www.nhs.uk/conditions/cytomegalovirus-cmv/>

Breastfeeding:  
[http://www.unicef.org.uk/Documents/Baby\\_Friendly/Guidance/Baby\\_Friendly\\_guidance\\_2012.pdf](http://www.unicef.org.uk/Documents/Baby_Friendly/Guidance/Baby_Friendly_guidance_2012.pdf)

## Useful Websites

### **[www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)**

On our website, you can access online antenatal classes, information leaflets, directions to and virtual tours of our hospital facilities.

### **[www.bestbeginnings.org.uk](http://www.bestbeginnings.org.uk) & App**

Information on giving your child the best start in life.

### **[www.eatwell.gov.uk](http://www.eatwell.gov.uk)**

Information from Food Standards Agency on safe eating in pregnancy and foods to avoid to reduce the risks of infection.

### **[www.nct.org.uk](http://www.nct.org.uk)**

The UK's leading charity for parents.

### **<http://www.publichealth.hscni.net/publications/pregnancy-book-0>**

The online version of 'The Pregnancy Book' Dept of Health (2017). Information on all aspects of antenatal care.

### **[www.tommys.org/publications](http://www.tommys.org/publications)**

'The young woman's guide to a healthy pregnancy' is available free from this website. It is written specifically for women under the age of 20.

### **[www.unicef.org.uk/babyfriendly](http://www.unicef.org.uk/babyfriendly)**

## Recommended Reading

‘Screening Tests for You and Your Baby’ (Public Health England, 2016) – given to you as part of a ‘pre-booking’ pack/envelope and also available online in various languages from: [www.screening.nhs.uk/screeninginfo](http://www.screening.nhs.uk/screeninginfo)

‘The Pregnancy Book’, Dept of Health (2017). – see useful websites section.

‘Buckle up for baby and you’ – advice on how to wear your seatbelt safely in pregnancy. This should be given to you at your 20 week scan appointment but is also available online at:

[http://think.direct.gov.uk/assets/pdf/dg\\_195233.pdf](http://think.direct.gov.uk/assets/pdf/dg_195233.pdf)

‘Mothers and Others’ – A guide to feeding and caring for your baby. This will be given to you at booking and you should take it to all your antenatal appointments so that you can talk to your Midwife about feeding and bonding with your baby. [www.mothersguide.co.uk](http://www.mothersguide.co.uk)



## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:  
Maternity Services Patient Information Group,  
c/o Patient Leaflet Team, Risk and Legal Services,  
Groves Chapel, The York Hospital, Wigginton Road,  
York, YO31 8HE, telephone 01904 721045 or 725230 or  
email us at [patient.information2@york.nhs.uk](mailto:patient.information2@york.nhs.uk).

## **Teaching, Training and Research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

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

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

## **Our commitment to privacy and dignity**

York Teaching Hospital NHS Foundation Trust strives for excellence and to deliver a service for you and your family that we can feel proud of. At all times throughout your maternity care, your privacy and dignity matters to us. We also know that everyone is different. Please tell us if there is something that particularly matters to you and we will do our very best to respond to your personal preferences and needs.

Our Trust values include:

### **Respect and value one another**

Being positive and respectful towards each other as well as to the women who access our services and being mindful of the impact of this for women and their families is central to us ensuring that you have the experience you deserve. We aim to communicate with you in a timely and consistent manner and act upon any issues you may have.

### **Caring about what we do**

We care about you, your health and wellbeing – physically, mentally and emotionally and aim to always give you the highest quality of care. We take pride in being responsive to your needs and showing compassion, courtesy, respect and a non-judgemental attitude in order to shape your positive experience.

## **Always doing what we can to be helpful**

We will always aim to be friendly and approachable so that you can be assured we will respond to your individual needs. Working together, we can ensure that information that we give to you is understood and offer time for you to discuss any options you may have.

## **Listening in order to improve**

We are always happy to receive feedback from you and will listen carefully to what you have to say so that we can continually assess and improve the services that we offer. We will avoid using jargon and actively seek ways to get your views and opinions on what we do.

Please telephone or email if you  
require this information in a different  
language or format

如果你要求本資訊是以不同的語言  
或版式提供，請致電或寫電郵

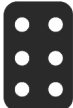
Jeżeli niniejsze informacje potrzebne  
są w innym języku lub formie,  
należy zadzwonić lub wysłać  
wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da  
formatta istiyorsanız lütfen telefon  
ediniz ya da e-posta gönderiniz



**01904 725566**

email: [access@york.nhs.uk](mailto:access@york.nhs.uk)



Braille



Audio e.g.  
CD



Large print



Electronic



Accredited as  
Baby Friendly by

unicef

Owner

Community Midwifery Manager

Date first issued

May 2011

Review Date

May 2020

Version

8 (issued June 2018)

Approved by

Obstetrics & Gynaecology CGG

Document Reference

PIL 556 v8

© 2018 York Teaching Hospital NHS Foundation Trust. All Rights reserved