

# Maternity Assessment Unit: How you will be triaged when you have urgent pregnancy and immediate postnatal concerns, requiring assessment at the hospital

---

On 9 October 2023 we are making changes to our Day Assessment Unit (DAU). The DAU is currently where you come for an unscheduled visit with urgent pregnancy-related concerns (i.e. reduced movements, bleeding, urgent health worries), when you are in labour, or with immediate urgent postnatal concerns. DAU will now be renamed as Maternity Assessment Unit (MAU).

---

## What is changing?

The DAU is changing to a new Maternity Assessment Unit (MAU). It will still be on level 3 of the Maternity Block, but will now be a 24-hour service, 365 days a year.

If you have an urgent concern or are in labour, you should still contact our Maternity Telephone Triage. The midwife on the telephone will take details from you and make a telephone assessment, and if needed ask you to come in to the hospital.

If you are ready to give birth (in labour) you will be directed to Rushey, our midwife-led unit, or the Delivery Suite.

## What if I am directed to MAU?

For those with other urgent concerns, you will be directed to the MAU. Within 15 minutes of arriving you will see a triage midwife who will have the details from the telephone call.

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 decide how urgently you need to be seen. This is done using a nationally recognised maternity tool called BSOTS (Birmingham Symptom Specific Triage Score).

## Maternity Assessment Unit – 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 by a doctor/midwife within 15 minutes.
- **YELLOW:** needs a full assessment within 1 hour.
- **GREEN:** needs a full assessment within 4 hours.

If you are Yellow or Green, you will be asked to sit in the waiting room for a full assessment; you will be seen as soon as possible and within 1 or 4 hours. If your symptoms are getting worse or you have any concerns, you can alert the midwives so they can reassess you.

The new MAU will have more midwives and support staff and we are moving the telephone triage to level 3 to help communication between team members. Two new rooms have been built and new equipment has been purchased to improve the environment and make your time on MAU more comfortable.

### Benefits

Nationally, a large number of hospitals have introduced BSOTS and it is recognised as a model of safe practice. By using BSOTS in our new MAU we will ensure we offer:

- **A quick triage system.** This will help reduce or avoid delays while in the waiting room  
For example if you are worried about your baby's movements you will have had the heartbeat listened to by the triage midwife within 15 minutes of arrival.  
Improved safety. By identifying those who need urgent attention and getting them the care, they need, quickly.
- **Better communication.** You will be told your rating and how long the wait will be and why.
- **Consistent care.** It is a standardised model, so whenever you visit the MAU, you will always see a specialist team for your assessment.

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

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

S Bailey, Head of Midwifery, October 2023

Next review due: October 2024