



## Frequently Asked Questions

### Personalised Care & Support Plan App

#### **What is personalised care & support planning in maternity?**

Personalised care and support planning (PCSP) is about maternity service users having proactive, personalised conversations throughout their maternity journey with their care givers. Focusing on what matters to them as individuals, in terms of their wider health and wellbeing, in addition to their specific risk factors and clinical needs.

#### **Don't we already do this?**

Yes absolutely, this is what clinicians do each and every day. The app, however, gives the woman more ownership over her own care and signposts to relevant, unbiased information which should help her make informed decisions. Having the app helps guide conversations, having an honest dialogue and giving you a greater partnership with the expectant parents

#### **So what do I actually have to do?**

All you need to do is encourage women to download the app at their booking appointment and ask about it at subsequent appointments. You will then need to document on Epic if they have the app, in the Care Plan section as you do already, and document any discussions you have in the notes section.

#### **What is the difference between personalised care and support planning and a birth plan?**

A birth plan is written by a pregnant person that sets out in advance their preferences for labour, such as choice of birth setting and methods of pain relief. The app allows women to do this for more than just her birth. It is the discussion of those preferences using the principles of personalised care and support planning that makes it a personalised care plan.

#### **What are the principles of PCSP?**

1. People are central in developing and agreeing their PCSP including deciding who is involved in the process
2. People have proactive personalised conversations which focus on what matters to them, paying attention to their needs and wider health and wellbeing
3. People agree the health and wellbeing outcomes they want to achieve in partnerships with the relevant professionals
4. Each person has a sharable PCSP which records what matters to them, their outcomes and how they will be achieved
5. People are able to formally and informally review their PCSP

#### **Who is responsible for doing this?**

All staff, obstetricians, midwives and support workers providing care should be aware of the PCSP and be able to talk to women about it if they choose to share. Midwives should ask about the PCSP at every contact.

#### **I don't have enough time in my appointment for making/discussing PCSPs**

PCSPs are for women to complete at home and do their own background reading and reflecting; you should briefly review any issues with the woman and update yourselves on her choices. It may then prompt a discussion, or you may wish to signpost her to further information or make referrals.

#### **Can I see what women document in the app?**

No, the app is to be used as a journal for women that remains private to them unless they choose to share the information with you. You should ask at every appointment if there is anything she wishes to share or discuss with you.



## Will be PCSPs be added to My Frimley Health app?

At this stage they will not be linked, although they may be in the future. Therefore, it is really important that any discussion you have are documented in Epic and published to My Frimley Health app so that the woman can view it

## If I can't see what is in the app and it's not added to My Frimley Health Record then what's the point?

The app is to be used by women as a journal, allowing them to organise their thoughts and decide on what is important to them. By being private it ensures women feel comfortable writing how they really feel, and then they can choose to share what they feel comfortable sharing, whether that is all of it or only parts of it. If they do choose to share, it should be documented on Epic for her to see on My Frimley Health Record and for other health care professionals to view. It is also a good way to signpost women to the maternity website so they can do a lot of their own research in between appointments.

## Do I need to document anywhere that I have discussed the PCSP with a woman?

Yes, on Epic you should document at every contact that you have discussed the PCSP and what you have discussed. It is important that women have visibility of what is documented in Epic after any discussions and any follow ups/referrals that are made as a result of your conversation. This can be done by ensuring she can view the clinical notes in her maternity app.

## Do I need to use PCSPs if I see the same woman every time?

Yes, using PCSPs encourages women to access and reflect on information given between appointments and feedback their thoughts to you.

## How can we use PCSPs with women who speak little or no English?

At present, the Maternity Plan app is only available in English. If you are looking after someone who speaks or reads little to no English, please still encourage them to complete the paper version in their own language. These have been translated into 5 different languages. It is important that we give all women the opportunity to express what matters most to them so please ensure they have access to the personalised care plan in some format.

## What about women who do not have a smartphone?

- You can give women a paper copy of the PCSP – this is the same as the paper copy you have been giving out up until this point.
- If they have access to the internet via a different device (laptop/computer) let them know that they can access the same information from the app on the website  
<https://www.frimleyhealthandcare.org.uk/maternity/>
- If they have no access to the internet at all, ensure that you find out what information is relevant/interesting to them so you can print some information for them to take home and read

## How do women share their PCSP with me?

Within the app, they can download the content which will convert the PCSP's into a PDF. They can then e-mail it to themselves, print it out or send to you.

## What do I do if a woman does not want to make a PCSP or keeps forgetting to do it?

Document that discussion has taken place and the woman has been encouraged to engage with PCSP. Ultimately it is their choice which we have to respect. Make sure that you still document on Epic under the 'Care Plan' section even if the PCSP has not been used.

## Who do I contact if I need help or there is a problem with the app?

The digital midwives may be able to help with general queries, however for technical problems or suggestions for development, please use this e-mail address [fhft.connectedcare@nhs.net](mailto:fhft.connectedcare@nhs.net)