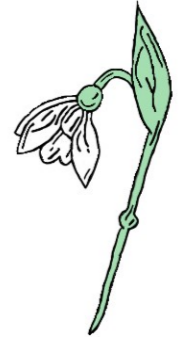


The Snowdrop Team



The creation of the Perinatal Bereavement Team at St Michael's Hospital

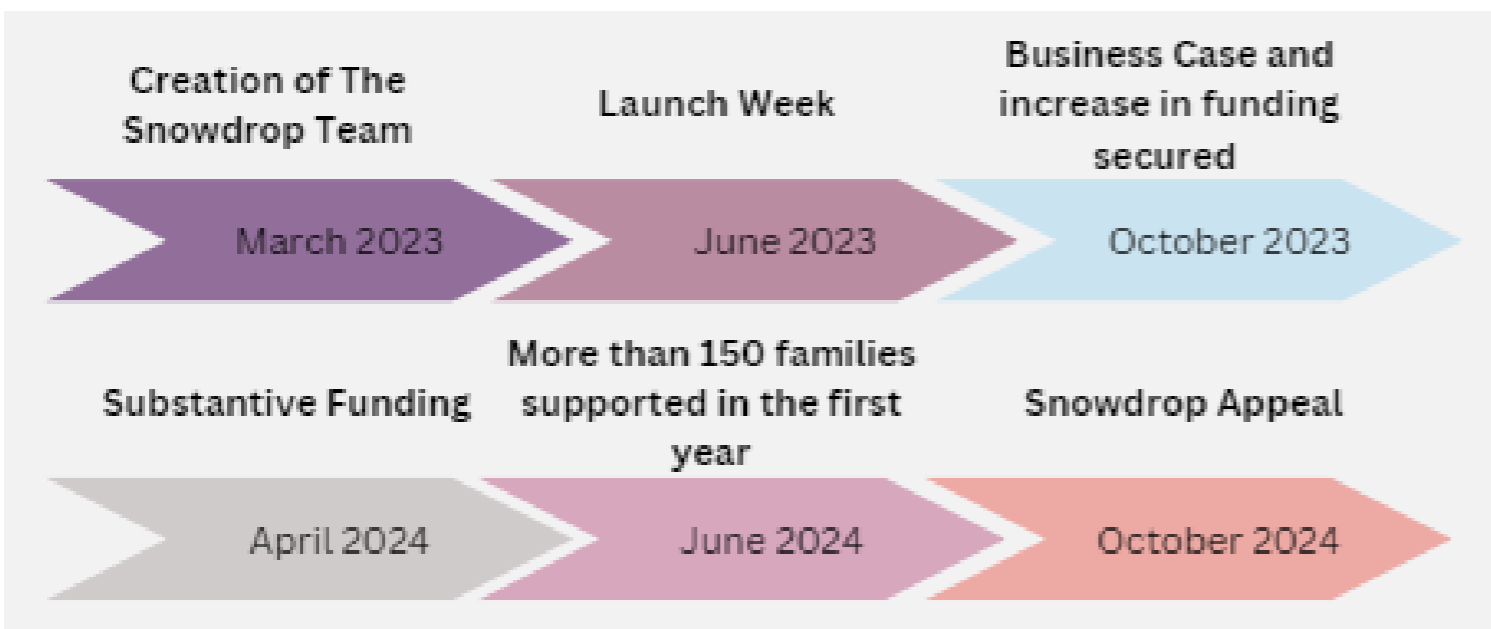
Authors: Elle Franks (Lead Bereavement Midwife), Maddie Holland (Lead Bereavement Neonatal Nurse) and Laura Turner (Bereavement Midwife) and project supported by Dr Sarah Newell (Consultant Obstetrician) and Dr Emily Robertson (Consultant Neonatologist) - UHBW



Aims

The Snowdrop Team was launched in June 2023 to provide perinatal bereavement support at St Michael's Hospital, where no such service existed. The team was created to implement the National Bereavement Care Pathway.

The Snowdrop teams focus has always been to provide optimal care for bereaved families whilst protecting the health and wellbeing of the staff providing their care.

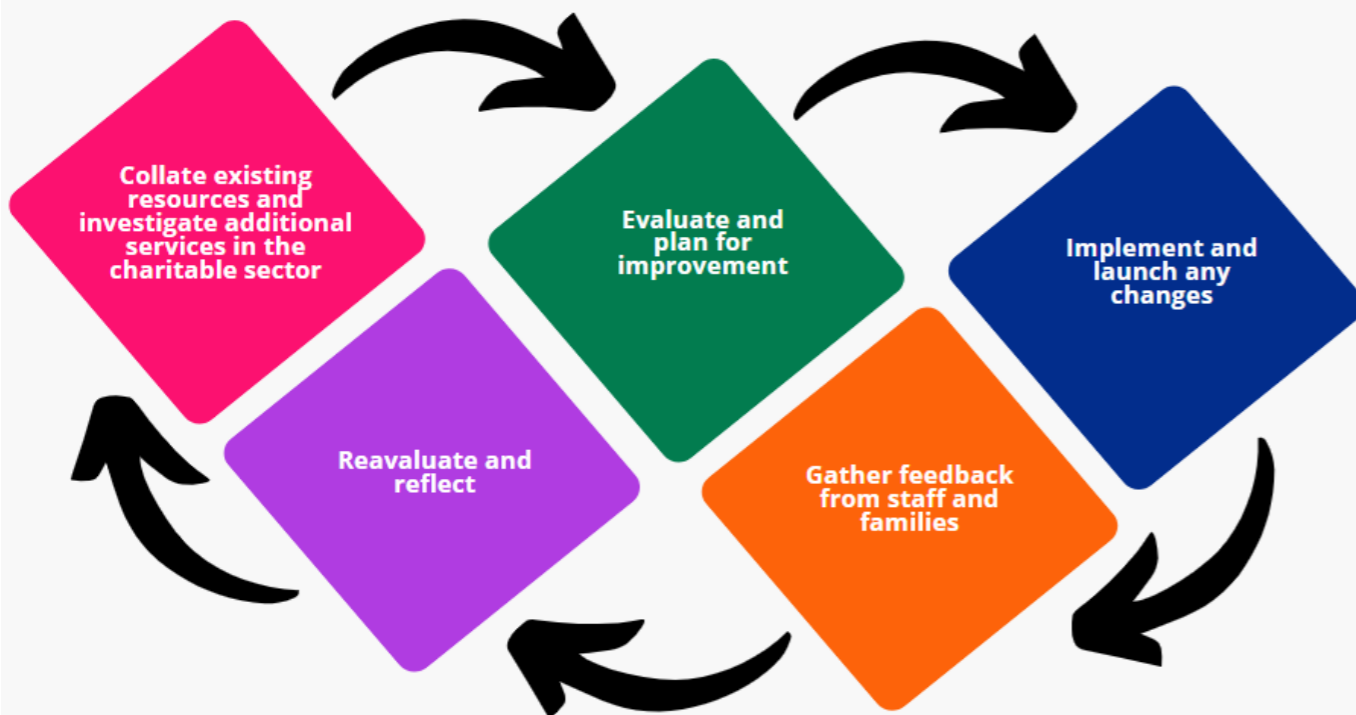


Improvement Implementation

We collected data from an initial staff survey before the service launch, combining qualitative and quantitative data with patient feedback. Feedback was gathered through MBEM forms, the Maternity and Neonatal Voices Partnership, support groups, and one-on-one interviews with bereaved families. Due to the sensitive nature of the topic, we employed diverse methods to gather family input.

Using the PDSA cycle, we implemented changes to tailor the service to family needs. Feedback informed the initial setup and continues to guide ongoing improvements. A follow-up survey six months post-launch helped evaluate the impact on family care and staff experience.

Implementing the National Bereavement Care Pathway



The Snowdrop Appeal

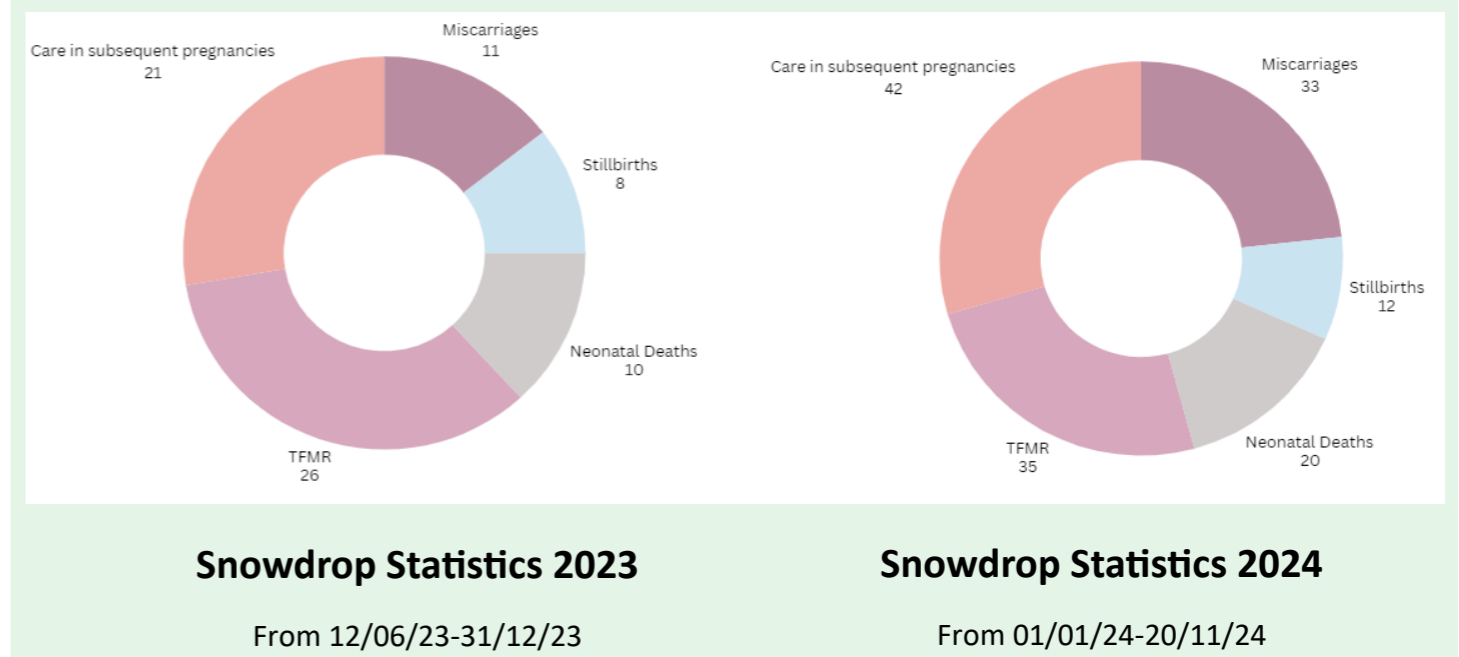
In response to both staff and patient feedback about the bereavement spaces available within the trust we have worked with Bristol and Weston Hospitals Charity to improve eight spaces used to provide bereavement care.



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Outcomes and Results

- In 2024 so far we have had a **referral for a bereavement or subsequent pregnancy on average every 2 days**.
- By evaluating the service and improving our training for staff members we have **increased our referral rates from 2023 to 2024 by 68%**.
- The percentage of families who have been offered or received care from a specialised bereavement team in **May 2023 was 0% compared to 99% of families in November 2024**.



The support we offer

Our team provides individualised support to each and every family. This includes but is not limited to; provision of a single point of contact, support in funeral, financial and spiritual arrangements, birth and death registrations and liaising with the wider team and charitable sector to arrange ongoing support.

For staff we also offer confidential conversations and debriefs, practical support, training and education and much more. The spectrum of specialities of staff on our team has enabled us to improve support to all staff areas.

"You do an incredible job and make a big difference"
- Bereaved Father

"I feel so much more at ease now I know that a family will be supported by the snowdrop team... I know they won't feel lost and there will always be someone to help them"
- NICU Nurse

"Their support got me through something I never thought I'd be able to do"
- Bereaved Mother

"Excellent resources for both staff and patients. I feel very lucky to have you"
- Obstetric Consultant

Conclusions and Next Steps

The implementation of the Snowdrop team has been successful and has resulted in positive feedback from parents, wider family members and staff. We continue to improve by conducting staff surveys, gathering feedback from patients using the MBEM forms and maintaining close connections with the voluntary sector.

Our Next steps will be:

- Increasing eligibility criteria to include miscarriages from twelve weeks from December 2024
- Implementation of the Bristol Perinatal Alliance and Bristol Bereavement Champions across UHBW and North Bristol Trust (NBT)