

# Midwifery Diary Guideline

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2	N/A	Obstetric and Audit Guideline Group		21.01.2020	28.10.2020	01.01.2023

Brief Summary of Document:	To ensure standardised documentation in the diary providing evidence of advice given over the telephone, calls undertaken, time worked and mileage travelled.
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Scope	All community midwives and health care support workers involved in the care of women and their babies at home and in the community setting. 'The term "woman/women" in the context of this document is used as a biologically based term and is not intended to exclude trans and non-binary people who do not identify as women.'
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To be read in conjunction with:	
Patient Information:	Not applicable

Owning group	Obstetric Guideline, Audit and Research Group
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Reviews and updates		
Version no:	Summary of Amendments:	Date Approved:
1	New document	14.9.2017

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2	Guideline update v.2	21.01.2020
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### Glossary of terms

Term	Definition
ANC	Antenatal Clinic
CLC	Consultant-led care
MLC	Midwifery-led care
MLU	Midwifery-led unit
SBAR	Situation, Background, Assessment, Recommendation
SFH	Symphysis Fundal height
WPAS	Welsh PAS

Keywords	Non-attendance, antenatal care, postnatal care, appointment
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## 1. Aim of Guideline

The aim of the guideline is to:

- To provide standardised guidance on the completion of documentation by midwives and health care support workers in the midwifery care diary and the appended SBAR telephone call assessment book. providing evidence of advice given over the telephone, calls undertaken, time worked and mileage travelled.

## 2. Objectives

The aim will be achieved by the following objective:

- To ensure that all midwives and healthcare support workers complete documentation in the midwifery care diary and SBAR telephone call assessment book as required thereby providing evidence of advice, calls undertaken, time worked and mileage travelled.

## 3. Scope

All community midwives and health care support workers involved in the care of women and their babies at home and in the community setting.

## 4. Introduction

- The NMC Code (2019) indicate that “Record keeping is an integral part of nursing, midwifery and health visiting practice”.
- The community midwife’s diary and SBAR telephone assessment book should be used as tools of professional practice for keeping records.
- The NMC Code (2019) highlights that abbreviations should not be used and entries should be written in full where possible.  
However due to the continuous use of abbreviations by health care professionals an approved list should be agreed. A list of approved abbreviations can be found within the policy on record keeping.

## 5. COMPLETING ENTRIES IN THE DIARY AND SBAR TELEPHONE ASSESSMENT BOOK

These should:

- Always written in black ink that can be photocopied
- Be legible, factual, consistent and accurate
- Include the start of working day, lunch break and end of day
- Telephone calls to and from women must be recorded with a note of the advice given and the names of the women (briefly)
- The SBAR Telephone Assessment Book should be used to record all clinical telephone advice/ telephone assessment advice. It must be completed in full
- Record time of arrival at a visit/ clinic and time of departure
- Visits must be numbered in order of visit and with a brief reference to the nature of the visit i.e. ‘routine’, ‘urgent’ with the reason for the visit i.e. ‘labour’, ‘routine postnatal visit’.
- Mileage travelled during the day should be recorded at the start and end of day
- All study days, annual leave and sick leave etc., to be recorded
- When on call, all phone calls should be recorded to include the name and number, and a very brief reason for the call i.e. labour/SROM/APH. The advice given and on-going recommendation should be recorded in the SBAR Telephone Assessment
- All time in lieu to be entered and any hours taken back should also be recorded
- All cancelled or rescheduled calls to be documented, including those passed to other midwives.

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## 6. Organisational Arrangements

- The Health Board will provide the diaries annually
- The Maternity Service will provide the SBAR Telephone Assessment Book annually when required
- The diaries and the SBAR Telephone Assessment Book remain the property of the Health Board and should be produced on request
- All diaries and SBAR Telephone Assessment Books are to be forwarded to the Operational Lead Midwife for Community at the end of each calendar year

## 7. Monitoring

- Diaries and SBAR Telephone Assessment Books will be audited annually by the Operational Lead Midwife and on an individual basis as required.

## 8. Auditable Standards

- Time: Start/Finish
- Antenatal Clinic attended and numbers seen
- Outgoing calls
- Incoming calls
- On call activity
- Completion of SBAR Book

## 9. References

- <https://www.nmc.org.uk/standards/code/record-keeping/>
- <https://www.nice.org.uk/guidance/cg62/evidence>
- <https://www.nice.org.uk/guidance/cg37>
- <https://www.nice.org.uk/guidance/cg190>
- <https://www.nice.org.uk/guidance/ng121>