

## **PATIENT EXPERIENCE – ALL REGIONS COMBINED**

### **SUMMARY OF RESULTS FOR THE WOMEN’S EXPERIENCE OF MATERNITY CARE SURVEY CONDUCTED APRIL – SEPTEMBER 14**

#### **INTRODUCTION**

In April 2014 a new maternity care patient survey was introduced. It incorporates:

- Questions regarding both antenatal and postnatal care
- New and amended questions
- Friends and Family questions
- Opportunity for patients to leave their contact details
- Electronic questionnaire alongside a paper version
- Recording of email addresses for electronic distribution
- Distribution eight weeks following the birth of the baby
- Region specific results and summaries identifying quality improvements
- Publishing the results via [www.Patient-wise.de](http://www.Patient-wise.de)
- From 9 September 2014 the inclusion of Non-contracted hospitals (Non DGP) and European Joint Service Units (EJSU) patients.

The first electronic distribution was conducted on 2 April 2014 and since then there has been a pro-active effort to obtain and record email addresses with their agreement. This has been bolstered with effect from 17 July 2014, by the Community midwives who asked patients to complete a “Consent to share email address” form. Non DGP admissions including EJSU started to be included in the distribution as from 10 September 2014.

The full survey results follow this summary and provide both the regional and all regions combined details.

This report summarises the results of the returned questionnaires that have been distributed to Maternity patients during the period 02 April – 24 September 2014. This covered a birth date period of 04 February – 04 August 2014. The database closed for this survey on 30 September 2014.

Two responses were received from women who gave birth in a contracted hospital in Hameln. These are not included in this report. Copies of these are available on request (QCS Identification numbers: 30011 and 30012)

## RESPONSES

A total of 176 questionnaires were distributed during this period with 60 responses being received, giving a response rate of 34%. Of these 60 responses, 51 were received electronically and 9 by paper. Some patients prefer the electronic option and this may have contributed to the increase of response rate.

In the previous survey, the individual response rates for Antenatal and Postnatal were 23% and 18% respectively.

13 respondents left their contact details which were forwarded to the GSTT regional teams and followed up individually. Where necessary a copy was also forwarded to the Primary & Community Care (PCC) Head of Midwifery for any comments relating to PCC.

16 incidents were identified from comments received which have been reviewed regionally in line with our incident investigation process.

## NHS SURVEY OF WOMEN'S EXPERIENCES OF MATERNITY CARE 2013

As some of the questions are similar to those asked in the NHS Survey 2013, we have also noted the NHS results in this summary where appropriate. The next NHS Survey is being conducted during 2015.

The NHS Survey involved 137 NHS acute trusts in England. They received responses from more than 23,000 service users with a response rate of 46%.

## CARE WHILE YOU WERE PREGNANT – COMMUNITY MIDWIFERY

### Continuity of Care

When asked if the same midwife was seen every time for antenatal check-ups, 55% responded every time or most of the time. 18% stated no, but they wanted to see the same midwife.

#### *NHS 2013 Survey of women's experiences of maternity care*

- *B9. If you saw a midwife for your antenatal check-ups, did you see the same one every time? Yes = 35% No but I wanted to =29% n = 22422*

## Waiting Times - Community Midwifery

98% of women were seen within 30 minutes of their appointment time with the community midwife. If there was a delay, 78% of women received an explanation.

### During your antenatal check-ups with the community midwifery service:

Were you given enough time to ask questions or discuss your pregnancy?	Yes responses	100%
Were you listened to?	Yes responses	97%
Did you find the advice given clear and consistent?	Yes responses	93%
Did you discuss any choices or concerns you had regarding your pregnancy?	Yes responses	98%
Were any tests or procedures undertaken sufficiently explained?	Yes responses	97%

The results are very positive, although some comments received included:

*“Every midwife has a different idea on what should or should not be done with all aspects of pregnancy and child care, very frustrating”*

*“Conflicting advice sometimes given by different midwives”*

*“Advice about gestational diabetes varied between British – German care”*

### NHS 2013 Survey of women’s experiences of maternity care

- B10. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy? Yes responses = 96% n = 22929
- B11. During your antenatal check-ups, did the midwives listen to you? Yes responses = 98% n = 22902

## Antenatal Classes

84% stated that antenatal classes were available to them. Five women did not know or could not remember.

## CARE WHILE YOU WERE PREGNANT – OUTPATIENTS

### Waiting Times

85% of women were seen within 30 minutes of their outpatient appointment time.

	1	2	3
Previous 3 reports	89%	75%	81%

Although if a delay was experienced, 60% of women were still not given an explanation. We are currently conducting clinic audits to monitor waiting times.

	1	2	3
Previous 3 reports	63%	58%	39%

### During your antenatal check-ups with the outpatient service:

Were you given enough time to ask questions or discuss your pregnancy?	Yes responses	98%
Were you listened to?	Yes responses	97%
Did you find the advice given clear and consistent?	Yes responses	93%
Did you discuss any choices or concerns you had regarding your pregnancy?	Yes responses	93%
Were any tests or procedures undertaken sufficiently explained?	Yes responses	95%

The results are very positive, although some comments included:

*“A language barrier existed sometimes”*

*“Advice about gestational diabetes varied between British to German care”*

*“I felt I wasn’t being listened to so I stopped asking questions”*

*“The language barrier was a huge issue. We waited 2 hours for appointments”*

## Hospital Tour

When asked if a tour of hospital facilities was attended whilst pregnant, 52% stated Yes, and 48% stated No.

	1	2	3
Previous 3 reports	80%	66%	67%

(Yes responses)

## YOUR HOSPITAL STAY AND THE BIRTH OF YOUR BABY

95% of women understood and agreed to any tests or procedures that they received from the hospital staff.

73% of women stated that the hospital staff did enough to control their pain, while 88% responded that during their stay in hospital, their privacy and dignity were respected.

78% of women felt they were involved in decisions about their care, as much as they wanted to be, but 22% felt they were not.

Overall 90% of women were involved and happy about their discharge date.

Some comments received in relation to the above questions are highlighted below:

*“Not much pain relief given and my decisions were ignored”*

*“No curtain around individual bed space on the ward”*

*“I wasn’t fully aware of what all tests were for”*

*“Wasn’t given any pain relief”*

*“Did not know what was happening at times due to the language barrier”*

*“Didn’t really give pain relief after C-Section”*

### *NHS 2013 Survey of women’s experiences of maternity care*

- *C18. Thinking about your care during labour and birth, were you treated with respect and dignity? Yes responses = 97% n = 22756*

When asked during their hospital stay, did the clinical staff speak in a way they could understand, 95% of all patients responded yes.

## Awareness of PSS

The PSS is highly valued by patients and 97% of those who responded were aware of and knew how to contact the Patient Support Service, including the hospital hotline. Due to this being a new question for the survey, we are unable to show any previous survey results.

## Patient Support Officers

96% of women found the PSO service (formerly the HLO service) to be very helpful and helpful. Some comments highlighting this are:

*“Great Help”*

*“Not only were the Patient Support staff helpful, but they were friendly and put me at ease”*

*“They managed to obtain pain relief for me very quickly”*

*“A very useful service and one I would recommend to others – much appreciated”*

*“Really pleased. I was visited a few times and they were very helpful”*

*“The loan of a tablet was a huge moral boost”*

*“Very lovely ladies and very dedicated to each patient”*

*“Fantastic”*

	1	2	3
Previous 3 reports	94%	92%	96%

## ABOUT YOUR BABY

### Information and Tests

When asked if they were aware, and did they feel they had enough information to decide about tests undertaken on their baby by the hospital staff, 93% stated yes. The same question was also asked about the community midwives to which 98% responded yes.

## Feeding

72% of women felt that they received active support and encouragement about feeding their baby by the hospital staff. 87% felt they received this from their Community midwives, and 83% from their health visitors. Some comments received included:

*“Hospital staff just gave my daughter a bottle even though I wanted to breastfeed”*  
*“Hospital staff only help if you ask”*  
*“The staff just left me to it and health visitor did not help much either”*  
*“I was supported by 60% of the hospital staff with my breastfeeding and the ones that did were amazing”*  
*“The support with breastfeeding after leaving hospital by the midwife was excellent. So helpful and understanding”*

## CARE AFTER THE BIRTH

91% of women felt they were given enough information about their own recovery after the birth. 92% were also asked how they were feeling emotionally.

*NHS 2013 Survey of women’s experiences of maternity care*

- *F12. Did a midwife or health visitor ask you how you were feeling emotionally?*  
*Yes responses = 96%* *n = 22506*

## HEALTHCARE PROFESSIONALS

### Confidence and Trust

When asked if they have confidence and trust in the community midwives, 97% responded yes, all of the time and most of the time. 98% also had confidence and trust with the outpatient doctors and 97% with the hospital staff during their hospital stay. 97% with the health visitor and 90% with the GP. Some comments included:

*"All the staff in the hospital were fantastic"*  
*"My midwife and health visitor were excellent. They made me feel really at ease"*  
*"The midwives I saw were fantastic and really supportive"*  
*"The midwives and health visitor were very supportive and made me feel like a great mum"*  
*"Midwives made me feel they are always there if needed"*  
*"Staff (in hospital) 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"*

### NHS 2013 Survey of women's experiences of maternity care

- C19. Did you have confidence and trust in the staff caring for you during your labour and birth? Yes responses = 97% n = 22820

### Most Satisfactory Thing

When asked what has been the most satisfactory thing about the care they have received, joint top were the hospital doctors / nurses / midwives and the support from community midwife / health visitor. Some comments to highlight this were:

*"The standard of tests carried out and the treatment at hand if needed"*  
*"The midwife at hospital who stayed 45 minutes after her home time just so she could be with me"*  
*"The level of care I received was brilliant and was well looked after"*  
*"Great care, can't complain. They are all great professionals"*  
*"The same midwife throughout"*  
*"Hospital and FOPD care"*  
*"Health visitor came to the house and helped me feeding twins"*  
*"The kind caring and helpful nature of all staff I encountered"*  
*"Very friendly, helpful staff"*



### **Least Satisfactory Thing**

The least satisfactory aspect was inadequate explanation / communication / information, followed by the attitude of the hospital staff. Some comments to highlight this included:

*"Pain relief post-surgery. Felt I had to keep asking"*

*"The lack of pain relief and the total lack of interest in how I was feeling post C-section"*

*"No communication between midwife, outpatients and hospital liaison"*

*"The lack of information passed on regarding the birth"*

*"The care received from the midwife at the delivery suite at the time of birth"*

*"My stay in hospital and hospital appointments"*

*"Support with breastfeeding in the hospital"*

*"That I wasn't really listened to"*

*"I felt I had no one to talk to"*

### **Distribution list:**

*GSTT Head of Clinical Governance & Assurance (Germany)*

*GSTT Quality Performance Manager*

*GSTT Head of SHC Operations*

*LLP Director of Medicine & Clinical Governance*

*GSTT Regional Management Team (HOM / SPSO / RBA)*

*Director of BFGHS*

*PCC Head of Quality and Midwifery Services*



**WOMEN’S EXPERIENCE OF MATERNITY CARE  
PROVIDED BY  
PRIMARY & COMMUNITY CARE AND  
CONTRACTED HOSPITALS**

**QUALITY OF CARE SURVEY CONDUCTED DURING  
APRIL - SEPTEMBER 14**

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### Response Rate

Response Rate	DGP4 Count	DGP 1 Count	DGP3 Count	DGP5 Count	Total Count
Distributed	67	48	55	14	184
Returns	24	13	20	3	60
Raw Response Rate	36%	27%	36%	21%	33%
Return to Sender	4	0	1	3	8
Adjusted Distribution	63	48	54	11	176
Adjusted Response Rate	38%	27%	37%	27%	34%

## RAW DATA

### ABOUT YOU

**Q1. Have you been in this location throughout your pregnancy?**

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Patients										
Yes	21	88%	13	100%	17	85%	3	100%	54	90%
No	3	13%	0	0%	3	15%	0	0%	6	10%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>

**Q4. Roughly how many weeks pregnant were you when you first saw a health professional about your pregnancy care?**

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Patients										
Up to 8 weeks	18	75%	8	62%	10	50%	3	100%	39	65%
Between 8 - 12 weeks	5	21%	5	38%	7	35%	0	0%	17	28%
13 weeks or more	1	4%	0	0%	3	15%	0	0%	4	7%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>

### CARE WHILE YOU WERE PREGNANT – COMMUNITY MIDWIFERY

**Q5. If you saw a community midwife for your antenatal check-ups, did you see the same one every time?**

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Patients										
Yes, every time	4	17%	1	8%	4	20%	0	0%	9	15%
Yes, most of the time	8	33%	9	69%	6	30%	1	33%	24	40%
No, but I wanted to	5	21%	1	8%	4	20%	1	33%	11	18%
No, but I did not mind	7	29%	2	15%	6	30%	1	33%	16	27%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>

**Q6. How long after scheduled community midwifery appointment times, did your appointments usually start?**

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Patients										
Seen on time	12	50%	7	54%	7	35%	1	33%	27	45%
Up to 10 minutes	7	29%	4	31%	9	45%	1	33%	21	35%
10-20 minutes	5	21%	2	15%	3	15%	1	33%	11	18%
20-30 minutes	0	0%	0	0%	0	0%	0	0%	0	0%
Over 30 minutes	0	0%	0	0%	1	5%	0	0%	1	2%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
<b>Up to 30 minutes</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>19</b>	<b>95%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>98%</b>

**Q7. If you ever experienced a delay for community midwifery appointments, was any explanation given?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	16	80%	7	88%	10	67%	2	100%	35	78%
No	4	20%	1	13%	5	33%	0	0%	10	22%
Total Responses	20	100%	8	100%	15	100%	2	100%	45	100%
Not applicable	4		3		4		0		11	
Can't remember	0		2		1		0		3	
All Questionnaires	24		13		20		2		59	

**Q8.1. During your antenatal check-ups with the community midwifery service: Were you given enough time to ask questions or discuss your pregnancy?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	24	100%	12	92%	16	80%	2	67%	54	90%
Yes, sometimes	0	0%	1	8%	4	20%	1	33%	6	10%
No	0	0%	0	0%	0	0%	0	0%	0	0%
Total Responses	24	100%	13	100%	20	100%	3	100%	60	100%
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
Total of all 'Yes' responses	24	100%	13	100%	20	100%	3	100%	60	100%

**Q8.2. During your antenatal check-ups with the community midwifery service: Were you listened to?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	20	83%	12	92%	14	70%	3	100%	49	82%
Yes, sometimes	4	17%	1	8%	4	20%	0	0%	9	15%
No	0	0%	0	0%	2	10%	0	0%	2	3%
Total Responses	24	100%	13	100%	20	100%	3	100%	60	100%
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
Total of all 'Yes' responses	24	100%	13	100%	18	90%	3	100%	58	97%

**Q8.3. During your antenatal check-ups with the community midwifery service: Did you find the advice given clear and consistent?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	18	75%	11	85%	10	50%	2	67%	41	68%
Yes, sometimes	4	17%	2	15%	8	40%	1	33%	15	25%
No	2	8%	0	0%	2	10%	0	0%	4	7%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>22</b>	<b>92%</b>	<b>13</b>	<b>100%</b>	<b>18</b>	<b>90%</b>	<b>3</b>	<b>100%</b>	<b>56</b>	<b>93%</b>

**Q8.4. During your antenatal check-ups with the community midwifery service: Did you discuss any choices or concerns you had regarding your pregnancy?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	18	75%	10	77%	11	55%	3	100%	42	70%
Yes, sometimes	5	21%	3	23%	9	45%	0	0%	17	28%
No	1	4%	0	0%	0	0%	0	0%	1	2%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>23</b>	<b>96%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>98%</b>

**Q8.5. During your antenatal check-ups with the community midwifery service: Were any tests or procedures undertaken sufficiently explained?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	19	79%	12	92%	13	65%	2	67%	46	77%
Yes, sometimes	4	17%	1	8%	6	30%	1	33%	12	20%
No	1	4%	0	0%	1	5%	0	0%	2	3%
<b>Grand Total</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>23</b>	<b>96%</b>	<b>13</b>	<b>100%</b>	<b>19</b>	<b>95%</b>	<b>3</b>	<b>100%</b>	<b>58</b>	<b>97%</b>

**Q10. Were antenatal classes available to you?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	19	90%	9	75%	17	89%	1	33%	46	84%
No	2	10%	3	25%	2	11%	2	67%	9	16%
<b>Total Responses</b>	<b>21</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>55</b>	<b>100%</b>
Don't know / Can't remember	3		1		1		0		5	
Total Questionnaires	24		13		20		3		60	

## CARE WHILE YOU WERE PREGNANT – OUTPATIENTS

**Q11. How long after scheduled Outpatient appointment times did your appointments usually start?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Seen on time	6	25%	2	15%	4	21%	2	67%	14	24%
Up to 10 minutes	5	21%	2	15%	9	47%	1	33%	17	29%
10-20 minutes	6	25%	4	31%	2	11%	0	0%	12	20%
20-30 minutes	3	13%	2	15%	2	11%	0	0%	7	12%
Over 30 minutes	4	17%	3	23%	2	11%	0	0%	9	15%
<b>Grand Total</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>100%</b>
Don't know / Can't remember	0		0		1		0		1	
Total Questionnaires	24		13		20		3		60	
Up to 30 minutes	20	83%	10	77%	17	89%	3	100%	50	85%

**Q12. If you ever experienced a delay for outpatient appointments was any explanation given?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	8	42%	5	42%	5	36%	1	50%	19	40%
No	11	58%	7	58%	9	64%	1	50%	28	60%
<b>Grand Total</b>	<b>19</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>47</b>	<b>100%</b>
Not applicable	2		0		5		1		8	
Can't remember	3		1		1		0		5	
All Questionnaires	24		13		20		3		60	

**Q13.1. During your antenatal check-ups with the outpatient service: Were you given enough time to ask questions or discuss your pregnancy?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	17	71%	7	54%	14	70%	3	100%	41	68%
Yes, sometimes	7	29%	6	46%	5	25%	0	0%	18	30%
No	0	0%	0	0%	1	5%	0	0%	1	2%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
Total of all 'Yes' responses	24	100%	13	100%	19	95%	3	100%	59	98%

**Q13.2. During your antenatal check-ups with the outpatient service: Were you listened to?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	16	67%	7	54%	14	70%	3	100%	40	67%
Yes, sometimes	8	33%	6	46%	4	20%	0	0%	18	30%
No	0	0%	0	0%	2	10%	0	0%	2	3%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>18</b>	<b>90%</b>	<b>3</b>	<b>100%</b>	<b>58</b>	<b>97%</b>

**Q13.3. During your antenatal check-ups with the outpatient service: Did you find the advice given clear and consistent?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	15	63%	9	75%	10	50%	3	100%	37	63%
Yes, sometimes	7	29%	2	17%	9	45%	0	0%	18	31%
No	2	8%	1	8%	1	5%	0	0%	4	7%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>100%</b>
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>22</b>	<b>92%</b>	<b>11</b>	<b>92%</b>	<b>19</b>	<b>95%</b>	<b>3</b>	<b>100%</b>	<b>55</b>	<b>93%</b>

**Q13.4. During your antenatal check-ups with the outpatient service: Did you discuss any choices or concerns you had regarding your pregnancy?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	16	67%	5	42%	12	60%	3	100%	36	61%
Yes, sometimes	7	29%	7	58%	5	25%	0	0%	19	32%
No	1	4%	0	0%	3	15%	0	0%	4	7%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>100%</b>
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>23</b>	<b>96%</b>	<b>12</b>	<b>100%</b>	<b>17</b>	<b>85%</b>	<b>3</b>	<b>100%</b>	<b>55</b>	<b>93%</b>



**Q13.5. During your antenatal check-ups with the outpatient service: Were any tests, procedures or scans undertaken sufficiently explained?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	16	67%	9	69%	12	60%	3	100%	40	67%
Yes, sometimes	7	29%	3	23%	7	35%	0	0%	17	28%
No	1	4%	1	8%	1	5%	0	0%	3	5%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>23</b>	<b>96%</b>	<b>12</b>	<b>92%</b>	<b>19</b>	<b>95%</b>	<b>3</b>	<b>100%</b>	<b>57</b>	<b>95%</b>

**Q15. Did you attend a tour of hospital facilities while you were pregnant?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	15	63%	4	31%	10	50%	2	67%	31	52%
No	9	38%	9	69%	10	50%	1	33%	29	48%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>

## YOUR HOSPITAL STAY AND THE BIRTH OF YOUR BABY

**Q16.1. Whilst in hospital: Did you understand and agree to any tests or procedures that you received from the hospital staff?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	22	96%	12	92%	19	95%	3	100%	56	95%
No	1	4%	1	8%	1	5%	0	0%	3	5%
<b>Total Responses</b>	<b>23</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>100%</b>
Not applicable / Don't know / Can't remember	1		0		0		0		1	
Total Questionnaires	24		13		20		3		60	

**Q16.2. Whilst in hospital: Do you think the hospital staff did enough to control your pain?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	17	71%	9	75%	14	70%	3	100%	43	73%
No	7	29%	3	25%	6	30%	0	0%	16	27%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>100%</b>
Not applicable / Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	24		13		20		3		60	

**Q16.3. During your stay in hospital, were your privacy and dignity respected?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	18	78%	12	92%	19	95%	3	100%	52	88%
No	5	22%	1	8%	1	5%	0	0%	7	12%
Total Responses	23	100%	13	100%	20	100%	3	100%	59	100%
Not applicable / Don't know / Can't remember	1		0		0		0		1	
Total Questionnaires	24		13		20		3		60	

**Q16.4. Whilst in hospital: Were you involved in decisions about your care, as much as you wanted to be?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	17	74%	8	62%	18	90%	3	100%	46	78%
No	6	26%	5	38%	2	10%	0	0%	13	22%
Total Responses	23	100%	13	100%	20	100%	3	100%	59	100%
Not applicable / Don't know / Can't remember	1		0		0		0		1	
Total Questionnaires	24		13		20		3		60	

**Q16.5. Whilst in hospital: Were you involved and happy in decisions about your discharge date?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	21	91%	11	85%	18	90%	3	100%	53	90%
No	2	9%	2	15%	2	10%	0	0%	6	10%
Total Responses	23	100%	13	100%	20	100%	3	100%	59	100%
Not applicable / Don't know / Can't remember	1		0		0		0		1	
Total Questionnaires	24		13		20		3		60	

**Q17. If you answered No to any of the above, please explain:**

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Decisions	3	21%	2	22%	0	0%	0		5	16%
Discharge date	0	0%	1	11%	1	13%	0		2	6%
Pain Control	6	43%	3	33%	5	63%	0		14	45%
Privacy and Dignity	3	21%	1	11%	0	0%	0		4	13%
Tests and Procedures	2	14%	2	22%	2	25%	0		6	19%
Grand Total	14	100%	9	100%	8	100%	0		31	100%

**Q18. During your hospital stay, did the clinical staff speak in a way you could understand?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	22	92%	13	100%	19	95%	3	100%	57	95%
No	2	8%	0	0%	1	5%	0	0%	3	5%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>

**Q19. Were you aware of, and did you know how to contact the Patient Support Service (formerly Hospital Liaison Service) including the Hospital Hotline?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	23	96%	13	100%	19	95%	3	100%	58	97%
No	1	4%	0	0%	1	5%	0	0%	2	3%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>

**Q20. How helpful did you find the Patient Support Service, (formerly the Hospital Liaison Service), during your stay?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Very Helpful	14	67%	4	40%	6	38%	3	100%	27	54%
Helpful	7	33%	5	50%	9	56%	0	0%	21	42%
Unhelpful	0	0%	1	10%	1	6%	0	0%	2	4%
<b>Total Responses</b>	<b>21</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>50</b>	<b>100%</b>
Not Needed	1		3		4		0		8	
Other	2		0		0		0		2	
Total Questionnaires	24		13		20		3		60	
<b>Total of 'Helpful' responses</b>	<b>21</b>	<b>100%</b>	<b>9</b>	<b>90%</b>	<b>15</b>	<b>94%</b>	<b>3</b>	<b>100%</b>	<b>48</b>	<b>96%</b>

**Q21. Any further comments on Patient Support Service:**

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
PSO - Positive	4	80%	2	33%	2	40%	1	100%	9	53%
PSO - Negative	0	0%	3	50%	2	40%	0	0%	5	29%
Lack of Visits	1	20%	0	0%	1	20%	0	0%	2	12%
No Issues Raised	0	0%	1	17%	0	0%	0	0%	1	6%
<b>Grand Total</b>	<b>5</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>17</b>	<b>100%</b>

**ABOUT YOUR BABY**

**22.1. Were you aware, and did you feel you had enough information, to decide about tests undertaken on your baby:  
By hospital staff?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	22	92%	11	100%	18	90%	3	100%	54	93%
No	2	8%	0	0%	2	10%	0	0%	4	7%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>58</b>	<b>100%</b>
Not applicable (no tests undertaken)	0		2		0		0		2	
<b>Total Questionnaires</b>	<b>24</b>		<b>13</b>		<b>20</b>		<b>3</b>		<b>60</b>	

**22.2. Were you aware, and did you feel you had enough information, to decide about tests undertaken on your baby:  
By community midwives?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	21	100%	11	92%	20	100%	3	100%	55	98%
No	0	0%	1	8%	0	0%	0	0%	1	2%
<b>Total Responses</b>	<b>21</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>56</b>	<b>100%</b>
Not applicable (no tests undertaken)	3		1		0		0		4	
<b>Total Questionnaires</b>	<b>24</b>		<b>13</b>		<b>20</b>		<b>3</b>		<b>60</b>	

**Q24. If any newborn tests were not undertaken prior to discharge, were you advised how to obtain an appointment to return to the hospital?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	15	88%	8	100%	14	93%	1	100%	38	93%
No	2	12%	0	0%	1	7%	0	0%	3	7%
<b>Total Responses</b>	<b>17</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>41</b>	<b>100%</b>
Not applicable	7		5		5		2		19	
<b>Total Questionnaires</b>	<b>24</b>		<b>13</b>		<b>20</b>		<b>3</b>		<b>60</b>	

**Q25.1 Following birth, did you receive active support and encouragement about feeding your baby: By hospital staff?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	16	67%	11	85%	13	65%	3	100%	43	72%
No	8	33%	2	15%	7	35%	0	0%	17	28%
Grand Total	24	100%	13	100%	20	100%	3	100%	60	100%

**Q25.2 Following birth, did you receive active support and encouragement about feeding your baby: By community midwives?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	20	83%	12	92%	18	90%	2	67%	52	87%
No	4	17%	1	8%	2	10%	1	33%	8	13%
Grand Total	24	100%	13	100%	20	100%	3	100%	60	100%

**Q25.3. Following birth, did you receive active support and encouragement about feeding your baby: By health visitors?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	20	83%	12	92%	15	75%	3	100%	50	83%
No	4	17%	1	8%	5	25%	0	0%	10	17%
Grand Total	24	100%	13	100%	20	100%	3	100%	60	100%

**Q26. If you answered No to any of the above, please explain:**

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Felt pressured	0	0%	0	0%	1	10%	0	0%	1	5%
Lack of advice and support from community midwife	1	14%	0	0%	0	0%	0	0%	1	5%
Lack of advice and support from health visitor	0	0%	0	0%	4	40%	0	0%	4	20%
Lack of advice and support from hospital staff	3	43%	1	50%	4	40%	0	0%	8	40%
No Issues Raised	3	43%	1	50%	1	10%	1	100%	6	30%
Grand Total	7	100%	2	100%	10	100%	1	100%	20	100%

## CARE AFTER THE BIRTH

**Q27. Were you given enough information about your own recovery after the birth?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, definitely	14	58%	7	64%	5	25%	2	100%	28	49%
Yes, to some extent	8	33%	3	27%	13	65%	0	0%	24	42%
No	2	8%	1	9%	2	10%	0	0%	5	9%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>57</b>	<b>100%</b>
No, but I did not need this information	0		2		0		1		3	
Don't know / Can't remember	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
<b>Total of 'Yes' responses</b>	<b>22</b>	<b>92%</b>	<b>10</b>	<b>91%</b>	<b>18</b>	<b>90%</b>	<b>2</b>	<b>100%</b>	<b>52</b>	<b>91%</b>

**Q28. Did a midwife or health visitor ask you how you were feeling emotionally?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	22	96%	11	85%	18	90%	3	100%	54	92%
No	1	4%	2	15%	2	10%	0	0%	5	8%
<b>Total Responses</b>	<b>23</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>59</b>	<b>100%</b>
Don't know / Can't remember	1		0		0		0		1	
Total Questionnaires	24		13		20		3		60	

**Q29. Were you informed of parenting classes and baby groups?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	18	75%	9	75%	9	47%	1	50%	37	65%
No	6	25%	3	25%	10	53%	1	50%	20	35%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>57</b>	<b>100%</b>
Don't know / Can't remember	0		1		1		1		3	
Total Questionnaires	24		13		20		3		60	

## HEALTHCARE PROFESSIONALS

### Q31.1. Did you have confidence and trust in:the Community Midwives?

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, all of the time	16	67%	9	69%	14	70%	2	100%	41	69%
Most of the time	8	33%	3	23%	5	25%	0	0%	16	27%
Rarely or never	0	0%	1	8%	1	5%	0	0%	2	3%
Total Responses	24	100%	13	100%	20	100%	2	100%	59	100%
Not applicable	0		0		0		1		1	
Total Questionnaires	24		13		20		3		60	
Total of all 'Yes' responses	24	100%	12	92%	19	95%	2	100%	57	97%

### Q31.2. Did you have confidence and trust in:the Outpatient Doctors?

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, all of the time	14	58%	8	62%	12	60%	3	100%	37	62%
Most of the time	10	42%	5	38%	7	35%	0	0%	22	37%
Rarely or never	0	0%	0	0%	1	5%	0	0%	1	2%
Total Responses	24	100%	13	100%	20	100%	3	100%	60	100%
Not applicable	0		0		0		0		0	
Total Questionnaires	24		13		20		3		60	
Total of all 'Yes' responses	24	100%	13	100%	19	95%	3	100%	59	98%

### Q31.3. Did you have confidence and trust in:the Hospital Staff during your hospital stay?

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, all of the time	14	61%	6	46%	15	75%	3	100%	38	64%
Most of the time	8	35%	7	54%	4	20%	0	0%	19	32%
Rarely or never	1	4%	0	0%	1	5%	0	0%	2	3%
Total Responses	23	100%	13	100%	20	100%	3	100%	59	100%
Not applicable	1		0		0		0		1	
Total Questionnaires	24		13		20		3		60	
Total of all 'Yes' responses	22	96%	13	100%	19	95%	3	100%	57	97%

**Q31.4. Did you have confidence and trust in:the Health Visitors?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, all of the time	18	75%	10	77%	9	45%	2	100%	39	66%
Most of the time	6	25%	2	15%	10	50%	0	0%	18	31%
Rarely or never	0	0%	1	8%	1	5%	0	0%	2	3%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>59</b>	<b>100%</b>
Not applicable	0		0		0		1		1	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>24</b>	<b>100%</b>	<b>12</b>	<b>92%</b>	<b>19</b>	<b>95%</b>	<b>2</b>	<b>100%</b>	<b>57</b>	<b>97%</b>

**Q31.5. Did you have confidence and trust in:the GPs?**

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, all of the time	15	68%	7	54%	10	50%	2	67%	34	59%
Most of the time	7	32%	5	38%	5	25%	1	33%	18	31%
Rarely or never	0	0%	1	8%	5	25%	0	0%	6	10%
<b>Total Responses</b>	<b>22</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>58</b>	<b>100%</b>
Not applicable	2		0		0		0		2	
Total Questionnaires	24		13		20		3		60	
<b>Total of all 'Yes' responses</b>	<b>22</b>	<b>100%</b>	<b>12</b>	<b>92%</b>	<b>15</b>	<b>75%</b>	<b>3</b>	<b>100%</b>	<b>52</b>	<b>90%</b>



## OVERALL

### Q33.1. How likely are you to recommend the following services to friends, if they needed similar care or treatment? - Antenatal Service

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Patients										
Extremely likely	13	54%	8	62%	11	55%	2	67%	34	57%
Likely	8	33%	3	23%	6	30%	0	0%	17	28%
Neither likely nor unlikely	3	13%	1	8%	3	15%	0	0%	7	12%
Unlikely	0	0%	0	0%	0	0%	0	0%	0	0%
Extremely unlikely	0	0%	1	8%	0	0%	0	0%	1	2%
Don't know	0	0%	0	0%	0	0%	1	33%	1	2%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
FFT Score	42		46		40		100		44	
Recommend (%)	88%		85%		85%		67%		85%	
Not recommend (%)	0%		8%		0%		0%		2%	

### Q33.2. How likely are you to recommend the following services to friends, if they needed similar care or treatment? - Delivery Suite

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Patients										
Extremely likely	10	42%	5	38%	15	75%	3	100%	33	55%
Likely	8	33%	4	31%	4	20%	0	0%	16	27%
Neither likely nor unlikely	4	17%	3	23%	0	0%	0	0%	7	12%
Unlikely	1	4%	0	0%	0	0%	0	0%	1	2%
Extremely unlikely	1	4%	1	8%	1	5%	0	0%	3	5%
Don't know	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
FFT Score	17		8		70		100		37	
Recommend (%)	75%		69%		95%		100%		82%	
Not recommend (%)	8%		8%		5%		0%		7%	

### Q33.3. How likely are you to recommend the following services to friends, if they needed similar care or treatment? - Postnatal Community Service

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Patients										
Extremely likely	11	46%	6	46%	9	45%	2	67%	28	47%
Likely	8	33%	5	38%	6	30%	0	0%	19	32%
Neither likely nor unlikely	3	13%	1	8%	3	15%	1	33%	8	13%
Unlikely	2	8%	0	0%	1	5%	0	0%	3	5%
Extremely unlikely	0	0%	1	8%	1	5%	0	0%	2	3%
Don't know	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Responses</b>	<b>24</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>60</b>	<b>100%</b>
FFT Score	25		31		20		33		25	
Recommend (%)	79%		85%		75%		67%		78%	
Not recommend (%)	8%		8%		10%		0%		8%	

**Q34. What has been the most satisfactory thing about the care you have received?**

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
FOPD / Outpatient care	0	0%	1	9%	0	0%	0	0%	1	2%
Hospital doctor / nurses / midwife	6	38%	2	18%	5	31%	2	100%	15	33%
Overall confidence in clinical procedures & hospital care	8	50%	2	18%	4	25%	0	0%	14	31%
Support from community midwife / health visitor	2	13%	6	55%	7	44%	0	0%	15	33%
<b>Grand Total</b>	<b>16</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>45</b>	<b>100%</b>

**Q35. What has been the least satisfactory thing about the care you have received?**

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Admission/being in hospital/discharge	0	0%	2	25%	0	0%	0		2	6%
Attitude of hospital staff	3	23%	1	13%	2	17%	0		6	18%
Delay / timings	0	0%	1	13%	0	0%	0		1	3%
Faciliteis / getting to hospital	1	8%	0	0%	0	0%	0		1	3%
GP/midwives/HV	1	8%	0	0%	3	25%	0		4	12%
Inadequate explanation/communication/information	2	15%	2	25%	4	33%	0		8	24%
Language barrier	2	15%	1	13%	0	0%	0		3	9%
Pain Relief	1	8%	0	0%	2	17%	0		3	9%
Privacy and Dignity	0	0%	1	13%	0	0%	0		1	3%
Problem with healing / feeding	1	8%	0	0%	0	0%	0		1	3%
Social isolation/boredom/visitors	0	0%	0	0%	1	8%	0		1	3%
No Issues Raised	2	15%	0	0%	0	0%	0		2	6%
<b>Grand Total</b>	<b>13</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>0</b>		<b>33</b>	<b>100%</b>