

A SOP to identify the process to follow when a woman fails to attend an arranged Antenatal Assessment Unit (AAU) appointment.

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Disclaimer: The term woman is used through this guideline, but covers people identifying as any gender who are pregnant.

It is assumed that if a woman has contacted AAU with a concern, she will attend for the planned appointment. When staff take the initial triage call it is essential that the correct telephone number is confirmed with the woman. All details from this discussion should be entered onto the WPAS clinical system under SBAR.

- If a woman fails to attend an arranged AAU appointment, the safeguarding folder on ZDrive should be reviewed to ensure there are no restrictions to making telephone contact with the woman.
- If the woman has failed to attend within 4 hours of the initial contact with AAU, she should be contacted by telephone to identify the reason for her non-attendance
- Offer the woman the opportunity to attend AAU. If she does not wish to attend ensure this is documented on WPAS and ensure all care givers are notified of this e.g. community midwife, consultant and any other relevant agencies involved in the provision of care, to ensure a follow up plan care be arranged
- All telephone conversations should be documented in the SBAR section on WPAS.
- The AAU midwife should attempt to make contact with the woman on two occasions 30 minutes apart (leave an answerphone message to call back if this is an option). If after the second attempt the midwife is unable to make contact, this should be escalated to the coordinator. The community team should be contacted to attend to complete a wellbeing check
- If community team are unable to make contact ensure this is escalated to the community midwifery manager.
- If SIP2 in place ensure ZDrive is updated of DNA appointments

Maternity Services

Checklist for Clinical Guidelines being submitted for Approval by Maternity

Quality & Safety Group

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