

PATIENT EXPERIENCE – WESTFALEN GARRISON - GÜTERSLOH

SUMMARY OF RESULTS FOR THE WOMEN'S EXPERIENCE OF MATERNITY CARE SURVEY CONDUCTED OCTOBER 15 - APRIL 16

INTRODUCTION

This report summarises the results of the returned questionnaires that have been distributed to Maternity patients during the period 14 October 2015 – 27 April 2016. This covered a birth date period of 18 August 2015 – 07 March 2016.

RESPONSES

A total of 51 questionnaires were distributed during this period with 29 responses being received, giving a response rate of 57%. In the last survey the response rate was 31%.

One response was received from a woman who gave birth in a non-contracted hospital (40535). The results of this are included in this report.

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

3 SHC incidents and 1 PCC incident 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 2015

As some of the questions are similar to those asked in the NHS Survey, we have also noted the NHS results in this summary where relevant. The most recent NHS survey results available for comparison are from 2015. The NHS Survey involved 133 NHS acute trusts in England. They received responses from more than 20,631 service users with a response rate of 41.2%.

HEALTHCARE PROFESSIONALS

Confidence and Trust

When asked if they had confidence and trust in the community midwives, 100% responded yes, all of the time and most of the time. 97% also had confidence and trust with the outpatient doctors, 93% with the hospital staff during their hospital stay, 97% with the health visitor and 97% with the GP.

"My community midwife was absolutely amazing. As were my midwives at hospital during labour"

"The midwives at the hospital who assisted with the birth were excellent"

"The delivery suite staff were amazing"

"The care in the hospital from the midwives was brilliant and they kept to what I wanted – no pain killers and were fantastic throughout my delivery"

"Was very impressed with the care given by the midwives following the birth. Home visits on a weekend were very appreciated"

"The overall care and assistance I received from the midwifery and health visitor team was excellent"

"Midwives at medical centre ... are incredibly good at their work. Thanks for all your support"

"Midwives and health visitor were caring and supportive throughout the pregnancy. Couldn't ask for better"

"Hospital staff were amazing"

"The care, compassion and concern shown by the midwives in the delivery suite...They made me feel comfortable and at ease through the whole process"

"The maternity suite and midwife during labour was fantastic"

"My community midwife was just incredible. I felt so comfortable with her. She was extremely informative and I was able to discuss absolutely any concerns with her. I trust her immensely. Likewise, my midwife during labour was absolutely incredible. I will never forget her. She was the biggest support during a difficult labour. She never once left my side and even stayed later than her intended shift. She is an absolute credit to the hospital."

"The community midwives I saw always put me at ease and made me have confidence in them"

"Midwives were amazing and the link between them and the hospital was reassuringly smooth and consistent"

"My midwife...was so warm and caring and really set my mind at rest"

NHS 2015 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 = 19808*

CARE WHILE YOU WERE PREGNANT – COMMUNITY MIDWIFERY

Continuity of Care

When asked if the same midwife was seen every time for antenatal check-ups, 10% responded every time and 31% most of the time. 14% (4 patients) stated no, but they wanted to and a further 45% advised they had not seen the same midwife, but did not mind.

NHS 2015 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 = 36% No but I wanted to = 28% n = 20116*

Waiting Times – Community Midwifery

97% of women were seen within 30 minutes of their appointment time with the Community Midwife. 86% of women received an explanation for any delay.

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	100%
Did you find the advice given clear and consistent?	Yes responses	100%
Did you discuss any choices or concerns you had regarding your pregnancy?	Yes responses	100%
Were any tests or procedures undertaken sufficiently explained?	Yes responses	100%

NHS 2015 Survey of women's experiences of maternity care

- *B11. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy? Yes responses = 96% n = 19710*
- *B12. During your antenatal check-ups, did the midwives listen to you? Yes responses = 98% n = 20108*

Antenatal Classes

81% of women said antenatal classes were available to them.

CARE WHILE YOU WERE PREGNANT – OUTPATIENTS

Waiting Times

100% of women were seen within 30 minutes of their appointment time, which is a great improvement from the previous survey results.

	1	2	3
Previous 3 reports	89%	88%	83%

If a delay was experienced, 38% of respondents were not given an explanation for this delay. We continue to conduct clinic observational audits to monitor waiting times and **this issue will once again be reviewed with the hospital team.**

	1	2	3
Previous 3 reports	71%	66%	58%

During your antenatal check-ups with the outpatient 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	93%
Were any tests or procedures undertaken sufficiently explained?	Yes responses	93%

YOUR HOSPITAL STAY AND THE BIRTH OF YOUR BABY

When asked did they understand and agree to any tests or procedures that they received from the hospital staff, 97% of women responded Yes.

89% of women stated that the hospital staff did enough to control their pain, with 93% responding that their privacy and dignity were respected. Both of these results display an improvement on previous survey results:

Pain Relief	1	2	3	Privacy & Dignity	1	2	3
Previous 3 reports	69%	67%	71%	Previous 3 reports	71%	79%	78%

When asked if they were involved in decisions about their care, as much as they wanted to be, 96% felt they were.

During their hospital stay, 90% of respondents felt the clinical staff spoke in a way they could understand.

86% of women were involved and happy about their discharge date.

Some comments received from those who wished to be discharged sooner are highlighted below.

“Wanted to leave the hospital earlier but could not because I had to wait a whole weekend until U2 check-up was done”

“I was told as my birth was straight forward I could be discharged straight away and go back for the routine tests. They then said I had to stay overnight for these tests as I couldn’t go back once discharged”

NHS 2015 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 = 98% n = 18767*

Awareness of Patient Support Service (PSS)

The PSS is highly valued by patients and 100% of those who responded were aware of and knew how to contact the Patient Support Service, including the Hospital Hotline.

	1	2	3
Previous 3 reports	95%	100%	96%

Patient Support Officers

92% of women found the PSO service (formerly the HLO service) to be very helpful and helpful. Some comments highlighting this are:

"It felt good to have someone to talk to"

"They did come in and say hello each day to offer their help"

"Thanks for being there when we needed help with language translations"

"They were fantastic. They knew I was admitted and came to see me to make sure I had everything and knew I could just get hold of them"

"They all are very good people and helpful too"

	1	2	3
Previous 3 reports	94%	100%	100%

ABOUT YOUR BABY

Information and Tests

When asked if they were aware, and if they felt they had enough information to decide about tests undertaken on their baby by the hospital staff, 100% stated yes. The same question was also asked about the community midwives to which 97% responded yes.

Feeding

6 women (21%) felt they did not receive active support and encouragement about feeding their baby by the hospital staff. 3% (1 woman) felt they did not receive this from their community midwife and 10% (3 women) from the health visitor. Some comments received are highlighted below

"Nobody explained to me how to breastfeed properly (latch, different holds etc.)"
"I was only visited twice by the health visitor. Once to drop papers off and once for weigh in. Midwives were far more communicative and proactive in feeding support"
"I didn't feel like the hospital staff were very sympathetic to feeding problems"
"Hospital more concerned about breastfeeding and could be very pushy about it"
"I explained to the nurses I wasn't sure he was latching on properly and they weren't bothered"
"If I hadn't been able to speak to my midwife about breastfeeding, I think they (ward nurses) would have pushed me into bottlefeeding."

NHS 2015 Survey of women's experiences of maternity care

- *E6. Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?*
Yes responses = 90% *n = 17188*

CARE AFTER THE BIRTH

93% of women felt they were given enough information about their own recovery after the birth. 100% were also asked how they were feeling emotionally.

NHS 2015 Survey of women's experiences of maternity care

- *F12. Did a midwife or health visitor ask you how you were feeling emotionally?*
Yes responses = 97% *n = 19536*

Seven negative comments were received regarding the postnatal nursing care in hospital including:

"Hospital nurses should be more sympathetic in their manner to the British patients"
"Nurses in the hospital should be warmer and more approachable"
"The nursing staff on the maternity ward...gave great care to the babies and that is very important, however, I didn't feel as though they cared much about me or were sensitive to a mother who had just given birth"
"(Nurses) were horrid and took him off me"
"I found some of the staff on the ward a little abrupt"

Most Satisfactory Thing

When asked what had been the most satisfactory thing about the care they have received, top came overall confidence in clinical procedures and hospital care, followed by support from community midwife / health visitor. Some comments to highlight this are:

"It was excellent and hospital staff were amazing"

"The care, compassion and concern shown by the midwives in the delivery suite. They made me feel comfortable and at ease through the whole process"

"Everyone was very kind and helpful all the time"

"The maternity suite and midwife during labour was fantastic"

"My community midwife was just incredible. I felt so comfortable with her. She was extremely informative and I was able to discuss absolutely any concerns with her. I trust her immensely"

"My whole experience throughout pregnancy and birth and continuous care has been fantastic. Every member of staff throughout the process have been second to none"

Least Satisfactory Thing

When asked what had been the least satisfactory thing about the care they have received, the attitude of the hospital staff was mentioned most, closely followed by GP, midwives and health visitor and language barrier. Some comments included:

"Probably the language barrier between myself and doctors at hospital"

"The care of some of the nurses in the hospital"

"Delays during midwife appointment as I had to go back to work"

"That I was seen by four or five different midwives, which wasn't their fault, just postings or sick leave"

"Because I had my baby over the Xmas period I felt there wasn't enough visits and communication, while in hospital. I only spoke to people over the phone and when I came out I only had a visit once a week. During my pregnancy I saw a total of 7 midwives and on several occasions blood tests were lost or had to be repeated."

All responses and comments **will be reviewed with the hospital team and where necessary action plans developed to address any issues.**

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 BFGHS

PCC Head of Midwifery

PATIENT EXPERIENCE – WESTFALEN GARRISON - PADERBORN

SUMMARY OF RESULTS FOR THE WOMEN'S EXPERIENCE OF MATERNITY CARE SURVEY CONDUCTED OCTOBER 15 – APRIL 16

INTRODUCTION

This report summarises the results of the returned questionnaires that have been distributed to Maternity patients during the period 14 October 2015 – 27 April 2016. This covered a birth date period of 18 August 2015 – 07 March 2016.

RESPONSES

A total of 76 questionnaires were distributed during this period with 37 responses being received, giving a response rate of 49%. In the last survey the response rate was 38%.

3 respondents left their contact details which were forwarded to the GSTT regional team and followed up individually. Where appropriate a copy was also forwarded to the PCC Head of Midwifery for any comments relating to PCC.

4 SHC incidents and 3 PCC 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 2015

As some of the questions are similar to those asked in the NHS Survey, we have also noted the NHS results in this summary where relevant. The most recent NHS survey results available for comparison are from 2015. The NHS Survey involved 133 NHS acute trusts in England. They received responses from more than 20,631 service users with a response rate of 41.2%.

HEALTHCARE PROFESSIONALS

Confidence and Trust

When asked if they have confidence and trust in the community midwives, 100% responded yes, all of the time and most of the time. 100% also had confidence and trust with the outpatient doctors, 100% with the hospital staff during their hospital stay, 100% with the health visitor and 86% with the GP. Comments received included:

“Excellent care and assistance by both midwives who I have seen / spoken to regularly. Feel extremely comfortable with health visitor and could not ask for better, support has always been available when needed”

“...the midwives in hospital... were exceptional with their level of care and professionalism, I felt very well looked after and every effort was made to make communication easy. This I really appreciated”

“The delivery midwives in the hospital were fantastic with amazing English and a lovely nature”

“Health visitor absolutely fab, tells it how it is. Made to feel extremely comfortable and the support given by midwife extremely supportive”

“The delivery midwives were caring, attentive and supportive”

“German midwives very helpful and caring”

“Midwife was very helpful when I had a scare during pregnancy”

NHS 2015 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 = 19808*

CARE WHILE YOU WERE PREGNANT – COMMUNITY MIDWIFERY

Continuity of Care

When asked if the same midwife was seen every time for antenatal check-ups, 14% responded every time and 38% most of the time. 16% (6 patients) stated no, but they wanted to and a further 32% advised they had not seen the same midwife, but did not mind.

NHS 2015 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 = 36% No but I wanted to = 28% n = 20116*

Waiting Times – Community Midwifery

100% of women were seen within 30 minutes of their appointment time with the Community Midwife. 84% of women received an explanation for any delay

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	100%
Did you find the advice given clear and consistent?	Yes responses	95%
Did you discuss any choices or concerns you had regarding your pregnancy?	Yes responses	100%
Were any tests or procedures undertaken sufficiently explained?	Yes responses	97%

NHS 2015 Survey of women's experiences of maternity care

- *B11. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy? Yes responses = 96% n = 19710*
- *B12. During your antenatal check-ups, did the midwives listen to you? Yes responses = 98% n = 20108*

Antenatal Classes

70% of women said antenatal classes were available to them.

CARE WHILE YOU WERE PREGNANT – OUTPATIENTS

Waiting Times

97% of women were seen within 30 minutes of their appointment time, which is an improvement on previous results as shown below.

	1	2	3
<i>Previous 3 reports</i>	86%	96%	89%

If a delay was experienced, 52% of respondents were not given an explanation for the delay. **We are continuing to conduct clinic observational audits to monitor waiting times and work with the hospital to ensure women are given explanations for any unavoidable delays.**

	1	2	3
<i>Previous 3 reports</i>	41%	38%	64%

(% of patients not given explanation if a delay was experienced)

During your antenatal check-ups with the outpatient 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	95%
Did you discuss any choices or concerns you had regarding your pregnancy?	Yes responses	97%
Were any tests or procedures undertaken sufficiently explained?	Yes responses	97%

YOUR HOSPITAL STAY AND THE BIRTH OF YOUR BABY

When asked did they understand and agree to any tests or procedures that they received from the hospital staff, 97% of women responded Yes.

91% of women stated that the hospital staff did enough to control their pain, with 97% responding that their privacy and dignity were respected.

The privacy and dignity result is an improvement on previous survey results:

<i>Pain Relief</i>	1	2	3
<i>Previous 3 reports</i>	80%	80%	96%

<i>Privacy & Dignity</i>	1	2	3
<i>Previous 3 reports</i>	90%	90%	88%

When asked if they were involved in decisions about their care, as much as they wanted to be, 89% felt they were.

When asked if during their hospital stay, the clinical staff spoke in a way they could understand, 100% of patients responded yes.

89% of women were involved and happy about their discharge date.

Some comments received from those who wished to be discharged sooner are highlighted below. **These will be reviewed with the hospital teams and where necessary action plans to address issues:**

“Even after requesting to be discharged, I was told I have to stay...I was finally discharged 48 hrs later...made to feel I had no choice”
“Wanted to go home sooner”
“I felt like I had to stay in 48 hours when I would rather have gone home”
“Very conflicting information about discharge”

NHS 2015 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 = 98% n = 18767*

Awareness of Patient Support Service (PSS)

The PSS is highly valued by patients and 92% of those who responded were aware of and knew how to contact the Patient Support Service, including the Hospital Hotline.

	1	2	3
<i>Previous 3 reports</i>	90%	92%	95%

Patient Support Officers

96% of women found the PSO service (formerly the HLO service) to be very helpful and helpful.

	1	2	3
<i>Previous 3 reports</i>	93%	100%	94%

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, 95% stated yes. The same question was also asked about the community midwives to which 100% responded yes.

Feeding

81% felt they received active support and encouragement about feeding their baby by the hospital staff. 97% felt this was received from their community midwives, with 97% from the health visitor. Many comments were received relating to feeding. Three women commented on the invaluable/excellent support they had received for feeding. Others felt the feeding support had not met their needs and comments included:

“One of the midwives in the hospital grabbed my breast at one point to try to feed my baby, when I had just fed her”

“... wildly inconsistent. The advice differed in terms of how often, how to latch on, use of nipple shields etc. This was very confusing and led to a delay in my baby feeding in my opinion”

“Hospital staff very unhelpful when I was trying to breastfeed”

“The staff did not really seem interested in supporting me”

“Excessive pressure to breastfeed”

“Not a lot of support for women who are bottlefeeding”

“Being pushed too far regarding breastfeeding”

“...the hospital staff could be trained on correct latching while breastfeeding, as they were very forceful when helping to attach baby which made him unhappy, and myself”

NHS 2015 Survey of women’s experiences of maternity care

- E6. Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?

Yes responses = 90%

n = 17188

CARE AFTER THE BIRTH

95% of women felt they were given enough information about their own recovery after the birth. 100% were also asked how they were feeling emotionally.

NHS 2015 Survey of women’s experiences of maternity care

- F12. Did a midwife or health visitor ask you how you were feeling emotionally?

Yes responses = 97%

n = 19536

Most Satisfactory Thing

When asked what has been the most satisfactory thing about the care they received, joint top was the overall confidence in clinical procedures and hospital care and support from community midwife / health visitor. Some comments to highlight this are:

"The staff at the hospital were extremely helpful and the care was amazing during and after the delivery"

"Level of care from all areas was exceptional"

"The care and support given in hospital and postnatal midwife support"

"As I had my baby in the ambulance, the crew was fantastic as well the staff who were waiting at the hospital to make sure my baby was okay"

"The advice given about recovery and emotional support"

"I've had all 3 children in Germany and could not fault them any time"

"All care has been fantastic"

"German doctors and staff are very efficient"

"The whole experience was great from start to finish. The care I received was exceptional and I can't fault it"

"High level of care and time given as a patient"

"The hospital care and understanding of my child's lactose intolerance"

"I felt there was a good balance between being given enough support / checks etc. without there being too much unnecessary medical intervention"

Least Satisfactory Thing

When asked what has been the least satisfactory thing about the care they received, the attitude of hospital staff and GP / midwives / HV was mentioned most often. Some comments to highlight areas of least satisfaction are below:

"The care from the GP's when needing advice on baby and myself"

"Pain relief took too long to come, didn't end up having any at all"

"Being told they were going to break my waters without any discussion"

"The misinformation given to me by the hospital antenatally"

"Language barrier with night staff at hospital"

All responses and comments will be reviewed with the hospital teams and where necessary action plans developed to address any issues.

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 BFGHS

PCC Head of Midwifery

**WOMEN'S EXPERIENCE OF MATERNITY CARE
PROVIDED BY
PRIMARY, COMMUNITY AND HOSPITAL
CARE**

**QUALITY OF CARE SURVEY CONDUCTED DURING
OCTOBER 2015 - APRIL 2016**

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Free Text Comments:	DGP 4	18 - 23
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Response Rate

Response Rate	DGP4 Count	DGP 3 Count	Total Count
Distributed	51	77	128
Returns	29	37	66
Raw Response Rate	57%	48%	52%
Return to Sender	0	1	1
Adjusted Distribution	51	76	127
Adjusted Response Rate	57%	49%	52%

RAW DATA

ABOUT YOU

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
No	2	7%	11	30%	13	20%
Yes	27	93%	26	70%	53	80%
Total Responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Up to 8 weeks	22	76%	25	68%	47	71%
Between 8 - 12 weeks	5	17%	8	22%	13	20%
13 weeks or more	2	7%	4	11%	6	9%
Total Responses	29	100%	37	100%	66	100%

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?

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, every time	3	10%	5	14%	8	12%
Yes, most of the time	9	31%	14	38%	23	35%
No, but I did not mind	13	45%	12	32%	25	38%
No, but I wanted to	4	14%	6	16%	10	15%
Total Responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Seen on time	10	34%	21	57%	31	47%
Up to 10 minutes	12	41%	14	38%	26	39%
10-20 minutes	5	17%	0	0%	5	8%
20-30 minutes	1	3%	2	5%	3	5%
Over 30 minutes	1	3%	0	0%	1	2%
Total Reponses	29	100%	37	100%	66	100%
Seen within 30 minutes	28	97%	37	100%	65	98%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	18	86%	21	84%	39	85%
No	3	14%	4	16%	7	15%
Total Reponses	21	100%	25	100%	46	100%
Not applicable	8		11		19	
Can't remember	0		1		1	
All Questionnaires	29		37		66	

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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	27	93%	33	89%	60	91%
Yes, sometimes	2	7%	4	11%	6	9%
No	0	0%	0	0%	0	0%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, always	26	90%	34	92%	60	91%
Yes, sometimes	3	10%	3	8%	6	9%
No	0	0%	0	0%	0	0%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	29	100%	37	100%	66	100%

**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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	21	72%	29	78%	50	76%
Yes, sometimes	8	28%	6	16%	14	21%
No	0	0%	2	5%	2	3%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	29	100%	35	95%	64	97%

**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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	26	90%	28	76%	54	82%
Yes, sometimes	3	10%	9	24%	12	18%
No	0	0%	0	0%	0	0%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	29	100%	37	100%	66	100%

**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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	27	93%	35	95%	62	94%
Yes, sometimes	2	7%	1	3%	3	5%
No	0	0%	1	3%	1	2%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	29	100%	36	97%	65	98%

Q10. Were antenatal classes available to you?

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	21	81%	23	70%	44	75%
No	5	19%	10	30%	15	25%
Total Responses	26	100%	33	100%	59	100%
Don't know / Can't remember	3		4		7	
All Questionnaires	29		37		66	

CARE WHILE YOU WERE PREGNANT – OUTPATIENTS

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Seen on time	12	41%	16	43%	28	42%
Up to 10 minutes	10	34%	14	38%	24	36%
10-20 minutes	4	14%	3	8%	7	11%
20-30 minutes	3	10%	3	8%	6	9%
Over 30 minutes	0	0%	1	3%	1	2%
Total Responses	29	100%	37	100%	66	100%
Seen within 30 minutes	29	100%	36	97%	65	98%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	13	62%	12	48%	25	54%
No	8	38%	13	52%	21	46%
Total Responses	21	100%	25	100%	46	100%
Not applicable	6		12		18	
Can't remember	2		0		2	
All Questionnaires	29		37		66	

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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	23	79%	31	84%	54	82%
Yes, sometimes	6	21%	6	16%	12	18%
No	0	0%	0	0%	0	0%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, always	24	83%	32	86%	56	85%
Yes, sometimes	4	14%	4	11%	8	12%
No	1	3%	1	3%	2	3%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	28	97%	36	97%	64	97%

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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	19	66%	28	76%	47	71%
Yes, sometimes	8	28%	7	19%	15	23%
No	2	7%	2	5%	4	6%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	27	93%	35	95%	62	94%

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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	23	79%	27	75%	50	77%
Yes, sometimes	4	14%	8	22%	12	18%
No	2	7%	1	3%	3	5%
Total Responses	29	100%	36	100%	65	100%
Don't know / Can't remember	0		1		1	
Total Questionnaires	29		37		66	
Total of all 'Yes' responses	27	93%	35	97%	62	95%

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 3		Total	
	Count	%	Count	%	Count	%
Yes, always	24	83%	33	89%	57	86%
Yes, sometimes	3	10%	3	8%	6	9%
No	2	7%	1	3%	3	5%
Total Responses	29	100%	37	100%	66	100%
Total of all 'Yes' responses	27	93%	36	97%	63	95%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	18	62%	26	70%	44	67%
No	11	38%	11	30%	22	33%
Total Responses	29	100%	37	100%	66	100%

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 3		Total	
	Count	%	Count	%	Count	%
Yes	28	97%	33	97%	61	97%
No	1	3%	1	3%	2	3%
Total Responses	29	100%	34	100%	63	100%
Not applicable / Don't know / Can't remember	0		3		3	
All Questionnaires	29		37		66	

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	24	89%	32	91%	56	90%
No	3	11%	3	9%	6	10%
Total Responses	27	100%	35	100%	62	100%
Not applicable / Don't know / Can't remember	2		2		4	
All Questionnaires	29		37		66	

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	27	93%	36	97%	63	95%
No	2	7%	1	3%	3	5%
Total Responses	29	100%	37	100%	66	100%

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 3		Total	
	Count	%	Count	%	Count	%
Yes	27	96%	33	89%	60	92%
No	1	4%	4	11%	5	8%
Total Responses	28	100%	37	100%	65	100%
Not applicable / Don't know / Can't remember	1		0		1	
All Questionnaires	29		37		66	

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	24	86%	32	89%	56	88%
No	4	14%	4	11%	8	13%
Total Responses	28	100%	36	100%	64	100%
Not applicable / Don't know / Can't remember	1		1		2	
All Questionnaires	29		37		66	

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Decisions	1	13%	0	0%	1	6%
Discharge date	4	50%	2	20%	6	33%
Pain Control	2	25%	3	30%	5	28%
Privacy and Dignity	1	13%	3	30%	4	22%
Tests and Procedures	0	0%	2	20%	2	11%
Grand Total	8	100%	10	100%	18	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	26	90%	37	100%	63	95%
No	3	10%	0	0%	3	5%
Total Responses	29	100%	37	100%	66	100%

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 3		Total	
	Count	%	Count	%	Count	%
Yes	29	100%	34	92%	63	95%
No	0	0%	3	8%	3	5%
Total Responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Very Helpful	17	65%	13	48%	30	57%
Helpful	7	27%	13	48%	20	38%
Unhelpful	2	8%	1	4%	3	6%
Total Responses	26	100%	27	100%	53	100%
Not Needed	3		10		13	
Total Questionnaires	29		37		66	
Total of 'Very Helpful & Helpful' responses	24	92%	26	96%	50	94%

Q21. Any further comments on Patient Support Service:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
PSO - Positive	6	67%	0	0%	6	50%
No Issues Raised	1	11%	1	33%	2	17%
PSO - Negative	1	11%	1	33%	2	17%
Lack of Visits	0	0%	1	33%	1	8%
Not Needed	1	11%	0	0%	1	8%
Grand Total	9	100%	3	100%	12	100%

ABOUT YOUR BABY

Q22.1. 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 3		Total	
	Count	%	Count	%	Count	%
Yes	29	100%	35	95%	64	97%
No	0	0%	2	5%	2	3%
Total Responses	29	100%	37	100%	66	100%

Q22.2. 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 3		Total	
	Count	%	Count	%	Count	%
Yes	28	97%	36	100%	64	98%
No	1	3%	0	0%	1	2%
Total Responses	29	100%	36	100%	65	100%
Not applicable (no tests undertaken)	0		1		1	
All Questionnaires	29		37		66	

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 3		Total	
	Count	%	Count	%	Count	%
Yes	24	100%	21	100%	45	100%
No	0	0%	0	0%	0	0%
Total Responses	24	100%	21	100%	45	100%
Not applicable	5		16		21	
Total Responses	29		37		66	

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	23	79%	30	81%	53	80%
No	6	21%	7	19%	13	20%
Total Responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	28	97%	36	97%	64	97%
No	1	3%	1	3%	2	3%
Total Responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	26	90%	36	97%	62	94%
No	3	10%	1	3%	4	6%
Total Responses	29	100%	37	100%	66	100%

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Lack of advice and support from community midwife	1	11%	1	14%	2	13%
No contact received	1	11%	0	0%	1	6%
No Issues Raised	3	33%	1	14%	4	25%
Lack of advice and support from hospital staff	1	11%	5	71%	6	38%
Felt pressured	1	11%	0	0%	1	6%
Unable to feed as planned	1	11%	0	0%	1	6%
Other	1	11%	0	0%	1	6%
Grand Total	9	100%	7	100%	16	100%

CARE AFTER THE BIRTH

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, definitely	17	59%	22	59%	39	59%
Yes, to some extent	10	34%	13	35%	23	35%
No	1	3%	1	3%	2	3%
No, but I did not need this information	1	3%	1	3%	2	3%
Total Responses	29	100%	37	100%	66	100%
Total of 'Yes' responses	27	93%	35	95%	62	94%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	29	100%	37	100%	66	100%
No	0	0%	0	0%	0	0%
Total Responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	23	88%	28	82%	51	85%
No	3	12%	6	18%	9	15%
Total Responses	26	100%	34	100%	60	100%
Don't know / Can't remember	3		3		6	
Grand Total	29		37		66	

HEALTHCARE PROFESSIONALS

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, all of the time	21	72%	28	76%	49	74%
Most of the time	8	28%	9	24%	17	26%
Rarely or Never	0	0%	0	0%	0	0%
Total Responses	29	100%	37	100%	66	100%
Total of 'Yes & Most' responses	29	100%	37	100%	66	100%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, all of the time	20	69%	31	84%	51	77%
Most of the time	8	28%	6	16%	14	21%
Rarely or never	1	3%	0	0%	1	2%
Total Responses	29	100%	37	100%	66	100%
Total of 'Yes & Most' responses	28	97%	37	100%	65	98%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, all of the time	19	66%	26	70%	45	68%
Most of the time	8	28%	11	30%	19	29%
Rarely or never	2	7%	0	0%	2	3%
Total Responses	29	100%	37	100%	66	100%
Total of 'Yes & Most' responses	27	93%	37	100%	64	97%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, all of the time	18	62%	26	70%	44	67%
Most of the time	10	34%	11	30%	21	32%
Rarely or never	1	3%	0	0%	1	2%
Total Responses	29	100%	37	100%	66	100%
Total of 'Yes & Most' responses	28	97%	37	100%	65	98%

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

All Patients	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, all of the time	18	62%	23	62%	41	62%
Most of the time	10	34%	9	24%	19	29%
Rarely or never	1	3%	5	14%	6	9%
Total Responses	29	100%	37	100%	66	100%
Total of 'Yes & Most' responses	28	97%	32	86%	60	91%

OVERALL

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Hospital doctor / nurses / midwife	5	22%	9	31%	14	27%
Overall confidence in clinical procedures & hospital care	10	43%	10	34%	20	38%
Support from community midwife / health visitor	8	35%	10	34%	18	35%
Grand Total	23	100%	29	100%	52	100%

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Attitude of hospital staff	4	19%	4	22%	8	21%
Discomfort in ward / environment	1	5%	0	0%	1	3%
Inadequate explanation / communication / information	2	10%	2	11%	4	10%
Privacy and Dignity	2	10%	0	0%	2	5%
Delay / timings	2	10%	0	0%	2	5%
Language barrier	3	14%	1	6%	4	10%
Pain Relief	0	0%	2	11%	2	5%
GP/midwives/HV	3	14%	4	22%	7	18%
Clinical procedures	1	5%	0	0%	1	3%
Problem with healing / feeding	1	5%	2	11%	3	8%
No Issues Raised	2	10%	3	17%	5	13%
Grand Total	21	100%	18	100%	39	100%