

Press Release

3 April 2018

New Pregnancy Advice Line launched to provide additional support and advice to pregnant women

From 8am on Monday 9 April 2018, a designated telephone advice and triage line will be available for pregnant women to access advice and support 24 hours day, 7 days a week from a midwife. The line is available for women during pregnancy, labour and following the birth of their baby for women under the care of Royal Surrey County Hospital, Ashford and St Peter's Hospitals and Epsom and St Helier Hospitals.

One telephone number will connect to **Surrey Heartlands Pregnancy Advice Line – 0300 123 5473**.

The Advice Line will:

- Triage calls, assess any risks and signpost women to the most appropriate place for their care, providing easier access for all women to the right maternity care
- Give women 24 hour access, 7 days a week to clinical advice from qualified midwives
- Enhance links with emergency services when required for pregnancy-related health issues
- Connect women with midwives who have up-to-date information on the capacity of each maternity unit, enabling the midwives to direct pregnant women to the best place for their care or birth at any time
- Enable health professionals to get fast access to a midwife for advice or triage.

This local Pregnancy Advice Line is part of the national NHS Better Births plan to transform maternity services for pregnant women and families with new born babies, offering personalised care. Surrey Heartlands is one of the first areas in the country to introduce this initiative which covers all aspects of the maternity pathway giving pregnant women, and the families of new born babies, a better package of care, more choice and easier access to midwives and other health professionals.

Midwives will be based in a bespoke call-centre hub at South East Coast Ambulance Service (SECAMB) Head Office in Crawley working in partnership with the SECAMB team.

Vicky Williams, Head of Commissioning Acute Paediatrics and Maternity for Surrey Heartlands CCGs, said: "The new Advice Line is a major step forward in achieving our 'Better Births' vision to provide sustainable, high quality health care for women and children; responsive and accessible to local need."

Surrey Heartlands is one of seven early adopter sites for the Maternity Transformation Programme across England.

Notes to Editor:

Maternity Transformation Programme

More details can be found about the NHS Maternity Transformation Programme at this link:

[Maternity Transformation Programme](#)

The Early Adopter sites are:

1. Birmingham and Solihull STP
2. Cheshire and Merseyside STP
3. Dorset STP
4. North Central London STP
5. North West London STP
6. Somerset STP
7. Surrey Heartlands STP

As a result of a National Maternity Review led by Baroness Julia Cumberlege CBE, a Better Births five-year forward view for maternity care has been developed.

The programme aims to develop:

- A shared community midwifery service model across the geography, enabling midwives to work across organisational boundaries supported by mobile technology and electronic patient records
- Service provision from 'community hubs', where a plethora of services can be delivered to pregnant women and families
- A Surrey Heartlands-wide home-birthing team ensuring that local women have access to a full range of birth choices
- A dedicated 'pregnancy line' to ensure that women have easy access to consistent advice & information when they need it.

Surrey Heartlands STP:

Surrey Heartlands STP is a partnership bringing together clinicians and other health and care staff, alongside patients, their carers and families and members of the public, to think through how we can transform services so local residents have access to the very best care and treatments. This is a new and exciting way of working, creating a real partnership that will make a positive difference to local people

Surrey Heartlands STP working together:

- Ashford and St Peter's Hospitals NHS Foundation Trust (acute hospital services)
- CSH Surrey (delivering community services across Surrey Downs)
- Epsom and St Helier University Hospitals NHS Trust (acute hospital services)
- Guildford and Waverley Clinical Commissioning Group
- North West Surrey Clinical Commissioning Group
- Royal Surrey County Hospital NHS Foundation Trust (acute hospital services)
- South East Coast Ambulance NHS Foundation Trust (ambulance services)
- Surrey and Borders Partnership NHS Foundation Trust (delivering mental health services across Surrey)
- Surrey County Council (adult and children's social care services)
- Surrey Downs Clinical Commissioning Group
- Virgin Care (delivering community services across west Surrey)

CCGs commission local health care services on behalf of local people residents.

For more information, please contact Jo Lang, Communications Manager, NHS Guildford and Waverley Clinical Commissioning Group. Email: jo.lang@nhs.net Telephone: 01483 405426.