

Women's Experience of Maternity Care Survey Conducted February - August 2014

60 responses received from 176 questionnaires distributed either electronically or by post.
Response rate 34%.

We listened to you - From your comments you informed us about:

Lack of breastfeeding support in hospitals → English speaking Lactation Specialists are now available.
Information on Epidural side effects → Clear information is now provided during Consent Consultation.

Most Satisfactory Things - What you said....

"The standard of tests carried out and the treatment at hand if needed"

"The kind, caring and helpful nature of all staff I encountered"

"The level of care I received was brilliant and was well looked after"

"The midwife at hospital who stayed 45 minutes after her home time"

"The same midwife throughout"

Care While You Were Pregnant

Yes responses

Were you given enough time to ask questions or discuss your pregnancy?

Community Midwifery

Outpatient Services

100%

98%

Were you listened to?

97%

97%

Did you find the advice given clear and consistent?

93%

93%

Did you discuss any choices or concerns you had regarding your pregnancy?

98%

93%

Were any tests or procedures undertaken sufficiently explained?

97%

95%

The Patient Support Service

97% of women were aware of and knew how to contact the Patient Support Service, including the Hospital Hotline.

96% found the Patient Support Officers very helpful or helpful.

Confidence and Trust

97% in the community midwives

98% with the outpatient doctors

97% with hospital staff

97% with the health visitor

"All the staff in the hospital were fantastic"

"My midwife and health visitor were excellent. They made me feel really at ease"

"Staff were all helpful and professional"

"The midwives who delivered my baby at the hospital and the German midwives at the hospital are very nice and couldn't have wished for better"



Your Views Are Important To Us

We use these views to improve the services for future patients