

# ○ Maternity Survey 2010

## States of Jersey Health & Social Services

September 2010

Final Report

[www.pickereurope.org](http://www.pickereurope.org) | <https://www.picker-results.org>



<b>Section 1</b>	Introduction
<b>Section 2</b>	Survey Response <i>survey activity</i>
<b>Section 3</b>	Problem Score Summary <i>overview of results by section</i>
<b>Section 4</b>	Ranked Problem Scores <i>where most patients report room for improvement</i>
<b>Section 5</b>	NICE guidelines <i>your results and the NICE guidelines</i>
<b>Section 6</b>	Historical Comparisons <i>comparing results with previous years</i>
<b>Section 7</b>	External Benchmarks <i>comparing results with other trusts</i>
<b>Section 8</b>	Internal Benchmarks <i>comparing results within the trust</i>
<b>Appendix 1</b>	Frequency Tables <i>a detailed breakdown of your results</i>
<b>Appendix 2</b>	Questionnaire





SECTION 1  
 Introduction



# NHS Maternity Survey 2010

## States of Jersey Health & Social Services

### Background to the survey

The results presented here are from the national Maternity Survey 2010, carried out by Picker Institute Europe on behalf of the States of Jersey Health & Social Services. This survey is part of a series of annual patient surveys required by the Care Quality Commission for all NHS Acute trusts with Maternity Services in England. The Picker Institute was commissioned by 64 UK trusts to undertake the Maternity Survey 2010. The survey is based on a sample of Maternity patients who gave birth in February 2010.

The purpose of the survey is to understand what Maternity patients think of healthcare services provided by the Trust. All trusts used a standard survey methodology and standard questions, as specified by the NHS Patient Survey Co-ordination Centre based at the Picker Institute. The questionnaire reflects the priorities and concerns of maternity patients and is based upon what is most important from the patients' perspective. The questionnaire was developed through consultation with maternity patients, clinicians and trusts. A copy of the questionnaire is provided in Appendix 2 of this report.

The questionnaires used for the Maternity Survey 2010 were developed by the NHS Patient Survey Co-ordination Centre. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website: [www.nhssurveys.org.uk](http://www.nhssurveys.org.uk).

### Survey methodology

The survey was undertaken by a postal questionnaire, sent to maternity patients' home addresses. Patients were sent a questionnaire, a covering letter from the Trust's Chief Executive, a multiple language sheet offering help with the survey, and a freepost envelope. Patients wishing to complete the survey filled it in and returned it to the Picker Institute in the freepost envelope. Non-responders were sent a reminder card after 2-3 weeks and another questionnaire after a further 2-3 weeks.

The Picker Institute ran a freephone helpline for participants who had any queries or concerns about the survey. This included links to Languageline with immediate access to interpreters in over 100 languages. For a detailed description of the survey methodology, see the published guidance for this survey:

[http://www.nhssurveys.org/Filestore//documents/Maternity\\_Survey\\_Guidance\\_2010\\_v7.pdf](http://www.nhssurveys.org/Filestore//documents/Maternity_Survey_Guidance_2010_v7.pdf)

### About your respondents

A total of 298 maternity patients from your Trust were sent a questionnaire. 296 were eligible for the survey, of which 162 returned a completed questionnaire, giving a response rate of 55%. The average response rate was 50%.

#### Key facts about the 162 maternity patients who responded to the survey:

- 21% of respondents were aged 16-29; 67% were aged 30-39 and 9% were aged 40+.
- 94% of respondents stated their ethnic background as White; 1% Mixed; 1% Asian/Asian British; 1% Black/Black British; 2% Chinese or other ethnic group and 2% did not state their ethnic background.
- 96% gave birth to a single baby; 3% gave birth to twins and 0% gave birth to triplets, quads or more.
- 46% of respondents have had a previous pregnancy.
- 82% of all respondents have given birth to one or more babies before this pregnancy.

- 71% of respondents had a vaginal birth and 29% had their baby by caesarean.
- 14% were left alone by midwives or doctors at a time when it worried them.
- 99% gave birth in hospital, 0% in a birth centre or maternity unit separate from the hospital and 0% gave birth at home.
- 38% of mothers were given a choice of where to have their baby at the start of their pregnancy.
- 48% attended antenatal classes provided by the NHS.
- 98% of maternity patients rated their hospital care *during pregnancy* as excellent, very good or good, with 1% rating it as fair or poor.
- 96% of maternity patients rated their hospital care *during labour and birth* as excellent, very good or good, with 4% rating it as fair or poor.
- 97% of maternity patients rated their hospital care *after the birth* as excellent, very good or good, with 2% rating it as fair or poor.

## Problem scores

At the Picker Institute, we use the concept of '**problem scores**' as a summary measure, to help monitor your results over time and to show how your Trust compares to the average score for all 'Picker' trusts. We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your maternity patients.

### What is a problem score?

The problem score shows the percentage of maternity patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

### How are problem scores calculated?

We calculate the problem scores by combining response categories.

For example, for the following question '*Did you have confidence and trust in the staff caring for you during your labour and birth?*', we have combined the responses 'Yes, to some extent' and 'No', to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score (please note that this is **example data only**):

	This Trust		All trusts	
	n	%	n	%
<b>#C20 - Did you have confidence and trust in the staff caring for you during your labour and birth?</b>				
All Mothers				
Yes, definitely	341	<b>81.0</b>	8190	<b>73.6</b>
* Yes, to some extent	72	<b>17.1</b>	2439	<b>21.9</b>
* No	5	<b>1.2</b>	390	<b>3.5</b>
Don't know / Can't remember	1	<b>0.2</b>	28	<b>0.3</b>
Not answered	2	<b>0.5</b>	74	<b>0.7</b>
<b>Problem score - This Trust 18.3 %</b>	421		11121	
<b>Problem score - All trusts 25.4%</b>				



## How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. High problem scores, or scores that are high in comparison with other trusts, should be highlighted as potential problem areas that need to be looked at further. By targeting these areas, you can hopefully start to bring about real quality improvement for your maternity patients.

Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks, historic comparisons) or between trusts (external benchmarks) are made using these scores. When data is provided to the Care Quality Commission, only the raw data is provided, not the problem scores.

## Targeted questions

In response to client feedback and in the interests of accuracy, we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *This was not possible for medical reasons* and *I did not have any hospital food*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the problem score, **excluding those respondents to whom the question does not apply**. The new calculation will be illustrated in an **additional question (e.g. B5+)**.

## Low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of maternity patients. So, for example, patients that have reported not having antenatal classes provided by the NHS would not be asked subsequent questions about antenatal classes.

This means that not all patients will answer all of the questions in the questionnaire. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets [%]. If this is the case, the result should be interpreted with caution, as the number of respondents answering is relatively small.

## Confidence intervals

The survey undertaken was with a sample of maternity patients. As the survey was not of *all* patients, the results may not be totally accurate. However, we can estimate the level of confidence we should have in the results. The table below shows the level of confidence we would have for various numbers of respondents.

<u>Number of respondents</u>	<u>Confidence Interval (+/-)</u>
50	12.0%
100	8.5%
200	6.0%
300	4.9%
400	4.2%
500	3.8%
600	3.5%

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'. From the table above, we can see that for 300 respondents the confidence interval would be +/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 maternity patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

## Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker' average, or between your Trust this year and your previous maternity survey in 2007. By 'significant' difference, we mean that the finding is statistically reliable and that the difference is 'real'. The calculation used to test the statistical significance of scores was the two-sample t-test.

## The report

This report has been designed to be used alongside our on-line results system:

<https://www.picker-results.org>

We aim to help you to identify the key issues for improvement from the patients' perspective. We have presented the results in a number of ways to help you answer important questions about the survey results. Maternity patients had the option of adding additional comments at the end of the questionnaire. These verbatim comments can be found on the results website on the *Respondent Comments* page.

## How to use this report

When deciding which areas to act upon, we suggest you address each section of the questionnaire. A useful approach is to look at a particular section and follow these steps:

- **Identify any questions where you consider the results to be unacceptable for your trust.** The problem score summary is the first step to pick out any questions where the results are significantly better/worse than the 'Picker' average. The next step is to go to the frequency tables to view the detailed responses for each question. You may also wish to feedback on the issues where your trust is above average.
- **Address the issues where you have worsened over time.** Are there particular issues that are getting worse over time? Our report highlights significant changes from the previous National Maternity Survey in 2007. Our online results system also presents these trends in graphical form.
- **Where have you got worse over time and are below the 'Picker' average?** This is set out in your Executive Summary report.
- **Where is there scope to improve?** Look at the external benchmarking charts to see the range of scores. This will give you an indication as to what is a realistic ambition.

Visit [www.pickereurope.org](http://www.pickereurope.org) to access our educational resources and for more information on how we can help you to use your survey results to improve services.

Our Quality Improvement team can be commissioned to run workshops or deliver presentations and practical sessions that are tailored specifically to your Trust's needs.

To contact a member of our Quality Improvement team, or to share examples of good practice from within your organisation, email [quality@pickereurope.ac.uk](mailto:quality@pickereurope.ac.uk), or telephone 01865 208100.

## NICE guidelines - Maternity

The 'Changing childbirth' report (Department of Health 1993) and 'Maternity matters' (Department of Health 2007) explicitly confirmed that women should be the focus of maternity care, with an emphasis on providing choice, easy access and continuity of care. Care during pregnancy should enable a woman to make informed decisions, based on her needs, having discussed matters fully with the healthcare professionals involved.

Where relevant and applicable we have tried to link the survey questions with the guidelines provided by the National Institute for Clinical Excellence (NICE). There are three main sets of guidelines covering Antenatal Care, Intrapartum care and Postnatal care, as well as guidelines covering induction of birth and Caesarean sections. Focussing on questions that are linked to NICE guidelines can help to prioritise areas for action within the trust.

### Woman and baby centred care (NICE)

Women and their families should always be treated with **kindness, respect and dignity**. The views, beliefs and values of the woman, her partner and her family in relation to her care and that of her baby should be sought and respected at all times. Women should have the opportunity to make **informed decisions** about their care, and any treatment needed.

**Good communication** is essential. It should be supported by information tailored to the needs of the individual woman.

Care and information should be appropriate and the woman's cultural practices should be taken into account. All information should be provided in a form that is **accessible** to women, their partners and families, taking into account any additional needs, such as physical, cognitive or sensory disabilities, and people who do not speak or read English. Every opportunity should be taken to provide the woman and her partner or other relevant family members with the information and support they need.

Section 5 of this report specifies the problem scores for the questions that correspond with the NICE guidelines.





SECTION 2

# Survey Response

*survey activity*



## Survey Response

This section of the report shows the activity recorded for the survey, including:

- mailing dates
- response rates
- freephone calls

**Survey:** NHS Maternity Survey 2010

**NHS Trust:** States of Jersey Health & Social Services

**Dates of Fieldwork:**

Initial Mailing	04 May 2010
First Reminder	25 May 2010
Final Reminder	16 June 2010

<b>Response Rate:</b>	<u>Initial Mailing</u>	<u>298</u>
	Returned completed	162
	Ineligible - returned undelivered	2
	Ineligible - deceased	0
	Too ill/Opt out	5
	Ineligible - other	0
	Total Eligible	296
	Returned completed	162
	<b>Overall Response Rate</b>	<b>54.7%</b>
	<small>(total returned as a percentage of total eligible)</small>	
	<b>Average Response Rate</b>	<b>49.8%</b>
	<small>(based on all Picker Trusts)</small>	

The Picker Institute runs a **Freephone** Helpline for maternity patients. The lines were open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 0 calls to the Freephone helpline, which included 0 LanguageLine calls.







SECTION 3

# Problem Score Summary

*overview of results by section*



## Problem Score Summary

This section shows your problem score\* for each question and a comparison against the average score for all 64 Picker Institute trusts. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

Questions asked on the core questionnaire are identified by a “#” symbol preceding the question number. Trusts that opted for the longer ‘extended’ questionnaire can identify the additional questions by the absence of this symbol – these questions are shown in **blue** text.

Significant differences\* between your Trust and the average are indicated as follows:

 scores significantly better than average

 scores significantly worse than average

**Trust**

The problem score for your Trust

**Average**

Average score for all 'Picker' trusts

\* For an explanation of problem scores and significant differences please see Section 1.

Note that **lower scores indicate better performance**.

## SECTION B. CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

			Trust	Average	
B3		Antenatal care: unable to see health professional as soon as wanted	1 %	9 %	+
#B5+	N	#Antenatal care: not given choice where to have baby	46 %	14 %	-
#B6+	N	#Antenatal care: not given choice of home birth	11 %	24 %	+
#B7	N	#Antenatal care: not given enough information about where to have baby	23 %	36 %	+
#B9		#Antenatal care: not given copy of The Pregnancy Book	27 %	20 %	-
#B10		#Antenatal care: not given information about the NHS Choices website	62 %	59 %	
B12		Antenatal check-ups: would have liked more or fewer check-ups	19 %	30 %	+
#B13		#Antenatal check-ups: not given choice where to have check-ups	30 %	73 %	+
#B15+	N	#Antenatal check-ups: did not see the same midwife every time	74 %	44 %	-
B16+	N	Antenatal check-ups: did not see the same doctor every time	58 %	45 %	-
#B18		#Tests and scans: reason for dating scan not fully explained	19 %	23 %	
#B19+	N	#Tests and scans: not offered Down's screening	0 %	3 %	
B20	N	Tests and scans: did not feel had a choice whether to have Down's screening	6 %	9 %	
#B21	N	#Tests and scans: reason for Down's screening not fully explained	20 %	23 %	
#B23	N	#Tests and scans: reason for mid-trimester scan not fully explained	16 %	21 %	
#B26		#During pregnancy: did not have midwife telephone number	24 %	11 %	-
#B27+		#During pregnancy: midwife did not always give the help needed	12 %	28 %	+
B28		During Pregnancy: did not always get a response from midwife as soon as needed	17 %	37 %	+
B29+	N	During Pregnancy: Midwife did not encourage patient to make a birth plan	26 %	40 %	+
B30	N	During Pregnancy: Midwife did not give enough information about pain control during labour	15 %	25 %	+
B31	N	Antenatal care: not given information or explanations needed	28 %	44 %	+
#B32	N	#Antenatal care: not spoken to in a way that could be understood	9 %	16 %	+
B33		Antenatal care: not treated with respect and dignity	15 %	15 %	
B34		Antenatal care: not treated with kindness and understanding	16 %	22 %	
#B35	N	#Antenatal care: not involved enough in decisions about care	15 %	25 %	+
#B36		#Overall: care received during pregnancy fair or poor	1 %	7 %	+
#B37	N	#During pregnancy: NHS antenatal classes not offered or all booked up	6 %	21 %	+
B38		During Pregnancy: antenatal classes not at a fully convenient time of day	38 %	41 %	
B39		During Pregnancy: antenatal classes not at a fully convenient place	14 %	24 %	+
B40		During Pregnancy: antenatal classes did not fully cover topics wanted	56 %	47 %	

## SECTION C. YOUR LABOUR AND THE BIRTH OF YOUR BABY

			Trust	Average
C4	N	Labour and Birth: felt that did not have a choice whether labour would be induced	[23] %	34 %
#C8+	N	#Labour and birth: did not get sufficient pain relief	30 %	33 %
C10+		Labour and birth: labour or delivery room not clean	1 %	2 %
C11+		Labour and birth: toilets and bathrooms not clean	2 %	6 %
#C16+		#Labour and birth: stitches done more than 20 minutes after birth	41 %	36 %
#C17+	N	#Labour and birth: did not have skin to skin contact with baby shortly after birth	13 %	13 %
#C20		#Labour and birth: did not have confidence and trust in staff	19 %	25 %
#C21+	N	#Labour and birth: partner/companion not always made welcome by staff	9 %	15 %
#C22	N	#Labour and birth: left alone by midwives or doctors at a worrying time	14 %	21 %
#C23		#Labour and birth: not spoken to in a way that could be understood	8 %	14 %
C24	N	Labour and birth: not treated with respect and dignity	10 %	15 %
C25		Labour and birth: not treated with kindness and understanding	11 %	18 %
#C26	N	#Labour and birth: not involved enough in decisions about care	18 %	27 %
#C27		#Overall: care received during labour and birth fair or poor	4 %	6 %

## SECTION D. CARE IN HOSPITAL AFTER THE BIRTH (POSTNATAL CARE)

			Trust	Average
#D2	N	#Postnatal hospital care: length of hospital stay too long or too short	13 %	27 %
D3		Postnatal Hospital Care: not always a staff member available to help	28 %	49 %
D4		Postnatal hospital care: not offered a choice of food	19 %	27 %
D5+		Postnatal hospital care: given too much/too little food	9 %	21 %
D6+		Postnatal hospital care: food was fair or poor	27 %	49 %
D7		Postnatal hospital care: hospital or ward not clean	3 %	5 %
D8+		Postnatal hospital care: toilets and bathrooms not clean	4 %	11 %
#D9		#Postnatal hospital care: not given information or explanations needed	36 %	45 %
D10		Postnatal hospital care: not spoken to in a way that could be understood	17 %	24 %
D11		Postnatal hospital care: not treated with respect and dignity	23 %	28 %
#D12		#Postnatal hospital care: not treated with kindness and understanding	23 %	33 %
D13		Postnatal hospital care: baby did not have a newborn examination before discharge	1 %	5 %

## SECTION E. FEEDING YOUR BABY

			Trust	Average
#E1	N	#Feeding: infant feeding not fully discussed during pregnancy	39 %	45 %
#E4	N	#Feeding: midwives/carers did not give consistent advice	17 %	21 %
E5	N	Feeding: midwives/carers did not give practical help	6 %	15 %
#E6	N	#Feeding: midwives/carers did not give active support and encouragement	7 %	14 %

## SECTION F. CARE AT HOME AFTER THE BIRTH

			Trust	Average	
#F1		#Postnatal care at home: did not have contact number if worried	3 %	5 %	+
#F2+		#Postnatal care at home: midwife/health visitor did not always give the help needed	15 %	25 %	+
F3		Postnatal care at home: did not get a response as soon as needed from midwife/health visitor	22 %	32 %	+
#F4		#Postnatal care at home: not offered a visit by a midwife	0 %	0 %	
#F7		#Postnatal care at home: saw a midwife too often/too seldom	14 %	26 %	+
F8		Postnatal care at home: did not always have confidence and trust in midwives	12 %	28 %	+
F10		Postnatal Care at Home: did not receive enough help/advice about baby's sleeping position	44 %	40 %	
F11		Postnatal Care at Home: did not receive enough help/advice about baby's crying	50 %	57 %	
#F12	N	#Postnatal care at home: did not receive enough help/advice about feeding baby	37 %	41 %	
F13		Postnatal Care at Home: did not receive enough help/advice about baby's skin care	46 %	52 %	
#F14	N	#Postnatal care at home: did not receive enough help/advice about baby's health and progress	40 %	42 %	
#F15	N	#Postnatal care: mother did not have health check-up	6 %	10 %	+
#F16	N	#Postnatal care: mother not given enough information about own recovery after the birth	48 %	57 %	+
#F17	N	#Postnatal care: not given enough information about emotional changes that may be experienced	54 %	54 %	
#F18	N	#Postnatal care: not given information or advice about contraception	5 %	8 %	
#F19		#Overall: care received after birth fair or poor	2 %	11 %	+



SECTION 4

# Ranked Problem Scores

*where most patients report room for improvement*





## Ranked Problem Scores

This section ranks the scores from the highest problem score (most respondents reporting room for improvement) to lowest problem score (fewest respondents reporting room for improvement). Focussing on areas with high problem scores could potentially improve the patient experience for a large proportion of your maternity patients.

Questions asked on the core questionnaire are identified by a “#” symbol preceding the question number. Trusts that opted for the longer ‘extended’ questionnaire can identify the additional questions by the absence of this symbol – these questions are also displayed in blue text.

Significant differences between your Trust and the average are indicated as follows:

- + scores significantly better than average
- scores significantly worse than average

**Trust** The problem score for your Trust  
**Average** Average score for all Picker trusts

*Lower scores are better*

### Problem scores 50%+

		Trust	Average	
#B15+	#Antenatal check-ups: did not see the same midwife every time	74 %	44 %	<span style="color: red;">-</span>
#B10	#Antenatal care: not given information about the NHS Choices website	62 %	59 %	
B16+	Antenatal check-ups: did not see the same doctor every time	58 %	45 %	<span style="color: red;">-</span>
B40	During Pregnancy: antenatal classes did not fully cover topics wanted	56 %	47 %	
#F17	#Postnatal care: not given enough information about emotional changes that may be experienced	54 %	54 %	
F11	Postnatal Care at Home: did not receive enough help/advice about baby's crying	50 %	57 %	

### Problem scores 40% - 49%

		Trust	Average	
#F16	#Postnatal care: mother not given enough information about own recovery after the birth	48 %	57 %	<span style="color: green;">+</span>
F13	Postnatal Care at Home: did not receive enough help/advice about baby's skin care	46 %	52 %	
#B5+	#Antenatal care: not given choice where to have baby	46 %	14 %	<span style="color: red;">-</span>
F10	Postnatal Care at Home: did not receive enough help/advice about baby's sleeping position	44 %	40 %	
#C16+	#Labour and birth: stitches done more than 20 minutes after birth	41 %	36 %	
#F14	#Postnatal care at home: did not receive enough help/advice about baby's health and progress	40 %	42 %	

### Problem scores 30% - 39%

		Trust	Average	
#E1	#Feeding: infant feeding not fully discussed during pregnancy	39 %	45 %	
B38	During Pregnancy: antenatal classes not at a fully convenient time of day	38 %	41 %	
#F12	#Postnatal care at home: did not receive enough help/advice about feeding baby	37 %	41 %	
#D9	#Postnatal hospital care: not given information or explanations needed	36 %	45 %	<span style="color: green;">+</span>
#C8+	#Labour and birth: did not get sufficient pain relief	30 %	33 %	
#B13	#Antenatal check-ups: not given choice where to have check-ups	30 %	73 %	<span style="color: green;">+</span>

## Problem scores 20% - 29%

		Trust	Average	
B31	Antenatal care: not given information or explanations needed	28 %	44 %	+
D3	Postnatal Hospital Care: not always a staff member available to help	28 %	49 %	+
#B9	#Antenatal care: not given copy of The Pregnancy Book	27 %	20 %	-
D6+	Postnatal hospital care: food was fair or poor	27 %	49 %	+
B29+	During Pregnancy: Midwife did not encourage patient to make a birth plan	26 %	40 %	+
#B26	#During pregnancy: did not have midwife telephone number	24 %	11 %	-
#B7	#Antenatal care: not given enough information about where to have baby	23 %	36 %	+
D11	Postnatal hospital care: not treated with respect and dignity	23 %	28 %	
#D12	#Postnatal hospital care: not treated with kindness and understanding	23 %	33 %	+
C4	Labour and Birth: felt that did not have a choice whether labour would be induced	[23] %	34 %	
F3	Postnatal care at home: did not get a response as soon as needed from midwife/health visitor	22 %	32 %	+
#B21	#Tests and scans: reason for Down's screening not fully explained	20 %	23 %	

## Problem scores 10% - 19%

		Trust	Average	
D4	Postnatal hospital care: not offered a choice of food	19 %	27 %	+
B12	Antenatal check-ups: would have liked more or fewer check-ups	19 %	30 %	+
#B18	#Tests and scans: reason for dating scan not fully explained	19 %	23 %	
#C20	#Labour and birth: did not have confidence and trust in staff	19 %	25 %	+
#C26	#Labour and birth: not involved enough in decisions about care	18 %	27 %	+
D10	Postnatal hospital care: not spoken to in a way that could be understood	17 %	24 %	+
#E4	#Feeding: midwives/carers did not give consistent advice	17 %	21 %	
B28	During Pregnancy: did not always get a response from midwife as soon as needed	17 %	37 %	+
B34	Antenatal care: not treated with kindness and understanding	16 %	22 %	
#B23	#Tests and scans: reason for mid-trimester scan not fully explained	16 %	21 %	
#B35	#Antenatal care: not involved enough in decisions about care	15 %	25 %	+
B30	During Pregnancy: Midwife did not give enough information about pain control during labour	15 %	25 %	+
B33	Antenatal care: not treated with respect and dignity	15 %	15 %	
#F2+	#Postnatal care at home: midwife/health visitor did not always give the help needed	15 %	25 %	+
B39	During Pregnancy: antenatal classes not at a fully convenient place	14 %	24 %	+
#F7	#Postnatal care at home: saw a midwife too often/too seldom	14 %	26 %	+
#C22	#Labour and birth: left alone by midwives or doctors at a worrying time	14 %	21 %	+
#D2	#Postnatal hospital care: length of hospital stay too long or too short	13 %	27 %	+
#C17+	#Labour and birth: did not have skin to skin contact with baby shortly after birth	13 %	13 %	
#B27+	#During pregnancy: midwife did not always give the help needed	12 %	28 %	+
F8	Postnatal care at home: did not always have confidence and trust in midwives	12 %	28 %	+
C25	Labour and birth: not treated with kindness and understanding	11 %	18 %	+
#B6+	#Antenatal care: not given choice of home birth	11 %	24 %	+
C24	Labour and birth: not treated with respect and dignity	10 %	15 %	+

## Problem scores 0% - 9%

		Trust	Average	
D5+	Postnatal hospital care: given too much/too little food	9 %	21 %	+
#C21+	#Labour and birth: partner/companion not always made welcome by staff	9 %	15 %	+
#B32	#Antenatal care: not spoken to in a way that could be understood	9 %	16 %	+
#C23	#Labour and birth: not spoken to in a way that could be understood	8 %	14 %	+
#E6	#Feeding: midwives/carers did not give active support and encouragement	7 %	14 %	+
#B37	#During pregnancy: NHS antenatal classes not offered or all booked up	6 %	21 %	+
B20	Tests and scans: did not feel had a choice whether to have Down's screening	6 %	9 %	
#F15	#Postnatal care: mother did not have health check-up	6 %	10 %	+
E5	Feeding: midwives/carers did not give practical help	6 %	15 %	+
#F18	#Postnatal care: not given information or advice about contraception	5 %	8 %	
D8+	Postnatal hospital care: toilets and bathrooms not clean	4 %	11 %	+
#C27	#Overall: care received during labour and birth fair or poor	4 %	6 %	
D7	Postnatal hospital care: hospital or ward not clean	3 %	5 %	
#F1	#Postnatal care at home: did not have contact number if worried	3 %	5 %	+
C11+	Labour and birth: toilets and bathrooms not clean	2 %	6 %	+
#F19	#Overall: care received after birth fair or poor	2 %	11 %	+
#B36	#Overall: care received during pregnancy fair or poor	1 %	7 %	+
B3	Antenatal care: unable to see health professional as soon as wanted	1 %	9 %	+
C10+	Labour and birth: labour or delivery room not clean	1 %	2 %	
D13	Postnatal hospital care: baby did not have a newborn examination before discharge	1 %	5 %	+
#B19+	#Tests and scans: not offered Down's screening	0 %	3 %	
#F4	#Postnatal care at home: not offered a visit by a midwife	0 %	0 %	





SECTION 5

 **NICE guidelines**

*your results and the NICE guidelines*



## NICE guidelines

This section demonstrates the problem scores that relate to the National Institute of Clinical Excellence (NICE) guidelines. This will help you to understand how your Trust is conforming to the standards set out in the guidelines. This in turn can help you to prioritise areas for action and improvement within the Trust.

Significant differences between your Trust and the average are indicated as follows:

- + scores significantly better than average
- scores significantly worse than average

**Trust**                      The problem score for your Trust  
**Average**                  Average score for all Picker trusts

### Antenatal Appointments

- Women should be offered the choice of planning birth at home, in a midwife-led unit or in an obstetric unit and should be given specific information on planning place of birth
- Antenatal care should be provided by a small group of carers with whom the woman feels comfortable. There should be continuity of care throughout the antenatal period.

		Trust	Average	
#B5+	#Antenatal care: not given choice where to have baby	46 %	14 %	-
#B6+	#Antenatal care: not given choice of home birth	11 %	24 %	+
#B7	#Antenatal care: not given enough information about where to have baby	23 %	36 %	+
#B15+	#Antenatal check-ups: did not see the same midwife every time	74 %	44 %	-
B16+	Antenatal check-ups: did not see the same doctor every time	58 %	45 %	-

### Tests and Scans

- At the first contact with a healthcare professional, women should be given information about the purpose and implications of the anomaly scan to enable them to make an informed choice as to whether or not to have the scan
- All pregnant women should be offered screening for Down's syndrome. Women should understand that it is their choice to embark on screening for Down's Syndrome.

		Trust	Average	
#B19+	#Tests and scans: not offered Down's screening	0 %	3 %	
B20	Tests and scans: did not feel had a choice whether to have Down's screening	6 %	9 %	
#B21	#Tests and scans: reason for Down's screening not fully explained	20 %	23 %	
#B23	#Tests and scans: reason for mid-trimester scan not fully explained	16 %	21 %	


### During your pregnancy

- Healthcare professionals should give specific information on preparation for labour and birth, ways of coping with pain and the birth plan
- Healthcare Professionals should give information that is:
  - easily understood by all women, including women with additional needs, and make sure she understands the information
  - enables women to make informed decisions

		Trust	Average	
B29+	During Pregnancy: Midwife did not encourage patient to make a birth plan	26 %	40 %	+
B30	During Pregnancy: Midwife did not give enough information about pain control during labour	15 %	25 %	+
B31	Antenatal care: not given information or explanations needed	28 %	44 %	+
#B32	#Antenatal care: not spoken to in a way that could be understood	9 %	16 %	+
#B35	#Antenatal care: not involved enough in decisions about care	15 %	25 %	+

## Antenatal Classes

- Pregnant women should be offered opportunities to attend participant-led antenatal classes, including breastfeeding workshops.

		Trust	Average
#B37	#During pregnancy: NHS antenatal classes not offered or all booked up	6 %	21 % 

## Labour and the Birth of your baby

### Labour

- Women with uncomplicated pregnancies should be offered induction of labour beyond 41 weeks. From 42 weeks, women who decline induction of labour should be offered increased antenatal monitoring
- Women should be encouraged and helped to move and adopt whatever positions they find most comfortable throughout labour
- Women should be offered support, hydration, and appropriate and effective pain relief

		Trust	Average
C4	<a href="#">Labour and Birth: felt that did not have a choice whether labour would be induced</a>	[23] %	34 %
#C8+	#Labour and birth: did not get sufficient pain relief	30 %	33 %





### The birth of your baby

- Women should be encouraged to have skin-to-skin contact with their babies as soon as possible after the birth

		Trust	Average
#C17+	#Labour and birth: did not have skin to skin contact with baby shortly after birth	13 %	13 %


### The staff caring for you

- Women should be encouraged to have support by birth partner(s) of their choice
- A woman in established labour should not be left on her own except for short periods or at the woman's request
- All women should be treated with respect and should be in control and involved in what is happening to them

		Trust	Average
#C21+	#Labour and birth: partner/companion not always made welcome by staff	9 %	15 % 
#C22	#Labour and birth: left alone by midwives or doctors at a worrying time	14 %	21 % 
C24	<a href="#">Labour and birth: not treated with respect and dignity</a>	10 %	15 % 
#C26	#Labour and birth: not involved enough in decisions about care	18 %	27 % 

## Care in hospital after the birth (Postnatal Care)

- Length of stay in a maternity unit should be discussed between the individual woman and her healthcare professional, taking into account the health and well-being of the woman and her baby and the level of support available following discharge

		Trust	Average
#D2	#Postnatal hospital care: length of hospital stay too long or too short	13 %	27 % 



## Feeding your baby

- All pregnant women should be given by 36 weeks of pregnancy breastfeeding information, including technique and good management practices that would help a woman succeed
- All healthcare providers (hospitals and community) should have a written breastfeeding policy that is communicated to all staff and parents
- Healthcare professionals should have sufficient time, as a priority, to give support to a woman and baby during initiation and continuation of breastfeeding

		Trust	Average
#E1	#Feeding: infant feeding not fully discussed during pregnancy	39 %	45 %
#E4	#Feeding: midwives/carers did not give consistent advice	17 %	21 %
E5	Feeding: midwives/carers did not give practical help	6 %	15 %
#E6	#Feeding: midwives/carers did not give active support and encouragement	7 %	14 %
#F12	#Postnatal care at home: did not receive enough help/advice about feeding baby	37 %	41 %

## Care at home after the birth

- At each postnatal contact the healthcare professional should offer consistent information and clear explanations to empower the woman to take care of her own health and that of her baby, and to recognise symptoms that may require discussion
- At the end of the postnatal period (6-8 weeks), the coordinating healthcare professional should ensure that the woman's physical, emotional and social well-being is reviewed
- Women should be offered information and reassurance on:
  - the physiological process of recovery after birth (within the first 24 hours)
  - normal patterns of emotional changes in the postnatal period and that these usually resolve within 10–14 days of giving birth (within 3 days)
- Methods and timing of resumption of contraception should be discussed within the first week of the birth

		Trust	Average
#F14	#Postnatal care at home: did not receive enough help/advice about baby's health and progress	40 %	42 %
#F15	#Postnatal care: mother did not have health check-up	6 %	10 %
#F16	#Postnatal care: mother not given enough information about own recovery after the birth	48 %	57 %
#F17	#Postnatal care: not given enough information about emotional changes that may be experienced	54 %	54 %
#F18	#Postnatal care: not given information or advice about contraception	5 %	8 %





SECTION 6

 **Historical Comparisons**

*comparing results with previous years*



## Historical Comparisons

The National Maternity Survey was conducted in 2007. By looking at changes in results over time it is possible to focus on those areas where performance might be slipping. Examining areas where performance has improved will help you to measure the effects of any service improvements that have been put in place since the previous survey.

This section shows the problem scores for this year's survey and a comparison against the scores from 2007. Significant differences are indicated as follows:

- + scores significantly better than 2007 survey
- scores significantly worse than 2007 survey

- 2007** The problem score for 2007
- 2010** The problem score for 2010

*Lower scores are better*

### SECTION B. CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

		2007	2010
B3	Antenatal care: unable to see health professional as soon as wanted	1 %	1 %
#B5+	#Antenatal care: not given choice where to have baby	54 %	46 %
#B6+	#Antenatal care: not given choice of home birth	68 %	11 % <span style="color: green;">+</span>
#B7	#Antenatal care: not given enough information about where to have baby	30 %	23 %
#B9	#Antenatal care: not given copy of The Pregnancy Book	18 %	27 %
#B13	#Antenatal check-ups: not given choice where to have check-ups	16 %	30 % <span style="color: red;">-</span>
#B15+	#Antenatal check-ups: did not see the same midwife every time	78 %	74 %
B16+	Antenatal check-ups: did not see the same doctor every time	59 %	58 %
#B19+	#Tests and scans: not offered Down's screening	2 %	0 %
B20	Tests and scans: did not feel had a choice whether to have Down's screening	14 %	6 % <span style="color: green;">+</span>
#B26	#During pregnancy: did not have midwife telephone number	29 %	24 %
B31	Antenatal care: not given information or explanations needed	22 %	28 %
#B32	#Antenatal care: not spoken to in a way that could be understood	17 %	9 %
B33	Antenatal care: not treated with respect and dignity	14 %	15 %
B34	Antenatal care: not treated with kindness and understanding	18 %	16 %
#B36	#Overall: care received during pregnancy fair or poor	5 %	1 %
#B37	#During pregnancy: NHS antenatal classes not offered or all booked up	2 %	6 %


### SECTION C. YOUR LABOUR AND THE BIRTH OF YOUR BABY

		2007	2010
#C8+	#Labour and birth: did not get sufficient pain relief	27 %	30 %
C10+	Labour and birth: labour or delivery room not clean	0 %	1 %
C11+	Labour and birth: toilets and bathrooms not clean	2 %	2 %
#C16+	#Labour and birth: stitches done more than 20 minutes after birth	17 %	41 % <span style="color: red;">-</span>
#C20	#Labour and birth: did not have confidence and trust in staff	21 %	19 %
#C22	#Labour and birth: left alone by midwives or doctors at a worrying time	17 %	14 %
#C23	#Labour and birth: not spoken to in a way that could be understood	8 %	8 %
C24	Labour and birth: not treated with respect and dignity	12 %	10 %
C25	Labour and birth: not treated with kindness and understanding	14 %	11 %
#C27	#Overall: care received during labour and birth fair or poor	5 %	4 %


## SECTION D. CARE IN HOSPITAL AFTER THE BIRTH (POSTNATAL CARE)

		2007	2010
#D2	#Postnatal hospital care: length of hospital stay too long or too short	11 %	13 %
D4	Postnatal hospital care: not offered a choice of food	24 %	19 %
D5+	Postnatal hospital care: given too much/too little food	10 %	9 %
D6+	Postnatal hospital care: food was fair or poor	34 %	27 %
D7	Postnatal hospital care: hospital or ward not clean	5 %	3 %
D8+	Postnatal hospital care: toilets and bathrooms not clean	6 %	4 %
#D9	#Postnatal hospital care: not given information or explanations needed	30 %	36 %
D10	Postnatal hospital care: not spoken to in a way that could be understood	13 %	17 %
D11	Postnatal hospital care: not treated with respect and dignity	23 %	23 %
#D12	#Postnatal hospital care: not treated with kindness and understanding	26 %	23 %
D13	Postnatal hospital care: baby did not have a newborn examination before discharge	0 %	1 %

## SECTION E. FEEDING YOUR BABY

		2007	2010
#E4	#Feeding: midwives/carers did not give consistent advice	21 %	17 %
E5	Feeding: midwives/carers did not give practical help	10 %	6 %
#E6	#Feeding: midwives/carers did not give active support and encouragement	16 %	7 % 

## SECTION F. CARE AT HOME AFTER THE BIRTH

		2007	2010
#F1	#Postnatal care at home: did not have contact number if worried	2 %	3 %
#F4	#Postnatal care at home: not offered a visit by a midwife	2 %	0 %
#F7	#Postnatal care at home: saw a midwife too often/too seldom	7 %	14 %
F10	Postnatal Care at Home: did not receive enough help/advice about baby's sleeping position	29 %	44 % 
F11	Postnatal Care at Home: did not receive enough help/advice about baby's crying	40 %	50 %
#F12	#Postnatal care at home: did not receive enough help/advice about feeding baby	40 %	37 %
F13	Postnatal Care at Home: did not receive enough help/advice about baby's skin care	38 %	46 %
#F14	#Postnatal care at home: did not receive enough help/advice about baby's health and progress	34 %	40 %
#F15	#Postnatal care: mother did not have health check-up	13 %	6 %
#F16	#Postnatal care: mother not given enough information about own recovery after the birth	38 %	48 %
#F18	#Postnatal care: not given information or advice about contraception	9 %	5 %
#F19	#Overall: care received after birth fair or poor	7 %	2 %



SECTION 7

 External Benchmarks

*comparing results with other trusts*

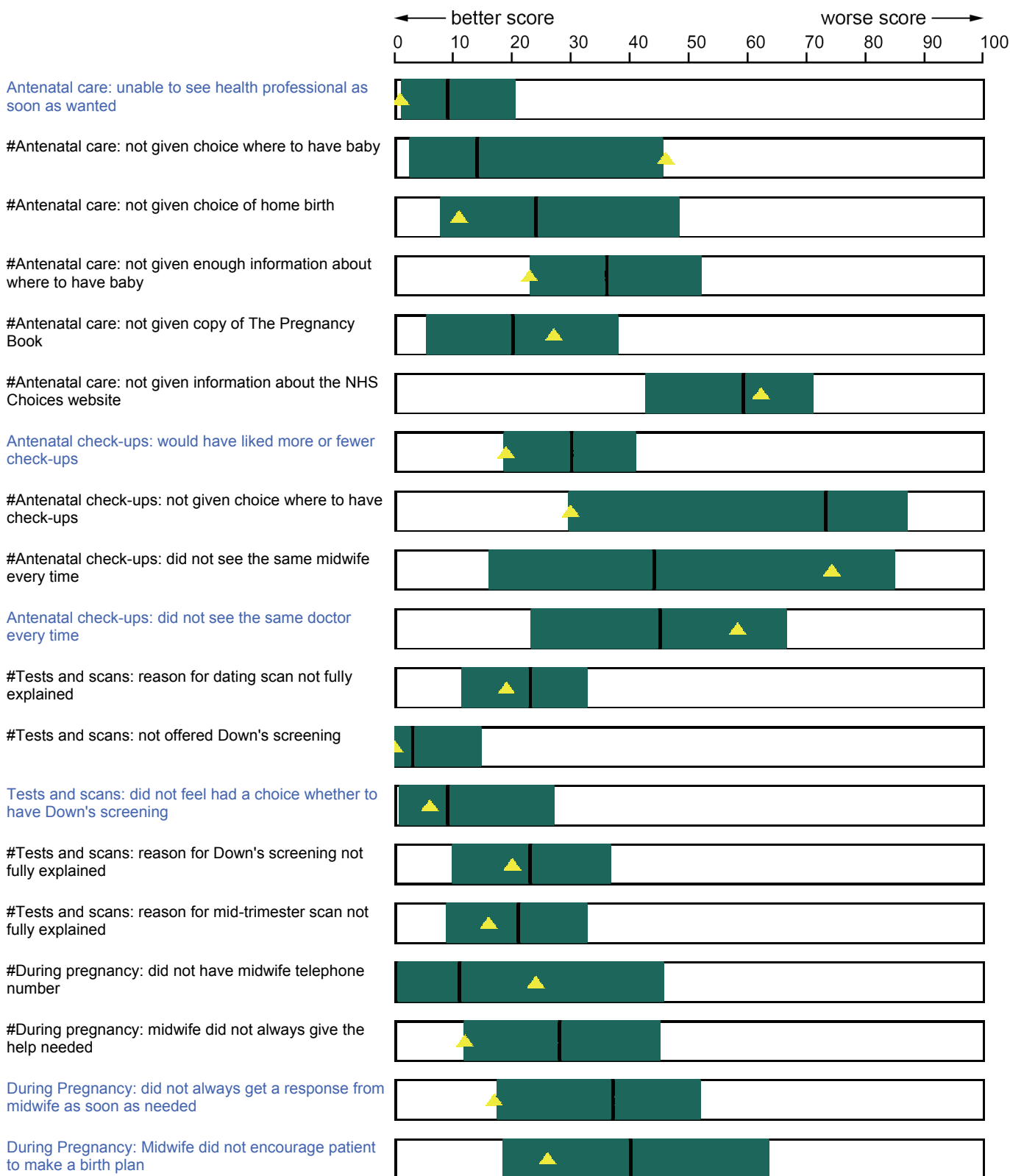


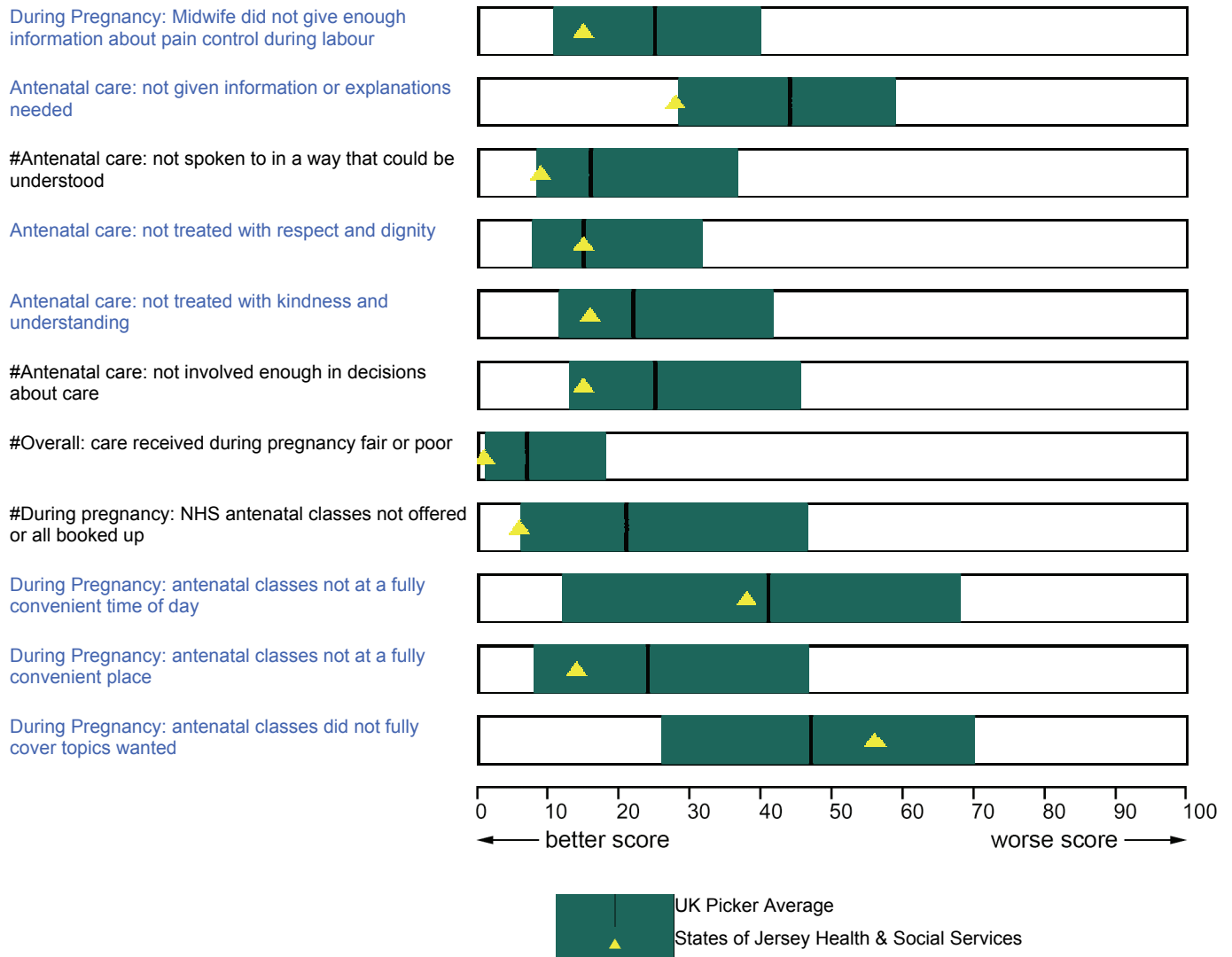


## External Benchmarks

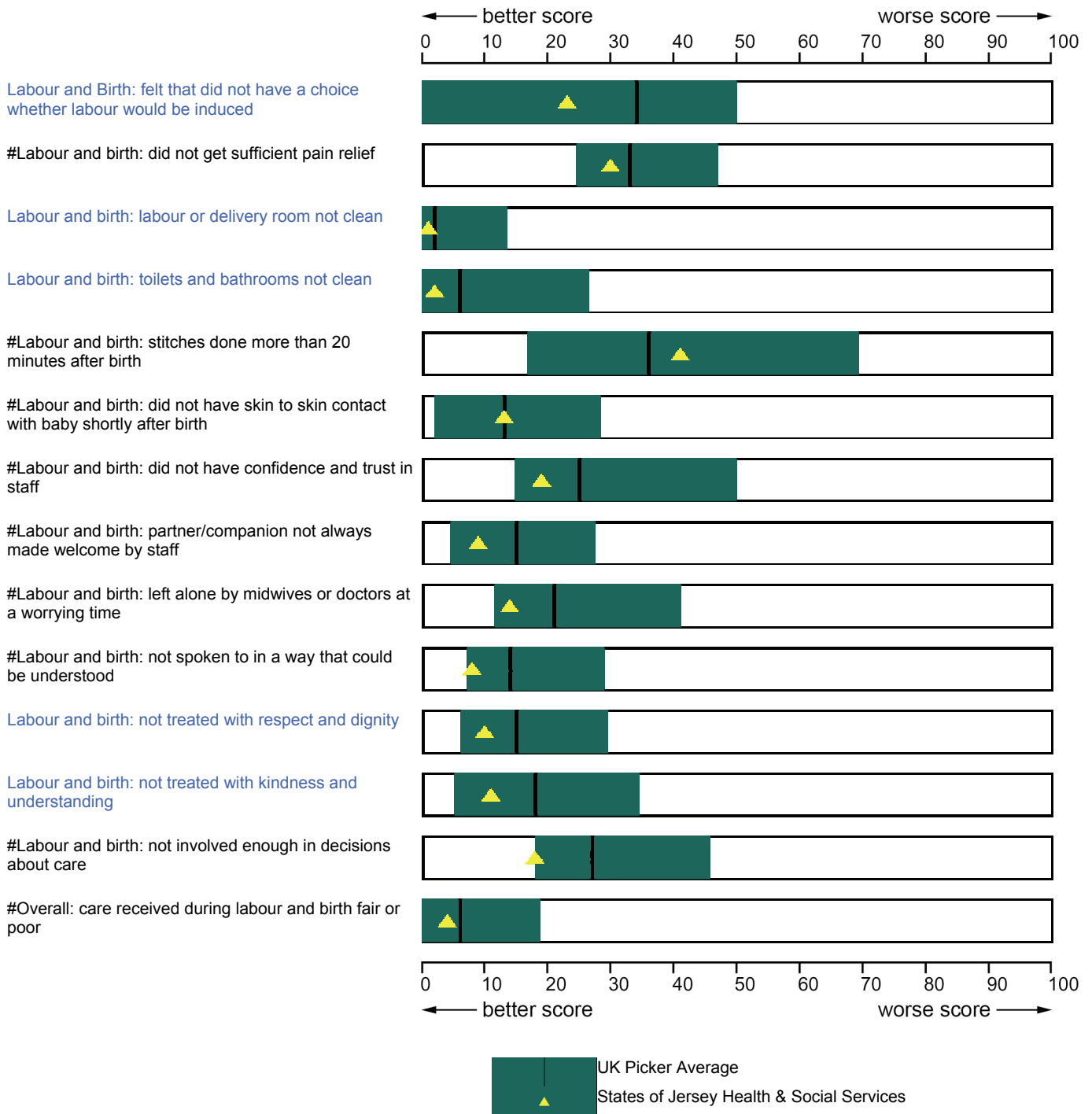
This section shows how your Trust compared to all Picker Institute trusts in this survey (64 trusts). The range of scores are shown as a green bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

### SECTION B. CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

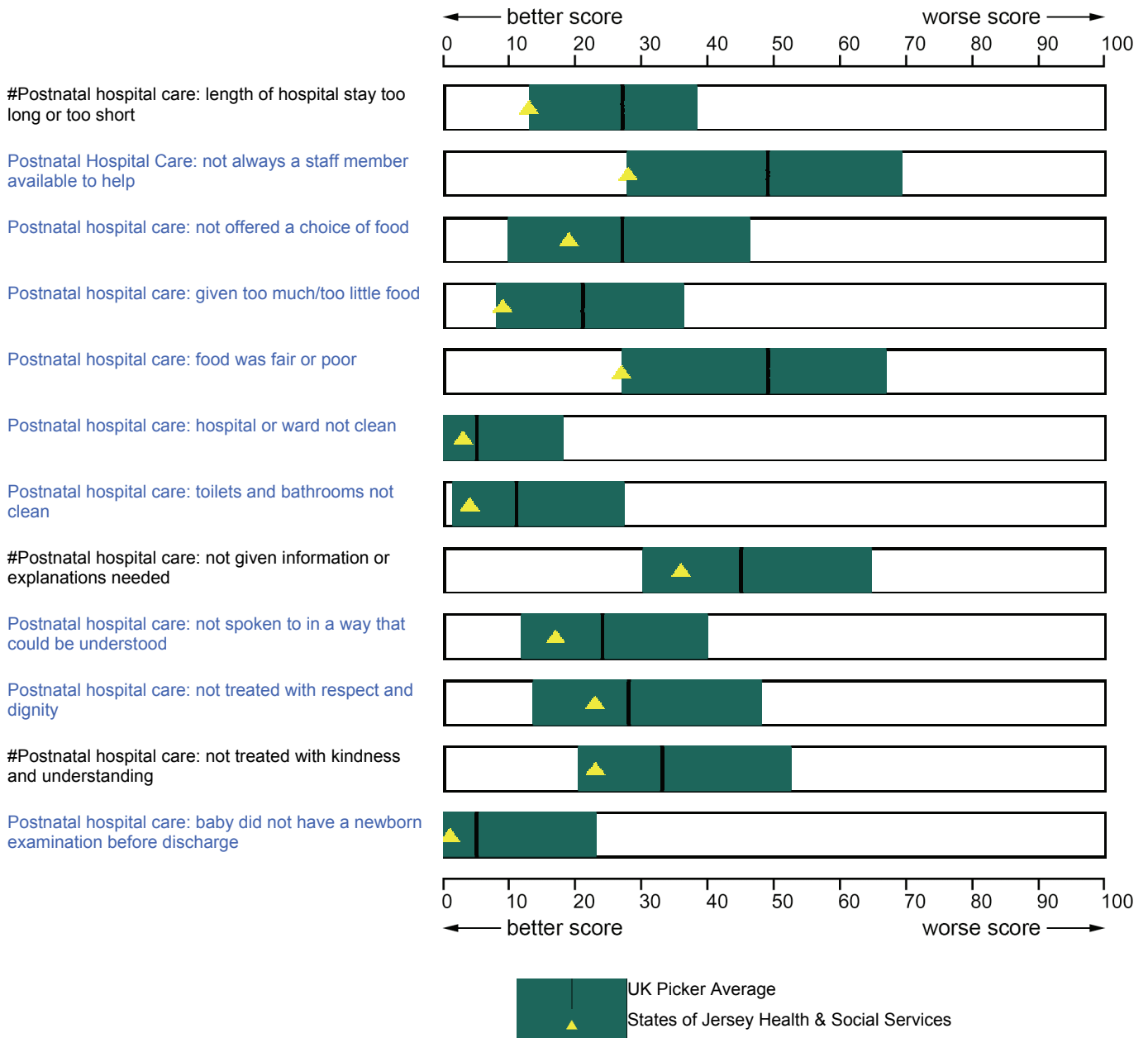




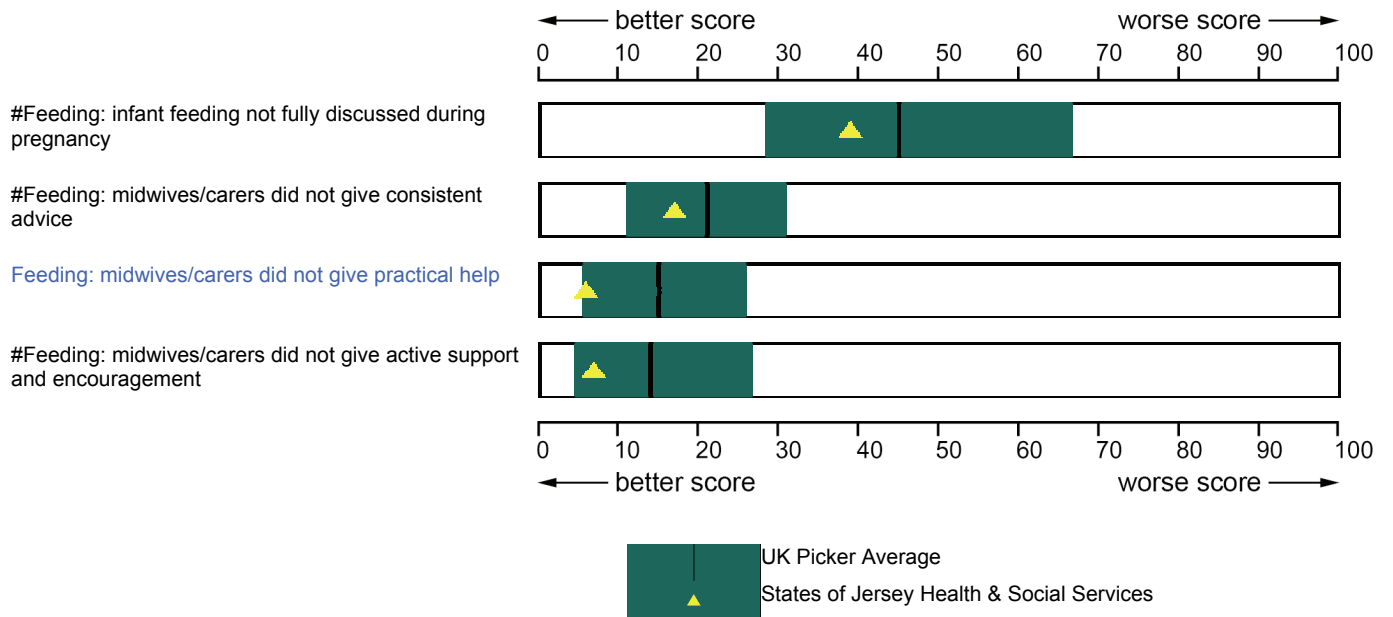
## SECTION C. YOUR LABOUR AND THE BIRTH OF YOUR BABY



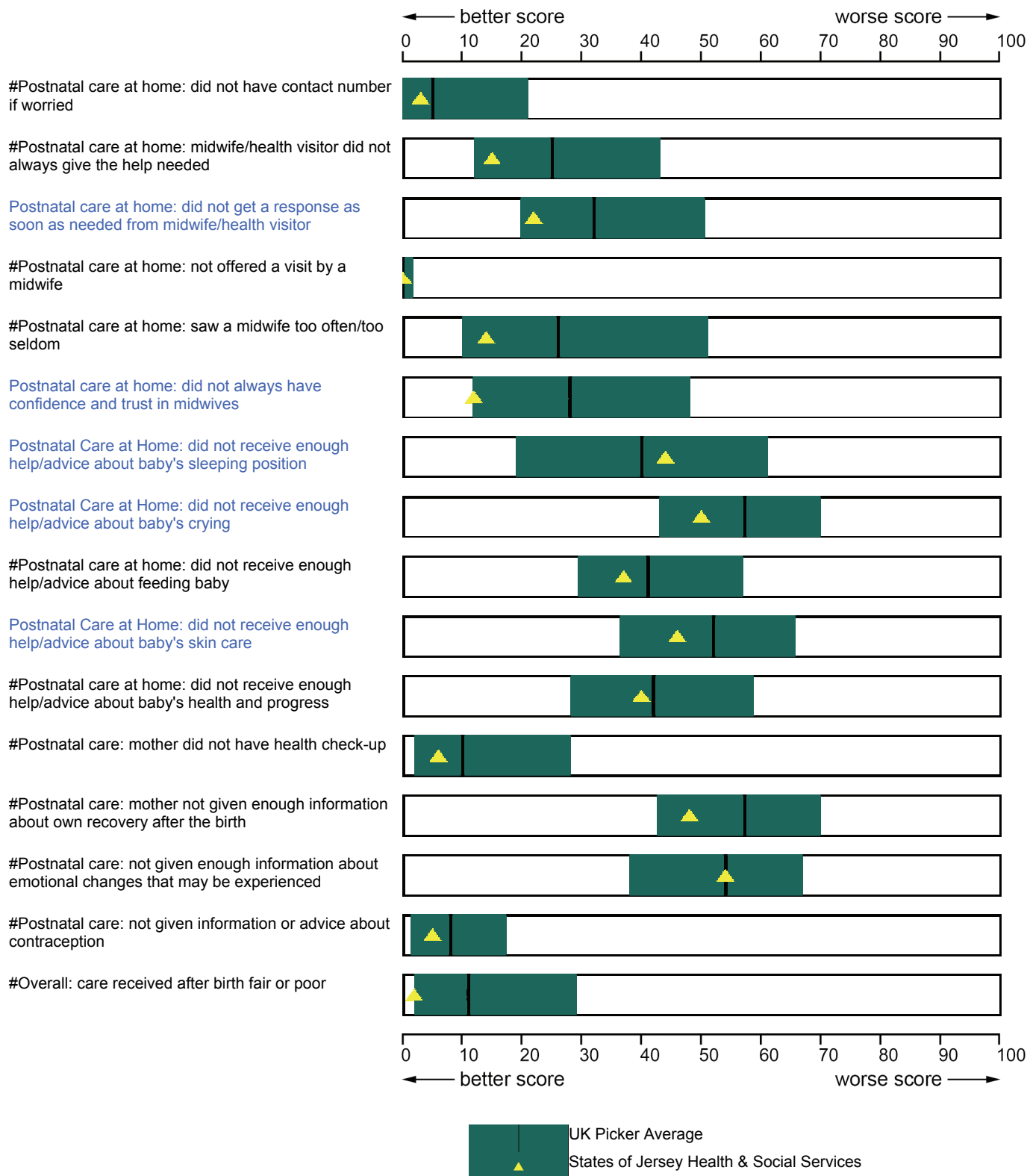
# SECTION D. CARE IN HOSPITAL AFTER THE BIRTH (POSTNATAL CARE)



## SECTION E. FEEDING YOUR BABY



## SECTION F. CARE AT HOME AFTER THE BIRTH





SECTION 8

 **Internal Benchmarks**

*comparing results within the trust*





## Internal Benchmarks

This type of information can help to focus quality improvement initiatives.

Tel: 01865 208100

Fax: 01865 208101

Email: [surveys@pickereurope.ac.uk](mailto:surveys@pickereurope.ac.uk)





Appendix 1

# Frequency Tables

*a detailed breakdown of your results*



## Frequency Tables

This section shows a breakdown of responses for each question. It also shows which groups of patients responded to each question and how the problem score was calculated. The response categories that have been combined to calculate the problem score are indicated with an asterisk.

Questions asked on the core questionnaire are identified by a “#” symbol preceding the question number. Trusts that opted for the longer ‘extended’ questionnaire can identify the additional questions by the absence of this symbol – these questions are shown in **blue** text.

### SECTION A. DATES AND YOUR BABY

#### #A1 - Did you give birth to a single baby, twins or more in your most recent pregnancy?

All Mothers	This Trust		All trusts	
	n	%	n	%
A single baby	156	<b>96.3</b>	10877	<b>97.8</b>
Twins	5	<b>3.1</b>	180	<b>1.6</b>
Triplets, quads or more	0	<b>0.0</b>	10	<b>0.1</b>
Not answered	1	<b>0.6</b>	54	<b>0.5</b>
	162		11121	

#### #A2 - When was your baby born?

All Mothers	This Trust		All trusts	
	n	%	n	%
August 2009	0	<b>0.0</b>	19	<b>0.2</b>
September 2009	0	<b>0.0</b>	30	<b>0.3</b>
October 2009	6	<b>3.7</b>	29	<b>0.3</b>
November 2009	36	<b>22.2</b>	56	<b>0.5</b>
December 2009	33	<b>20.4</b>	54	<b>0.5</b>
January 2010	48	<b>29.6</b>	724	<b>6.5</b>
February 2010	34	<b>21.0</b>	9786	<b>88.0</b>
Not answered	5	<b>3.1</b>	423	<b>3.8</b>
	162		11121	

#### #A3 - What time was your baby born?

All Mothers	This Trust		All trusts	
	n	%	n	%
Early morning (12:01am-6:00am)	39	<b>24.1</b>	2778	<b>25.0</b>
Morning (6:01am-12:00 noon)	42	<b>25.9</b>	3009	<b>27.1</b>
Afternoon (12:01pm-6:00pm)	36	<b>22.2</b>	2709	<b>24.4</b>
Evening / Night (6:01pm-12:00 midnight)	44	<b>27.2</b>	2540	<b>22.8</b>
Not answered	1	<b>0.6</b>	85	<b>0.8</b>
	162		11121	

#### #A4 - Roughly how many weeks pregnant were you when your baby was born?

All Mothers	This Trust		All trusts	
	n	%	n	%
Before I was 37 full weeks pregnant	12	<b>7.4</b>	836	<b>7.5</b>
When I was 37 weeks pregnant or more	148	<b>91.4</b>	10208	<b>91.8</b>
Not answered	2	<b>1.2</b>	77	<b>0.7</b>
	162		11121	

#### #A5 - How much did your baby weigh at birth?

All Mothers	This Trust		All trusts	
	n	%	n	%
Less than 2500g / 2.5kg (Less than 5 pounds 8 ounces)	5	<b>3.1</b>	578	<b>5.2</b>
2500g / 2.5kg or more (5 pounds 8 ounces or more)	156	<b>96.3</b>	10428	<b>93.8</b>
Don't know / Can't remember	0	<b>0.0</b>	33	<b>0.3</b>
Not answered	1	<b>0.6</b>	82	<b>0.7</b>
	162		11121	

## SECTION B. CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

### #B1 - Who was the first health professional you saw when you thought you were pregnant? (Tick ONE only)

All Mothers	This Trust		All trusts	
	n	%	n	%
GP/family doctor	145	<b>89.5</b>	8210	<b>73.8</b>
Midwife	6	<b>3.7</b>	2284	<b>20.5</b>
Other	10	<b>6.2</b>	547	<b>4.9</b>
Not answered	1	<b>0.6</b>	80	<b>0.7</b>
	162		11121	

### #B2 - Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?

All Mothers	This Trust		All trusts	
	n	%	n	%
Before I was 7 full weeks pregnant	116	<b>71.6</b>	6024	<b>54.2</b>
When I was 7 to 12 weeks pregnant	41	<b>25.3</b>	4379	<b>39.4</b>
When I was more than 12 weeks pregnant	3	<b>1.9</b>	456	<b>4.1</b>
Don't know / Can't remember	0	<b>0.0</b>	186	<b>1.7</b>
Not answered	2	<b>1.2</b>	76	<b>0.7</b>
	162		11121	

### B3 - Were you able to see this person as soon as you wanted?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	159	<b>98.1</b>	9105	<b>89.9</b>
* No	2	<b>1.2</b>	919	<b>9.1</b>
Not answered	1	<b>0.6</b>	109	<b>1.1</b>
<b>Problem score - This Trust 1.2 %</b>	162		10133	
<b>Problem score - All trusts 9.1%</b>				

### #B4 - Roughly how many weeks pregnant were you when you had your 'booking' appointment?

All Mothers	This Trust		All trusts	
	n	%	n	%
Before I was 8 full weeks pregnant	32	<b>19.8</b>	1564	<b>14.1</b>
When I was 8 or 9 weeks pregnant	41	<b>25.3</b>	3665	<b>33.0</b>
When I was 10 or 11 weeks pregnant	13	<b>8.0</b>	2331	<b>21.0</b>
When I was 12 weeks pregnant	51	<b>31.5</b>	1471	<b>13.2</b>
When I was 13 or more weeks pregnant	10	<b>6.2</b>	1084	<b>9.7</b>
Don't know / Can't remember	14	<b>8.6</b>	889	<b>8.0</b>
Not answered	1	<b>0.6</b>	117	<b>1.1</b>
	162		11121	

### #B5 - At the start of your pregnancy did you have a choice about where you could have your baby?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	61	<b>37.7</b>	8599	<b>77.3</b>
No	67	<b>41.4</b>	1510	<b>13.6</b>
No, but this was not possible for medical reasons	15	<b>9.3</b>	526	<b>4.7</b>
Don't know / Can't remember	17	<b>10.5</b>	370	<b>3.3</b>
Not answered	2	<b>1.2</b>	116	<b>1.0</b>
	162		11121	

### #B5+ - At the start of your pregnancy did you have a choice about where you could have your baby?

Mothers medically able to have a choice	This Trust		All trusts	
	n	%	n	%
Yes	61	<b>41.5</b>	8599	<b>81.2</b>
* No	67	<b>45.6</b>	1510	<b>14.3</b>
Don't know / Can't remember	17	<b>11.6</b>	370	<b>3.5</b>
Not answered	2	<b>1.4</b>	116	<b>1.1</b>
<b>Problem score - This Trust 45.6 %</b>	147		10595	
<b>Problem score - All trusts 14.3%</b>				

### #B6 - Were you given a choice of having your baby at home?

Mothers who had a choice where to have their baby	This Trust		All trusts	
	n	%	n	%
Yes	39	<b>63.9</b>	5162	<b>60.0</b>
No	6	<b>9.8</b>	1867	<b>21.7</b>
No, but this was not possible for medical reasons	6	<b>9.8</b>	841	<b>9.8</b>
Don't know / Can't remember	9	<b>14.8</b>	653	<b>7.6</b>
Not answered	1	<b>1.6</b>	76	<b>0.9</b>
	61		8599	

### #B6+ - Were you given a choice of having your baby at home?

Mothers medically able to have a choice	This Trust		All trusts	
	n	%	n	%
Yes	39	<b>70.9</b>	5162	<b>66.5</b>
* No	6	<b>10.9</b>	1867	<b>24.1</b>
Don't know / Can't remember	9	<b>16.4</b>	653	<b>8.4</b>
Not answered	1	<b>1.8</b>	76	<b>1.0</b>
<b>Problem score - This Trust 10.9 %</b>	55		7758	
<b>Problem score - All trusts 24.1%</b>				



### #B7 - Did you get enough information from a midwife or doctor to help you decide where to have your baby?

	This Trust		All trusts	
	n	%	n	%
Mothers who had a choice where to have their baby				
Yes, definitely	29	<b>47.5</b>	4054	<b>47.1</b>
* Yes, to some extent	13	<b>21.3</b>	2279	<b>26.5</b>
* No	1	<b>1.6</b>	849	<b>9.9</b>
No, but I did not need this information	18	<b>29.5</b>	1327	<b>15.4</b>
Don't know / Can't remember	0	<b>0.0</b>	56	<b>0.7</b>
Not answered	0	<b>0.0</b>	34	<b>0.4</b>
<b>Problem score - This Trust 23.0 %</b>	61		8599	
<b>Problem score - All trusts 36.4%</b>				

### #B8 - Before your baby was born, did you plan to have your baby at home?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	1	<b>0.6</b>	669	<b>6.0</b>
No	160	<b>98.8</b>	10360	<b>93.2</b>
Not answered	1	<b>0.6</b>	92	<b>0.8</b>
	162		11121	

### #B9 - Were you given a copy of The Pregnancy Book?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	87	<b>53.7</b>	7062	<b>63.5</b>
* No	44	<b>27.2</b>	2164	<b>19.5</b>
No, I already had one	5	<b>3.1</b>	1006	<b>9.0</b>
Don't know / Can't remember	24	<b>14.8</b>	792	<b>7.1</b>
Not answered	2	<b>1.2</b>	97	<b>0.9</b>
<b>Problem score - This Trust 27.2 %</b>	162		11121	
<b>Problem score - All trusts 19.5%</b>				

### #B10 - Were you given information about the NHS Choices website?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	14	<b>8.6</b>	2090	<b>18.8</b>
* No	101	<b>62.3</b>	6565	<b>59.0</b>
Not sure / Don't know	44	<b>27.2</b>	2383	<b>21.4</b>
Not answered	3	<b>1.9</b>	83	<b>0.7</b>
<b>Problem score - This Trust 62.3 %</b>	162		11121	
<b>Problem score - All trusts 59.0%</b>				

### #B11 - Roughly how many antenatal check-ups did you have in total?

All Mothers	This Trust		All trusts	
	n	%	n	%
None	0	<b>0.0</b>	98	<b>0.9</b>
1 to 6	64	<b>39.5</b>	4775	<b>42.9</b>
7 to 9	50	<b>30.9</b>	3209	<b>28.9</b>
10 to 14	23	<b>14.2</b>	1514	<b>13.6</b>
15 or more	8	<b>4.9</b>	564	<b>5.1</b>
Don't know / Can't remember	14	<b>8.6</b>	842	<b>7.6</b>
Not answered	3	<b>1.9</b>	119	<b>1.1</b>
	162		11121	

### B12 - How did you feel about the number of antenatal check-ups you had?

Mothers having antenatal check-ups	This Trust		All trusts	
	n	%	n	%
* I would have liked more check-ups	26	<b>16.4</b>	2764	<b>27.8</b>
I had the right number of check-ups	129	<b>81.1</b>	6833	<b>68.8</b>
* I would have liked fewer check-ups	4	<b>2.5</b>	184	<b>1.9</b>
Don't know / Can't remember	0	<b>0.0</b>	132	<b>1.3</b>
Not answered	0	<b>0.0</b>	20	<b>0.2</b>
<b>Problem score - This Trust 18.9 %</b>	159		9933	
<b>Problem score - All trusts 29.7%</b>				

### #B13 - During your pregnancy were you given a choice about where your antenatal check-ups would take place?

Mothers having antenatal check-ups	This Trust		All trusts	
	n	%	n	%
Yes	110	<b>69.2</b>	2534	<b>23.2</b>
* No	47	<b>29.6</b>	7940	<b>72.8</b>
Don't know / Can't remember	2	<b>1.3</b>	400	<b>3.7</b>
Not answered	0	<b>0.0</b>	30	<b>0.3</b>
<b>Problem score - This Trust 29.6 %</b>	159		10904	
<b>Problem score - All trusts 72.8%</b>				

### #B14 - Which of the following health professionals did you see for your antenatal check-ups? (Tick ALL that apply)

Mothers having antenatal check-ups	This Trust		All trusts	
	n	%	n	%
Midwife	140	<b>88.1</b>	10485	<b>96.2</b>
GP (family doctor)	74	<b>46.5</b>	3033	<b>27.8</b>
Hospital doctor (e.g. a consultant)	97	<b>61.0</b>	4166	<b>38.2</b>
Other	1	<b>0.6</b>	146	<b>1.3</b>
Not answered	0	<b>0.0</b>	13	<b>0.1</b>
	159		10904	

### #B15 - If you saw a midwife for your antenatal check-ups, did you see the same one every time?

Mothers having antenatal check-ups	This Trust		All trusts	
	n	%	n	%
Yes, every time	5	<b>3.1</b>	2029	<b>18.6</b>
Yes, most of the time	26	<b>16.4</b>	3795	<b>34.8</b>
No	114	<b>71.7</b>	4770	<b>43.7</b>
I only saw a midwife once	3	<b>1.9</b>	114	<b>1.0</b>
I did not see a midwife	1	<b>0.6</b>	56	<b>0.5</b>
Don't know / Can't remember	0	<b>0.0</b>	27	<b>0.2</b>
Not answered	10	<b>6.3</b>	113	<b>1.0</b>
	159		10904	

### #B15+ - If you saw a midwife for your antenatal check-ups, did you see the same one every time?

Mothers seeing a midwife more than once for antenatal check-ups	This Trust		All trusts	
	n	%	n	%
Yes, every time	5	<b>3.2</b>	2029	<b>18.9</b>
Yes, most of the time	26	<b>16.8</b>	3795	<b>35.4</b>
* No	114	<b>73.5</b>	4770	<b>44.4</b>
Don't know / Can't remember	0	<b>0.0</b>	27	<b>0.3</b>
Not answered	10	<b>6.5</b>	113	<b>1.1</b>
<b>Problem score - This Trust 73.5 %</b>	155		10734	
<b>Problem score - All trusts 44.4%</b>				

### B16 - If you saw a hospital doctor for your antenatal check-ups, did you see the same one every time?

Mothers having antenatal check-ups	This Trust		All trusts	
	n	%	n	%
Yes, every time	11	<b>6.9</b>	754	<b>7.6</b>
Yes, most of the time	22	<b>13.8</b>	868	<b>8.7</b>
No	72	<b>45.3</b>	2788	<b>28.1</b>
I only saw a hospital doctor once	17	<b>10.7</b>	916	<b>9.2</b>
I did not see a hospital doctor	17	<b>10.7</b>	2851	<b>28.7</b>
Don't know / Can't remember	2	<b>1.3</b>	97	<b>1.0</b>
Not answered	18	<b>11.3</b>	1659	<b>16.7</b>
	159		9933	

### B16+ - If you saw a hospital doctor for your antenatal check-ups, did you see the same one every time?

Mothers seeing a hospital doctor more than once for antenatal check-ups	This Trust		All trusts	
	n	%	n	%
Yes, every time	11	<b>8.8</b>	754	<b>12.2</b>
Yes, most of the time	22	<b>17.6</b>	868	<b>14.1</b>
* No	72	<b>57.6</b>	2788	<b>45.2</b>
Don't know / Can't remember	2	<b>1.6</b>	97	<b>1.6</b>
Not answered	18	<b>14.4</b>	1659	<b>26.9</b>
<b>Problem score - This Trust 57.6 %</b>	125		6166	
<b>Problem score - All trusts 45.2%</b>				

### #B17 - Did you have a 'dating scan'? This takes place between 8-14 weeks of pregnancy.

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	157	<b>96.9</b>	10507	<b>94.5</b>
No	3	<b>1.9</b>	469	<b>4.2</b>
Don't know / Can't remember	2	<b>1.2</b>	105	<b>0.9</b>
Not answered	0	<b>0.0</b>	40	<b>0.4</b>
	162		11121	

### #B18 - Was the reason for this scan clearly explained to you?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, definitely	129	<b>79.6</b>	8122	<b>73.0</b>
* Yes, to some extent	24	<b>14.8</b>	2100	<b>18.9</b>
* No	6	<b>3.7</b>	445	<b>4.0</b>
Don't know / Can't remember	2	<b>1.2</b>	193	<b>1.7</b>
Not answered	1	<b>0.6</b>	261	<b>2.3</b>
<b>Problem score - This Trust 18.5 %</b>	162		11121	
<b>Problem score - All trusts 22.9%</b>				

### #B19 - Did you have any screening tests (a blood test or nuchal scan) to check whether your baby might have Down's syndrome?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, a blood test only	47	<b>29.0</b>	3693	<b>33.2</b>
Yes, a nuchal scan only	15	<b>9.3</b>	620	<b>5.6</b>
Yes, a nuchal scan and a blood test	85	<b>52.5</b>	3697	<b>33.2</b>
No, I didn't want a screening test for Down's syndrome	10	<b>6.2</b>	2494	<b>22.4</b>
No, I wasn't offered any screening tests for Down's syndrome	0	<b>0.0</b>	240	<b>2.2</b>
Don't know / Can't remember	4	<b>2.5</b>	169	<b>1.5</b>
Not answered	1	<b>0.6</b>	208	<b>1.9</b>
	162		11121	

**#B19+ - Did you have any screening tests (a blood test or nuchal scan) to check whether your baby might have Down's syndrome?**

	This Trust		All trusts	
	n	%	n	%
Mothers wanting Down's screening				
Yes, a blood test only	47	<b>30.9</b>	3693	<b>42.8</b>
Yes, a nuchal scan only	15	<b>9.9</b>	620	<b>7.2</b>
Yes, a nuchal scan and a blood test	85	<b>55.9</b>	3697	<b>42.9</b>
* No, I wasn't offered any screening tests for Down's syndrome	0	<b>0.0</b>	240	<b>2.8</b>
Don't know / Can't remember	4	<b>2.6</b>	169	<b>2.0</b>
Not answered	1	<b>0.7</b>	208	<b>2.4</b>
<b>Problem score - This Trust 0.0 %</b>	152		8627	
<b>Problem score - All trusts 2.8%</b>				

**B20 - Do you feel you had a choice about whether to have a screening test for Down's syndrome?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes	150	<b>92.6</b>	8831	<b>87.2</b>
* No	10	<b>6.2</b>	865	<b>8.5</b>
Don't know / Can't remember	2	<b>1.2</b>	350	<b>3.5</b>
Not answered	0	<b>0.0</b>	87	<b>0.9</b>
<b>Problem score - This Trust 6.2 %</b>	162		10133	
<b>Problem score - All trusts 8.5%</b>				

**#B21 - Were the reasons for having a screening test for Down's syndrome clearly explained to you?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	129	<b>79.6</b>	8163	<b>73.4</b>
* Yes, to some extent	29	<b>17.9</b>	1937	<b>17.4</b>
* No	4	<b>2.5</b>	569	<b>5.1</b>
Don't know / Can't remember	0	<b>0.0</b>	280	<b>2.5</b>
Not answered	0	<b>0.0</b>	172	<b>1.5</b>
<b>Problem score - This Trust 20.4 %</b>	162		11121	
<b>Problem score - All trusts 22.5%</b>				

**#B22 - Did you have a scan at around 20 weeks of pregnancy? This may have been called a '20 week' scan, or an 'anomaly' scan or a 'mid-trimester' scan.**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes	161	<b>99.4</b>	10883	<b>97.9</b>
No	0	<b>0.0</b>	108	<b>1.0</b>
Don't know / Can't remember	1	<b>0.6</b>	82	<b>0.7</b>
Not answered	0	<b>0.0</b>	48	<b>0.4</b>
	162		11121	

**#B23 - Was the reason for this scan clearly explained to you?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, definitely	135	<b>83.3</b>	8639	<b>77.7</b>
* Yes, to some extent	24	<b>14.8</b>	1952	<b>17.6</b>
* No	2	<b>1.2</b>	346	<b>3.1</b>
Don't know / Can't remember	1	<b>0.6</b>	93	<b>0.8</b>
Not answered	0	<b>0.0</b>	91	<b>0.8</b>
<b>Problem score - This Trust 16.0 %</b>	162		11121	
<b>Problem score - All trusts 20.7%</b>				

**#B24 - Roughly how many ultrasound scans did you have in total during this pregnancy?**

All Mothers	This Trust		All trusts	
	n	%	n	%
None	0	<b>0.0</b>	19	<b>0.2</b>
One	2	<b>1.2</b>	184	<b>1.7</b>
Two to Three	85	<b>52.5</b>	7357	<b>66.2</b>
Four or more	74	<b>45.7</b>	3450	<b>31.0</b>
Don't know / Can't remember	0	<b>0.0</b>	68	<b>0.6</b>
Not answered	1	<b>0.6</b>	43	<b>0.4</b>
	162		11121	

**B25 - While you were pregnant, but before you went into labour, did you stay in hospital overnight because of a problem related to your pregnancy?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	28	<b>17.3</b>	1681	<b>16.6</b>
No	133	<b>82.1</b>	8374	<b>82.6</b>
Not answered	1	<b>0.6</b>	78	<b>0.8</b>
	162		10133	

**#B26 - During your pregnancy did you have the name and telephone number of a midwife you could contact if you were worried?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	124	<b>76.5</b>	9847	<b>88.5</b>
* No	38	<b>23.5</b>	1172	<b>10.5</b>
Don't know / Can't remember	0	<b>0.0</b>	75	<b>0.7</b>
Not answered	0	<b>0.0</b>	27	<b>0.2</b>
<b>Problem score - This Trust 23.5 %</b>	162		11121	
<b>Problem score - All trusts 10.5%</b>				

## #B27 - If you contacted a midwife, were you given the help you needed?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	94	<b>58.0</b>	5405	<b>48.6</b>
Yes, sometimes	11	<b>6.8</b>	1721	<b>15.5</b>
No	2	<b>1.2</b>	469	<b>4.2</b>
I did not contact a midwife	52	<b>32.1</b>	3394	<b>30.5</b>
Not answered	3	<b>1.9</b>	132	<b>1.2</b>
	162		11121	

## #B27+ - If you contacted a midwife, were you given the help you needed?

	This Trust		All trusts	
	n	%	n	%
Mothers who contacted a midwife during pregnancy				
Yes, always	94	<b>85.5</b>	5405	<b>69.9</b>
* Yes, sometimes	11	<b>10.0</b>	1721	<b>22.3</b>
* No	2	<b>1.8</b>	469	<b>6.1</b>
Not answered	3	<b>2.7</b>	132	<b>1.7</b>
<b>Problem score - This Trust 11.8 %</b>	110		7727	
<b>Problem score - All trusts 28.3%</b>				

## B28 - When you contacted a midwife, did you get a response as soon as you needed it?

	This Trust		All trusts	
	n	%	n	%
Mothers who contacted a midwife during pregnancy				
Yes, always	89	<b>80.9</b>	4252	<b>60.8</b>
* Yes, sometimes	15	<b>13.6</b>	1827	<b>26.1</b>
* No	4	<b>3.6</b>	777	<b>11.1</b>
Don't know / Can't remember	0	<b>0.0</b>	29	<b>0.4</b>
Not answered	2	<b>1.8</b>	108	<b>1.5</b>
<b>Problem score - This Trust 17.3 %</b>	110		6993	
<b>Problem score - All trusts 37.2%</b>				

## B29 - Did a midwife encourage you to make a birth plan?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	54	<b>33.3</b>	2659	<b>26.2</b>
Yes, to some extent	53	<b>32.7</b>	2924	<b>28.9</b>
No	40	<b>24.7</b>	3808	<b>37.6</b>
No, but this wasn't possible for medical reasons (e.g. a planned caesarean section)	8	<b>4.9</b>	549	<b>5.4</b>
Don't know / Can't remember	4	<b>2.5</b>	132	<b>1.3</b>
Not answered	3	<b>1.9</b>	61	<b>0.6</b>
	162		10133	

### B29+ - Did a midwife encourage you to make a birth plan?

	This Trust		All trusts	
	n	%	n	%
Mothers medically able to make a birth plan				
Yes, definitely	54	<b>35.1</b>	2659	<b>27.7</b>
Yes, to some extent	53	<b>34.4</b>	2924	<b>30.5</b>
* No	40	<b>26.0</b>	3808	<b>39.7</b>
Don't know / Can't remember	4	<b>2.6</b>	132	<b>1.4</b>
Not answered	3	<b>1.9</b>	61	<b>0.6</b>
<b>Problem score - This Trust 26.0 %</b>	154		9584	
<b>Problem score - All trusts 39.7%</b>				

### B30 - Did a midwife give you enough information about different kinds of pain control you could have during labour?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, enough information	118	<b>72.8</b>	5939	<b>58.6</b>
* Some, but I would have liked more	19	<b>11.7</b>	1538	<b>15.2</b>
* I got no information, but I would have liked some	6	<b>3.7</b>	942	<b>9.3</b>
I got no information, but I did not mind	14	<b>8.6</b>	1492	<b>14.7</b>
Don't know / Can't remember	3	<b>1.9</b>	115	<b>1.1</b>
Not answered	2	<b>1.2</b>	107	<b>1.1</b>
<b>Problem score - This Trust 15.4 %</b>	162		10133	
<b>Problem score - All trusts 24.5%</b>				

### B31 - Thinking about your antenatal care, were you given the information or explanations you needed?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	115	<b>71.0</b>	5527	<b>54.5</b>
* Yes, sometimes	45	<b>27.8</b>	3868	<b>38.2</b>
* No	1	<b>0.6</b>	593	<b>5.9</b>
Don't know / Can't remember	1	<b>0.6</b>	106	<b>1.0</b>
Not answered	0	<b>0.0</b>	39	<b>0.4</b>
<b>Problem score - This Trust 28.4 %</b>	162		10133	
<b>Problem score - All trusts 44.0%</b>				

### #B32 - Thinking about your antenatal care, were you spoken to in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	147	<b>90.7</b>	9200	<b>82.7</b>
* Yes, sometimes	13	<b>8.0</b>	1667	<b>15.0</b>
* No	1	<b>0.6</b>	158	<b>1.4</b>
Don't know / Can't remember	1	<b>0.6</b>	46	<b>0.4</b>
Not answered	0	<b>0.0</b>	50	<b>0.4</b>
<b>Problem score - This Trust 8.6 %</b>	162		11121	
<b>Problem score - All trusts 16.4%</b>				



### B33 - Thinking about your antenatal care, were you treated with respect and dignity?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, always	136	<b>84.0</b>	8511	<b>84.0</b>
* Yes, sometimes	25	<b>15.4</b>	1364	<b>13.5</b>
* No	0	<b>0.0</b>	168	<b>1.7</b>
Don't know / Can't remember	1	<b>0.6</b>	36	<b>0.4</b>
Not answered	0	<b>0.0</b>	54	<b>0.5</b>
<b>Problem score - This Trust 15.4 %</b>	162		10133	
<b>Problem score - All trusts 15.1%</b>				

### B34 - Thinking about your antenatal care, were you treated with kindness and understanding?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, always	135	<b>83.3</b>	7851	<b>77.5</b>
* Yes, sometimes	26	<b>16.0</b>	1985	<b>19.6</b>
* No	0	<b>0.0</b>	215	<b>2.1</b>
Don't know / Can't remember	1	<b>0.6</b>	25	<b>0.2</b>
Not answered	0	<b>0.0</b>	57	<b>0.6</b>
<b>Problem score - This Trust 16.0 %</b>	162		10133	
<b>Problem score - All trusts 21.7%</b>				

### #B35 - Thinking about your antenatal care, were you involved enough in decisions about your care?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, always	135	<b>83.3</b>	8069	<b>72.6</b>
* Yes, sometimes	22	<b>13.6</b>	2367	<b>21.3</b>
* No	3	<b>1.9</b>	449	<b>4.0</b>
I did not want / need to be involved	0	<b>0.0</b>	68	<b>0.6</b>
Don't know / Can't remember	1	<b>0.6</b>	101	<b>0.9</b>
Not answered	1	<b>0.6</b>	67	<b>0.6</b>
<b>Problem score - This Trust 15.4 %</b>	162		11121	
<b>Problem score - All trusts 25.3%</b>				

### #B36 - Overall, how would you rate the care received during your pregnancy?

All Mothers	This Trust		All trusts	
	n	%	n	%
Excellent	89	<b>54.9</b>	4483	<b>40.3</b>
Very good	53	<b>32.7</b>	4055	<b>36.5</b>
Good	16	<b>9.9</b>	1714	<b>15.4</b>
* Fair	1	<b>0.6</b>	603	<b>5.4</b>
* Poor	1	<b>0.6</b>	183	<b>1.6</b>
Not answered	2	<b>1.2</b>	83	<b>0.7</b>
<b>Problem score - This Trust 1.2 %</b>	162		11121	
<b>Problem score - All trusts 7.1%</b>				

### #B37 - During your pregnancy, did you attend any antenatal classes provided by the NHS?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	77	<b>47.5</b>	3499	<b>31.5</b>
* No, I was not offered any classes	4	<b>2.5</b>	2123	<b>19.1</b>
* No, they were all booked up	6	<b>3.7</b>	201	<b>1.8</b>
No, I attended other antenatal classes (e.g. NCT)	19	<b>11.7</b>	683	<b>6.1</b>
No, I did not need to attend the classes	44	<b>27.2</b>	3204	<b>28.8</b>
No, I did not attend for some other reasons	11	<b>6.8</b>	1249	<b>11.2</b>
Not answered	1	<b>0.6</b>	162	<b>1.5</b>
<b>Problem score - This Trust 6.2 %</b>	162		11121	
<b>Problem score - All trusts 20.9%</b>				

### B38 - Were the classes at a convenient time of day?

Mothers who attended NHS antenatal classes	This Trust		All trusts	
	n	%	n	%
Yes, definitely	48	<b>62.3</b>	1904	<b>58.9</b>
* Yes, to some extent	24	<b>31.2</b>	1035	<b>32.0</b>
* No	5	<b>6.5</b>	287	<b>8.9</b>
Not answered	0	<b>0.0</b>	5	<b>0.2</b>
<b>Problem score - This Trust 37.7 %</b>	77		3231	
<b>Problem score - All trusts 40.9%</b>				

### B39 - Were the classes at a convenient place?

Mothers who attended NHS antenatal classes	This Trust		All trusts	
	n	%	n	%
Yes, definitely	66	<b>85.7</b>	2450	<b>75.8</b>
* Yes, to some extent	10	<b>13.0</b>	668	<b>20.7</b>
* No	1	<b>1.3</b>	106	<b>3.3</b>
Not answered	0	<b>0.0</b>	7	<b>0.2</b>
<b>Problem score - This Trust 14.3 %</b>	77		3231	
<b>Problem score - All trusts 24.0%</b>				

### B40 - Did the classes cover the topics you wanted?

Mothers who attended NHS antenatal classes	This Trust		All trusts	
	n	%	n	%
Yes, definitely	34	<b>44.2</b>	1707	<b>52.8</b>
* Yes, to some extent	40	<b>51.9</b>	1318	<b>40.8</b>
* No	3	<b>3.9</b>	194	<b>6.0</b>
Not answered	0	<b>0.0</b>	12	<b>0.4</b>
<b>Problem score - This Trust 55.8 %</b>	77		3231	
<b>Problem score - All trusts 46.8%</b>				

## SECTION C. YOUR LABOUR AND THE BIRTH OF YOUR BABY

### #C1 - Roughly how long did your labour last?

	This Trust		All trusts	
	n	%	n	%
Mothers who laboured				
Less than 8 hours	44	<b>31.7</b>	4580	<b>45.8</b>
8 hours or longer, but less than 12 hours	30	<b>21.6</b>	1751	<b>17.5</b>
12 hours or longer, but less than 18 hours	29	<b>20.9</b>	1377	<b>13.8</b>
18 hours or longer	32	<b>23.0</b>	1973	<b>19.7</b>
Not answered	4	<b>2.9</b>	325	<b>3.2</b>
	139		10006	

### C2 - How did your labour start?

	This Trust		All trusts	
	n	%	n	%
Mothers who laboured				
It started naturally	96	<b>69.1</b>	6498	<b>71.4</b>
It was induced (started off)	40	<b>28.8</b>	2311	<b>25.4</b>
Not answered	3	<b>2.2</b>	298	<b>3.3</b>
	139		9107	

### C3 - If your labour was induced (started off), what was the reason for this? (Tick ALL that apply)

	This Trust		All trusts	
	n	%	n	%
Mothers whose labour was induced				
My baby was overdue	21	<b>52.5</b>	1069	<b>46.3</b>
Regular contractions were starting and stopping (my labour did not establish)	4	<b>10.0</b>	243	<b>10.5</b>
Staff were worried about my baby's health	10	<b>25.0</b>	594	<b>25.7</b>
Staff were worried about my health	6	<b>15.0</b>	486	<b>21.0</b>
Other	9	<b>22.5</b>	516	<b>22.3</b>
Don't know / Can't remember	0	<b>0.0</b>	8	<b>0.3</b>
Not answered	0	<b>0.0</b>	8	<b>0.3</b>
	40		2311	

### C4 - Do you feel you had a choice about whether your labour would be induced (started off)?

	This Trust		All trusts	
	n	%	n	%
Mothers whose labour was induced				
Yes, definitely	20	<b>50.0</b>	807	<b>34.9</b>
Yes, to some extent	11	<b>27.5</b>	682	<b>29.5</b>
* No	9	<b>22.5</b>	776	<b>33.6</b>
Not sure / Can't remember	0	<b>0.0</b>	35	<b>1.5</b>
Not answered	0	<b>0.0</b>	11	<b>0.5</b>
<b>Problem score - This Trust 22.5 %</b>	40		2311	
<b>Problem score - All trusts 33.6%</b>				

**C5 - During your labour, how was your baby monitored (checked)? (Tick ALL that apply)**

Mothers who laboured	This Trust		All trusts	
	n	%	n	%
Staff listened with a stethoscope (or ear trumpet) now and then	17	<b>12.2</b>	1332	<b>14.6</b>
Sonicaid (a handheld monitor) was used now and then	33	<b>23.7</b>	2673	<b>29.4</b>
A monitor was used now and then, with a belt around my abdomen	44	<b>31.7</b>	2529	<b>27.8</b>
A monitor was used constantly with a belt around my abdomen	71	<b>51.1</b>	3719	<b>40.8</b>
A monitor was used constantly with a clip attached to my baby's head	1	<b>0.7</b>	889	<b>9.8</b>
Other	1	<b>0.7</b>	127	<b>1.4</b>
I had no monitoring	1	<b>0.7</b>	539	<b>5.9</b>
Not sure / Can't remember	5	<b>3.6</b>	295	<b>3.2</b>
Not answered	5	<b>3.6</b>	263	<b>2.9</b>
	139		9107	

**#C6 - During your labour, were you able to move around and choose the position that made you most comfortable?**

Mothers who laboured	This Trust		All trusts	
	n	%	n	%
Yes, most of the time	78	<b>56.1</b>	5378	<b>53.7</b>
Yes, some of the time	31	<b>22.3</b>	2187	<b>21.9</b>
No, not at all	6	<b>4.3</b>	834	<b>8.3</b>
No, but it was not possible to move around	20	<b>14.4</b>	1264	<b>12.6</b>
Not answered	4	<b>2.9</b>	343	<b>3.4</b>
	139		10006	

**#C7 - During your labour and birth, did you use any of the following to help relieve the pain? (Tick ALL that apply)**

Mothers who laboured	This Trust		All trusts	
	n	%	n	%
Natural methods (e.g. breathing, massage)	83	<b>59.7</b>	5009	<b>50.1</b>
Water or a birthing pool	17	<b>12.2</b>	1377	<b>13.8</b>
TENS machine (with pads on your back)	6	<b>4.3</b>	2010	<b>20.1</b>
Gas and air (breathing through a mask)	92	<b>66.2</b>	7832	<b>78.3</b>
Injection of pethidine or a similar painkiller	19	<b>13.7</b>	2778	<b>27.8</b>
Epidural or similar (injection in your back, given by an anaesthetist)	55	<b>39.6</b>	3034	<b>30.3</b>
Other	0	<b>0.0</b>	176	<b>1.8</b>
I did not use any pain relief	10	<b>7.2</b>	614	<b>6.1</b>
Not answered	4	<b>2.9</b>	280	<b>2.8</b>
	139		10006	

### #C8 - During your labour and birth, did you feel you got the pain relief you wanted?

Mothers who laboured	This Trust		All trusts	
	n	%	n	%
Yes, definitely	78	<b>56.1</b>	5539	<b>55.4</b>
Yes, to some extent	29	<b>20.9</b>	2215	<b>22.1</b>
No	7	<b>5.0</b>	707	<b>7.1</b>
No, but it was not possible to have any pain relief (e.g. there was not time)	11	<b>7.9</b>	763	<b>7.6</b>
I did not want any pain relief	9	<b>6.5</b>	389	<b>3.9</b>
Don't know / Can't remember	0	<b>0.0</b>	42	<b>0.4</b>
Not answered	5	<b>3.6</b>	351	<b>3.5</b>
	139		10006	

### #C8+ - During your labour and birth, did you feel you got the pain relief you wanted?

Mothers medically able to and wanting to receive pain relief during labour	This Trust		All trusts	
	n	%	n	%
Yes, definitely	78	<b>65.5</b>	5539	<b>62.6</b>
* Yes, to some extent	29	<b>24.4</b>	2215	<b>25.0</b>
* No	7	<b>5.9</b>	707	<b>8.0</b>
Don't know / Can't remember	0	<b>0.0</b>	42	<b>0.5</b>
Not answered	5	<b>4.2</b>	351	<b>4.0</b>
<b>Problem score - This Trust 30.3 %</b>	119		8854	
<b>Problem score - All trusts 33.0%</b>				

### C9 - Were you transferred just before your birth or during your labour for medical reasons or concerns?

Mothers who laboured	This Trust		All trusts	
	n	%	n	%
No, I was not transferred	120	<b>86.3</b>	7041	<b>77.3</b>
Yes, from one part of the hospital to another	13	<b>9.4</b>	1322	<b>14.5</b>
Yes, from a separate birth centre/maternity unit to hospital	0	<b>0.0</b>	170	<b>1.9</b>
Yes, from home to hospital	1	<b>0.7</b>	190	<b>2.1</b>
Yes, from one hospital to another	0	<b>0.0</b>	32	<b>0.4</b>
Not answered	5	<b>3.6</b>	352	<b>3.9</b>
	139		9107	

### C10 - During your labour and birth in the hospital, how clean was the labour or delivery room you were in?

	This Trust		All trusts	
	n	%	n	%
Mothers who laboured				
Very clean	115	<b>82.7</b>	6321	<b>69.4</b>
Fairly clean	20	<b>14.4</b>	2129	<b>23.4</b>
Not very clean	0	<b>0.0</b>	149	<b>1.6</b>
Not at all clean	1	<b>0.7</b>	39	<b>0.4</b>
I gave birth at home	0	<b>0.0</b>	178	<b>2.0</b>
Not answered	3	<b>2.2</b>	291	<b>3.2</b>
	139		9107	

### C10+ - During your labour and birth in the hospital, how clean was the labour or delivery room you were in?

	This Trust		All trusts	
	n	%	n	%
Mothers who laboured and gave birth in hospital				
Very clean	115	<b>82.7</b>	6321	<b>70.8</b>
Fairly clean	20	<b>14.4</b>	2129	<b>23.8</b>
* Not very clean	0	<b>0.0</b>	149	<b>1.7</b>
* Not at all clean	1	<b>0.7</b>	39	<b>0.4</b>
Not answered	3	<b>2.2</b>	291	<b>3.3</b>
<b>Problem score - This Trust 0.7 %</b>	139		8929	
<b>Problem score - All trusts 2.1%</b>				

### C11 - During your labour and birth in the hospital, how clean were the toilets and bathrooms you used at this time?

	This Trust		All trusts	
	n	%	n	%
Mothers who laboured and gave birth in hospital				
Very clean	98	<b>70.5</b>	4955	<b>55.5</b>
Fairly clean	33	<b>23.7</b>	3021	<b>33.8</b>
Not very clean	2	<b>1.4</b>	440	<b>4.9</b>
Not at all clean	1	<b>0.7</b>	103	<b>1.2</b>
I did not use a toilet or bathroom	2	<b>1.4</b>	133	<b>1.5</b>
Not answered	3	<b>2.2</b>	277	<b>3.1</b>
	139		8929	

### C11+ - During your labour and birth in the hospital, how clean were the toilets and bathrooms you used at this time?

	This Trust		All trusts	
	n	%	n	%
Mothers who laboured in hospital and used toilets/bathrooms				
Very clean	98	<b>71.5</b>	4955	<b>56.3</b>
Fairly clean	33	<b>24.1</b>	3021	<b>34.3</b>
* Not very clean	2	<b>1.5</b>	440	<b>5.0</b>
* Not at all clean	1	<b>0.7</b>	103	<b>1.2</b>
Not answered	3	<b>2.2</b>	277	<b>3.1</b>
<b>Problem score - This Trust 2.2 %</b>	137		8796	
<b>Problem score - All trusts 6.2%</b>				

### #C12 - Where was your baby born?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
In hospital	161	<b>99.4</b>	10137	<b>91.2</b>
In a birth centre/maternity unit, separate from hospital	0	<b>0.0</b>	484	<b>4.4</b>
At home	0	<b>0.0</b>	245	<b>2.2</b>
Other	0	<b>0.0</b>	13	<b>0.1</b>
Not answered	1	<b>0.6</b>	242	<b>2.2</b>
	162		11121	

### #C13 - Thinking about the birth of your baby, what kind of delivery did you have?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
A normal vaginal delivery	82	<b>50.6</b>	6740	<b>60.6</b>
An assisted vaginal delivery (e.g. with forceps or ventouse suction cup)	33	<b>20.4</b>	1586	<b>14.3</b>
A planned caesarean delivery	23	<b>14.2</b>	1115	<b>10.0</b>
An emergency caesarean delivery	24	<b>14.8</b>	1583	<b>14.2</b>
Not answered	0	<b>0.0</b>	97	<b>0.9</b>
	162		11121	

### #C14 - Where did you give birth? (Tick ONE only)

	This Trust		All trusts	
	n	%	n	%
Mothers who had a vaginal birth				
On a bed	103	<b>89.6</b>	7194	<b>86.4</b>
On the floor	3	<b>2.6</b>	397	<b>4.8</b>
In a water or birthing pool	4	<b>3.5</b>	515	<b>6.2</b>
Other	4	<b>3.5</b>	203	<b>2.4</b>
Not answered	1	<b>0.9</b>	17	<b>0.2</b>
	115		8326	

### #C15 - What position were you in when your baby was born? (Tick ONE only)

	This Trust		All trusts	
	n	%	n	%
Mothers who had a vaginal birth				
Sitting / sitting supported by pillows	24	<b>20.9</b>	1500	<b>18.0</b>
On my side	6	<b>5.2</b>	401	<b>4.8</b>
Standing, squatting or kneeling	10	<b>8.7</b>	1220	<b>14.7</b>
Lying / lying supported by pillows	30	<b>26.1</b>	2508	<b>30.1</b>
Lying with legs in stirrups	41	<b>35.7</b>	2400	<b>28.8</b>
Other	2	<b>1.7</b>	223	<b>2.7</b>
Not answered	2	<b>1.7</b>	74	<b>0.9</b>
	115		8326	

**#C16 - If you had an episiotomy (cut) or tear requiring stitches, how long after your baby was born were the stitches done?**

	This Trust		All trusts	
	n	%	n	%
Mothers who had a vaginal birth				
I did not have an episiotomy (cut) or a tear	16	<b>13.9</b>	1978	<b>23.8</b>
I did not have stitches	6	<b>5.2</b>	673	<b>8.1</b>
Within 20 minutes	47	<b>40.9</b>	3000	<b>36.0</b>
20 minutes to 1 hour	29	<b>25.2</b>	1410	<b>16.9</b>
More than 1 hour	9	<b>7.8</b>	628	<b>7.5</b>
Don't know / Can't remember	3	<b>2.6</b>	120	<b>1.4</b>
Not answered	5	<b>4.3</b>	517	<b>6.2</b>
	115		8326	

**#C16+ - If you had an episiotomy (cut) or tear requiring stitches, how long after your baby was born were the stitches done?**

	This Trust		All trusts	
	n	%	n	%
Mothers who had a vaginal birth with a cut or tear requiring stitches				
Within 20 minutes	47	<b>50.5</b>	3000	<b>52.9</b>
* 20 minutes to 1 hour	29	<b>31.2</b>	1410	<b>24.8</b>
* More than 1 hour	9	<b>9.7</b>	628	<b>11.1</b>
Don't know / Can't remember	3	<b>3.2</b>	120	<b>2.1</b>
Not answered	5	<b>5.4</b>	517	<b>9.1</b>
<b>Problem score - This Trust 40.9 %</b>	93		5675	
<b>Problem score - All trusts 35.9%</b>				

**#C17 - Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after birth?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes	119	<b>73.5</b>	8463	<b>76.1</b>
No	18	<b>11.1</b>	1308	<b>11.8</b>
No, but this was not possible for medical reasons	16	<b>9.9</b>	1025	<b>9.2</b>
I did not want skin to skin contact with my baby	4	<b>2.5</b>	208	<b>1.9</b>
Not answered	5	<b>3.1</b>	117	<b>1.1</b>
	162		11121	

**#C17+ - Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after birth?**

	This Trust		All trusts	
	n	%	n	%
Mothers medically able to and wanting skin to skin contact with baby				
Yes	119	<b>83.8</b>	8463	<b>85.6</b>
* No	18	<b>12.7</b>	1308	<b>13.2</b>
Not answered	5	<b>3.5</b>	117	<b>1.2</b>
<b>Problem score - This Trust 12.7 %</b>	142		9888	
<b>Problem score - All trusts 13.2%</b>				



**C18 - Altogether, how many different midwives cared for you during your established labour and the birth of your baby? (do not include student midwives)**

All Mothers	This Trust		All trusts	
	n	%	n	%
One	44	<b>27.2</b>	2661	<b>26.3</b>
Two	72	<b>44.4</b>	3844	<b>37.9</b>
Three	22	<b>13.6</b>	1543	<b>15.2</b>
Four	9	<b>5.6</b>	690	<b>6.8</b>
Five or more	11	<b>6.8</b>	814	<b>8.0</b>
Don't know / Can't remember	3	<b>1.9</b>	446	<b>4.4</b>
Not answered	1	<b>0.6</b>	135	<b>1.3</b>
	162		10133	

**#C19 - Had you met any of the staff who cared for you during your labour and birth before you went into labour?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	69	<b>42.6</b>	2405	<b>21.6</b>
No	91	<b>56.2</b>	8489	<b>76.3</b>
Don't know / Can't remember	1	<b>0.6</b>	131	<b>1.2</b>
Not answered	1	<b>0.6</b>	96	<b>0.9</b>
	162		11121	

**#C20 - Did you have confidence and trust in the staff caring for you during your labour and birth?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, definitely	132	<b>81.5</b>	8190	<b>73.6</b>
* Yes, to some extent	28	<b>17.3</b>	2439	<b>21.9</b>
* No	2	<b>1.2</b>	390	<b>3.5</b>
Don't know / Can't remember	0	<b>0.0</b>	28	<b>0.3</b>
Not answered	0	<b>0.0</b>	74	<b>0.7</b>
<b>Problem score - This Trust 18.5 %</b>	162		11121	
<b>Problem score - All trusts 25.4%</b>				

**#C21 - If you had a partner or companion with you during your labour and delivery, were they made welcome by the staff?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, definitely	147	<b>90.7</b>	9272	<b>83.4</b>
Yes, to some extent	10	<b>6.2</b>	1366	<b>12.3</b>
No	4	<b>2.5</b>	228	<b>2.1</b>
I did not have a partner or a companion with me	1	<b>0.6</b>	132	<b>1.2</b>
Don't know / Can't say	0	<b>0.0</b>	65	<b>0.6</b>
Not answered	0	<b>0.0</b>	58	<b>0.5</b>
	162		11121	

**#C21+ - If you had a partner or companion with you during your labour and delivery, were they made welcome by the staff?**

	This Trust		All trusts	
	n	%	n	%
Mothers who had a partner or companion with them				
Yes, definitely	147	<b>91.3</b>	9272	<b>84.4</b>
* Yes, to some extent	10	<b>6.2</b>	1366	<b>12.4</b>
* No	4	<b>2.5</b>	228	<b>2.1</b>
Don't know / Can't say	0	<b>0.0</b>	65	<b>0.6</b>
Not answered	0	<b>0.0</b>	58	<b>0.5</b>
<b>Problem score - This Trust 8.7 %</b>	161		10989	
<b>Problem score - All trusts 14.5%</b>				

**#C22 - Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
* Yes, during labour	10	<b>6.2</b>	1350	<b>12.1</b>
* Yes, shortly after the birth	7	<b>4.3</b>	623	<b>5.6</b>
* Yes, during labour and shortly after the birth	5	<b>3.1</b>	394	<b>3.5</b>
No, not at all	140	<b>86.4</b>	8581	<b>77.2</b>
Not answered	0	<b>0.0</b>	173	<b>1.6</b>
<b>Problem score - This Trust 13.6 %</b>	162		11121	
<b>Problem score - All trusts 21.3%</b>				

**#C23 - Thinking about your care during labour and birth, were you spoken to in a way you could understand?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	148	<b>91.4</b>	9425	<b>84.7</b>
* Yes, sometimes	11	<b>6.8</b>	1393	<b>12.5</b>
* No	2	<b>1.2</b>	202	<b>1.8</b>
Don't know / Can't remember	0	<b>0.0</b>	41	<b>0.4</b>
Not answered	1	<b>0.6</b>	60	<b>0.5</b>
<b>Problem score - This Trust 8.0 %</b>	162		11121	
<b>Problem score - All trusts 14.3%</b>				

**C24 - Thinking about your care during labour and birth, were you treated with respect and dignity?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	146	<b>90.1</b>	8530	<b>84.2</b>
* Yes, sometimes	13	<b>8.0</b>	1309	<b>12.9</b>
* No	3	<b>1.9</b>	213	<b>2.1</b>
Don't know / Can't remember	0	<b>0.0</b>	27	<b>0.3</b>
Not answered	0	<b>0.0</b>	54	<b>0.5</b>
<b>Problem score - This Trust 9.9 %</b>	162		10133	
<b>Problem score - All trusts 15.0%</b>				

## C25 - Thinking about your care during labour and birth, were you treated with kindness and understanding?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, always	144	<b>88.9</b>	8283	<b>81.7</b>
* Yes, sometimes	15	<b>9.3</b>	1529	<b>15.1</b>
* No	3	<b>1.9</b>	246	<b>2.4</b>
Don't know / Can't remember	0	<b>0.0</b>	22	<b>0.2</b>
Not answered	0	<b>0.0</b>	53	<b>0.5</b>
<b>Problem score - This Trust 11.1 %</b>	162		10133	
<b>Problem score - All trusts 17.5%</b>				

## #C26 - Thinking about your care during labour and birth, were you involved enough in decisions about your care?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, always	132	<b>81.5</b>	7841	<b>70.5</b>
* Yes, sometimes	28	<b>17.3</b>	2361	<b>21.2</b>
* No	1	<b>0.6</b>	638	<b>5.7</b>
I did not want / need to be involved	0	<b>0.0</b>	103	<b>0.9</b>
Don't know / Can't remember	1	<b>0.6</b>	105	<b>0.9</b>
Not answered	0	<b>0.0</b>	73	<b>0.7</b>
<b>Problem score - This Trust 17.9 %</b>	162		11121	
<b>Problem score - All trusts 27.0%</b>				

## #C27 - Overall, how would you rate the care received during your labour and birth?

All Mothers	This Trust		All trusts	
	n	%	n	%
Excellent	118	<b>72.8</b>	6706	<b>60.3</b>
Very good	27	<b>16.7</b>	2689	<b>24.2</b>
Good	10	<b>6.2</b>	937	<b>8.4</b>
* Fair	2	<b>1.2</b>	422	<b>3.8</b>
* Poor	4	<b>2.5</b>	256	<b>2.3</b>
Not answered	1	<b>0.6</b>	111	<b>1.0</b>
<b>Problem score - This Trust 3.7 %</b>	162		11121	
<b>Problem score - All trusts 6.1%</b>				

## SECTION D. CARE IN HOSPITAL AFTER THE BIRTH (POSTNATAL CARE)

### #D1 - How long did you stay in hospital after your baby was born?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Up to 12 hours	1	0.6	1596	14.6
More than 12 hours but less than 24 hours	4	2.5	2120	19.4
1 to 2 days	47	29.0	3760	34.4
3 to 4 days	59	36.4	2291	21.0
5 or more days	50	30.9	997	9.1
Not answered	1	0.6	163	1.5
	162		10927	

### #D2 - Looking back, do you feel that the length of your stay in hospital after birth was...

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
* Too long	13	8.0	1653	15.1
* Too short	8	4.9	1269	11.6
About right	137	84.6	7623	69.8
Not sure / Don't know	4	2.5	231	2.1
Not answered	0	0.0	151	1.4
<b>Problem score - This Trust 13.0 %</b>	162		10927	
<b>Problem score - All trusts 26.7%</b>				

### D3 - Was there a member of staff available to help you during your stay?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Yes, always	117	72.2	4979	50.0
* Yes, sometimes	44	27.2	4247	42.7
* No	1	0.6	596	6.0
Don't know / Can't remember	0	0.0	17	0.2
Not answered	0	0.0	118	1.2
<b>Problem score - This Trust 27.8 %</b>	162		9957	
<b>Problem score - All trusts 48.6%</b>				

### D4 - During your postnatal stay were you offered a choice of food?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Yes, always	131	80.9	7133	71.6
* Yes, sometimes	17	10.5	1726	17.3
* No	14	8.6	956	9.6
Not answered	0	0.0	142	1.4
<b>Problem score - This Trust 19.1 %</b>	162		9957	
<b>Problem score - All trusts 26.9%</b>				

## D5 - How much food were you given?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Too much	4	<b>2.5</b>	87	<b>0.9</b>
The right amount	144	<b>88.9</b>	7275	<b>73.1</b>
Too little	10	<b>6.2</b>	1919	<b>19.3</b>
I did not have any hospital food	2	<b>1.2</b>	550	<b>5.5</b>
Not answered	2	<b>1.2</b>	126	<b>1.3</b>
	162		9957	

## D5+ - How much food were you given?

Mothers who had hospital food	This Trust		All trusts	
	n	%	n	%
* Too much	4	<b>2.5</b>	87	<b>0.9</b>
The right amount	144	<b>90.0</b>	7275	<b>77.3</b>
* Too little	10	<b>6.2</b>	1919	<b>20.4</b>
Not answered	2	<b>1.2</b>	126	<b>1.3</b>
<b>Problem score - This Trust 8.8 %</b>	160		9407	
<b>Problem score - All trusts 21.3%</b>				

## D6 - Overall how would you rate the hospital food during your postnatal stay?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Very good	56	<b>34.6</b>	1542	<b>15.5</b>
Good	61	<b>37.7</b>	3171	<b>31.8</b>
Fair	36	<b>22.2</b>	3202	<b>32.2</b>
Poor	7	<b>4.3</b>	1434	<b>14.4</b>
I did not have any hospital food	2	<b>1.2</b>	466	<b>4.7</b>
Not answered	0	<b>0.0</b>	142	<b>1.4</b>
	162		9957	

## D6+ - Overall how would you rate the hospital food during your postnatal stay?

Mothers who had hospital food	This Trust		All trusts	
	n	%	n	%
Very good	56	<b>35.0</b>	1542	<b>16.2</b>
Good	61	<b>38.1</b>	3171	<b>33.4</b>
* Fair	36	<b>22.5</b>	3202	<b>33.7</b>
* Poor	7	<b>4.4</b>	1434	<b>15.1</b>
Not answered	0	<b>0.0</b>	142	<b>1.5</b>
<b>Problem score - This Trust 26.9 %</b>	160		9491	
<b>Problem score - All trusts 48.8%</b>				

### D7 - For your postnatal stay in the hospital, how clean was the hospital room or ward you were in?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Very clean	119	<b>73.5</b>	5409	<b>54.3</b>
Fairly clean	38	<b>23.5</b>	3935	<b>39.5</b>
* Not very clean	4	<b>2.5</b>	374	<b>3.8</b>
* Not at all clean	1	<b>0.6</b>	87	<b>0.9</b>
Not answered	0	<b>0.0</b>	152	<b>1.5</b>
<b>Problem score - This Trust 3.1 %</b>	162		9957	
<b>Problem score - All trusts 4.6%</b>				

### D8 - For your postnatal stay in the hospital, how clean were the toilets and bathrooms that you used?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Very clean	106	<b>65.4</b>	4449	<b>44.7</b>
Fairly clean	50	<b>30.9</b>	4253	<b>42.7</b>
Not very clean	4	<b>2.5</b>	879	<b>8.8</b>
Not at all clean	2	<b>1.2</b>	219	<b>2.2</b>
I did not use a toilet or bathroom	0	<b>0.0</b>	11	<b>0.1</b>
Not answered	0	<b>0.0</b>	146	<b>1.5</b>
	162		9957	

### D8+ - For your postnatal stay in the hospital, how clean were the toilets and bathrooms that you used?

Mothers who used hospital toilets and bathrooms	This Trust		All trusts	
	n	%	n	%
Very clean	106	<b>65.4</b>	4449	<b>44.7</b>
Fairly clean	50	<b>30.9</b>	4253	<b>42.8</b>
* Not very clean	4	<b>2.5</b>	879	<b>8.8</b>
* Not at all clean	2	<b>1.2</b>	219	<b>2.2</b>
Not answered	0	<b>0.0</b>	146	<b>1.5</b>
<b>Problem score - This Trust 3.7 %</b>	162		9946	
<b>Problem score - All trusts 11.0%</b>				

### #D9 - Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Yes, always	103	<b>63.6</b>	5839	<b>53.4</b>
* Yes, sometimes	53	<b>32.7</b>	3846	<b>35.2</b>
* No	6	<b>3.7</b>	1091	<b>10.0</b>
Don't know / Can't remember	0	<b>0.0</b>	32	<b>0.3</b>
Not answered	0	<b>0.0</b>	119	<b>1.1</b>
<b>Problem score - This Trust 36.4 %</b>	162		10927	
<b>Problem score - All trusts 45.2%</b>				

### D10 - Thinking about the care you received in hospital after the birth of your baby, were you spoken to in a way you could understand?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Yes, always	134	<b>82.7</b>	7493	<b>75.3</b>
* Yes, sometimes	28	<b>17.3</b>	2111	<b>21.2</b>
* No	0	<b>0.0</b>	240	<b>2.4</b>
Don't know / Can't remember	0	<b>0.0</b>	12	<b>0.1</b>
Not answered	0	<b>0.0</b>	101	<b>1.0</b>
<b>Problem score - This Trust 17.3 %</b>	162		9957	
<b>Problem score - All trusts 23.6%</b>				

### D11 - Thinking about the care you received in hospital after the birth of your baby, were you treated with respect and dignity?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Yes, always	124	<b>76.5</b>	7050	<b>70.8</b>
* Yes, sometimes	34	<b>21.0</b>	2275	<b>22.8</b>
* No	3	<b>1.9</b>	491	<b>4.9</b>
Don't know / Can't remember	0	<b>0.0</b>	21	<b>0.2</b>
Not answered	1	<b>0.6</b>	120	<b>1.2</b>
<b>Problem score - This Trust 22.8 %</b>	162		9957	
<b>Problem score - All trusts 27.8%</b>				

### #D12 - Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Yes, always	125	<b>77.2</b>	7214	<b>66.0</b>
* Yes, sometimes	33	<b>20.4</b>	2967	<b>27.2</b>
* No	4	<b>2.5</b>	589	<b>5.4</b>
Don't know / Can't remember	0	<b>0.0</b>	31	<b>0.3</b>
Not answered	0	<b>0.0</b>	126	<b>1.2</b>
<b>Problem score - This Trust 22.8 %</b>	162		10927	
<b>Problem score - All trusts 32.5%</b>				

### D13 - Did your baby have a newborn examination or 'baby check' before you were discharged home?

Mothers having postnatal care in hospital	This Trust		All trusts	
	n	%	n	%
Yes	159	<b>98.1</b>	9265	<b>93.1</b>
* No	1	<b>0.6</b>	509	<b>5.1</b>
Don't know / Can't remember	2	<b>1.2</b>	90	<b>0.9</b>
Not answered	0	<b>0.0</b>	93	<b>0.9</b>
<b>Problem score - This Trust 0.6 %</b>	162		9957	
<b>Problem score - All trusts 5.1%</b>				

### D14 - Who carried out this examination or 'baby check'? (Tick ONE only)

Mothers having postnatal care in hospital whose baby had a newborn examination	This Trust		All trusts	
	n	%	n	%
Midwife	13	<b>8.2</b>	1387	<b>15.0</b>
Doctor (e.g. a paediatrician)	140	<b>88.1</b>	7307	<b>78.9</b>
Other	2	<b>1.3</b>	117	<b>1.3</b>
Don't know / Can't remember	0	<b>0.0</b>	286	<b>3.1</b>
Not answered	4	<b>2.5</b>	168	<b>1.8</b>
	159		9265	



## SECTION E. FEEDING YOUR BABY

### #E1 - During your pregnancy did your midwife discuss infant feeding with you?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	97	<b>59.9</b>	5893	<b>53.0</b>
* Yes, to some extent	43	<b>26.5</b>	3100	<b>27.9</b>
* No	20	<b>12.3</b>	1927	<b>17.3</b>
Don't know / Can't remember	2	<b>1.2</b>	134	<b>1.2</b>
Not answered	0	<b>0.0</b>	67	<b>0.6</b>
<b>Problem score - This Trust 38.9 %</b>	162		11121	
<b>Problem score - All trusts 45.2%</b>				

### #E2 - In the first few days after the birth how was your baby fed? (Tick ONE only)

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Breast milk (or expressed breast milk) only	110	<b>67.9</b>	6747	<b>60.7</b>
Both breast and formula (bottle) milk	33	<b>20.4</b>	2097	<b>18.9</b>
Formula (bottle) milk only	18	<b>11.1</b>	2189	<b>19.7</b>
Not sure	0	<b>0.0</b>	8	<b>0.1</b>
Not answered	1	<b>0.6</b>	80	<b>0.7</b>
	162		11121	

### #E3 - Did you ever put your baby to the breast (even if it was only once)?

	This Trust		All trusts	
	n	%	n	%
Mothers who did not breast feed				
Yes	3	<b>16.7</b>	556	<b>25.3</b>
No	15	<b>83.3</b>	1623	<b>73.9</b>
Not answered	0	<b>0.0</b>	18	<b>0.8</b>
	18		2197	

### #E4 - Did you feel that midwives and other carers gave you consistent advice?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	65	<b>40.1</b>	3734	<b>33.6</b>
Yes, generally	67	<b>41.4</b>	4531	<b>40.7</b>
* No	28	<b>17.3</b>	2313	<b>20.8</b>
Don't know	0	<b>0.0</b>	50	<b>0.4</b>
I didn't want or need this	2	<b>1.2</b>	407	<b>3.7</b>
Not answered	0	<b>0.0</b>	86	<b>0.8</b>
<b>Problem score - This Trust 17.3 %</b>	162		11121	
<b>Problem score - All trusts 20.8%</b>				

## E5 - Did you feel that midwives and other carers gave you practical help?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	74	<b>45.7</b>	3553	<b>35.1</b>
Yes, generally	77	<b>47.5</b>	4435	<b>43.8</b>
* No	9	<b>5.6</b>	1536	<b>15.2</b>
Don't know	0	<b>0.0</b>	37	<b>0.4</b>
I didn't want or need this	2	<b>1.2</b>	492	<b>4.9</b>
Not answered	0	<b>0.0</b>	80	<b>0.8</b>
<b>Problem score - This Trust 5.6 %</b>	162		10133	
<b>Problem score - All trusts 15.2%</b>				

## #E6 - Did you feel that midwives and other carers gave you active support and encouragement?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, always	87	<b>53.7</b>	4576	<b>41.1</b>
Yes, generally	63	<b>38.9</b>	4533	<b>40.8</b>
* No	11	<b>6.8</b>	1533	<b>13.8</b>
Don't know	0	<b>0.0</b>	77	<b>0.7</b>
I didn't want or need this	1	<b>0.6</b>	317	<b>2.9</b>
Not answered	0	<b>0.0</b>	85	<b>0.8</b>
<b>Problem score - This Trust 6.8 %</b>	162		11121	
<b>Problem score - All trusts 13.8%</b>				

## SECTION F. CARE AT HOME AFTER THE BIRTH

**#F1 - When you were at home after the birth of your baby did you have the name and telephone number of a midwife or health visitor you could contact if you were worried?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	156	<b>96.3</b>	10382	<b>93.4</b>
* No	4	<b>2.5</b>	553	<b>5.0</b>
Don't know / Can't remember	2	<b>1.2</b>	102	<b>0.9</b>
Not answered	0	<b>0.0</b>	84	<b>0.8</b>
<b>Problem score - This Trust 2.5 %</b>	162		11121	
<b>Problem score - All trusts 5.0%</b>				

**#F2 - If you contacted a midwife or health visitor, were you given the help you needed?**

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, always	96	<b>59.3</b>	5427	<b>48.8</b>
Yes, sometimes	17	<b>10.5</b>	1612	<b>14.5</b>
No	0	<b>0.0</b>	280	<b>2.5</b>
I did not contact a midwife or health visitor	49	<b>30.2</b>	3669	<b>33.0</b>
Not answered	0	<b>0.0</b>	133	<b>1.2</b>
	162		11121	

**#F2+ - If you contacted a midwife or health visitor, were you given the help you needed?**

Mothers who contacted a midwife at home after the birth	This Trust		All trusts	
	n	%	n	%
Yes, always	96	<b>85.0</b>	5427	<b>72.8</b>
* Yes, sometimes	17	<b>15.0</b>	1612	<b>21.6</b>
* No	0	<b>0.0</b>	280	<b>3.8</b>
Not answered	0	<b>0.0</b>	133	<b>1.8</b>
<b>Problem score - This Trust 15.0 %</b>	113		7452	
<b>Problem score - All trusts 25.4%</b>				

**F3 - When you contacted a midwife or health visitor, did you get a response as soon as you needed it?**

Mothers who contacted a midwife at home after the birth	This Trust		All trusts	
	n	%	n	%
Yes, always	88	<b>77.9</b>	4433	<b>65.6</b>
* Yes, sometimes	25	<b>22.1</b>	1695	<b>25.1</b>
* No	0	<b>0.0</b>	461	<b>6.8</b>
Don't know / Can't remember	0	<b>0.0</b>	38	<b>0.6</b>
Not answered	0	<b>0.0</b>	135	<b>2.0</b>
<b>Problem score - This Trust 22.1 %</b>	113		6762	
<b>Problem score - All trusts 31.9%</b>				

#### #F4 - Since your baby's birth have you been visited at home by a midwife?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	161	<b>99.4</b>	10860	<b>97.7</b>
No, I visited the midwife or saw a midwife in a clinic	1	<b>0.6</b>	64	<b>0.6</b>
* No, I was not offered a visit	0	<b>0.0</b>	28	<b>0.3</b>
No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU)	0	<b>0.0</b>	69	<b>0.6</b>
No, for another reason	0	<b>0.0</b>	23	<b>0.2</b>
Not answered	0	<b>0.0</b>	77	<b>0.7</b>
<b>Problem score - This Trust 0.0 %</b>	162		11121	
<b>Problem score - All trusts 0.3%</b>				

#### #F5 - How many times in total did you see a midwife after you went home?

Mothers who have seen a midwife since the baby's birth	This Trust		All trusts	
	n	%	n	%
1 - 2	27	<b>16.7</b>	2436	<b>22.3</b>
3 - 4	91	<b>56.2</b>	5752	<b>52.7</b>
5 - 6	31	<b>19.1</b>	1862	<b>17.0</b>
7 times or more	12	<b>7.4</b>	699	<b>6.4</b>
Don't know / Can't remember	1	<b>0.6</b>	142	<b>1.3</b>
Not answered	0	<b>0.0</b>	33	<b>0.3</b>
	162		10924	

#### F6 - How old was your baby when you had the last visit or contact with the midwife?

Mothers who have seen a midwife since the baby's birth	This Trust		All trusts	
	n	%	n	%
10 days or younger	47	<b>29.0</b>	3507	<b>35.2</b>
11 - 15 days	67	<b>41.4</b>	3973	<b>39.9</b>
16 - 28 days	33	<b>20.4</b>	1863	<b>18.7</b>
29 days or older	13	<b>8.0</b>	532	<b>5.3</b>
Not answered	2	<b>1.2</b>	80	<b>0.8</b>
	162		9955	

#### #F7 - Would you have liked to have seen a midwife ...

Mothers who have seen a midwife since the baby's birth	This Trust		All trusts	
	n	%	n	%
* More often?	17	<b>10.5</b>	2453	<b>22.5</b>
* Less often?	6	<b>3.7</b>	388	<b>3.6</b>
I saw a midwife as much as I wanted	138	<b>85.2</b>	8016	<b>73.4</b>
Not answered	1	<b>0.6</b>	67	<b>0.6</b>
<b>Problem score - This Trust 14.2 %</b>	162		10924	
<b>Problem score - All trusts 26.0%</b>				

### F8 - Did you have confidence and trust in the midwives you saw after going home?

	This Trust		All trusts	
	n	%	n	%
Mothers who have seen a midwife since the baby's birth				
Always	142	<b>87.7</b>	7189	<b>72.2</b>
* Sometimes	19	<b>11.7</b>	2401	<b>24.1</b>
* Rarely	0	<b>0.0</b>	276	<b>2.8</b>
* Never	0	<b>0.0</b>	65	<b>0.7</b>
Not answered	1	<b>0.6</b>	24	<b>0.2</b>
<b>Problem score - This Trust 11.7 %</b>	162		9955	
<b>Problem score - All trusts 27.5%</b>				

### F9 - Where would you have liked to have seen or contacted a midwife or maternity support worker for postnatal care of you and your baby? (Tick ALL that apply)

	This Trust		All trusts	
	n	%	n	%
All Mothers				
My home	140	<b>86.4</b>	8952	<b>88.3</b>
Regular clinic based at my GP's surgery	33	<b>20.4</b>	3257	<b>32.1</b>
Children's centre	13	<b>8.0</b>	1283	<b>12.7</b>
Open drop-in baby clinic	52	<b>32.1</b>	2540	<b>25.1</b>
By phone	43	<b>26.5</b>	2478	<b>24.5</b>
Not answered	2	<b>1.2</b>	158	<b>1.6</b>
	162		10133	

### F10 - In the six weeks after the birth of your baby did you receive help and advice from health professionals about your baby's sleeping position?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	66	<b>40.7</b>	4956	<b>48.9</b>
* Yes, to some extent	39	<b>24.1</b>	2247	<b>22.2</b>
* No	33	<b>20.4</b>	1778	<b>17.5</b>
I did not need any	21	<b>13.0</b>	950	<b>9.4</b>
Not answered	3	<b>1.9</b>	202	<b>2.0</b>
<b>Problem score - This Trust 44.4 %</b>	162		10133	
<b>Problem score - All trusts 39.7%</b>				

### F11 - In the six weeks after the birth of your baby did you receive help and advice from health professionals about your baby's crying?

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	27	<b>16.7</b>	1757	<b>17.3</b>
* Yes, to some extent	35	<b>21.6</b>	2274	<b>22.4</b>
* No	46	<b>28.4</b>	3450	<b>34.0</b>
I did not need any	53	<b>32.7</b>	2456	<b>24.2</b>
Not answered	1	<b>0.6</b>	196	<b>1.9</b>
<b>Problem score - This Trust 50.0 %</b>	162		10133	
<b>Problem score - All trusts 56.5%</b>				

**#F12 - In the six weeks after the birth of your baby did you receive help and advice from health professionals about feeding your baby**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	90	<b>55.6</b>	5088	<b>45.8</b>
* Yes, to some extent	50	<b>30.9</b>	3421	<b>30.8</b>
* No	10	<b>6.2</b>	1122	<b>10.1</b>
I did not need any	12	<b>7.4</b>	1353	<b>12.2</b>
Not answered	0	<b>0.0</b>	137	<b>1.2</b>
<b>Problem score - This Trust 37.0 %</b>	162		11121	
<b>Problem score - All trusts 40.9%</b>				

**F13 - In the six weeks after the birth of your baby did you receive help and advice from health professionals about your baby's skin care (e.g. nappy rash)?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	42	<b>25.9</b>	2710	<b>26.7</b>
* Yes, to some extent	51	<b>31.5</b>	2659	<b>26.2</b>
* No	24	<b>14.8</b>	2607	<b>25.7</b>
I did not need any	44	<b>27.2</b>	2019	<b>19.9</b>
Not answered	1	<b>0.6</b>	138	<b>1.4</b>
<b>Problem score - This Trust 46.3 %</b>	162		10133	
<b>Problem score - All trusts 52.0%</b>				

**#F14 - In the six weeks after the birth of your baby did you receive help and advice from health professionals about your baby's health and progress?**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes, definitely	84	<b>51.9</b>	5584	<b>50.2</b>
* Yes, to some extent	54	<b>33.3</b>	3827	<b>34.4</b>
* No	10	<b>6.2</b>	886	<b>8.0</b>
I did not need any	13	<b>8.0</b>	725	<b>6.5</b>
Not answered	1	<b>0.6</b>	99	<b>0.9</b>
<b>Problem score - This Trust 39.5 %</b>	162		11121	
<b>Problem score - All trusts 42.4%</b>				

**#F15 - Did you have a postnatal check-up of your own health? (Around 4-8 weeks after the birth)**

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Yes	151	<b>93.2</b>	9844	<b>88.5</b>
* No	10	<b>6.2</b>	1134	<b>10.2</b>
Not answered	1	<b>0.6</b>	143	<b>1.3</b>
<b>Problem score - This Trust 6.2 %</b>	162		11121	
<b>Problem score - All trusts 10.2%</b>				

### #F16 - Were you given enough information about your own recovery after the birth?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, definitely	82	<b>50.6</b>	4274	<b>38.4</b>
* Yes, to some extent	60	<b>37.0</b>	4409	<b>39.6</b>
* No	17	<b>10.5</b>	1980	<b>17.8</b>
No, but I did not need this information	2	<b>1.2</b>	289	<b>2.6</b>
Don't know / Can't remember	0	<b>0.0</b>	74	<b>0.7</b>
Not answered	1	<b>0.6</b>	95	<b>0.9</b>
<b>Problem score - This Trust 47.5 %</b>	162		11121	
<b>Problem score - All trusts 57.4%</b>				

### #F17 - Were you given enough information about any emotional changes you might experience after the birth?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes, definitely	62	<b>38.3</b>	4142	<b>37.2</b>
* Yes, to some extent	60	<b>37.0</b>	3835	<b>34.5</b>
* No	28	<b>17.3</b>	2189	<b>19.7</b>
No, but I did not need this information	10	<b>6.2</b>	744	<b>6.7</b>
Don't know / Can't remember	1	<b>0.6</b>	109	<b>1.0</b>
Not answered	1	<b>0.6</b>	102	<b>0.9</b>
<b>Problem score - This Trust 54.3 %</b>	162		11121	
<b>Problem score - All trusts 54.2%</b>				

### #F18 - Were you given information or offered advice from a health professional about contraception?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	150	<b>92.6</b>	10078	<b>90.6</b>
* No	8	<b>4.9</b>	838	<b>7.5</b>
Don't know / Can't remember	2	<b>1.2</b>	110	<b>1.0</b>
Not answered	2	<b>1.2</b>	95	<b>0.9</b>
<b>Problem score - This Trust 4.9 %</b>	162		11121	
<b>Problem score - All trusts 7.5%</b>				

### #F19 - Overall, how would you rate the care received after the birth?

All Mothers	This Trust		All trusts	
	n	%	n	%
Excellent	60	<b>37.0</b>	3191	<b>28.7</b>
Very good	68	<b>42.0</b>	4034	<b>36.3</b>
Good	29	<b>17.9</b>	2481	<b>22.3</b>
* Fair	2	<b>1.2</b>	920	<b>8.3</b>
* Poor	1	<b>0.6</b>	340	<b>3.1</b>
Not answered	2	<b>1.2</b>	155	<b>1.4</b>
<b>Problem score - This Trust 1.9 %</b>	162		11121	
<b>Problem score - All trusts 11.3%</b>				

## SECTION G. YOU AND YOUR HOUSEHOLD

### #G1 - Have you had a previous pregnancy?

All Mothers	This Trust		All trusts	
	n	%	n	%
Yes	74	<b>45.7</b>	6143	<b>55.2</b>
No	88	<b>54.3</b>	4888	<b>44.0</b>
Not answered	0	<b>0.0</b>	90	<b>0.8</b>
	162		11121	

### #G2 - How many babies have you given birth to before this pregnancy?

Mothers who have had a previous pregnancy	This Trust		All trusts	
	n	%	n	%
None	13	<b>17.6</b>	628	<b>10.2</b>
1-2	58	<b>78.4</b>	4975	<b>81.0</b>
3 or more	3	<b>4.1</b>	522	<b>8.5</b>
Not answered	0	<b>0.0</b>	18	<b>0.3</b>
	74		6143	

### #G3 - In what year were you born?

All Mothers	This Trust		All trusts	
	n	%	n	%
Less than 20 years old	0	<b>0.0</b>	216	<b>1.9</b>
20-29 years old	34	<b>21.0</b>	3533	<b>31.8</b>
30-39 years old	109	<b>67.3</b>	6149	<b>55.3</b>
40-49 years old	15	<b>9.3</b>	733	<b>6.6</b>
50 years old or more	0	<b>0.0</b>	5	<b>0.0</b>
Not answered	4	<b>2.5</b>	485	<b>4.4</b>
	162		11121	

### #G4 - Who do you live with now?

All Mothers	This Trust		All trusts	
	n	%	n	%
I live alone (with or without my baby/children)	4	<b>2.5</b>	711	<b>6.4</b>
With a partner/husband/boyfriend (with or without any children)	155	<b>95.7</b>	9612	<b>86.4</b>
With family members other than a partner/husband/boyfriend (e.g. parents)	2	<b>1.2</b>	549	<b>4.9</b>
With friends	0	<b>0.0</b>	16	<b>0.1</b>
Other	0	<b>0.0</b>	43	<b>0.4</b>
Not answered	1	<b>0.6</b>	190	<b>1.7</b>
	162		11121	



### #G5 - Which language do you speak most often at home? (Tick ONE only)

	This Trust		All trusts	
	n	%	n	%
All Mothers				
English	137	<b>84.6</b>	9579	<b>86.1</b>
Other European language	22	<b>13.6</b>	573	<b>5.2</b>
Asian language (e.g. Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai)	0	<b>0.0</b>	535	<b>4.8</b>
African language (e.g. Swahili, Hausa, Yoruba)	1	<b>0.6</b>	120	<b>1.1</b>
Other, including British Sign Language	0	<b>0.0</b>	118	<b>1.1</b>
Not answered	2	<b>1.2</b>	196	<b>1.8</b>
	162		11121	

### #G6 - Do you have any of the following long-standing conditions? (Tick ALL that apply)

	This Trust		All trusts	
	n	%	n	%
All Mothers				
Deafness or severe hearing impairment	2	<b>1.2</b>	72	<b>0.6</b>
Blindness or partially sighted	1	<b>0.6</b>	26	<b>0.2</b>
A long-standing physical condition	2	<b>1.2</b>	144	<b>1.3</b>
A learning disability	0	<b>0.0</b>	58	<b>0.5</b>
A mental health condition	1	<b>0.6</b>	162	<b>1.5</b>
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	6	<b>3.7</b>	227	<b>2.0</b>
No, I do not have a long-standing condition	147	<b>90.7</b>	9986	<b>89.8</b>
Not answered	4	<b>2.5</b>	502	<b>4.5</b>
	162		11121	


### #G7 - Does this condition(s) cause you difficulty with any of the following? (Tick ALL that apply)

	This Trust		All trusts	
	n	%	n	%
Mothers with a long-standing condition				
Everyday activities that people your age can usually do	1	<b>9.1</b>	161	<b>25.4</b>
At work, in education, or training	0	<b>0.0</b>	101	<b>16.0</b>
Access to buildings, streets or vehicles	0	<b>0.0</b>	39	<b>6.2</b>
Reading or writing	0	<b>0.0</b>	57	<b>9.0</b>
People's attitudes to you because of your condition	0	<b>0.0</b>	57	<b>9.0</b>
Communicating, mixing with others, or socialising	1	<b>9.1</b>	108	<b>17.1</b>
Any other activity	1	<b>9.1</b>	62	<b>9.8</b>
No difficulty with any of these	6	<b>54.5</b>	320	<b>50.6</b>
Not answered	2	<b>18.2</b>	13	<b>2.1</b>
	11		633	

**#G8 - To which of these ethnic groups would you say you belong? Please tick one box only**

All Mothers	This Trust		All trusts	
	n	%	n	%
British	111	<b>68.5</b>	8175	<b>73.5</b>
Irish	11	<b>6.8</b>	91	<b>0.8</b>
Any other White background	31	<b>19.1</b>	1142	<b>10.3</b>
White and Black Caribbean	0	<b>0.0</b>	50	<b>0.4</b>
White and Black African	0	<b>0.0</b>	26	<b>0.2</b>
White and Asian	1	<b>0.6</b>	55	<b>0.5</b>
Any other Mixed background (Please write in box)	0	<b>0.0</b>	58	<b>0.5</b>
Indian	1	<b>0.6</b>	299	<b>2.7</b>
Pakistani	0	<b>0.0</b>	252	<b>2.3</b>
Bangladeshi	0	<b>0.0</b>	73	<b>0.7</b>
Any other Asian background (Please write in box)	0	<b>0.0</b>	200	<b>1.8</b>
Caribbean	0	<b>0.0</b>	59	<b>0.5</b>
African	1	<b>0.6</b>	242	<b>2.2</b>
Any other Black background (Please write in box)	0	<b>0.0</b>	21	<b>0.2</b>
Chinese	1	<b>0.6</b>	92	<b>0.8</b>
Any other ethnic group (Please write in box)	2	<b>1.2</b>	74	<b>0.7</b>
Not answered	3	<b>1.9</b>	212	<b>1.9</b>
	162		11121	



Appendix 2  
 **Questionnaire**





# Women's Experience of Maternity Care

## What is the survey about?

This is a survey about your recent experience of maternity care. Your views are very important in helping us find out how good the services are and how they can be improved.

## Completing the questionnaire

Please only think about the maternity care you received in your **most recent** pregnancy and birth when answering these questions.

For most questions, please tick clearly inside one box using a black or blue pen. For some questions you may be asked to tick more than one box.

Not all sections will apply to you. Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Please **do not** write your name or address anywhere on the questionnaire.

**Taking part in this survey is voluntary. Your answers will be treated in confidence.**

If you prefer not to fill in the questionnaire, please return it in the prepaid envelope. This will ensure that we don't contact you again.

If the survey raises issues or questions of concern, you may wish to contact your family doctor (GP) or Health Visitor.

## Questions or help?

If you have any queries about the questionnaire, please call the Picker Institute Europe FREEPHONE helpline number: 0800 783 2896

## SECTION A. DATES AND YOUR BABY

A1. Did you give birth to a single baby, twins or more in your most recent pregnancy?

- A single baby  
 Twins  
 Triplets, quads or more

A2. When was your baby born? (If you had twins or more than two babies this time, please fill in this question about the baby who was born first)

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

A3. What time was your baby born? (If you had twins or more than two babies this time, please fill in this question about the baby who was born first)

- Early morning (12:01am-6:00am)  
 Morning (6:01am-12:00 noon)  
 Afternoon (12:01pm-6:00pm)  
 Evening / Night (6:01pm-12:00 midnight)

A4. Roughly how many weeks pregnant were you when your baby was born?

- Before I was 37 full weeks pregnant  
 When I was 37 weeks pregnant or more

A5. How much did your **baby weigh at birth**? (If you had twins or more than two babies this time, please fill in this question about the baby who was born first)

- Less than 2500g / 2.5kg (Less than 5 pounds 8 ounces)  
 2500g / 2.5kg or more (5 pounds 8 ounces or more)  
 Don't know / Can't remember

## SECTION B. CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

### The start of your care in pregnancy

B1. Who was the **first** health professional you saw when you thought you were pregnant? (Tick ONE only)

- GP / family doctor  
 Midwife  
 Other

B2. Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?

- Before I was 7 full weeks pregnant  
 When I was 7 to 12 weeks pregnant  
 When I was more than 12 weeks pregnant  
 Don't know / Can't remember

B3. Were you able to see this person as soon as you wanted?

- Yes  
 No

B4. Roughly how many weeks pregnant were you when you had your 'booking' appointment (the appointment where you were given your pregnancy notes)?

- Before I was 8 full weeks pregnant  
 When I was 8 or 9 weeks pregnant  
 When I was 10 or 11 weeks pregnant  
 When I was 12 weeks pregnant  
 When I was 13 or more weeks pregnant  
 Don't know / Can't remember

**B5.** At the start of your pregnancy did you have a choice about **where** you could have your baby?

- 1  Yes →Go to B6
- 2  No →Go to B8
- 3  No, but this was not possible for medical reasons →Go to B8
- 4  Don't know / Can't remember →Go to B8

**B6.** Were you given a choice of having your baby at home?

- 1  Yes
- 2  No
- 3  No, but this was not possible for medical reasons
- 4  Don't know / Can't remember

**B7.** Did you get enough information from a **midwife or doctor** to help you decide where to have your baby?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  No, but I did not need this information
- 5  Don't know / Can't remember

**B8.** Before your baby was born, did you plan to have your baby at home?

- 1  Yes
- 2  No

**B9.** Were you given a copy of The Pregnancy Book?

- 1  Yes
- 2  No
- 3  No, I already had one
- 4  Don't know / Can't remember

**B10.** Were you given information about the NHS Choices website?

- 1  Yes
- 2  No
- 3  Not sure / Don't know

### Antenatal check-ups

A 'check-up' is any contact with a doctor or midwife to check the progress of your pregnancy. It usually includes having your blood pressure and urine checked. *Please ignore other appointments that **did not** include these things, such as a visit to the hospital for a scan or a blood test only.*

**B11.** Roughly **how many** antenatal check-ups did you have in total? (**not** including appointments for blood tests or visits to the hospital for a scan)

- 1  None →Go to B17
- 2  1 to 6 →Go to B12
- 3  7 to 9 →Go to B12
- 4  10 to 14 →Go to B12
- 5  15 or more →Go to B12
- 6  Don't know / Can't remember →Go to B12

**B12.** How did you feel about the number of antenatal check-ups you had?

- 1  I would have liked **more** check-ups
- 2  I had the **right number** of check-ups
- 3  I would have liked **fewer** check-ups
- 4  Don't know / Can't remember

**B13.** During your pregnancy were you given a **choice** about **where** your antenatal check-ups would take place?

- 1  Yes
- 2  No
- 3  Don't know / Can't remember

**B14.** Which of the following health professionals did you see for your **antenatal check-ups**? (Tick ALL that apply)

- 1  Midwife
- 2  GP (family doctor)
- 3  Hospital doctor (e.g. a consultant)
- 4  Other

**B15.** If you saw a midwife for your **antenatal check-ups**, did you see the same one every time?

- 1  Yes, every time
- 2  Yes, most of the time
- 3  No
- 4  I only saw a midwife **once**
- 5  I did not see a midwife
- 6  Don't know / Can't remember

**B16.** If you saw a hospital doctor for your **antenatal check-ups**, did you see the same one every time?

- 1  Yes, every time
- 2  Yes, most of the time
- 3  No
- 4  I only saw a hospital doctor **once**
- 5  I did not see a hospital doctor
- 6  Don't know / Can't remember

### Tests and scans

**B17.** Did you have a 'dating scan'? This takes place between 8-14 weeks of pregnancy.

- 1  Yes
- 2  No
- 3  Don't know / Can't remember

**B18.** Was the **reason** for this scan clearly explained to you?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  Don't know / Can't remember

**B19.** Did you have any screening tests (a blood test or nuchal scan) to check whether your baby might have Down's syndrome?

- 1  Yes, a blood test only
- 2  Yes, a nuchal scan only
- 3  Yes, a nuchal scan and a blood test
- 4  No, I didn't want a screening test for Down's syndrome
- 5  No, I wasn't offered any screening tests for Down's syndrome
- 6  Don't know / Can't remember

**B20.** Do you feel you had a **choice** about whether to have a screening test for Down's syndrome?

- 1  Yes
- 2  No
- 3  Don't know / Can't remember

**B21.** Were the **reasons** for having a screening test for Down's syndrome clearly explained to you?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  Don't know / Can't remember

**B22.** Did you have a scan at around 20 weeks of pregnancy? This may have been called a '20 week' scan, or an 'anomaly' scan or a 'mid-trimester' scan.

- 1  Yes
- 2  No
- 3  Don't know / Can't remember



**B23.** Was the **reason** for this scan clearly explained to you?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  Don't know / Can't remember

**B24.** Roughly how many ultrasound scans did you have in total during this pregnancy?

- 1  None
- 2  One
- 3  Two to Three
- 4  Four or more
- 5  Don't know / Can't remember

### During your pregnancy

**B25.** While you were **pregnant**, but before you went into labour, did you stay in hospital overnight because of a problem related to your pregnancy? (*If your labour was induced and you had to stay overnight immediately before induction, please **do not** include that stay here*)

- 1  Yes
- 2  No

**B26.** During your pregnancy did you have the name and telephone number of a midwife you could contact if you were worried?

- 1  Yes
- 2  No
- 3  Don't know / Can't remember

**B27.** If you contacted a midwife, were you given the help you needed?

- 1  Yes, always →Go to B28
- 2  Yes, sometimes →Go to B28
- 3  No →Go to B28
- 4  I did not contact a midwife →Go to B29

**B28.** When you contacted a midwife, did you get a response as soon as you needed it?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**B29.** Did a midwife encourage you to make a birth plan (describing the kind of birth you wanted?)

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  No, but this wasn't possible for medical reasons (e.g. a planned caesarean section)
- 5  Don't know / Can't remember

**B30.** Did a midwife give you enough information about different kinds of pain control you could have during labour?

- 1  Yes, enough information
- 2  Some, but I would have liked more
- 3  I got no information, but I would have liked some
- 4  I got no information, but I did not mind
- 5  Don't know/ can't remember

**B31.** Thinking about your **antenatal care**, were you given the information or explanations you needed?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**B32.** Thinking about your **antenatal care**, were you spoken to in a way you could understand?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**B33.** Thinking about your **antenatal care**, were you treated with respect and dignity?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**B34.** Thinking about your **antenatal care**, were you treated with kindness and understanding?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**B35.** Thinking about your **antenatal care**, were you involved enough in decisions about your care?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  I did not want / need to be involved
- 5  Don't know / Can't remember

**B36.** Overall, how would you rate the care received during your **pregnancy**?

- 1  Excellent
- 2  Very good
- 3  Good
- 4  Fair
- 5  Poor

## Antenatal classes

**B37.** During your pregnancy, did you attend any antenatal classes **provided by the NHS**?

- 1  Yes →Go to B38
- 2  No, I was not offered any classes →Go to C1
- 3  No, they were all booked up →Go to C1
- 4  No, I attended other antenatal classes (e.g. NCT) →Go to C1
- 5  No, I did not need to attend the classes →Go to C1
- 6  No, I did not attend for some other reasons →Go to C1

**B38.** Were the classes at a convenient time of day?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No

**B39.** Were the classes at a convenient place?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No

**B40.** Did the classes cover the topics you wanted?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No

## SECTION C. YOUR LABOUR AND THE BIRTH OF YOUR BABY

**Note: If you had a planned caesarean please go to Question C12**

**C1.** Roughly how long did your labour last?

- 1  Less than 8 hours
- 2  8 hours or longer, but less than 12 hours
- 3  12 hours or longer, but less than 18 hours
- 4  18 hours or longer

**C2.** How did your labour start?

- 1  It started naturally →Go to C5
- 2  It was induced (started off) →Go to C3

**C3.** If your labour was induced (started off), what was the reason for this? (Tick ALL that apply)

- 1  My baby was overdue
- 2  Regular contractions were starting and stopping (my labour did not establish)
- 3  Staff were worried about my baby's health
- 4  Staff were worried about my health
- 5  Other
- 6  Don't know / Can't remember

**C4.** Do you feel you had a **choice** about whether your labour would be induced (started off)?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  Not sure / Can't remember

**C5.** During your labour, how was your baby monitored (checked)? (Tick ALL that apply)

- 1  Staff listened with a stethoscope (or ear trumpet) now and then
- 2  Sonicaid (a hand held monitor) was used now and then
- 3  A monitor was used now and then, with a belt around my abdomen
- 4  A monitor was used constantly with a belt around my abdomen
- 5  A monitor was used constantly with a clip attached to my baby's head
- 6  Other
- 7  I had no monitoring
- 8  Not sure / Can't remember

**C6.** During your labour, were you able to move around and choose the position that made you most comfortable?

- 1  Yes, most of the time
- 2  Yes, some of the time
- 3  No, not at all
- 4  No, but it was not possible to move around

**C7.** During your labour and birth, did you use any of the following to help relieve the pain? (Tick ALL that apply)

- 1  Natural methods (e.g. breathing, massage)
- 2  Water or a birthing pool
- 3  TENS machine (with pads on your back)
- 4  Gas and air (breathing through a mask)
- 5  Injection of pethidine or a similar painkiller
- 6  Epidural or similar (injection in your back, given by an anaesthetist)
- 7  Other
- 8  I did not use any pain relief

C8. During your labour and birth, did you feel you got the pain relief you wanted?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  No, but it was not possible to have any pain relief (e.g. there was not time)
- 5  I did not want any pain relief
- 6  Don't know / Can't remember

C9. Were you transferred just before your birth or during your labour for medical reasons or concerns?

- 1  No, I was not transferred
- 2  Yes, from one part of the hospital to another
- 3  Yes, from a separate birth centre/maternity unit to hospital
- 4  Yes, from home to hospital
- 5  Yes, from one hospital to another

C10. During your labour and birth in the hospital, how clean was the labour or delivery room you were in?

- 1  Very clean →Go to C11
- 2  Fairly clean →Go to C11
- 3  Not very clean →Go to C11
- 4  Not at all clean →Go to C11
- 5  I gave birth at home →Go to C12

C11. During your labour and birth in the hospital, how clean were the toilets and bathrooms you used at this time?

- 1  Very clean
- 2  Fairly clean
- 3  Not very clean
- 4  Not at all clean
- 5  I did not use a toilet or bathroom

## The birth of your baby

C12. Where was your baby born?

- 1  In hospital (please write in hospital name)  
\_\_\_\_\_
- 2  In a birth centre / maternity unit, separate from hospital (please write in unit name)  
\_\_\_\_\_
- 3  At home
- 4  Other

C13. Thinking about the birth of your baby, what **kind of delivery** did you have? (If you had twins or more than two babies this time, please fill in this question about the baby which was born first)

- 1  A normal vaginal delivery →Go to C14
- 2  An assisted vaginal delivery (e.g. with forceps or ventouse suction cup) →Go to C14
- 3  A planned caesarean delivery →Go to C17
- 4  An emergency caesarean delivery →Go to C17

C14. Where did you give birth? (Tick ONE only)

- 1  On a bed
- 2  On the floor
- 3  In a water or birthing pool
- 4  Other

C15. What position were you in when your baby was born? (Tick ONE only)

- 1  Sitting / sitting supported by pillows
- 2  On my side
- 3  Standing, squatting or kneeling
- 4  Lying / lying supported by pillows
- 5  Lying with legs in stirrups
- 6  Other

**C16.** If you had an episiotomy (cut) or tear requiring stitches, how long after your baby was born were the stitches done?

- 1  I did not have an episiotomy (cut) or a tear
- 2  I did not have stitches
- 3  Within 20 minutes
- 4  20 minutes to 1 hour
- 5  More than 1 hour
- 6  Don't know / Can't remember

**C17.** Did you have skin to skin contact (*baby naked, directly on your chest or tummy*) with your baby shortly after the birth?

- 1  Yes
- 2  No
- 3  No, but this was not possible for medical reasons
- 4  I did not want skin to skin contact with my baby

### The staff caring for you

**C18.** Altogether, how many different midwives cared for you during your established labour and the birth of your baby? (*do not include student midwives*)

- 1  One
- 2  Two
- 3  Three
- 4  Four
- 5  Five or more
- 6  Don't know / Can't remember

**C19.** Had you met any of the staff who cared for you during your labour and birth **before** you went into labour?

- 1  Yes
- 2  No
- 3  Don't know / Can't remember

**C20.** Did you have confidence and trust in the staff caring for you during your labour and birth?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  Don't know / Can't remember

**C21.** If you had a partner or a companion with you during your labour and delivery, were they made welcome by the staff?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I did not have a partner or a companion with me
- 5  Don't know / Can't say

**C22.** Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?

- 1  Yes, during labour
- 2  Yes, shortly after the birth
- 3  Yes, during labour and shortly after the birth
- 4  No, not at all

**C23.** Thinking about your **care during labour and birth**, were you spoken to in a way you could understand?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**C24.** Thinking about your **care during labour and birth**, were you treated with respect and dignity?

- <sub>1</sub> Yes, always
- <sub>2</sub> Yes, sometimes
- <sub>3</sub> No
- <sub>4</sub> Don't know / Can't remember

**C25.** Thinking about your **care during labour and birth**, were you treated with kindness and understanding?

- <sub>1</sub> Yes, always
- <sub>2</sub> Yes, sometimes
- <sub>3</sub> No
- <sub>4</sub> Don't know / Can't remember

**C26.** Thinking about your **care during labour and birth**, were you involved enough in decisions about your care?

- <sub>1</sub> Yes, always
- <sub>2</sub> Yes, sometimes
- <sub>3</sub> No
- <sub>4</sub> I did not want / need to be involved
- <sub>5</sub> Don't know / Can't remember

**C27.** Overall, how would you rate the care received during your **labour and birth**?

- <sub>1</sub> Excellent
- <sub>2</sub> Very good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

## SECTION D. CARE IN HOSPITAL AFTER THE BIRTH (POSTNATAL CARE)

**Note: If you had a home birth and did not go to hospital, please go to Question E1**

**D1.** How long did you stay in hospital after your baby was born?

- <sub>1</sub> Up to 12 hours
- <sub>2</sub> More than 12 hours but less than 24 hours
- <sub>3</sub> 1 to 2 days
- <sub>4</sub> 3 to 4 days
- <sub>5</sub> 5 or more days

**D2.** Looking back, do you feel that the length of your stay in hospital after the birth was...

- <sub>1</sub> Too long
- <sub>2</sub> Too short
- <sub>3</sub> About right
- <sub>4</sub> Not sure / Don't know

**D3.** Was there a member of staff available to help you during your stay?

- <sub>1</sub> Yes, always
- <sub>2</sub> Yes, sometimes
- <sub>3</sub> No
- <sub>4</sub> Don't know / Can't remember

**D4.** During your postnatal stay were you offered a choice of food?

- <sub>1</sub> Yes, always
- <sub>2</sub> Yes, sometimes
- <sub>3</sub> No

**D5.** How much food were you given?

- 1  Too much
- 2  The right amount
- 3  Too little
- 4  I did not have any hospital food

**D6.** Overall how would you rate the hospital food during your postnatal stay?

- 1  Very good
- 2  Good
- 3  Fair
- 4  Poor
- 5  I did not have any hospital food

**D7. For your postnatal stay** in the hospital, how clean was the hospital room or ward you were in?

- 1  Very clean
- 2  Fairly clean
- 3  Not very clean
- 4  Not at all clean

**D8. For your postnatal stay** in the hospital, how clean were the toilets and bathrooms that you used?

- 1  Very clean
- 2  Fairly clean
- 3  Not very clean
- 4  Not at all clean
- 5  I did not use a toilet or bathroom

**D9.** Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**D10.** Thinking about the care you received in hospital after the birth of your baby, were you spoken to in a way you could understand?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**D11.** Thinking about the care you received in hospital after the birth of your baby, were you treated with respect and dignity?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**D12.** Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**D13.** Did your baby have a newborn examination or 'baby check' before you were discharged home?

- 1  Yes →Go to D14
- 2  No →Go to E1
- 3  Don't know / Can't remember →Go to E1

D14. Who carried out this examination or 'baby check'? (Tick ONE only)

- Midwife  
 Doctor (e.g. a paediatrician)  
 Other  
 Don't know / Can't remember

## SECTION E. FEEDING YOUR BABY

E1. During your pregnancy did your midwife discuss infant feeding with you?

- Yes, definitely  
 Yes, to some extent  
 No  
 Don't know / Can't remember

E2. In the first few days after the birth how was your baby fed? (Tick ONE only)

- Breast milk (or expressed breast milk) only →Go to E4  
 Both breast and formula (bottle) milk →Go to E4  
 Formula (bottle) milk only →Go to E3  
 Not sure →Go to E3

E3. Did you ever put your baby to the breast (even if it was only once)?

- Yes  
 No

### Thinking about feeding your baby (breast or bottle) in the first few days after the birth...

E4. Did you feel that midwives and other carers gave you **consistent advice**?

- Yes, always  
 Yes, generally  
 No  
 Don't know  
 I didn't want or need this

E5. Did you feel that midwives and other carers gave you **practical help**?

- Yes, always  
 Yes, generally  
 No  
 Don't know  
 I didn't want or need this

E6. Did you feel that midwives and other carers gave you active **support and encouragement**?

- Yes, always  
 Yes, generally  
 No  
 Don't know  
 I didn't want or need this

## SECTION F. CARE AT HOME AFTER THE BIRTH

F1. When you were at home after the birth of your baby did you have the name and telephone number of a midwife or health visitor you could contact if you were worried?

- Yes  
 No  
 Don't know / Can't remember



**F2.** If you contacted a midwife or health visitor, were you given the help you needed?

- 1  Yes, always →Go to F3
- 2  Yes, sometimes →Go to F3
- 3  No →Go to F3
- 4  I did not contact a midwife or health visitor →Go to F4

**F3.** When you contacted a midwife or health visitor, did you get a response as soon as you needed it?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know / Can't remember

**F4.** Since your baby's birth have you been visited at home by a midwife?

- 1  Yes →Go to F5
- 2  No, I visited the midwife or saw a midwife in a clinic →Go to F5
- 3  No, I was not offered a visit →Go to F9
- 4  No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU) →Go to F9
- 5  No, for another reason →Go to F9

**F5.** How many times in total did you see a midwife after you went home?

- 1  1-2
- 2  3-4
- 3  5-6
- 4  7 times or more
- 5  Don't know / Can't remember

**F6.** How old was your baby when you had the last visit or contact with the midwife?

- 1  10 days or younger
- 2  11-15 days
- 3  16-28 days
- 4  29 days or older

**F7.** Would you have liked to have seen a midwife...

- 1  More often?
- 2  Less often?
- 3  I saw a midwife as much as I wanted

**F8.** Did you have confidence and trust in the midwives you saw after going home?

- 1  Always
- 2  Sometimes
- 3  Rarely
- 4  Never

**F9.** Where would you have liked to have seen or contacted a midwife or maternity support worker for postnatal care of you and your baby? (Tick ALL that apply)

- 1  My home
- 2  Regular clinic based at my GP's surgery
- 3  Children's centre
- 4  Open drop-in baby clinic
- 5  By phone

**F10.** In the six weeks after the birth of your baby did you receive help and advice from health professionals about your **baby's sleeping position**?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I did not need any

**F11.** In the six weeks after the birth of your baby did you receive help and advice from health professionals about your **baby's crying**?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I did not need any

**F12.** In the six weeks after the birth of your baby did you receive help and advice from health professionals about **feeding your baby**?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I did not need any

**F13.** In the six weeks after the birth of your baby did you receive help and advice from health professionals about your **baby's skin care** (e.g. nappy rash)?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I did not need any

**F14.** In the six weeks after the birth of your baby did you receive help and advice from health professionals about your **baby's health and progress**?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I did not need any

**F15.** Did you have a postnatal check-up of your own health? (Around 4-8 weeks after the birth)

- 1  Yes
- 2  No

**F16.** Were you given enough information about your own recovery after the birth?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  No, but I did not need this information
- 5  Don't know / Can't remember

**F17.** Were you given enough information about any emotional changes you might experience after the birth?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  No, but I did not need this information
- 5  Don't know / Can't remember

**F18.** Were you given information or offered advice from a health professional about contraception?

- 1  Yes
- 2  No
- 3  Don't know / Can't remember

**F19.** Overall, how would you rate the care received **after the birth**?

- 1  Excellent
- 2  Very good
- 3  Good
- 4  Fair
- 5  Poor

## SECTION G. YOU AND YOUR HOUSEHOLD

Please complete as many of these questions as you can. Your answers will help us to describe the women taking part in the survey and to find out whether the care offered to women is the same regardless of their background or circumstances.

**G1.** Have you had a previous pregnancy?

Yes →Go to G2

No →Go to G3

**G2.** How many babies have you given birth to before this pregnancy?

None

1-2

3 or more

**G3.** In what **year** were you born?

(Please write in) e.g.

1	9	7	5
---	---	---	---

1	9		
---	---	--	--

**G4.** Who do you live with now?

I live alone (with or without my baby / children)

With a partner/husband/boyfriend (with or without any children)

With family members other than a partner/husband/boyfriend (e.g. parents)

With friends

Other

**G5.** What language do you speak **most often** at home? (Tick ONE only)

English

Other European language

Asian language (e.g. Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai)

African language (e.g. Swahili, Hausa, Yoruba)

Other, including British Sign Language

**G6.** Do you have any of the following long-standing conditions? (Tick ALL that apply)

Deafness or severe hearing impairment →Go to G7

Blindness or partially sighted →Go to G7

A long-standing physical condition →Go to G7

A learning disability →Go to G7

A mental health condition →Go to G7

A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy →Go to G7

No, I do not have a long-standing condition →Go to G8

**G7.** Does this condition(s) cause you difficulty with any of the following? (Tick ALL that apply)

Everyday activities that people your age can usually do

At work, in education, or training

Access to buildings, streets or vehicles

Reading or writing

People's attitudes to you because of your condition

Communicating, mixing with others, or socialising

Any other activity

No difficulty with any of these

G8. To which of these ethnic groups would you say you belong? (Tick ONE only)

**a. WHITE**

1  British

2  Irish

3  Any other white background  
(Please write in box)

**b. MIXED**

4  White and Black Caribbean

5  White and Black African

6  White and Asian

7  Any other mixed background  
(Please write in box)

**c. ASIAN OR ASIAN BRITISH**

8  Indian

9  Pakistani

10  Bangladeshi

11  Any other Asian background  
(Please write in box)

**d. BLACK OR BLACK BRITISH**

12  Caribbean

13  African

14  Any other black background  
(Please write in box)

**e. CHINESE OR OTHER ETHNIC GROUP**

15  Chinese

16  Any other ethnic group  
(Please write in box)

**H. ANY OTHER COMMENTS**

If there is anything else you would like to tell us about your maternity care, please do so here.

**THANK YOU VERY MUCH FOR YOUR HELP**

**Please check that you answered all the questions that apply to you.**

**Please post this questionnaire back in the FREEPOST envelope provided.**

**No stamp is needed.**



# Contacting Picker Institute Europe

## How to contact us:

### Picker Institute Europe Survey Team:

Amanda Attwood  
Stephen Bough  
Bridget Hopwood  
Jenny King  
Tim Markham  
Dianna McDonald  
Nick Potheary  
Judy Shipway  
Amy Tallett

Picker Institute Europe  
Ó ç} /Ö[ ~ !c  
3 West Way  
Oxford  
OX2 0JB

Tel: 01865 208110  
Fax: 01865 208101

Email: [surveys@pickereurope.ac.uk](mailto:surveys@pickereurope.ac.uk)  
Website: [www.pickereurope.org](http://www.pickereurope.org)  
Results website: [www.picker-results.org](http://www.picker-results.org)

Charity Registration No: 1081688