



NHS

**Royal Berkshire
NHS Foundation Trust**

MAU – Maternity Assessment Unit

**Information about the Maternity
Assessment Unit**

Before coming to the MAU please contact the Maternity Telephone Triage line on 0118 322 7304; a triage midwife will carry out a telephone assessment to advise whether the MAU is the right place for you to attend.

What is the MAU?

The Maternity Assessment unit (MAU) is where you come for an unscheduled visit with pregnancy-related concerns (for example a change in your baby's / babies' movements, bleeding, urgent health worries during pregnancy), or with urgent postnatal concerns.

Where can I find the MAU?

The Maternity Assessment Unit (MAU) is located on level 3 of the Maternity Block, and is a 24-hour service, 365 days a year.

If you have a concern, are worried about a change in movements, or are in labour, you should still contact our Maternity Telephone Triage line on **0118 322 7304**. The midwife on the telephone will take details from you and make a telephone assessment, and if necessary, will ask you to come into the hospital either to the MAU or if you are ready to give birth (in labour) you will be directed to Rushey, our midwife-led unit, or the Delivery Suite.

What happens when I come into the MAU?

You need to come up to level 3 of the Maternity Block and buzz to enter through the double doors marked 'Delivery Suite'. Come to the end of the corridor and give the reception staff your name, and you will be shown to the waiting room. Within 15 minutes of arriving you will see a triage midwife who will have the details from the triage telephone call and will do an initial assessment. They will:

- Take observations such as pulse, blood pressure, and temperature.
- Talk to you about your symptoms and check if anything has changed since your phone call.
- Listen to your baby's heartbeat and feel your tummy.

After this assessment, the triage midwife will explain how urgently you need to be seen. This is done using a nationally recognised maternity tool called BSOTS (Birmingham Symptom Specific Triage Score).

Birmingham Symptom Specific Obstetric Triage System (BSOTS)

According to what you tell us, your history, symptoms and observations your need will be assessed as.

- **RED:** needs immediate attention. This would be an emergency.
- **ORANGE:** needs to have a full assessment within 15 minutes.
- **YELLOW:** needs a full assessment within 1 hour.
- **GREEN:** needs a full assessment within 4 hours.

Following your initial assessment, you will be asked to sit in the waiting room for a full assessment; you will be seen as soon as possible and within 15 minutes to 4 hours depending on your needs. If your symptoms are getting worse or you have any concerns, you can tell the midwives so they can reassess you.

Nationally, a large number of hospitals have introduced BSOTS and it is recognised as a model of safe practice. By using BSOTS we offer a quick triage system, with everyone being seen and having an initial assessment within 15 minutes, ensuring those in need urgent attention get the care they need, quickly. You will know by the end of your initial assessment how long you can expect to wait.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

S Bailey, Head of Midwifery, October 2023

Reviewed: May 2024

Next review due: May 2026

Our Maternity Strategy and Vision

'Working together with women, birthing people and families to offer compassionate, supportive care and informed choice; striving for equity and excellence in our maternity service.'

You can read our maternity strategy here

