

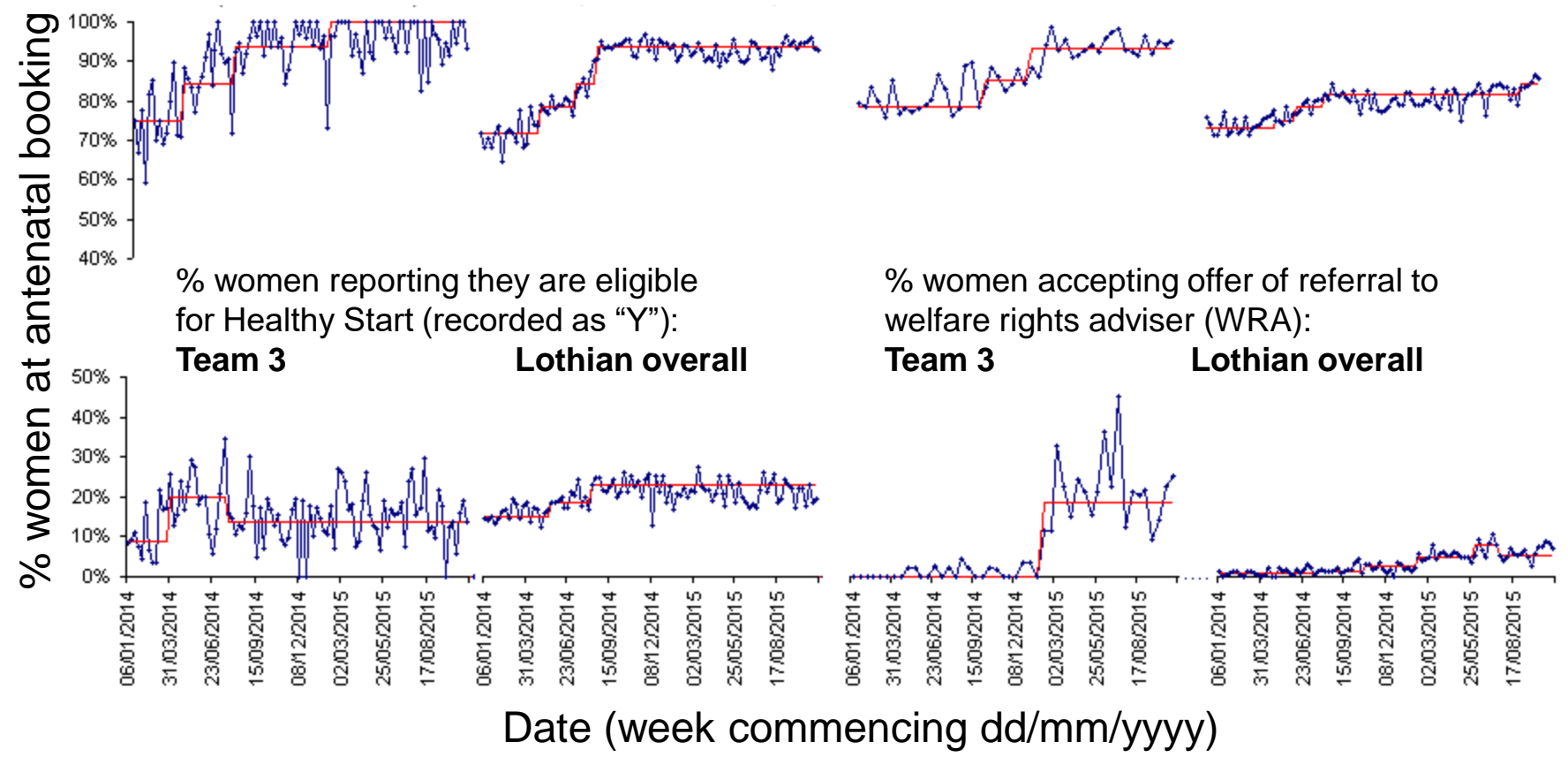
Figure 1. Process measures (team 3 and Lothian overall)
Pregnant women at antenatal booking appointment

% women with documentation of
Healthy Start eligibility (either “Y” or “N”):
Team 3 **Lothian overall**

% women documented as being asked about
money worries:
Team 3 **Lothian overall**

% women reporting they are eligible
for Healthy Start (recorded as “Y”):
Team 3 **Lothian overall**

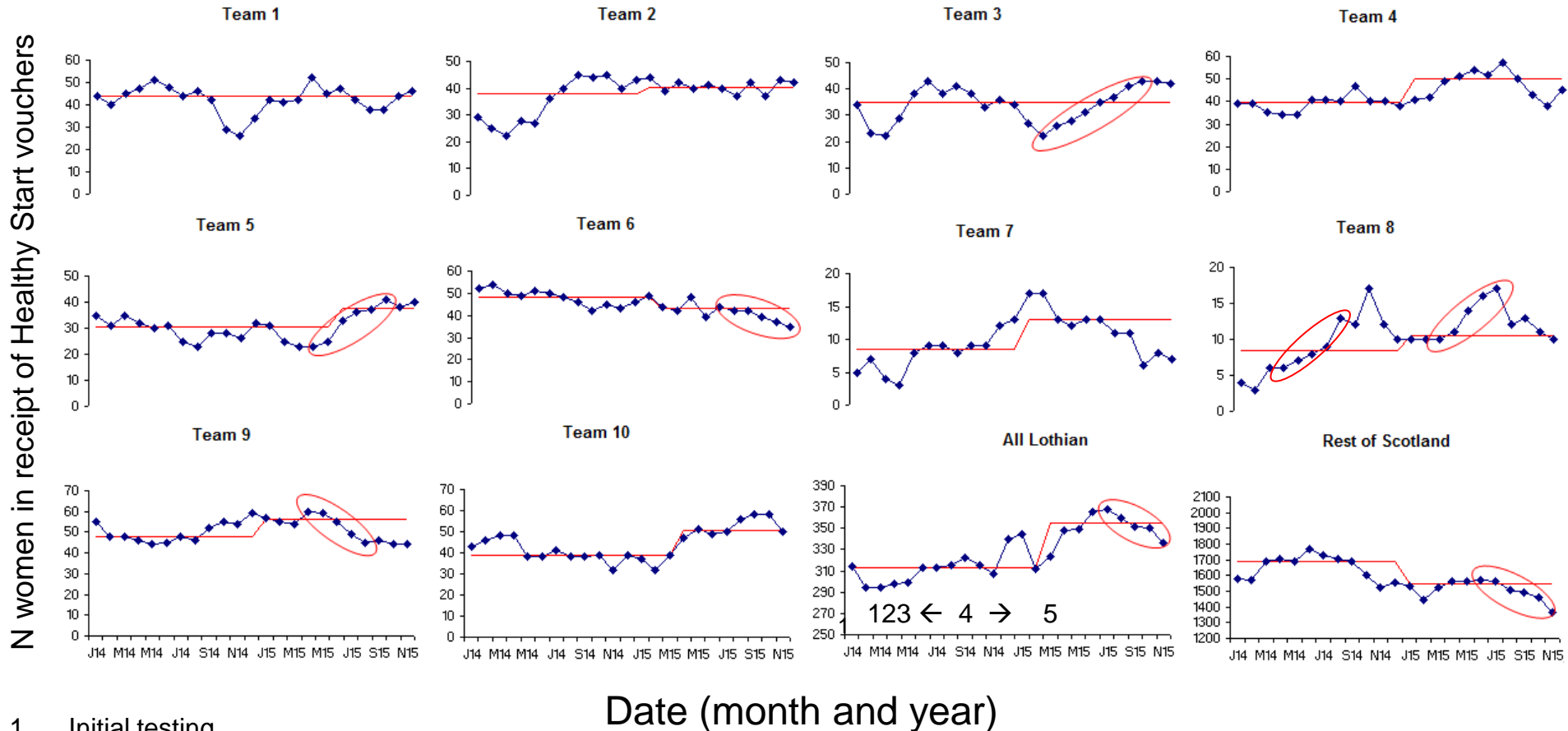
% women accepting offer of referral to
welfare rights adviser (WRA):
Team 3 **Lothian overall**



Source: NHS Lothian, Trak electronic patient record

Jan 2014 – 6 Nov 2015

Figure 2. Number of pregnant women in receipt of Healthy Start vouchers
By community midwife team in Lothian, Lothian overall, and Scotland



Date (month and year)

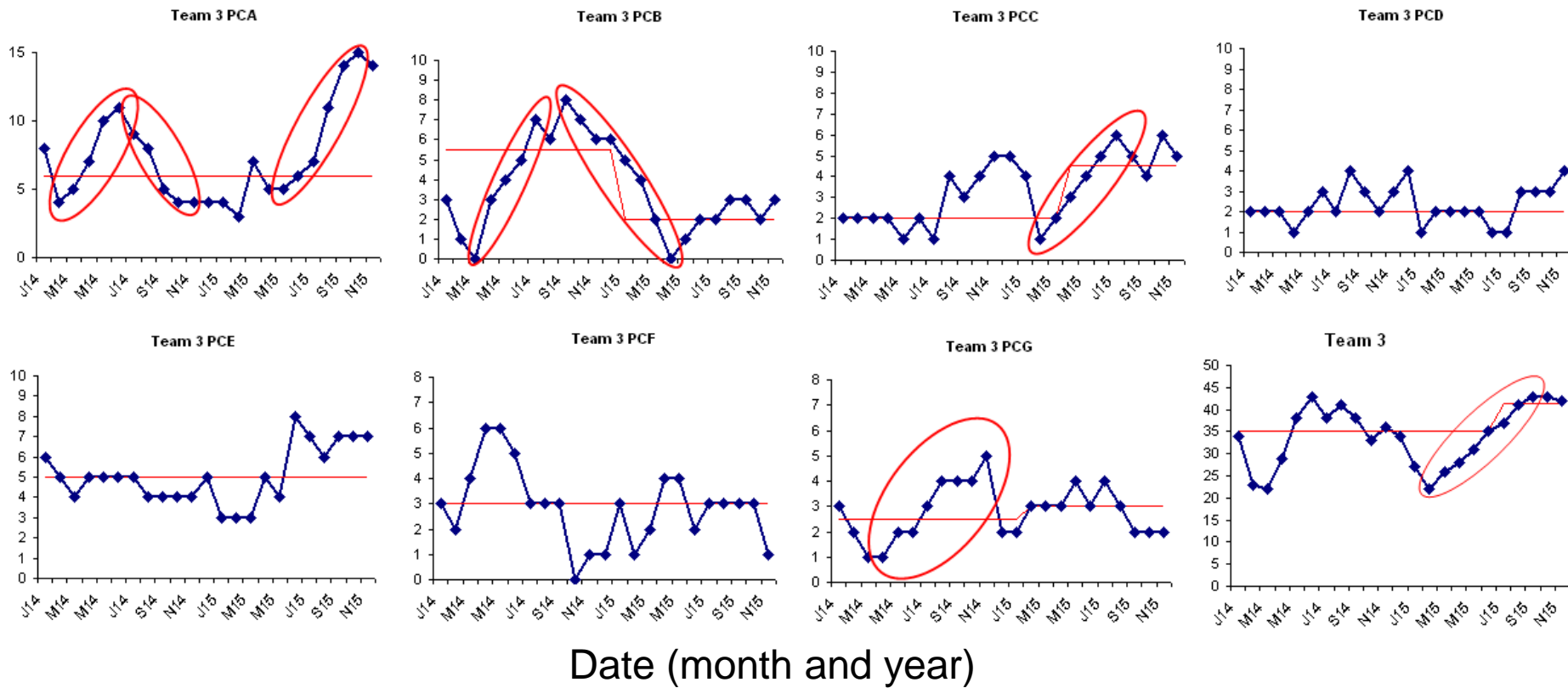
Source: Department of Health

Jan 2014 – November 2015

1. Initial testing
2. Staff survey
3. Survey results and revised flowchart
4. Team meetings
5. Welfare rights advisers take up post

Figure 3. Women in receipt of vouchers (team 3, by postcode sector)

N women in receipt of Healthy Start vouchers



Source: Department of Health
Jan 2014 – November 2015

Figure 4. Points to consider when discussing results with team



Starting point: e.g. a team with a higher baseline figure may not expect much of an increase.



Family factors (e.g. language, beliefs around claiming benefits, literacy).



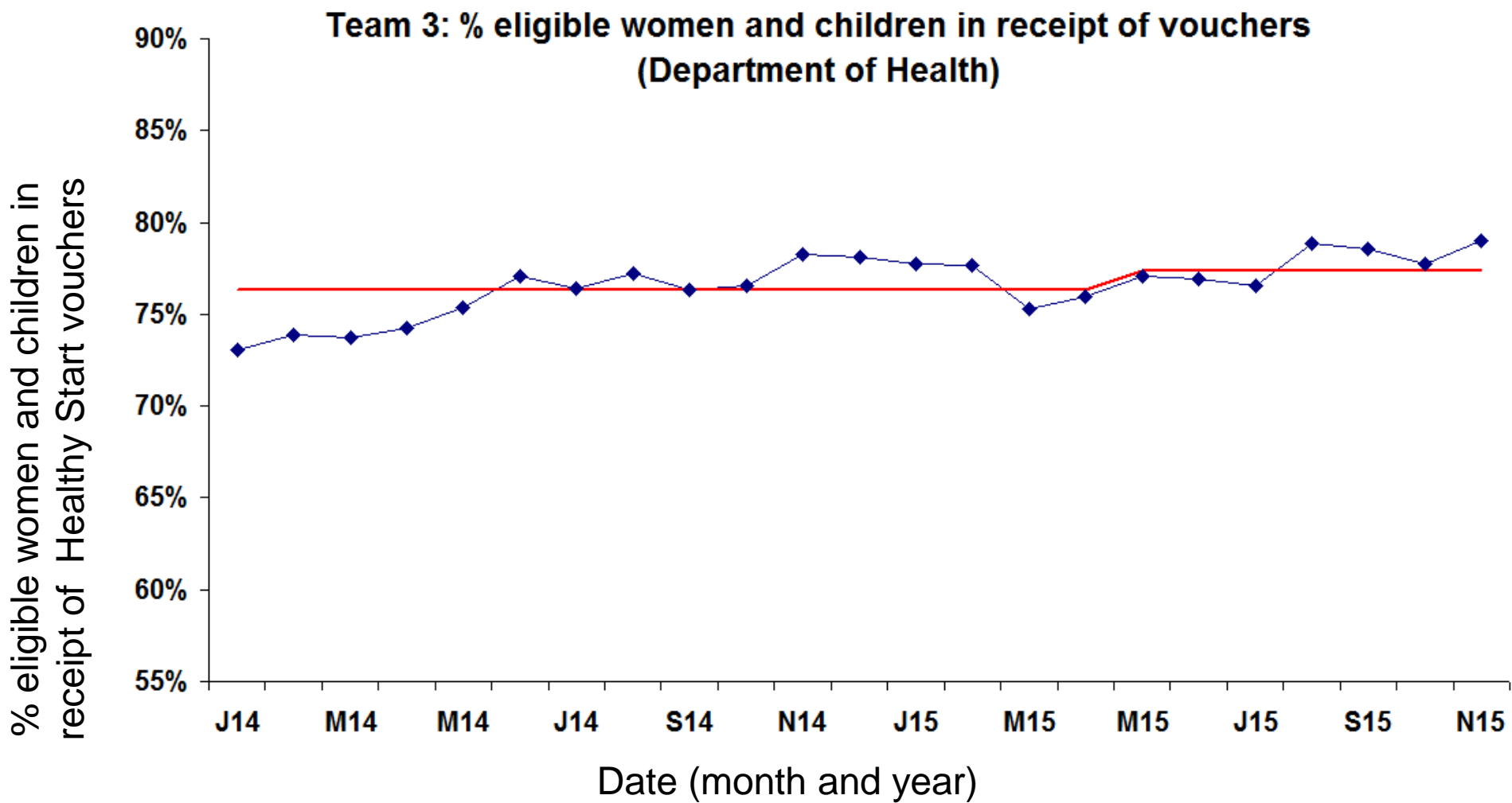
DWP/ HMRC (e.g. if no response 3 weeks after Healthy Start application, reapply. Keep rejection letters to discuss with WRA).



Community factors (e.g. does local shop accept Healthy Start, local transport links).

Staff and service factors (e.g. midwives and welfare rights adviser (WRA)). Do students know about Healthy Start and welfare rights? Is WRA accessible?

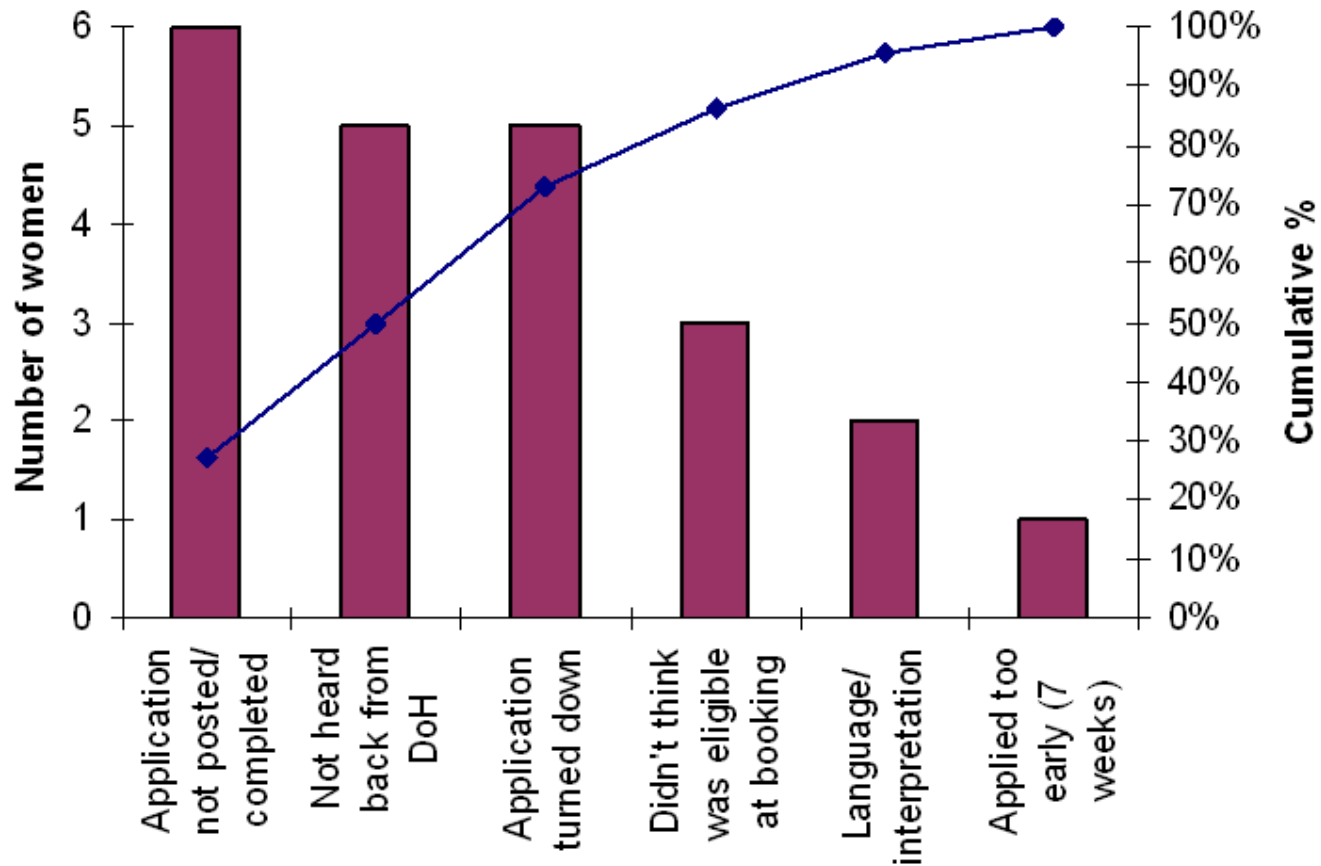
Figure 5. % eligible women and children in receipt of vouchers (team 3)



Source: Department of Health

Jan 2014 – November 2015

Figure 6. Pareto Chart – reasons for not receiving vouchers between antenatal booking appointment and 16 week appointment



Source: Collected by community midwives at 16 week appointment

n=22 women