



Improving Maternity Care

Chelsea and Westminster Hospital and West Middlesex University Hospital provide the second largest maternity service in the UK, delivering 10,000 babies a year.

Working with Consultant Obstetrician and Gynaecologist Sunita Sharma, we have supported four projects to improve post-natal care, patient experience and operational efficiency at Chelsea and Westminster Hospital.

1 Improving post-natal ward discharge efficiency

Working with the Digital Health.London Accelerator, we have funded a two-year project that will digitise the post-natal discharge process. The paperless process is expected to lower average discharge waiting times to under two hours.



2 Understanding post-natal patient experience

We have funded ethnographic interviews with mothers who have delivered their babies at Chelsea and Westminster Hospital. Through creative co-design methods, the work produced five videos describing the experience and feelings mothers have had while giving birth. This work is already informing improvement planning and staff training.

3 Digitising education

In collaboration with the London Microsoft Accelerator and company manual.to, we are supporting the creation of new digital educational content in English and Hindi.

4 Mum and baby app

Version two of our maternity app is now available to download for Apple and Android devices. The free app contains over 70 screens providing new parents with reliable, up-to-date advice about looking after their baby and themselves. We are working on deploying the app across North West London.

