

PATIENT EXPERIENCE – ALL REGIONS COMBINED

SUMMARY OF RESULTS FOR THE WOMEN'S EXPERIENCE OF MATERNITY CARE SURVEY CONDUCTED OCTOBER 14 – MARCH 15

INTRODUCTION

This report summarises the results of the returned questionnaires that have been distributed to Maternity patients during the period 1 October 2014 – 25 March 2015. This covered a birth date period of 05 August 2014 – 02 February 2015. The database closed for this survey on 20 April 2015.

Two responses were received from women who gave birth in non-contracted hospitals. One in Hohne region (40283) and one in Gutersloh region (40162). These are included in this report. Three responses were also received from those who gave birth in EJSU regions. These are not included in this report but copies are available on request (QCS Identification numbers: 12, 13 and 17)

RESPONSES

A total of 176 questionnaires were distributed during this period with 88 responses being received, giving a response rate of 51%. In the previous survey, this was 34%. Of these 88 responses, 82 were received electronically and 6 by paper.

18 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.

18 SHC 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 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, 71% responded every time or most of the time. 7% responded No, but they wanted to.

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

100% of women were seen within 30 minutes of their appointment time with the community midwife. If there was a delay, 81% 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	100%
Did you find the advice given clear and consistent?	Yes responses	97%
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	99%

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

“Concerns and choices regarding my pregnancy were not discussed”
“I only got the chance to have one actual appointment with my midwife. All my care ended up being given by the hospital”

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

85% stated that antenatal classes were available to them. Ten women did not know or could not remember.

CARE WHILE YOU WERE PREGNANT – OUTPATIENTS

Waiting Times

89% of women were seen within 30 minutes of their outpatient appointment time.

	1	2	3
Previous 3 reports	85%	89%	75%

Although if a delay was experienced, 56% of women were still not given an explanation. We are still conducting clinic audits to monitor waiting times.

	1	2	3
Previous 3 reports	60%	63%	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	99%
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	99%
Were any tests or procedures undertaken sufficiently explained?	Yes responses	99%

The results are very positive, although some comments included:

“Language was sometimes a problem as I don’t speak German and things were not always explained”

“Don’t think they read notes as concerns I had discussed with the midwife were not followed up”

“Language barrier sometimes made things difficult to explain and understand”

Hospital Tour

When asked if a tour of hospital facilities was attended whilst pregnant, 66% stated Yes, and 34% stated No.

	1	2	3
Previous 3 reports	52%	80%	66%

(Yes responses)

YOUR HOSPITAL STAY AND THE BIRTH OF YOUR BABY

94% of women understood and agreed to any tests or procedures that they received from the hospital staff.

80% of women stated that the hospital staff did enough to control their pain, while 78% responded that during their stay in hospital, their privacy and dignity were respected.

87% of women felt they were involved in decisions about their care, as much as they wanted to be.

Overall 91% of women were involved and happy about their discharge date.

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

"I was in a lot of pain and they wouldn't give stronger pain relief"

"... The nurses didn't knock they would just come in and turn the lights on"

"They refused to give me gas and air and they gave me an epidural a bit late so it didn't take effect until after having my baby"

"Late visiting times or visiting times not followed by other families"

"It would have been nice to have curtains for each patient especially if you have a caesarean section"

"I can't believe they didn't have any curtains while doing doctors rounds in the morning"

"Language barrier made things difficult. Had to use the internet to find what medication I was given"

"... I found trying to establish breastfeeding a bit stressful due to the lack of privacy"

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, 90% of all patients responded yes.

Awareness of PSS

The PSS is highly valued by patients and 95% 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	97%	N/A	N/A

Patient Support Officers

100% of women found the PSO service (formerly the HLO service) to be very helpful and helpful. Some comments highlighting this are:

“They are a really great time. As a regular patient due to complications, they were always there with support”

“They were amazing. Without them I do not know how I would have coped”

“Friendly, helpful and always available when need. Great service”

“Friendly and would help to get information the best she could”

“The midwives and hospital liaison service were absolutely fantastic”

“Patient support staff have always been very helpful, pleasant and informative”

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

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, 87% stated yes. The same question was also asked about the community midwives to which 98% responded yes.

Feeding

76% of women felt that they received active support and encouragement about feeding their baby by the hospital staff. 97% felt they received this from their Community midwives, and 92% from their health visitors. Some comments received included:

"I was pretty much left to 'get on with it' in hospital but possible this was because it was my third child"

"The nurses in the hospital did not initiate advice regarding feeding my baby. I only received advice when requested"

"Never heard from the health visitor until I had to contact them"

"Hospital staff helped to breastfeed my baby but not supported me enough when I requested to express my milk"

"Health visitors only came for 10 minutes and asked if I was breastfeeding. Didn't ask further"

CARE AFTER THE BIRTH

91% of women felt they were given enough information about their own recovery after the birth. 97% 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, 99% responded yes, all of the time and most of the time. 99% also had confidence and trust with the outpatient doctors and 93% with the hospital staff during their hospital stay. 97% with the health visitor and 99% with the GP. Some comments included:

"My midwife was absolutely fantastic and highly professional"

"Cannot stress enough that delivery suite team were fantastic"

"We are grateful to ... for his expertise and also for his compassion, kindness, support and for the time spend with us which has meant a great deal to us"

"The healthcare professionals were very nice and caring. Thank you so much"

"All midwives I received care from were amazing. I wish I had had them the first time round"

"Hospital midwives were amazing, as well as the doctors"

"I think the midwives were brilliant. Although may not have been available in person, they were always on the end of the phone. They were all very attentive and supportive"

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, top was overall confidence in clinical procedures and hospital care, closely followed by Support from community midwife / health visitor. Some comments to highlight this were:

"The care of my pregnancy and that I have delivered my baby well and healthy"

"The midwives in the delivery suite were brilliant.... Fantastic experience"

"The care in the maternity ward and hospital was fantastic, very satisfied. I was very worried about having my baby in Germany but it went very well and the staff in the hospital were brilliant"

"The home visits by the midwife after birth were extremely helpful"

"The kindness shown by all staff. Nothing was too much trouble"

"Very professional. Kept up to date"

"The healthcare professionals during the recovery time were superb, very understanding and very helpful"

"The support from the midwife and health visitor"

"Knowing I could and have just picked up and called the midwives office and spoke to one or they have called me back be it a small thing or major thing ..."

"The hospital care after delivery and the midwife home visits"

"Breastfeeding support"

"The help from the hospital midwives after the birth was brilliant. I could not have asked for more"

"I felt very supported by community staff and care was constant in the way of hospital scans and community appointments"

Least Satisfactory Thing

The least satisfactory aspect was the GP / midwives / HV, followed by the attitude of the hospital staff. Some comments to highlight this included:

“The aftercare when left hospital”

“The lack of baby groups and facilities for new mums to meet others”

“Not getting pain relief”

“Privacy and the language barrier especially when it comes to the night staff”

“Lack of support after having had my baby”

“Management of pain after delivery”

Distribution list:

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

**QUALITY OF CARE SURVEY CONDUCTED DURING
OCTOBER 14 – MARCH 15**

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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	33	25	24	6	88
Raw Response Rate	49%	52%	44%	43%	48%
Return to Sender	4	0	1	3	8
Adjusted Distribution	63	48	54	11	176
Adjusted Response Rate	52%	52%	44%	55%	50%

RAW DATA

ABOUT YOU

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

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	32	97%	20	80%	18	75%	5	83%	75	85%
No	1	3%	5	20%	6	25%	1	17%	13	15%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Up to 8 weeks	25	76%	13	52%	14	58%	3	50%	55	63%
Between 8 - 12 weeks	8	24%	11	44%	4	17%	2	33%	25	28%
13 weeks or more	0	0%	1	4%	6	25%	1	17%	8	9%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, every time	20	61%	3	12%	2	8%	1	17%	26	30%
Yes, most of the time	8	24%	14	56%	13	54%	1	17%	36	41%
No, but I wanted to	0	0%	1	4%	5	21%	0	0%	6	7%
No, but I did not mind	5	15%	7	28%	4	17%	4	67%	20	23%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%

Q6. How long after scheduled community midwifery 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	17	52%	17	71%	10	42%	2	33%	46	53%
Up to 10 minutes	12	36%	6	25%	12	50%	4	67%	34	39%
10-20 minutes	4	12%	1	4%	2	8%	0	0%	7	8%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / Can't remember	0		1		0		0		1	
All Questionnaires	33		25		24		6		88	
Up to 30 minutes	33	100%	24	100%	24	100%	6	100%	87	100%

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	23	85%	9	82%	12	75%	4	80%	48	81%
No	4	15%	2	18%	4	25%	1	20%	11	19%
Total Responses	27	100%	11	100%	16	100%	5	100%	59	100%
Not applicable	6		12		8		1		27	
Can't remember	0		2		0		0		2	
All Questionnaires	33		25		24		6		88	

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	31	94%	24	100%	21	88%	6	100%	82	94%
Yes, sometimes	2	6%	0	0%	3	13%	0	0%	5	6%
No	0	0%	0	0%	0	0%	0	0%	0	0%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	33	100%	24	100%	24	100%	6	100%	87	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	29	88%	24	100%	22	92%	6	100%	81	93%
Yes, sometimes	4	12%	0	0%	2	8%	0	0%	6	7%
No	0	0%	0	0%	0	0%	0	0%	0	0%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	33	100%	24	100%	24	100%	6	100%	87	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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	26	79%	22	92%	15	63%	6	100%	69	79%
Yes, sometimes	5	15%	2	8%	8	33%	0	0%	15	17%
No	2	6%	0	0%	1	4%	0	0%	3	3%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	31	94%	24	100%	23	96%	6	100%	84	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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	29	88%	23	96%	20	83%	6	100%	78	90%
Yes, sometimes	2	6%	1	4%	4	17%	0	0%	7	8%
No	2	6%	0	0%	0	0%	0	0%	2	2%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	31	94%	24	100%	24	100%	6	100%	85	98%

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	29	88%	23	96%	19	79%	5	83%	76	87%
Yes, sometimes	3	9%	1	4%	5	21%	1	17%	10	11%
No	1	3%	0	0%	0	0%	0	0%	1	1%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	32	97%	24	100%	24	100%	6	100%	86	99%

Q10. Were antenatal classes available to you?

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	25	81%	20	95%	18	86%	3	60%	66	85%
No	6	19%	1	5%	3	14%	2	40%	12	15%
Total Responses	31	100%	21	100%	21	100%	5	100%	78	100%
Don't know / Can't remember	2		4		3		1		10	
Total Questionnaires	33		25		24		6		88	

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	4	12%	4	17%	9	38%	1	17%	18	21%
Up to 10 minutes	10	30%	8	33%	11	46%	3	50%	32	37%
10-20 minutes	7	21%	6	25%	3	13%	2	33%	18	21%
20-30 minutes	8	24%	1	4%	0	0%	0	0%	9	10%
Over 30 minutes	4	12%	5	21%	1	4%	0	0%	10	11%
Grand Total	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / Can't remember	0		1		0		0		1	
Total Questionnaires	33		25		24		6		88	
Up to 30 minutes	29	88%	19	79%	23	96%	6	100%	77	89%

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	10	34%	9	43%	10	63%	2	50%	31	44%
No	19	66%	12	57%	6	38%	2	50%	39	56%
Grand Total	29	100%	21	100%	16	100%	4	100%	70	100%
Not applicable	3		2		7		1		13	
Can't remember	1		2		1		1		5	
All Questionnaires	33		25		24		6		88	

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	25	76%	17	68%	21	88%	6	100%	69	78%
Yes, sometimes	8	24%	8	32%	3	13%	0	0%	19	22%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of all 'Yes' responses	33	100%	25	100%	24	100%	6	100%	88	100%

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	26	79%	18	72%	20	83%	6	100%	70	80%
Yes, sometimes	6	18%	7	28%	4	17%	0	0%	17	19%
No	1	3%	0	0%	0	0%	0	0%	1	1%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of all 'Yes' responses	32	97%	25	100%	24	100%	6	100%	87	99%

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	24	73%	16	64%	17	71%	5	83%	62	70%
Yes, sometimes	7	21%	8	32%	6	25%	1	17%	22	25%
No	2	6%	1	4%	1	4%	0	0%	4	5%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of all 'Yes' responses	31	94%	24	96%	23	96%	6	100%	84	95%

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	27	82%	17	71%	21	88%	5	83%	70	80%
Yes, sometimes	6	18%	6	25%	3	13%	1	17%	16	18%
No	0	0%	1	4%	0	0%	0	0%	1	1%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Don't know / can't remember	0		1		0		0		1	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	33	100%	23	96%	24	100%	6	100%	86	99%

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	23	70%	20	80%	20	83%	4	67%	67	76%
Yes, sometimes	10	30%	5	20%	3	13%	2	33%	20	23%
No	0	0%	0	0%	1	4%	0	0%	1	1%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of all 'Yes' responses	33	100%	25	100%	23	96%	6	100%	87	99%

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	21	64%	15	60%	18	75%	4	67%	58	66%
No	12	36%	10	40%	6	25%	2	33%	30	34%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	30	91%	24	100%	23	96%	5	83%	82	94%
No	3	9%	0	0%	1	4%	1	17%	5	6%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Not applicable / Don't know / Total Questionnaires	0		1		0		0		1	
	33		25		24		6		88	

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	22	67%	19	76%	23	96%	6	100%	70	80%
No	11	33%	6	24%	1	4%	0	0%	18	20%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%

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	26	79%	17	71%	21	88%	4	67%	68	78%
No	7	21%	7	29%	3	13%	2	33%	19	22%
Total Responses	33	100%	24	100%	24	100%	6	100%	87	100%
Not applicable / Don't know / Total Questionnaires	0		1		0		0		1	
	33		25		24		6		88	

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	28	88%	18	82%	22	92%	5	83%	73	87%
No	4	13%	4	18%	2	8%	1	17%	11	13%
Total Responses	32	100%	22	100%	24	100%	6	100%	84	100%
Not applicable / Don't know / Total Questionnaires	1		3		0		0		4	
	33		25		24		6		88	

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	29	88%	23	92%	22	92%	6	100%	80	91%
No	4	12%	2	8%	2	8%	0	0%	8	9%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%

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	4	20%	2	15%	1	20%	1	20%	8	19%
Discharge date	1	5%	1	8%	0	0%	0	0%	2	5%
Pain Control	10	50%	1	8%	1	20%	1	20%	13	30%
Privacy and Dignity	4	20%	6	46%	3	60%	2	40%	15	35%
Tests and Procedures	1	5%	3	23%	0	0%	1	20%	5	12%
Grand Total	20	100%	13	100%	5	100%	5	100%	43	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	29	88%	22	88%	23	96%	5	83%	79	90%
No	4	12%	3	12%	1	4%	1	17%	9	10%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	33	100%	23	92%	22	92%	6	100%	84	95%
No	0	0%	2	8%	2	8%	0	0%	4	5%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%

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	22	73%	10	56%	7	39%	5	100%	44	62%
Helpful	8	27%	8	44%	11	61%	0	0%	27	38%
Unhelpful	0	0%	0	0%	0	0%	0	0%	0	0%
Total Responses	30	100%	18	100%	18	100%	5	100%	71	100%
Not Needed	2		6		4		1		13	
Other	1		1		2		0		4	
Total Questionnaires	33		25		24		6		88	
Total of 'Helpful' responses	30	100%	18	100%	18	100%	5	100%	71	100%

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	6	100%	1	50%	2	40%	0	0%	9	64%
Lack of Visits	0	0%	1	50%	2	40%	0	0%	3	21%
No issues raised	0	0%	0	0%	1	20%	0	0%	1	7%
Not Needed	0	0%	0	0%	0	0%	1	100%	1	7%
Grand Total	6	100%	2	100%	5	100%	1	100%	14	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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	29	88%	20	87%	21	91%	4	67%	74	87%
No	4	12%	3	13%	2	9%	2	33%	11	13%
Total Responses	33	100%	23	100%	23	100%	6	100%	85	100%
Not applicable (no tests undertaken)	0		2		1		0		3	
Total Questionnaires	33		25		24		6		88	

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 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	29	94%	23	100%	22	100%	6	100%	80	98%
No	2	6%	0	0%	0	0%	0	0%	2	2%
Total Responses	31	100%	23	100%	22	100%	6	100%	82	100%
Not applicable (no tests undertaken)	2		2		2		0		6	
Total Questionnaires	33		25		24		6		88	

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	23	88%	11	100%	19	100%	5	100%	58	95%
No	3	12%	0	0%	0	0%	0	0%	3	5%
Total Responses	26	100%	11	100%	19	100%	5	100%	61	100%
Not applicable	7		14		5		1		27	
Total Questionnaires	33		25		24		6		88	

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	27	82%	15	60%	21	88%	4	67%	67	76%
No	6	18%	10	40%	3	13%	2	33%	21	24%
Grand Total	33	100%	25	100%	24	100%	6	100%	88	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	30	91%	25	100%	24	100%	6	100%	85	97%
No	3	9%	0	0%	0	0%	0	0%	3	3%
Grand Total	33	100%	25	100%	24	100%	6	100%	88	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	30	91%	23	92%	23	96%	5	83%	81	92%
No	3	9%	2	8%	1	4%	1	17%	7	8%
Grand Total	33	100%	25	100%	24	100%	6	100%	88	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	%
Lack of advice and support from community midwife	2	29%	0	0%	0	0%	0	0%	2	9%
Lack of advice and support from health visitor	1	14%	0	0%	1	33%	0	0%	2	9%
Lack of advice and support from hospital staff	3	43%	5	56%	2	67%	3	100%	13	59%
Felt pressured	0	0%	1	11%	0	0%	0	0%	1	5%
No contact received	0	0%	2	22%	0	0%	0	0%	2	9%
No issues raised	1	14%	1	11%	0	0%	0	0%	2	9%
Grand Total	7	100%	9	100%	3	100%	3	100%	22	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	21	64%	9	36%	13	54%	2	33%	45	51%
Yes, to some extent	9	27%	13	52%	9	38%	4	67%	35	40%
No	3	9%	3	12%	2	8%	0	0%	8	9%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of 'Yes' responses	30	91%	22	88%	22	92%	6	100%	80	91%

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	32	97%	24	96%	23	96%	5	100%	84	97%
No	1	3%	1	4%	1	4%	0	0%	3	3%
Total Responses	33	100%	25	100%	24	100%	5	100%	87	100%
Don't know / Can't remember	0		0		0		1		1	
Total Questionnaires	33		25		24		6		88	

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	24	80%	17	74%	17	74%	4	67%	62	76%
No	6	20%	6	26%	6	26%	2	33%	20	24%
Total Responses	30	100%	23	100%	23	100%	6	100%	82	100%
Don't know / Can't remember	3		2		1		0		6	
Total Questionnaires	33		25		24		6		88	

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	26	79%	23	92%	19	79%	6	100%	74	84%
Most of the time	6	18%	2	8%	5	21%	0	0%	13	15%
Rarely or never	1	3%	0	0%	0	0%	0	0%	1	1%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of all 'Yes' responses	32	97%	25	100%	24	100%	6	100%	87	99%

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	26	79%	20	80%	16	73%	5	83%	67	78%
Most of the time	7	21%	4	16%	6	27%	1	17%	18	21%
Rarely or never	0	0%	1	4%	0	0%	0	0%	1	1%
Total Responses	33	100%	25	100%	22	100%	6	100%	86	100%
Not applicable	0		0		2		0		2	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	33	100%	24	96%	22	100%	6	100%	85	99%

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	18	55%	14	56%	16	67%	4	67%	52	59%
Most of the time	12	36%	8	32%	8	33%	2	33%	30	34%
Rarely or never	3	9%	3	12%	0	0%	0	0%	6	7%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of all 'Yes' responses	30	91%	22	88%	24	100%	6	100%	82	93%

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	24	73%	23	92%	14	58%	5	83%	66	75%
Most of the time	8	24%	2	8%	8	33%	1	17%	19	22%
Rarely or never	1	3%	0	0%	2	8%	0	0%	3	3%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
Total of all 'Yes' responses	32	97%	25	100%	22	92%	6	100%	85	97%

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	24	75%	20	83%	11	48%	5	100%	60	71%
Most of the time	8	25%	4	17%	11	48%	0	0%	23	27%
Rarely or never	0	0%	0	0%	1	4%	0	0%	1	1%
Total Responses	32	100%	24	100%	23	100%	5	100%	84	100%
Not applicable	1		1		1		1		4	
Total Questionnaires	33		25		24		6		88	
Total of all 'Yes' responses	32	100%	24	100%	22	96%	5	100%	83	99%

OVERALL

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

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Extremely likely	23	70%	15	60%	15	63%	3	50%	56	64%
Likely	7	21%	8	32%	6	25%	3	50%	24	27%
Neither likely nor unlikely	2	6%	1	4%	3	13%	0	0%	6	7%
Don't know	1	3%	1	4%	0	0%	0	0%	2	2%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
FFT Score	66		58		50		50		58	
Recommend (%)	91%		92%		88%		100%		91%	
Not recommend (%)	3%		4%		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

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Extremely likely	23	70%	13	52%	21	88%	2	33%	59	67%
Likely	5	15%	8	32%	3	13%	4	67%	20	23%
Neither likely nor unlikely	2	6%	1	4%	0	0%	0	0%	3	3%
Unlikely	1	3%	3	12%	0	0%	0	0%	4	5%
Extremely unlikely	2	6%	0	0%	0	0%	0	0%	2	2%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
FFT Score	55		36		88		33		57	
Recommend (%)	85%		84%		100%		100%		90%	
Not recommend (%)	9%		12%		0%		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

All Patients	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Extremely likely	21	64%	14	56%	15	63%	3	50%	53	60%
Likely	9	27%	8	32%	7	29%	3	50%	27	31%
Neither likely nor unlikely	2	6%	2	8%	2	8%	0	0%	6	7%
Unlikely	1	3%	0	0%	0	0%	0	0%	1	1%
Extremely unlikely	0	0%	0	0%	0	0%	0	0%	0	0%
Don't know	0	0%	1	4%	0	0%	0	0%	1	1%
Total Responses	33	100%	25	100%	24	100%	6	100%	88	100%
FFT Score	55		50		54		50		53	
Recommend (%)	91%		88%		92%		100%		91%	
Not recommend (%)	3%		4%		0%		0%		2%	

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	%
Hospital doctor / nurses / midwife	7	23%	4	21%	8	38%	1	20%	20	27%
Overall confidence in clinical procedures & hospital care	12	40%	6	32%	6	29%	1	20%	25	33%
Respect, privacy and dignity	0	0%	0	0%	2	10%	1	20%	3	4%
Support from community midwife / health visitor	9	30%	8	42%	5	24%	1	20%	23	31%
PSO's / DMWS	1	3%	0	0%	0	0%	1	20%	2	3%
FOPD / Outpatient care	1	3%	1	5%	0	0%	0	0%	2	3%
Grand Total	30	100%	19	100%	21	100%	5	100%	75	100%

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	%
Attitude of hospital staff	3	13%	4	27%	2	13%	0	0%	9	15%
Clinical procedures	3	13%	0	0%	1	6%	0	0%	4	7%
Delay / timings	2	9%	0	0%	0	0%	0	0%	2	3%
Discomfort in ward / environment	0	0%	0	0%	1	6%	0	0%	1	2%
Faciliteis / getting to hospital	1	4%	0	0%	0	0%	0	0%	1	2%
Food and drink	0	0%	1	7%	1	6%	0	0%	2	3%
GP/midwives/HV	3	13%	1	7%	5	31%	2	40%	11	19%
Inadequate explanation/communication/information	4	17%	2	13%	0	0%	2	40%	8	14%
Lack of care	0	0%	0	0%	2	13%	0	0%	2	3%
Language barrier	1	4%	3	20%	0	0%	1	20%	5	8%
Pain Relief	4	17%	1	7%	1	6%	0	0%	6	10%
Privacy and Dignity	0	0%	1	7%	0	0%	0	0%	1	2%
Problem with healing / feeding	0	0%	0	0%	1	6%	0	0%	1	2%
No issues raised	2	9%	2	13%	2	13%	0	0%	6	10%
Grand Total	23	100%	15	100%	16	100%	5	100%	59	100%