

Family Nurse Partnership - Focus Group Summary – 13th November 2023

Two focus groups were held with parents who had accessed the Family Nurse Partnership. The below is a summary of the responses given. In total, across two groups, there were four participants. These consisted of three young parents, and one grandparent – this participant attended the group and provided feedback on behalf of herself and her daughter, who could not attend. One participant was only available for one question.

The questions in the focus group were intentionally phrased differently to the survey questions, so that they were accessible to a younger participant. The focus group followed the same framework of questions, but these were asked in an appropriate way so that all participants could fully understand. The focus groups were delivered by managers from the FNP who were familiar with the service and service users, as well as a representative from the Local Authority's commissioning team. Another member of the commissioning team was present to take notes and assist with any IT issues. A member of the business intelligence team was present to take supplementary notes, and observe. In both sessions, the young person's family nurse was present as a familiar person. All participants were provided with a certificate to recognise their contribution in the session.

The sessions were recorded with the permission of participants so that notes could be cross checked after the session for accuracy. Any analysis below has all names and identifying information removed. Some quotes may be modified to exclude any identifying information or modified to exclude filler words eg – 'um', 'like'; this is to make the quotations easier to understand in written format.

Key messages

- All participants spoke favourably of the service they had received through the FNP
- All participants agreed that if the proposed benefits were to be realised through the proposal, this would be a good thing.
- Having services talk to one another, consistency, and easy communication were all things that were important. One participant spoke of how challenging it is to sometimes access services, and involving as many groups as possible in the partnership would be a good thing.
- When asked about equalities, one respondent commented that the service might not be as easy to access for dads (in this family, the primary client was the mother, though FNP can deliver the service to any parent).

Below is a summary of the responses provided for each question:

What do you like the most about the support you receive?

Participants spoke of the following as things they liked about the service:

- Having the same nurse once a week – this consistency was important for a participant whose pregnancy was unplanned.
- One participant spoke of the relationship between nurse and the mother. Initially the mother was 'closed' and now they have 'fun and banter', building a nice relationship in a short period. The nurse adapted the program for this mother, who joined the program later than usual.
- Having a booklet to refer to when the nurse isn't around
- Having a nurse visit at home – one mother had no method of transport.
- Having somebody to talk to. One participant spoke of being able to express her worries, which was good as this participant said young mums experience a lot of

criticism. Another said the nurse helped with her baby, helping with things she needed to know, such as weaning and other things.

- The service included the whole family - one participant said *"Its not all about the baby, its how we're feeling...its all of us, not just [baby]"*, and another said *"shes always asked if we're both [parents] alright"*.
- One participant was asked 'What is the best thing about having a Family Nurse?', to which the participant responded *"Shes there to help you"*

How did you hear about Family Nurse Partnership?

All three participants who responded said they heard about FNP through their midwife. One participant specified this was their specialist midwife. Another participant explained *"Because I was younger she told me about it... I said I was interested and the nurse came round and spoke to me about what it would be and how it would be... I made a decision to have her."*

How easy to contact?

All three participants asked this question spoke of it being easy to contact their nurse. All three said they receive same day responses on working days. Some quotes include:

- *"I'd say it's quite easy because I've got my nurses number so I can just message her when I need to if I've got any worries. It is really easy, it's not difficult, I can just pop her a message if I need or if I'm worried"*. This parent said they use texts and messages.
- *"we've both got the nurse's number. We've got her working hours so we know what days she works, which is really helpful. The appointments are planned in advance and if we need to change anything or vice versa we just keep in touch Via the phone really... text or call...it's really easy"*
- *"I just message my nurse"*

Have you used any other services/support for you and your child, during the first few years? If so, who

Two participants said they hadn't accessed any other services. One participant said they had been to a children's centre a few times. The participant said that the groups were really good. She said it *"It was really nice for my baby to play with other babies and I got to speak to other mums and relate and have a chit chat"*. One other participant said their nurse had suggested the same service but they hadn't accessed this yet.

When speaking of services working together, two of the participants said their family nurse and midwife worked together – for example by ensuring that things did not overlap or asking when the other professional was visiting.

Do you feel the right services are available to support you and your baby?

All three participants spoke positively about the support they had received. One participant said there was lots of support – in addition to the groups, there was also services to support with other things. One participant said the support was about right for their needs. One participant said *"If we didn't have our nurse... I'm not quite sure whether we would be in the position we are now. How the nurse is educating [mother] to become a young mum and whats needed – its excellent, its invaluable"*

Are there any other comments about the FNP service you would like to mention?

One participant did not have any additional comments to provide. The two other participants provided additional comments as below:

- *“it has taken a lot of pressure off ... If we didn't have our nurse...it would be really difficult. The nurse has kind of been the scaffolding... [mother] is a teenager... she has lots of things going on. She's just been so understanding, her approach has been lovely, they've really hit it off well”*
- *“it is really helpful, its really benefitted me and its given me a lot of advice becoming a mum – if I didn't have my nurse it would've been a lot harder for me so it is really useful for young mums I'd say.”*

How important are these to you? where 10 is super important, 1 is not very important at all.

Participants were then asked to rate how important each of the proposed benefits of the proposal were to them. Some of the proposed benefits included in the consultation survey were not included in the focus groups, as the topics had already been covered in the discussions for earlier questions.

Number 1 - Knowing what services you can go to for support

One participant said 8, and two participants said 10.

Number 2 - Services who support you working together such as family nurse partnership, health visiting, mental health support or other support you may need?

All three participants said 10.

Number 3 - Being able to easily access support.

All three participants said 10.

Number 4 - Having a regular point of contact, and not having to have any disruption to the support your receive part way through?

All three participants said 10.

Number 5 - Having the right level of support for your needs, so when things are more difficult you feel you can access/ask for more support and you can have support in a more timely way, rather than a long-time waiting.

One participant said 10. This proposed benefit was not included in the focus group for the other two participants as it had been covered in discussion.

Number 7- if you have more than one person supporting you, they talk to each other to ensure you can have the best support available by sharing information and building a better picture of your needs?

Two participants said ten. One participant said this was a 'double ten' as telling your story to different people was draining.

One participant was not asked this question as it was similar to the previous question.

Number 8 - As your child grows, how important is it you can access in different ways support for you and your baby in such as home visits, clinics, online etc.

Two participants said 10. One participant said 8.

Number 9 - Feeling understood and accessing the right service first time and that your voice is listened too.

All three participants said 10.

Thinking about what we have discussed so far, about the proposal and the potential benefits, to what extent do you agree that this will be a positive thing for you and your family?

In the first focus group, this question was asked with different wording - "to what extent do you agree that these benefits would be a positive change for you if these were to be realised even more. We recognise that obviously already, a lot of this is taking place but if we were to have services even more working closely together, would you agree with that?"

Both participants in the first group said they agreed. One participant spoke of the barriers they knew about accessing housing services. They said that bringing these services 'in' would make accessing necessary services much easier and reduce the barriers as this will be something needed in the future by this parent – *"I kinda know how hard it is... trying to find out what you are entitled to... It is quite hard out there. You don't even know who to ring sometimes, you don't even know where to find the number... you can ring ten people and still have the wrong number and still not get anywhere"*. This participant said it would be even better to involve as many groups as possible in the partnership.

In the second group, the participant was asked if there were any other benefits or anything else they would like to talk about, to which they said *"no I don't think so"*, and then, whether the proposal going forward, if the proposed benefits were in place and available, would be a positive or negative thing, to which the participant said *"positive"*.

When, we look at designing services and support for mothers and their babies is there anything else we need to consider or keep in mind to ensure you have the best experience and support available?

All three participants asked this question said they couldn't think of anything else. One participant added *"our nurse has done all she can for me and my baby."*

Finally, when we consider a proposal like this it is important for us to understand that it may impact different communities and people of different genders, faiths, ages, disabilities and ethnicities differently, as we all can have a different experience of things. Based on what you have heard today and other information do you feel the proposal will impact well or badly for anyone in society?

When asked this question, all three participants had a positive response. One participant said it would work well for everybody, and another said *"Everybody would take something from it... If they wasn't engaging they'd probably say I don't think this is for me – because you have got that choice haven't you as well, which is nice."*

One respondent, whilst responding 'quite well', added that the service might be experienced differently by dads – *"If the dad was to be the one to stay at home, it would be quite different because it is definitely towards the mum. It would definitely benefit mums more than say if the dad was to do the mums role"*.