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Abertawe Bro Morgannwg
University Health Board

Guideline for regarding the Management of Women who fail to attend for Antenatal Appointments

Speciality: Maternity

Approval body: Antenatal Forum

Approval date: 14th September 2018

Date of Review: 14th September 2021

Objective

This guideline should assist clinical decision making for all Health Care Professionals working within the Maternity services, on women that default Antenatal Clinic appointments.

Background

The MBRRACE report (2014), identified that women that book late or who were poor attendees at antenatal clinic were at a higher risk of maternal and fetal complications.

Maternity services must be women centred and take into account social, emotional and physical factors that may affect their ability to access maternity care. If the reason why a woman has not attended an appointment is ascertained through sensitive enquiry, then alternate arrangements may be made to suit the circumstances of the individual.

Suggested Routine Antenatal Visits (NICE Clinical Guideline Antenatal Care – Routine Care for Healthy Pregnant Women, January 2017).

- Booking Visit – Should be undertaken by the end of the 10th week of pregnancy.
- Early pregnancy scan – 11+2 – 14+1 weeks (screening tests)
- 16 Weeks gestation – Antenatal Check
- Anomaly Scan – 18 – 20 weeks gestation

Primigravida Visits – 25, 28, 31,34,36,38 and 40 weeks gestation (41 for post term dates)

Multiparous Visits – 25,28,34,36,38 (41 for post term dates). Appointments should also be inline with Gap/grow ie 2-3 weekly measurement of SFH, Current local BMI pathways also call for 2 weekly blood pressure when BMI is over 35.

Women who fail to attend Hospital Antenatal Clinic appointments

1st time failure to attend

If a woman fails to attend an appointment in pregnancy, confirmation of an ongoing pregnancy is confirmed by checking INDIGO and WPAS. If the pregnancy is ongoing, the woman must be contacted by phone, another appointment arranged and appointment letter posted. This contact must be recorded in the Antenatal Notes Section on the woman's WPAS record.

2nd time failure to attend

If a woman does not attend the hospital antenatal clinic on two consecutive occasions, she must be contacted by phone and a further appointment arranged with appointment letter posted. In addition, the community midwife must be contacted and a note made in the Antenatal Notes Section on the woman's WPAS record. The community midwife will then try to make contact with the woman and establish the reason for non-attendance. If contact is made, the reason for non-attendance will be documented by the community midwife in the All Wales Hand Held notes and in the Antenatal Notes Section on WPAS.

Any discussion regarding additional or alternative arrangements made for effective provision of antenatal care should also be documented in the All Wales Hand Held Notes. The results of the contact will be communicated to the hospital antenatal clinic.

3rd time failure to attend

If a woman fails to attend the hospital antenatal clinic for a third time, attempts should be made by the antenatal clinic midwife to contact the woman via telephone.

If successful, the contact must be recorded in the Antenatal Notes Section on the woman's WPAS record together with an outline of the discussion. If unsuccessful, a record of all attempts to contact the woman should be recorded on WPAS.

This information should be shared with both the woman's named consultant and community midwife. This will provide an opportunity to discuss and identify an action plan for provision of continued care to the woman.

In addition, a letter must be sent from the Band 7 Antenatal Clinic Manager clearly outlining the importance/value of antenatal care. Again, the Antenatal Notes Section on the woman's WPAS record should be updated to confirm this letter has been sent.

It is important that communication between health professionals and other agencies involved in the provision of antenatal care will be maintained throughout.

Women who fail to attend Community Antenatal Care

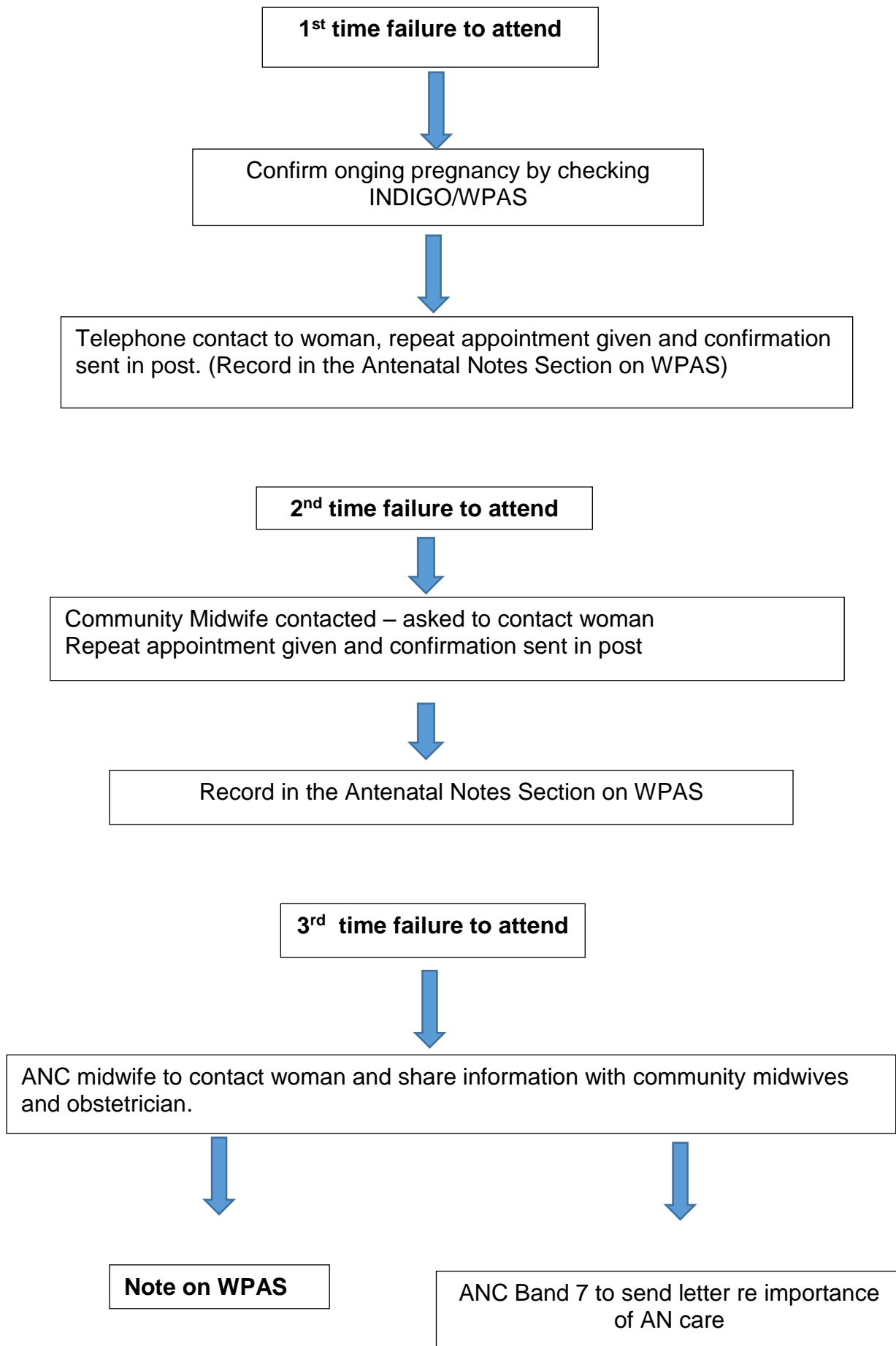
1st time Failure to attend

If a woman fails to attend an appointment in pregnancy, confirmation of an ongoing pregnancy is confirmed by checking INDIGO and WPAS. If the pregnancy is ongoing, the woman is contacted by the community midwife, explanation regarding the importance of antenatal care given, and another appointment arranged. This contact must be recorded in the Antenatal Notes Section on the woman's WPAS record.

2nd time failure to attend

- Community midwife to visit at home on the same or next day.
- Carry out antenatal assessment at the woman's home with consent, and if no safety concerns regarding midwife to visit.
- Make a clinic appointment that is convenient for the woman and explain the importance of attending.
- If a hospital appointment is required, discuss importance of consultant led care and make an appointment with antenatal clinic.
- If woman declines consultant led care / persistently fails to attend community appointments – liaise with Band 7 Antenatal Clinic Manager or Midwifery Matron. Place an alert on WPAS electronic record. Consider child protection enquiry through social services/ safeguarding.

Women who fail to attend Hospital Antenatal clinic appointments



Women who fail to attend community antenatal care appointments

1st time failure to attend

Confirm ongoing pregnancy by checking
INDIGO/WPAS

Telephone contact from community midwife to woman
Repeat appointment given and confirmation sent in post.
(Record in the Antenatal Notes Section on WPAS)

2nd time failure to attend

Community midwife to visit house (ensure no safeguard concerns):

- undertake antenatal assessment
- make clinic appointment
- discuss importance of antenatal care

Declines/persistently fails to attend antenatal care

Band 7 Community Coordinator to send letter and liaise with Midwifery Matron

- Alert on WPAS
- Community Band 7 to send letter re importance of AN care
- Liaise with hospital ANC midwives / Band 7 ANC Midwife
- Consider safeguarding enquiry through social services.

Maternity Services

Checklist for Clinical Guidelines being Submitted for Approval

Title of Guideline:	Guideline for the Management of Women who fail to attend for Antenatal Appointments
Name(s) of Author:	Sharon L Davies, Midwifery Matron
Chair of Group or Committee approving submission:	Antenatal Forum
Brief outline giving reasons for document being submitted for ratification	Update for policy regarding non attendance for Antenatal care
Details of persons included in consultation process:	Antenatal Forum
Name of Pharmacist (mandatory if drugs involved):	N/A
Issue / Version No:	1
Please list any policies/guidelines this document will supercede:	<ul style="list-style-type: none"> • None
Date approved by Group:	14 th September 2018
Next Review / Guideline Expiry:	14 th September 2021
Please indicate key words you wish to be linked to document	DNA, ANC, fail, clinic, appointment, attend
File Name: Used to locate where file is stores on hard drive	Z:\npt_fs2\Maternity Incidents Stats Etc\Policies\Ratified - Obs