

○ Maternity Survey 2010

Chelsea and Westminster Hospital NHS Foundation Trust

September 2010

Final Report

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

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SECTION 1

 Introduction

NHS Maternity Survey 2010

Chelsea and Westminster Hospital NHS Foundation Trust

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 Chelsea and Westminster Hospital NHS Foundation Trust. 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.

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

About your respondents

A total of 416 maternity patients from your Trust were sent a questionnaire. 410 were eligible for the survey, of which 188 returned a completed questionnaire, giving a response rate of 46%. The average response rate was 50%.

Key facts about the 188 maternity patients who responded to the survey:

- 12% of respondents were aged 16-29; 74% were aged 30-39 and 10% were aged 40+.
- 80% of respondents stated their ethnic background as White; 2% Mixed; 6% Asian/Asian British; 6% Black/Black British; 4% Chinese or other ethnic group and 2% did not state their ethnic background.
- 95% gave birth to a single baby; 4% gave birth to twins and 1% gave birth to triplets, quads or more.
- 46% of respondents have had a previous pregnancy.

- 91% of all respondents have given birth to one or more babies before this pregnancy.
- 72% of respondents had a vaginal birth and 28% had their baby by caesarean.
- 21% were left alone by midwives or doctors at a time when it worried them.
- 97% gave birth in hospital, 0% in a birth centre or maternity unit separate from the hospital and 1% gave birth at home.
- 83% of mothers were given a choice of where to have their baby at the start of their pregnancy.
- 37% attended antenatal classes provided by the NHS.
- 91% of maternity patients rated their hospital care *during pregnancy* as excellent, very good or good, with 8% rating it as fair or poor.
- 94% of maternity patients rated their hospital care *during labour and birth* as excellent, very good or good, with 5% rating it as fair or poor.
- 77% of maternity patients rated their hospital care *after the birth* as excellent, very good or good, with 22% 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 | % |
| All Mothers | | | | |
| Yes, definitely | 341 | 81.0 | 8190 | 73.6 |
| * Yes, to some extent | 72 | 17.1 | 2439 | 21.9 |
| * No | 5 | 1.2 | 390 | 3.5 |
| Don't know / Can't remember | 1 | 0.2 | 28 | 0.3 |
| Not answered | 2 | 0.5 | 74 | 0.7 |
| Problem score - This Trust 18.3 % | 421 | | 11121 | |
| Problem score - All trusts 25.4% | | | | |

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 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, 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: Chelsea and Westminster Hospital NHS Foundation Trust

Dates of Fieldwork:

| | |
|-----------------|--------------|
| Initial Mailing | 17 May 2010 |
| First Reminder | 08 June 2010 |
| Final Reminder | 29 June 2010 |

| | | |
|-----------------------|---|--------------|
| Response Rate: | <u>Initial Mailing</u> | <u>416</u> |
| | Returned completed | 188 |
| | Ineligible - returned undelivered | 4 |
| | Ineligible - deceased | 0 |
| | Too ill/Opt out | 9 |
| | Ineligible - other | 2 |
| | Total Eligible | 410 |
| | Returned completed | 188 |
| | Overall Response Rate | 45.9% |
| | <small>(total returned as a percentage of total eligible)</small> | |
| | Average Response Rate | 49.8% |
| | <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 6 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 | 4 % | 9 % | + |
| #B5+ | N | #Antenatal care: not given choice where to have baby | 12 % | 14 % | |
| #B6+ | N | #Antenatal care: not given choice of home birth | 38 % | 24 % | - |
| #B7 | N | #Antenatal care: not given enough information about where to have baby | 35 % | 36 % | |
| #B9 | | #Antenatal care: not given copy of The Pregnancy Book | 31 % | 20 % | - |
| #B10 | | #Antenatal care: not given information about the NHS Choices website | 63 % | 59 % | |
| B12 | | Antenatal check-ups: would have liked more or fewer check-ups | 28 % | 30 % | |
| #B13 | | #Antenatal check-ups: not given choice where to have check-ups | 71 % | 73 % | |
| #B15+ | N | #Antenatal check-ups: did not see the same midwife every time | 85 % | 44 % | - |
| B16+ | N | Antenatal check-ups: did not see the same doctor every time | 26 % | 45 % | + |
| #B18 | | #Tests and scans: reason for dating scan not fully explained | 26 % | 23 % | |
| #B19+ | N | #Tests and scans: not offered Down's screening | 1 % | 3 % | + |
| B20 | N | Tests and scans: did not feel had a choice whether to have Down's screening | 12 % | 9 % | |
| #B21 | N | #Tests and scans: reason for Down's screening not fully explained | 25 % | 23 % | |
| #B23 | N | #Tests and scans: reason for mid-trimester scan not fully explained | 22 % | 21 % | |
| #B26 | | #During pregnancy: did not have midwife telephone number | 24 % | 11 % | - |
| #B27+ | | #During pregnancy: midwife did not always give the help needed | 31 % | 28 % | |
| B28 | | During Pregnancy: did not always get a response from midwife as soon as needed | 33 % | 37 % | |
| B29+ | N | During Pregnancy: Midwife did not encourage patient to make a birth plan | 34 % | 40 % | |
| B30 | N | During Pregnancy: Midwife did not give enough information about pain control during labour | 33 % | 25 % | - |
| B31 | N | Antenatal care: not given information or explanations needed | 48 % | 44 % | |
| #B32 | N | #Antenatal care: not spoken to in a way that could be understood | 11 % | 16 % | + |
| B33 | | Antenatal care: not treated with respect and dignity | 13 % | 15 % | |
| B34 | | Antenatal care: not treated with kindness and understanding | 22 % | 22 % | |
| #B35 | N | #Antenatal care: not involved enough in decisions about care | 28 % | 25 % | |
| #B36 | | #Overall: care received during pregnancy fair or poor | 8 % | 7 % | |
| #B37 | N | #During pregnancy: NHS antenatal classes not offered or all booked up | 15 % | 21 % | + |
| B38 | | During Pregnancy: antenatal classes not at a fully convenient time of day | 54 % | 41 % | - |
| B39 | | During Pregnancy: antenatal classes not at a fully convenient place | 28 % | 24 % | |
| B40 | | During Pregnancy: antenatal classes did not fully cover topics wanted | 36 % | 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 | [15] % | 34 % | + |
| #C8+ | N | #Labour and birth: did not get sufficient pain relief | 31 % | 33 % | |
| C10+ | | Labour and birth: labour or delivery room not clean | 4 % | 2 % | |
| C11+ | | Labour and birth: toilets and bathrooms not clean | 18 % | 6 % | - |
| #C16+ | | #Labour and birth: stitches done more than 20 minutes after birth | 33 % | 36 % | |
| #C17+ | N | #Labour and birth: did not have skin to skin contact with baby shortly after birth | 7 % | 13 % | + |
| #C20 | | #Labour and birth: did not have confidence and trust in staff | 32 % | 25 % | - |
| #C21+ | N | #Labour and birth: partner/companion not always made welcome by staff | 14 % | 15 % | |
| #C22 | N | #Labour and birth: left alone by midwives or doctors at a worrying time | 21 % | 21 % | |
| #C23 | | #Labour and birth: not spoken to in a way that could be understood | 10 % | 14 % | |
| C24 | N | Labour and birth: not treated with respect and dignity | 14 % | 15 % | |
| C25 | | Labour and birth: not treated with kindness and understanding | 20 % | 18 % | |
| #C26 | N | #Labour and birth: not involved enough in decisions about care | 32 % | 27 % | |
| #C27 | | #Overall: care received during labour and birth fair or poor | 5 % | 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 | 35 % | 27 % | - |
| D3 | | Postnatal Hospital Care: not always a staff member available to help | 58 % | 49 % | - |
| D4 | | Postnatal hospital care: not offered a choice of food | 27 % | 27 % | |
| D5+ | | Postnatal hospital care: given too much/too little food | 26 % | 21 % | |
| D6+ | | Postnatal hospital care: food was fair or poor | 62 % | 49 % | - |
| D7 | | Postnatal hospital care: hospital or ward not clean | 11 % | 5 % | - |
| D8+ | | Postnatal hospital care: toilets and bathrooms not clean | 27 % | 11 % | - |
| #D9 | | #Postnatal hospital care: not given information or explanations needed | 54 % | 45 % | - |
| D10 | | Postnatal hospital care: not spoken to in a way that could be understood | 29 % | 24 % | |
| D11 | | Postnatal hospital care: not treated with respect and dignity | 37 % | 28 % | - |
| #D12 | | #Postnatal hospital care: not treated with kindness and understanding | 46 % | 33 % | - |
| D13 | | Postnatal hospital care: baby did not have a newborn examination before discharge | 3 % | 5 % | + |

SECTION E. FEEDING YOUR BABY

| | | | Trust | Average | |
|-----|---|---|-------|---------|---|
| #E1 | N | #Feeding: infant feeding not fully discussed during pregnancy | 55 % | 45 % | - |
| #E4 | N | #Feeding: midwives/carers did not give consistent advice | 27 % | 21 % | |
| E5 | N | Feeding: midwives/carers did not give practical help | 21 % | 15 % | |
| #E6 | N | #Feeding: midwives/carers did not give active support and encouragement | 21 % | 14 % | - |

SECTION F. CARE AT HOME AFTER THE BIRTH

| | | | Trust | Average | |
|------|---|---|-------|---------|---|
| #F1 | | #Postnatal care at home: did not have contact number if worried | 13 % | 5 % | ■ |
| #F2+ | | #Postnatal care at home: midwife/health visitor did not always give the help needed | 33 % | 25 % | |
| F3 | | Postnatal care at home: did not get a response as soon as needed from midwife/health visitor | 39 % | 32 % | |
| #F4 | | #Postnatal care at home: not offered a visit by a midwife | 1 % | 0 % | |
| #F7 | | #Postnatal care at home: saw a midwife too often/too seldom | 29 % | 26 % | |
| F8 | | Postnatal care at home: did not always have confidence and trust in midwives | 44 % | 28 % | ■ |
| F10 | | Postnatal Care at Home: did not receive enough help/advice about baby's sleeping position | 52 % | 40 % | ■ |
| F11 | | Postnatal Care at Home: did not receive enough help/advice about baby's crying | 62 % | 57 % | |
| #F12 | N | #Postnatal care at home: did not receive enough help/advice about feeding baby | 52 % | 41 % | ■ |
| F13 | | Postnatal Care at Home: did not receive enough help/advice about baby's skin care | 60 % | 52 % | ■ |
| #F14 | N | #Postnatal care at home: did not receive enough help/advice about baby's health and progress | 50 % | 42 % | ■ |
| #F15 | N | #Postnatal care: mother did not have health check-up | 8 % | 10 % | |
| #F16 | N | #Postnatal care: mother not given enough information about own recovery after the birth | 62 % | 57 % | |
| #F17 | N | #Postnatal care: not given enough information about emotional changes that may be experienced | 53 % | 54 % | |
| #F18 | N | #Postnatal care: not given information or advice about contraception | 10 % | 8 % | |
| #F19 | | #Overall: care received after birth fair or poor | 22 % | 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 | 85 % | 44 % | - |
| #B13 | #Antenatal check-ups: not given choice where to have check-ups | 71 % | 73 % | |
| #B10 | #Antenatal care: not given information about the NHS Choices website | 63 % | 59 % | |
| D6+ | Postnatal hospital care: food was fair or poor | 62 % | 49 % | - |
| F11 | Postnatal Care at Home: did not receive enough help/advice about baby's crying | 62 % | 57 % | |
| #F16 | #Postnatal care: mother not given enough information about own recovery after the birth | 62 % | 57 % | |
| F13 | Postnatal Care at Home: did not receive enough help/advice about baby's skin care | 60 % | 52 % | - |
| D3 | Postnatal Hospital Care: not always a staff member available to help | 58 % | 49 % | - |
| #E1 | #Feeding: infant feeding not fully discussed during pregnancy | 55 % | 45 % | - |
| B38 | During Pregnancy: antenatal classes not at a fully convenient time of day | 54 % | 41 % | - |
| #D9 | #Postnatal hospital care: not given information or explanations needed | 54 % | 45 % | - |
| #F17 | #Postnatal care: not given enough information about emotional changes that may be experienced | 53 % | 54 % | |
| #F12 | #Postnatal care at home: did not receive enough help/advice about feeding baby | 52 % | 41 % | - |
| F10 | Postnatal Care at Home: did not receive enough help/advice about baby's sleeping position | 52 % | 40 % | - |
| #F14 | #Postnatal care at home: did not receive enough help/advice about baby's health and progress | 50 % | 42 % | - |

Problem scores 40% - 49%

| | | Trust | Average | |
|------|--|-------|---------|------------------------------------|
| B31 | Antenatal care: not given information or explanations needed | 48 % | 44 % | |
| #D12 | #Postnatal hospital care: not treated with kindness and understanding | 46 % | 33 % | - |
| F8 | Postnatal care at home: did not always have confidence and trust in midwives | 44 % | 28 % | - |

Problem scores 30% - 39%

| | | Trust | Average | |
|-------|--|-------|---------|---|
| F3 | Postnatal care at home: did not get a response as soon as needed from midwife/health visitor | 39 % | 32 % | |
| #B6+ | #Antenatal care: not given choice of home birth | 38 % | 24 % | ▬ |
| D11 | Postnatal hospital care: not treated with respect and dignity | 37 % | 28 % | ▬ |
| B40 | During Pregnancy: antenatal classes did not fully cover topics wanted | 36 % | 47 % | |
| #D2 | #Postnatal hospital care: length of hospital stay too long or too short | 35 % | 27 % | ▬ |
| #B7 | #Antenatal care: not given enough information about where to have baby | 35 % | 36 % | |
| B29+ | During Pregnancy: Midwife did not encourage patient to make a birth plan | 34 % | 40 % | |
| #C16+ | #Labour and birth: stitches done more than 20 minutes after birth | 33 % | 36 % | |
| B28 | During Pregnancy: did not always get a response from midwife as soon as needed | 33 % | 37 % | |
| B30 | During Pregnancy: Midwife did not give enough information about pain control during labour | 33 % | 25 % | ▬ |
| #F2+ | #Postnatal care at home: midwife/health visitor did not always give the help needed | 33 % | 25 % | |
| #C20 | #Labour and birth: did not have confidence and trust in staff | 32 % | 25 % | ▬ |
| #C26 | #Labour and birth: not involved enough in decisions about care | 32 % | 27 % | |
| #B27+ | #During pregnancy: midwife did not always give the help needed | 31 % | 28 % | |
| #C8+ | #Labour and birth: did not get sufficient pain relief | 31 % | 33 % | |
| #B9 | #Antenatal care: not given copy of The Pregnancy Book | 31 % | 20 % | ▬ |

Problem scores 20% - 29%

| | | Trust | Average | |
|------|--|-------|---------|---|
| #F7 | #Postnatal care at home: saw a midwife too often/too seldom | 29 % | 26 % | |
| D10 | Postnatal hospital care: not spoken to in a way that could be understood | 29 % | 24 % | |
| B12 | Antenatal check-ups: would have liked more or fewer check-ups | 28 % | 30 % | |
| #B35 | #Antenatal care: not involved enough in decisions about care | 28 % | 25 % | |
| B39 | During Pregnancy: antenatal classes not at a fully convenient place | 28 % | 24 % | |
| D8+ | Postnatal hospital care: toilets and bathrooms not clean | 27 % | 11 % | ▬ |
| D4 | Postnatal hospital care: not offered a choice of food | 27 % | 27 % | |
| #E4 | #Feeding: midwives/carers did not give consistent advice | 27 % | 21 % | |
| D5+ | Postnatal hospital care: given too much/too little food | 26 % | 21 % | |
| B16+ | Antenatal check-ups: did not see the same doctor every time | 26 % | 45 % | + |
| #B18 | #Tests and scans: reason for dating scan not fully explained | 26 % | 23 % | |
| #B21 | #Tests and scans: reason for Down's screening not fully explained | 25 % | 23 % | |
| #B26 | #During pregnancy: did not have midwife telephone number | 24 % | 11 % | ▬ |
| B34 | Antenatal care: not treated with kindness and understanding | 22 % | 22 % | |
| #F19 | #Overall: care received after birth fair or poor | 22 % | 11 % | ▬ |
| #B23 | #Tests and scans: reason for mid-trimester scan not fully explained | 22 % | 21 % | |
| #C22 | #Labour and birth: left alone by midwives or doctors at a worrying time | 21 % | 21 % | |
| #E6 | #Feeding: midwives/carers did not give active support and encouragement | 21 % | 14 % | ▬ |
| E5 | Feeding: midwives/carers did not give practical help | 21 % | 15 % | |
| C25 | Labour and birth: not treated with kindness and understanding | 20 % | 18 % | |

Problem scores 10% - 19%

| | | Trust | Average | |
|-------|---|--------|---------|---|
| C11+ | Labour and birth: toilets and bathrooms not clean | 18 % | 6 % | ⊖ |
| #B37 | #During pregnancy: NHS antenatal classes not offered or all booked up | 15 % | 21 % | ⊕ |
| C4 | Labour and Birth: felt that did not have a choice whether labour would be induced | [15] % | 34 % | ⊕ |
| #C21+ | #Labour and birth: partner/companion not always made welcome by staff | 14 % | 15 % | |
| C24 | Labour and birth: not treated with respect and dignity | 14 % | 15 % | |
| B33 | Antenatal care: not treated with respect and dignity | 13 % | 15 % | |
| #F1 | #Postnatal care at home: did not have contact number if worried | 13 % | 5 % | ⊖ |
| #B5+ | #Antenatal care: not given choice where to have baby | 12 % | 14 % | |
| B20 | Tests and scans: did not feel had a choice whether to have Down's screening | 12 % | 9 % | |
| D7 | Postnatal hospital care: hospital or ward not clean | 11 % | 5 % | ⊖ |
| #B32 | #Antenatal care: not spoken to in a way that could be understood | 11 % | 16 % | ⊕ |
| #C23 | #Labour and birth: not spoken to in a way that could be understood | 10 % | 14 % | |
| #F18 | #Postnatal care: not given information or advice about contraception | 10 % | 8 % | |

Problem scores 0% - 9%

| | | Trust | Average | |
|-------|--|-------|---------|---|
| #F15 | #Postnatal care: mother did not have health check-up | 8 % | 10 % | |
| #B36 | #Overall: care received during pregnancy fair or poor | 8 % | 7 % | |
| #C17+ | #Labour and birth: did not have skin to skin contact with baby shortly after birth | 7 % | 13 % | ⊕ |
| #C27 | #Overall: care received during labour and birth fair or poor | 5 % | 6 % | |
| B3 | Antenatal care: unable to see health professional as soon as wanted | 4 % | 9 % | ⊕ |
| C10+ | Labour and birth: labour or delivery room not clean | 4 % | 2 % | |
| D13 | Postnatal hospital care: baby did not have a newborn examination before discharge | 3 % | 5 % | ⊕ |
| #F4 | #Postnatal care at home: not offered a visit by a midwife | 1 % | 0 % | |
| #B19+ | #Tests and scans: not offered Down's screening | 1 % | 3 % | ⊕ |



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 | 12 % | 14 % |
| #B6+ | #Antenatal care: not given choice of home birth | 38 % | 24 % - |
| #B7 | #Antenatal care: not given enough information about where to have baby | 35 % | 36 % |
| #B15+ | #Antenatal check-ups: did not see the same midwife every time | 85 % | 44 % - |
| B16+ | Antenatal check-ups: did not see the same doctor every time | 26 % | 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 | 1 % | 3 % + |
| B20 | Tests and scans: did not feel had a choice whether to have Down's screening | 12 % | 9 % |
| #B21 | #Tests and scans: reason for Down's screening not fully explained | 25 % | 23 % |
| #B23 | #Tests and scans: reason for mid-trimester scan not fully explained | 22 % | 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 | 34 % | 40 % |
| B30 | During Pregnancy: Midwife did not give enough information about pain control during labour | 33 % | 25 % - |
| B31 | Antenatal care: not given information or explanations needed | 48 % | 44 % |
| #B32 | #Antenatal care: not spoken to in a way that could be understood | 11 % | 16 % + |
| #B35 | #Antenatal care: not involved enough in decisions about care | 28 % | 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 | 15 % | 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 | Labour and Birth: felt that did not have a choice whether labour would be induced | [15] % | 34 %  |
| #C8+ | #Labour and birth: did not get sufficient pain relief | 31 % | 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 | 7 % | 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 | 14 % | 15 % |
| #C22 | #Labour and birth: left alone by midwives or doctors at a worrying time | 21 % | 21 % |
| C24 | Labour and birth: not treated with respect and dignity | 14 % | 15 % |
| #C26 | #Labour and birth: not involved enough in decisions about care | 32 % | 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 | 35 % | 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 | 55 % | 45 % | ▬ |
| #E4 | #Feeding: midwives/carers did not give consistent advice | 27 % | 21 % | |
| E5 | Feeding: midwives/carers did not give practical help | 21 % | 15 % | |
| #E6 | #Feeding: midwives/carers did not give active support and encouragement | 21 % | 14 % | ▬ |
| #F12 | #Postnatal care at home: did not receive enough help/advice about feeding baby | 52 % | 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 | 50 % | 42 % | ▬ |
| #F15 | #Postnatal care: mother did not have health check-up | 8 % | 10 % | |
| #F16 | #Postnatal care: mother not given enough information about own recovery after the birth | 62 % | 57 % | |
| #F17 | #Postnatal care: not given enough information about emotional changes that may be experienced | 53 % | 54 % | |
| #F18 | #Postnatal care: not given information or advice about contraception | 10 % | 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 | 7 % | 4 % |
| #B5+ | #Antenatal care: not given choice where to have baby | 19 % | 12 % |
| #B6+ | #Antenatal care: not given choice of home birth | 66 % | 38 %  |
| #B7 | #Antenatal care: not given enough information about where to have baby | 47 % | 35 %  |
| #B9 | #Antenatal care: not given copy of The Pregnancy Book | 47 % | 31 %  |
| #B13 | #Antenatal check-ups: not given choice where to have check-ups | 78 % | 71 % |
| #B15+ | #Antenatal check-ups: did not see the same midwife every time | 84 % | 85 % |
| B16+ | Antenatal check-ups: did not see the same doctor every time | 41 % | 26 %  |
| #B19+ | #Tests and scans: not offered Down's screening | 6 % | 1 %  |
| B20 | Tests and scans: did not feel had a choice whether to have Down's screening | 18 % | 12 % |
| #B26 | #During pregnancy: did not have midwife telephone number | 25 % | 24 % |
| B31 | Antenatal care: not given information or explanations needed | 41 % | 48 % |
| #B32 | #Antenatal care: not spoken to in a way that could be understood | 15 % | 11 % |
| B33 | Antenatal care: not treated with respect and dignity | 19 % | 13 % |
| B34 | Antenatal care: not treated with kindness and understanding | 25 % | 22 % |
| #B36 | #Overall: care received during pregnancy fair or poor | 14 % | 8 % |
| #B37 | #During pregnancy: NHS antenatal classes not offered or all booked up | 11 % | 15 % |

SECTION C. YOUR LABOUR AND THE BIRTH OF YOUR BABY

| | | 2007 | 2010 |
|-------|---|------|--|
| #C8+ | #Labour and birth: did not get sufficient pain relief | 37 % | 31 % |
| C10+ | Labour and birth: labour or delivery room not clean | 4 % | 4 % |
| C11+ | Labour and birth: toilets and bathrooms not clean | 30 % | 18 %  |
| #C16+ | #Labour and birth: stitches done more than 20 minutes after birth | 34 % | 33 % |
| #C20 | #Labour and birth: did not have confidence and trust in staff | 29 % | 32 % |
| #C22 | #Labour and birth: left alone by midwives or doctors at a worrying time | 26 % | 21 % |
| #C23 | #Labour and birth: not spoken to in a way that could be understood | 14 % | 10 % |
| C24 | Labour and birth: not treated with respect and dignity | 21 % | 14 % |
| C25 | Labour and birth: not treated with kindness and understanding | 23 % | 20 % |
| #C27 | #Overall: care received during labour and birth fair or poor | 12 % | 5 %  |

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 | 31 % | 35 % | |
| D4 | Postnatal hospital care: not offered a choice of food | 25 % | 27 % | |
| D5+ | Postnatal hospital care: given too much/too little food | 24 % | 26 % | |
| D6+ | Postnatal hospital care: food was fair or poor | 74 % | 62 % | + |
| D7 | Postnatal hospital care: hospital or ward not clean | 18 % | 11 % | |
| D8+ | Postnatal hospital care: toilets and bathrooms not clean | 52 % | 27 % | + |
| #D9 | #Postnatal hospital care: not given information or explanations needed | 62 % | 54 % | |
| D10 | Postnatal hospital care: not spoken to in a way that could be understood | 42 % | 29 % | + |
| D11 | Postnatal hospital care: not treated with respect and dignity | 54 % | 37 % | + |
| #D12 | #Postnatal hospital care: not treated with kindness and understanding | 58 % | 46 % | + |
| D13 | Postnatal hospital care: baby did not have a newborn examination before discharge | 4 % | 3 % | |

SECTION E. FEEDING YOUR BABY

| | | 2007 | 2010 | |
|-----|---|------|------|---|
| #E4 | #Feeding: midwives/carers did not give consistent advice | 39 % | 27 % | + |
| E5 | Feeding: midwives/carers did not give practical help | 29 % | 21 % | |
| #E6 | #Feeding: midwives/carers did not give active support and encouragement | 32 % | 21 % | + |

SECTION F. CARE AT HOME AFTER THE BIRTH

| | | 2007 | 2010 | |
|------|--|------|------|---|
| #F1 | #Postnatal care at home: did not have contact number if worried | 14 % | 13 % | |
| #F4 | #Postnatal care at home: not offered a visit by a midwife | 1 % | 1 % | |
| #F7 | #Postnatal care at home: saw a midwife too often/too seldom | 35 % | 29 % | |
| F10 | Postnatal Care at Home: did not receive enough help/advice about baby's sleeping position | 40 % | 52 % | - |
| F11 | Postnatal Care at Home: did not receive enough help/advice about baby's crying | 55 % | 62 % | |
| #F12 | #Postnatal care at home: did not receive enough help/advice about feeding baby | 51 % | 52 % | |
| F13 | Postnatal Care at Home: did not receive enough help/advice about baby's skin care | 55 % | 60 % | |
| #F14 | #Postnatal care at home: did not receive enough help/advice about baby's health and progress | 51 % | 50 % | |
| #F15 | #Postnatal care: mother did not have health check-up | 10 % | 8 % | |
| #F16 | #Postnatal care: mother not given enough information about own recovery after the birth | 72 % | 62 % | + |
| #F18 | #Postnatal care: not given information or advice about contraception | 12 % | 10 % | |
| #F19 | #Overall: care received after birth fair or poor | 38 % | 22 % | + |



SECTION 7

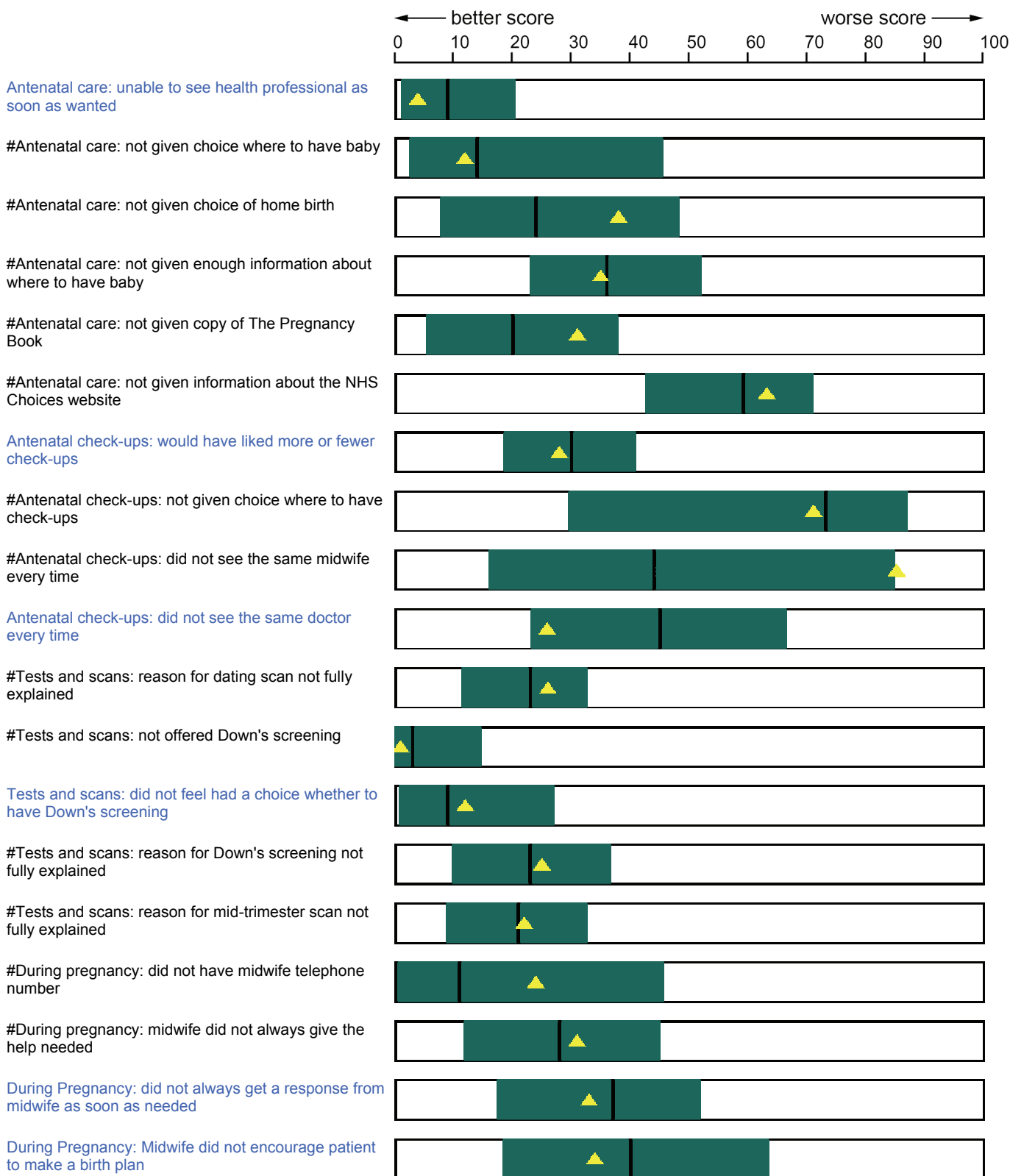
 **External Benchmarks**

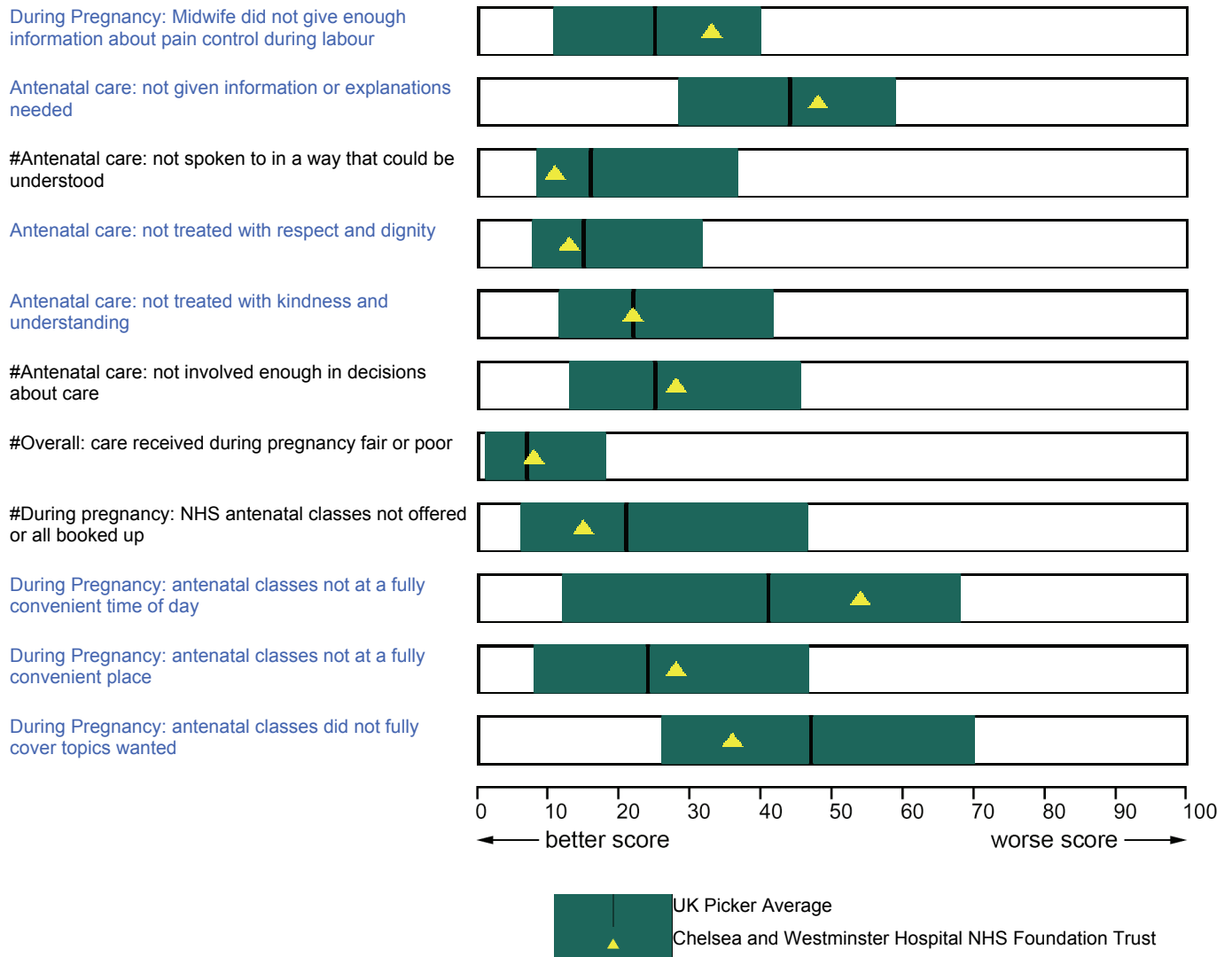
comparing results with other trusts

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 8

 **Internal Benchmarks**

comparing results within the trust

Internal Benchmarks

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

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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 | 179 | 95.2 | 10877 | 97.8 |
| Twins | 7 | 3.7 | 180 | 1.6 |
| Triplets, quads or more | 1 | 0.5 | 10 | 0.1 |
| Not answered | 1 | 0.5 | 54 | 0.5 |
| | 188 | | 11121 | |

#A2 - When was your baby born?

| All Mothers | This Trust | | All trusts | |
|----------------|------------|-------------|------------|-------------|
| | n | % | n | % |
| August 2009 | 0 | 0.0 | 19 | 0.2 |
| September 2009 | 0 | 0.0 | 30 | 0.3 |
| October 2009 | 0 | 0.0 | 29 | 0.3 |
| November 2009 | 0 | 0.0 | 56 | 0.5 |
| December 2009 | 0 | 0.0 | 54 | 0.5 |
| January 2010 | 0 | 0.0 | 724 | 6.5 |
| February 2010 | 184 | 97.9 | 9786 | 88.0 |
| Not answered | 4 | 2.1 | 423 | 3.8 |
| | 188 | | 11121 | |

#A3 - What time was your baby born?

| All Mothers | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Early morning (12:01am-6:00am) | 51 | 27.1 | 2778 | 25.0 |
| Morning (6:01am-12:00 noon) | 48 | 25.5 | 3009 | 27.1 |
| Afternoon (12:01pm-6:00pm) | 45 | 23.9 | 2709 | 24.4 |
| Evening / Night (6:01pm-12:00 midnight) | 43 | 22.9 | 2540 | 22.8 |
| Not answered | 1 | 0.5 | 85 | 0.8 |
| | 188 | | 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 | 6.4 | 836 | 7.5 |
| When I was 37 weeks pregnant or more | 175 | 93.1 | 10208 | 91.8 |
| Not answered | 1 | 0.5 | 77 | 0.7 |
| | 188 | | 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) | 13 | 6.9 | 578 | 5.2 |
| 2500g / 2.5kg or more (5 pounds 8 ounces or more) | 173 | 92.0 | 10428 | 93.8 |
| Don't know / Can't remember | 0 | 0.0 | 33 | 0.3 |
| Not answered | 2 | 1.1 | 82 | 0.7 |
| | 188 | | 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 | 158 | 84.0 | 8210 | 73.8 |
| Midwife | 8 | 4.3 | 2284 | 20.5 |
| Other | 21 | 11.2 | 547 | 4.9 |
| Not answered | 1 | 0.5 | 80 | 0.7 |
| | 188 | | 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 | 119 | 63.3 | 6024 | 54.2 |
| When I was 7 to 12 weeks pregnant | 62 | 33.0 | 4379 | 39.4 |
| When I was more than 12 weeks pregnant | 4 | 2.1 | 456 | 4.1 |
| Don't know / Can't remember | 2 | 1.1 | 186 | 1.7 |
| Not answered | 1 | 0.5 | 76 | 0.7 |
| | 188 | | 11121 | |

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

| All Mothers | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 179 | 95.2 | 9105 | 89.9 |
| * No | 8 | 4.3 | 919 | 9.1 |
| Not answered | 1 | 0.5 | 109 | 1.1 |
| Problem score - This Trust 4.3 % | 188 | | 10133 | |
| Problem score - All trusts 9.1% | | | | |

#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 | 23 | 12.2 | 1564 | 14.1 |
| When I was 8 or 9 weeks pregnant | 64 | 34.0 | 3665 | 33.0 |
| When I was 10 or 11 weeks pregnant | 28 | 14.9 | 2331 | 21.0 |
| When I was 12 weeks pregnant | 24 | 12.8 | 1471 | 13.2 |
| When I was 13 or more weeks pregnant | 21 | 11.2 | 1084 | 9.7 |
| Don't know / Can't remember | 23 | 12.2 | 889 | 8.0 |
| Not answered | 5 | 2.7 | 117 | 1.1 |
| | 188 | | 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 | 156 | 83.0 | 8599 | 77.3 |
| No | 22 | 11.7 | 1510 | 13.6 |
| No, but this was not possible for medical reasons | 1 | 0.5 | 526 | 4.7 |
| Don't know / Can't remember | 6 | 3.2 | 370 | 3.3 |
| Not answered | 3 | 1.6 | 116 | 1.0 |
| | 188 | | 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 | 156 | 83.4 | 8599 | 81.2 |
| * No | 22 | 11.8 | 1510 | 14.3 |
| Don't know / Can't remember | 6 | 3.2 | 370 | 3.5 |
| Not answered | 3 | 1.6 | 116 | 1.1 |
| Problem score - This Trust 11.8 % | 187 | | 10595 | |
| Problem score - All trusts 14.3% | | | | |

#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 | 61 | 39.1 | 5162 | 60.0 |
| No | 54 | 34.6 | 1867 | 21.7 |
| No, but this was not possible for medical reasons | 14 | 9.0 | 841 | 9.8 |
| Don't know / Can't remember | 25 | 16.0 | 653 | 7.6 |
| Not answered | 2 | 1.3 | 76 | 0.9 |
| | 156 | | 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 | 61 | 43.0 | 5162 | 66.5 |
| * No | 54 | 38.0 | 1867 | 24.1 |
| Don't know / Can't remember | 25 | 17.6 | 653 | 8.4 |
| Not answered | 2 | 1.4 | 76 | 1.0 |
| Problem score - This Trust 38.0 % | 142 | | 7758 | |
| Problem score - All trusts 24.1% | | | | |

#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 | 63 | 40.4 | 4054 | 47.1 |
| * Yes, to some extent | 35 | 22.4 | 2279 | 26.5 |
| * No | 19 | 12.2 | 849 | 9.9 |
| No, but I did not need this information | 36 | 23.1 | 1327 | 15.4 |
| Don't know / Can't remember | 2 | 1.3 | 56 | 0.7 |
| Not answered | 1 | 0.6 | 34 | 0.4 |
| Problem score - This Trust 34.6 % | 156 | | 8599 | |
| Problem score - All trusts 36.4% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|--------------|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 4 | 2.1 | 669 | 6.0 |
| No | 181 | 96.3 | 10360 | 93.2 |
| Not answered | 3 | 1.6 | 92 | 0.8 |
| | 188 | | 11121 | |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 95 | 50.5 | 7062 | 63.5 |
| * No | 58 | 30.9 | 2164 | 19.5 |
| No, I already had one | 13 | 6.9 | 1006 | 9.0 |
| Don't know / Can't remember | 20 | 10.6 | 792 | 7.1 |
| Not answered | 2 | 1.1 | 97 | 0.9 |
| Problem score - This Trust 30.9 % | 188 | | 11121 | |
| Problem score - All trusts 19.5% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 28 | 14.9 | 2090 | 18.8 |
| * No | 118 | 62.8 | 6565 | 59.0 |
| Not sure / Don't know | 40 | 21.3 | 2383 | 21.4 |
| Not answered | 2 | 1.1 | 83 | 0.7 |
| Problem score - This Trust 62.8 % | 188 | | 11121 | |
| Problem score - All trusts 59.0% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|-----------------------------|------------|------|------------|------|
| | n | % | n | % |
| None | 3 | 1.6 | 98 | 0.9 |
| 1 to 6 | 97 | 51.6 | 4775 | 42.9 |
| 7 to 9 | 54 | 28.7 | 3209 | 28.9 |
| 10 to 14 | 19 | 10.1 | 1514 | 13.6 |
| 15 or more | 7 | 3.7 | 564 | 5.1 |
| Don't know / Can't remember | 7 | 3.7 | 842 | 7.6 |
| Not answered | 1 | 0.5 | 119 | 1.1 |
| | 188 | | 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 | 49 | 26.6 | 2764 | 27.8 |
| I had the right number of check-ups | 130 | 70.7 | 6833 | 68.8 |
| * I would have liked fewer check-ups | 3 | 1.6 | 184 | 1.9 |
| Don't know / Can't remember | 0 | 0.0 | 132 | 1.3 |
| Not answered | 2 | 1.1 | 20 | 0.2 |
| Problem score - This Trust 28.3 % | 184 | | 9933 | |
| Problem score - All trusts 29.7% | | | | |

#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 | 43 | 23.4 | 2534 | 23.2 |
| * No | 131 | 71.2 | 7940 | 72.8 |
| Don't know / Can't remember | 8 | 4.3 | 400 | 3.7 |
| Not answered | 2 | 1.1 | 30 | 0.3 |
| Problem score - This Trust 71.2 % | 184 | | 10904 | |
| Problem score - All trusts 72.8% | | | | |

#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 | 175 | 95.1 | 10485 | 96.2 |
| GP (family doctor) | 113 | 61.4 | 3033 | 27.8 |
| Hospital doctor (e.g. a consultant) | 65 | 35.3 | 4166 | 38.2 |
| Other | 1 | 0.5 | 146 | 1.3 |
| Not answered | 0 | 0.0 | 13 | 0.1 |
| | 184 | | 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 | 2.7 | 2029 | 18.6 |
| Yes, most of the time | 16 | 8.7 | 3795 | 34.8 |
| No | 151 | 82.1 | 4770 | 43.7 |
| I only saw a midwife once | 5 | 2.7 | 114 | 1.0 |
| I did not see a midwife | 1 | 0.5 | 56 | 0.5 |
| Don't know / Can't remember | 0 | 0.0 | 27 | 0.2 |
| Not answered | 6 | 3.3 | 113 | 1.0 |
| | 184 | | 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 | 2.8 | 2029 | 18.9 |
| Yes, most of the time | 16 | 9.0 | 3795 | 35.4 |
| * No | 151 | 84.8 | 4770 | 44.4 |
| Don't know / Can't remember | 0 | 0.0 | 27 | 0.3 |
| Not answered | 6 | 3.4 | 113 | 1.1 |
| Problem score - This Trust 84.8 % | 178 | | 10734 | |
| Problem score - All trusts 44.4% | | | | |

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 | 23 | 12.5 | 754 | 7.6 |
| Yes, most of the time | 20 | 10.9 | 868 | 8.7 |
| No | 25 | 13.6 | 2788 | 28.1 |
| I only saw a hospital doctor once | 29 | 15.8 | 916 | 9.2 |
| I did not see a hospital doctor | 58 | 31.5 | 2851 | 28.7 |
| Don't know / Can't remember | 2 | 1.1 | 97 | 1.0 |
| Not answered | 27 | 14.7 | 1659 | 16.7 |
| | 184 | | 9933 | |

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

| | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Mothers seeing a hospital doctor more than once for antenatal check-ups | | | | |
| Yes, every time | 23 | 23.7 | 754 | 12.2 |
| Yes, most of the time | 20 | 20.6 | 868 | 14.1 |
| * No | 25 | 25.8 | 2788 | 45.2 |
| Don't know / Can't remember | 2 | 2.1 | 97 | 1.6 |
| Not answered | 27 | 27.8 | 1659 | 26.9 |
| Problem score - This Trust 25.8 % | 97 | | 6166 | |
| Problem score - All trusts 45.2% | | | | |

#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 | 177 | 94.1 | 10507 | 94.5 |
| No | 6 | 3.2 | 469 | 4.2 |
| Don't know / Can't remember | 4 | 2.1 | 105 | 0.9 |
| Not answered | 1 | 0.5 | 40 | 0.4 |
| | 188 | | 11121 | |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, definitely | 128 | 68.1 | 8122 | 73.0 |
| * Yes, to some extent | 40 | 21.3 | 2100 | 18.9 |
| * No | 8 | 4.3 | 445 | 4.0 |
| Don't know / Can't remember | 9 | 4.8 | 193 | 1.7 |
| Not answered | 3 | 1.6 | 261 | 2.3 |
| Problem score - This Trust 25.5 % | 188 | | 11121 | |
| Problem score - All trusts 22.9% | | | | |

#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 | 25.0 | 3693 | 33.2 |
| Yes, a nuchal scan only | 8 | 4.3 | 620 | 5.6 |
| Yes, a nuchal scan and a blood test | 118 | 62.8 | 3697 | 33.2 |
| No, I didn't want a screening test for Down's syndrome | 11 | 5.9 | 2494 | 22.4 |
| No, I wasn't offered any screening tests for Down's syndrome | 1 | 0.5 | 240 | 2.2 |
| Don't know / Can't remember | 0 | 0.0 | 169 | 1.5 |
| Not answered | 3 | 1.6 | 208 | 1.9 |
| | 188 | | 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 | 26.6 | 3693 | 42.8 |
| Yes, a nuchal scan only | 8 | 4.5 | 620 | 7.2 |
| Yes, a nuchal scan and a blood test | 118 | 66.7 | 3697 | 42.9 |
| * No, I wasn't offered any screening tests for Down's syndrome | 1 | 0.6 | 240 | 2.8 |
| Don't know / Can't remember | 0 | 0.0 | 169 | 2.0 |
| Not answered | 3 | 1.7 | 208 | 2.4 |
| Problem score - This Trust 0.6 % | 177 | | 8627 | |
| Problem score - All trusts 2.8% | | | | |

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 | 161 | 85.6 | 8831 | 87.2 |
| * No | 22 | 11.7 | 865 | 8.5 |
| Don't know / Can't remember | 4 | 2.1 | 350 | 3.5 |
| Not answered | 1 | 0.5 | 87 | 0.9 |
| Problem score - This Trust 11.7 % | 188 | | 10133 | |
| Problem score - All trusts 8.5% | | | | |

#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 | 134 | 71.3 | 8163 | 73.4 |
| * Yes, to some extent | 38 | 20.2 | 1937 | 17.4 |
| * No | 9 | 4.8 | 569 | 5.1 |
| Don't know / Can't remember | 3 | 1.6 | 280 | 2.5 |
| Not answered | 4 | 2.1 | 172 | 1.5 |
| Problem score - This Trust 25.0 % | 188 | | 11121 | |
| Problem score - All trusts 22.5% | | | | |

#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 | 183 | 97.3 | 10883 | 97.9 |
| No | 3 | 1.6 | 108 | 1.0 |
| Don't know / Can't remember | 1 | 0.5 | 82 | 0.7 |
| Not answered | 1 | 0.5 | 48 | 0.4 |
| | 188 | | 11121 | |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, definitely | 142 | 75.5 | 8639 | 77.7 |
| * Yes, to some extent | 38 | 20.2 | 1952 | 17.6 |
| * No | 3 | 1.6 | 346 | 3.1 |
| Don't know / Can't remember | 1 | 0.5 | 93 | 0.8 |
| Not answered | 4 | 2.1 | 91 | 0.8 |
| Problem score - This Trust 21.8 % | 188 | | 11121 | |
| Problem score - All trusts 20.7% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|-----------------------------|------------|-------------|------------|-------------|
| | n | % | n | % |
| None | 0 | 0.0 | 19 | 0.2 |
| One | 2 | 1.1 | 184 | 1.7 |
| Two to Three | 123 | 65.4 | 7357 | 66.2 |
| Four or more | 62 | 33.0 | 3450 | 31.0 |
| Don't know / Can't remember | 0 | 0.0 | 68 | 0.6 |
| Not answered | 1 | 0.5 | 43 | 0.4 |
| | 188 | | 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 | 23 | 12.2 | 1681 | 16.6 |
| No | 162 | 86.2 | 8374 | 82.6 |
| Not answered | 3 | 1.6 | 78 | 0.8 |
| | 188 | | 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 | 143 | 76.1 | 9847 | 88.5 |
| * No | 45 | 23.9 | 1172 | 10.5 |
| Don't know / Can't remember | 0 | 0.0 | 75 | 0.7 |
| Not answered | 0 | 0.0 | 27 | 0.2 |
| Problem score - This Trust 23.9 % | 188 | | 11121 | |
| Problem score - All trusts 10.5% | | | | |

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

| | This Trust | | All trusts | |
|-----------------------------|------------|-------------|------------|-------------|
| | n | % | n | % |
| All Mothers | | | | |
| Yes, always | 75 | 39.9 | 5405 | 48.6 |
| Yes, sometimes | 30 | 16.0 | 1721 | 15.5 |
| No | 8 | 4.3 | 469 | 4.2 |
| I did not contact a midwife | 67 | 35.6 | 3394 | 30.5 |
| Not answered | 8 | 4.3 | 132 | 1.2 |
| | 188 | | 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 | 75 | 62.0 | 5405 | 69.9 |
| * Yes, sometimes | 30 | 24.8 | 1721 | 22.3 |
| * No | 8 | 6.6 | 469 | 6.1 |
| Not answered | 8 | 6.6 | 132 | 1.7 |
| Problem score - This Trust 31.4 % | 121 | | 7727 | |
| Problem score - All trusts 28.3% | | | | |

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 | 73 | 60.3 | 4252 | 60.8 |
| * Yes, sometimes | 29 | 24.0 | 1827 | 26.1 |
| * No | 11 | 9.1 | 777 | 11.1 |
| Don't know / Can't remember | 0 | 0.0 | 29 | 0.4 |
| Not answered | 8 | 6.6 | 108 | 1.5 |
| Problem score - This Trust 33.1 % | 121 | | 6993 | |
| Problem score - All trusts 37.2% | | | | |

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

| | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| All Mothers | | | | |
| Yes, definitely | 53 | 28.2 | 2659 | 26.2 |
| Yes, to some extent | 61 | 32.4 | 2924 | 28.9 |
| No | 62 | 33.0 | 3808 | 37.6 |
| No, but this wasn't possible for medical reasons (e.g. a planned caesarean section) | 7 | 3.7 | 549 | 5.4 |
| Don't know / Can't remember | 2 | 1.1 | 132 | 1.3 |
| Not answered | 3 | 1.6 | 61 | 0.6 |
| | 188 | | 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 | 53 | 29.3 | 2659 | 27.7 |
| Yes, to some extent | 61 | 33.7 | 2924 | 30.5 |
| * No | 62 | 34.3 | 3808 | 39.7 |
| Don't know / Can't remember | 2 | 1.1 | 132 | 1.4 |
| Not answered | 3 | 1.7 | 61 | 0.6 |
| Problem score - This Trust 34.3 % | 181 | | 9584 | |
| Problem score - All trusts 39.7% | | | | |

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 | 95 | 50.5 | 5939 | 58.6 |
| * Some, but I would have liked more | 42 | 22.3 | 1538 | 15.2 |
| * I got no information, but I would have liked some | 20 | 10.6 | 942 | 9.3 |
| I got no information, but I did not mind | 24 | 12.8 | 1492 | 14.7 |
| Don't know / Can't remember | 2 | 1.1 | 115 | 1.1 |
| Not answered | 5 | 2.7 | 107 | 1.1 |
| Problem score - This Trust 33.0 % | 188 | | 10133 | |
| Problem score - All trusts 24.5% | | | | |

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 | 93 | 49.5 | 5527 | 54.5 |
| * Yes, sometimes | 78 | 41.5 | 3868 | 38.2 |
| * No | 13 | 6.9 | 593 | 5.9 |
| Don't know / Can't remember | 1 | 0.5 | 106 | 1.0 |
| Not answered | 3 | 1.6 | 39 | 0.4 |
| Problem score - This Trust 48.4 % | 188 | | 10133 | |
| Problem score - All trusts 44.0% | | | | |

#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 | 167 | 88.8 | 9200 | 82.7 |
| * Yes, sometimes | 16 | 8.5 | 1667 | 15.0 |
| * No | 4 | 2.1 | 158 | 1.4 |
| Don't know / Can't remember | 0 | 0.0 | 46 | 0.4 |
| Not answered | 1 | 0.5 | 50 | 0.4 |
| Problem score - This Trust 10.6 % | 188 | | 11121 | |
| Problem score - All trusts 16.4% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, always | 163 | 86.7 | 8511 | 84.0 |
| * Yes, sometimes | 20 | 10.6 | 1364 | 13.5 |
| * No | 5 | 2.7 | 168 | 1.7 |
| Don't know / Can't remember | 0 | 0.0 | 36 | 0.4 |
| Not answered | 0 | 0.0 | 54 | 0.5 |
| Problem score - This Trust 13.3 % | 188 | | 10133 | |
| Problem score - All trusts 15.1% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, always | 146 | 77.7 | 7851 | 77.5 |
| * Yes, sometimes | 36 | 19.1 | 1985 | 19.6 |
| * No | 6 | 3.2 | 215 | 2.1 |
| Don't know / Can't remember | 0 | 0.0 | 25 | 0.2 |
| Not answered | 0 | 0.0 | 57 | 0.6 |
| Problem score - This Trust 22.3 % | 188 | | 10133 | |
| Problem score - All trusts 21.7% | | | | |

#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 | 71.8 | 8069 | 72.6 |
| * Yes, sometimes | 44 | 23.4 | 2367 | 21.3 |
| * No | 8 | 4.3 | 449 | 4.0 |
| I did not want / need to be involved | 1 | 0.5 | 68 | 0.6 |
| Don't know / Can't remember | 0 | 0.0 | 101 | 0.9 |
| Not answered | 0 | 0.0 | 67 | 0.6 |
| Problem score - This Trust 27.7 % | 188 | | 11121 | |
| Problem score - All trusts 25.3% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Excellent | 67 | 35.6 | 4483 | 40.3 |
| Very good | 63 | 33.5 | 4055 | 36.5 |
| Good | 42 | 22.3 | 1714 | 15.4 |
| * Fair | 13 | 6.9 | 603 | 5.4 |
| * Poor | 2 | 1.1 | 183 | 1.6 |
| Not answered | 1 | 0.5 | 83 | 0.7 |
| Problem score - This Trust 8.0 % | 188 | | 11121 | |
| Problem score - All trusts 7.1% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 69 | 36.7 | 3499 | 31.5 |
| * No, I was not offered any classes | 29 | 15.4 | 2123 | 19.1 |
| * No, they were all booked up | 0 | 0.0 | 201 | 1.8 |
| No, I attended other antenatal classes (e.g. NCT) | 35 | 18.6 | 683 | 6.1 |
| No, I did not need to attend the classes | 36 | 19.1 | 3204 | 28.8 |
| No, I did not attend for some other reasons | 16 | 8.5 | 1249 | 11.2 |
| Not answered | 3 | 1.6 | 162 | 1.5 |
| Problem score - This Trust 15.4 % | 188 | | 11121 | |
| Problem score - All trusts 20.9% | | | | |

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

| Mothers who attended NHS antenatal classes | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, definitely | 32 | 46.4 | 1904 | 58.9 |
| * Yes, to some extent | 28 | 40.6 | 1035 | 32.0 |
| * No | 9 | 13.0 | 287 | 8.9 |
| Not answered | 0 | 0.0 | 5 | 0.2 |
| Problem score - This Trust 53.6 % | 69 | | 3231 | |
| Problem score - All trusts 40.9% | | | | |

B39 - Were the classes at a convenient place?

| Mothers who attended NHS antenatal classes | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, definitely | 50 | 72.5 | 2450 | 75.8 |
| * Yes, to some extent | 17 | 24.6 | 668 | 20.7 |
| * No | 2 | 2.9 | 106 | 3.3 |
| Not answered | 0 | 0.0 | 7 | 0.2 |
| Problem score - This Trust 27.5 % | 69 | | 3231 | |
| Problem score - All trusts 24.0% | | | | |

B40 - Did the classes cover the topics you wanted?

| Mothers who attended NHS antenatal classes | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, definitely | 44 | 63.8 | 1707 | 52.8 |
| * Yes, to some extent | 25 | 36.2 | 1318 | 40.8 |
| * No | 0 | 0.0 | 194 | 6.0 |
| Not answered | 0 | 0.0 | 12 | 0.4 |
| Problem score - This Trust 36.2 % | 69 | | 3231 | |
| Problem score - All trusts 46.8% | | | | |

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 | 67 | 40.4 | 4580 | 45.8 |
| 8 hours or longer, but less than 12 hours | 32 | 19.3 | 1751 | 17.5 |
| 12 hours or longer, but less than 18 hours | 28 | 16.9 | 1377 | 13.8 |
| 18 hours or longer | 33 | 19.9 | 1973 | 19.7 |
| Not answered | 6 | 3.6 | 325 | 3.2 |
| | 166 | | 10006 | |

C2 - How did your labour start?

| | This Trust | | All trusts | |
|------------------------------|------------|-------------|------------|-------------|
| | n | % | n | % |
| Mothers who laboured | | | | |
| It started naturally | 119 | 71.7 | 6498 | 71.4 |
| It was induced (started off) | 40 | 24.1 | 2311 | 25.4 |
| Not answered | 7 | 4.2 | 298 | 3.3 |
| | 166 | | 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 | 17 | 42.5 | 1069 | 46.3 |
| Regular contractions were starting and stopping (my labour did not establish) | 4 | 10.0 | 243 | 10.5 |
| Staff were worried about my baby's health | 7 | 17.5 | 594 | 25.7 |
| Staff were worried about my health | 10 | 25.0 | 486 | 21.0 |
| Other | 6 | 15.0 | 516 | 22.3 |
| Don't know / Can't remember | 0 | 0.0 | 8 | 0.3 |
| Not answered | 1 | 2.5 | 8 | 0.3 |
| | 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 | 18 | 45.0 | 807 | 34.9 |
| Yes, to some extent | 14 | 35.0 | 682 | 29.5 |
| * No | 6 | 15.0 | 776 | 33.6 |
| Not sure / Can't remember | 0 | 0.0 | 35 | 1.5 |
| Not answered | 2 | 5.0 | 11 | 0.5 |
| Problem score - This Trust 15.0 % | 40 | | 2311 | |
| Problem score - All trusts 33.6% | | | | |

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 | 19 | 11.4 | 1332 | 14.6 |
| Sonicaid (a handheld monitor) was used now and then | 35 | 21.1 | 2673 | 29.4 |
| A monitor was used now and then, with a belt around my abdomen | 48 | 28.9 | 2529 | 27.8 |
| A monitor was used constantly with a belt around my abdomen | 69 | 41.6 | 3719 | 40.8 |
| A monitor was used constantly with a clip attached to my baby's head | 10 | 6.0 | 889 | 9.8 |
| Other | 1 | 0.6 | 127 | 1.4 |
| I had no monitoring | 16 | 9.6 | 539 | 5.9 |
| Not sure / Can't remember | 7 | 4.2 | 295 | 3.2 |
| Not answered | 6 | 3.6 | 263 | 2.9 |
| | 166 | | 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 | 86 | 51.8 | 5378 | 53.7 |
| Yes, some of the time | 43 | 25.9 | 2187 | 21.9 |
| No, not at all | 12 | 7.2 | 834 | 8.3 |
| No, but it was not possible to move around | 19 | 11.4 | 1264 | 12.6 |
| Not answered | 6 | 3.6 | 343 | 3.4 |
| | 166 | | 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 | 50.0 | 5009 | 50.1 |
| Water or a birthing pool | 19 | 11.4 | 1377 | 13.8 |
| TENS machine (with pads on your back) | 42 | 25.3 | 2010 | 20.1 |
| Gas and air (breathing through a mask) | 117 | 70.5 | 7832 | 78.3 |
| Injection of pethidine or a similar painkiller | 29 | 17.5 | 2778 | 27.8 |
| Epidural or similar (injection in your back, given by an anaesthetist) | 82 | 49.4 | 3034 | 30.3 |
| Other | 0 | 0.0 | 176 | 1.8 |
| I did not use any pain relief | 13 | 7.8 | 614 | 6.1 |
| Not answered | 4 | 2.4 | 280 | 2.8 |
| | 166 | | 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 | 98 | 59.0 | 5539 | 55.4 |
| Yes, to some extent | 36 | 21.7 | 2215 | 22.1 |
| No | 11 | 6.6 | 707 | 7.1 |
| No, but it was not possible to have any pain relief (e.g. there was not time) | 12 | 7.2 | 763 | 7.6 |
| I did not want any pain relief | 3 | 1.8 | 389 | 3.9 |
| Don't know / Can't remember | 0 | 0.0 | 42 | 0.4 |
| Not answered | 6 | 3.6 | 351 | 3.5 |
| | 166 | | 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 | 98 | 64.9 | 5539 | 62.6 |
| * Yes, to some extent | 36 | 23.8 | 2215 | 25.0 |
| * No | 11 | 7.3 | 707 | 8.0 |
| Don't know / Can't remember | 0 | 0.0 | 42 | 0.5 |
| Not answered | 6 | 4.0 | 351 | 4.0 |
| Problem score - This Trust 31.1 % | 151 | | 8854 | |
| Problem score - All trusts 33.0% | | | | |

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 | 140 | 84.3 | 7041 | 77.3 |
| Yes, from one part of the hospital to another | 16 | 9.6 | 1322 | 14.5 |
| Yes, from a separate birth centre/maternity unit to hospital | 0 | 0.0 | 170 | 1.9 |
| Yes, from home to hospital | 3 | 1.8 | 190 | 2.1 |
| Yes, from one hospital to another | 1 | 0.6 | 32 | 0.4 |
| Not answered | 6 | 3.6 | 352 | 3.9 |
| | 166 | | 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 | 100 | 60.2 | 6321 | 69.4 |
| Fairly clean | 54 | 32.5 | 2129 | 23.4 |
| Not very clean | 3 | 1.8 | 149 | 1.6 |
| Not at all clean | 3 | 1.8 | 39 | 0.4 |
| I gave birth at home | 1 | 0.6 | 178 | 2.0 |
| Not answered | 5 | 3.0 | 291 | 3.2 |
| | 166 | | 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 | 100 | 60.6 | 6321 | 70.8 |
| Fairly clean | 54 | 32.7 | 2129 | 23.8 |
| * Not very clean | 3 | 1.8 | 149 | 1.7 |
| * Not at all clean | 3 | 1.8 | 39 | 0.4 |
| Not answered | 5 | 3.0 | 291 | 3.3 |
| Problem score - This Trust 3.6 % | 165 | | 8929 | |
| Problem score - All trusts 2.1% | | | | |

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 | 57 | 34.5 | 4955 | 55.5 |
| Fairly clean | 70 | 42.4 | 3021 | 33.8 |
| Not very clean | 22 | 13.3 | 440 | 4.9 |
| Not at all clean | 7 | 4.2 | 103 | 1.2 |
| I did not use a toilet or bathroom | 4 | 2.4 | 133 | 1.5 |
| Not answered | 5 | 3.0 | 277 | 3.1 |
| | 165 | | 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 | 57 | 35.4 | 4955 | 56.3 |
| Fairly clean | 70 | 43.5 | 3021 | 34.3 |
| * Not very clean | 22 | 13.7 | 440 | 5.0 |
| * Not at all clean | 7 | 4.3 | 103 | 1.2 |
| Not answered | 5 | 3.1 | 277 | 3.1 |
| Problem score - This Trust 18.0 % | 161 | | 8796 | |
| Problem score - All trusts 6.2% | | | | |

#C12 - Where was your baby born?

| | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| All Mothers | | | | |
| In hospital | 183 | 97.3 | 10137 | 91.2 |
| In a birth centre/maternity unit, separate from hospital | 0 | 0.0 | 484 | 4.4 |
| At home | 1 | 0.5 | 245 | 2.2 |
| Other | 0 | 0.0 | 13 | 0.1 |
| Not answered | 4 | 2.1 | 242 | 2.2 |
| | 188 | | 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 | 98 | 52.1 | 6740 | 60.6 |
| An assisted vaginal delivery (e.g. with forceps or ventouse suction cup) | 38 | 20.2 | 1586 | 14.3 |
| A planned caesarean delivery | 22 | 11.7 | 1115 | 10.0 |
| An emergency caesarean delivery | 30 | 16.0 | 1583 | 14.2 |
| Not answered | 0 | 0.0 | 97 | 0.9 |
| | 188 | | 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 | 124 | 91.2 | 7194 | 86.4 |
| On the floor | 6 | 4.4 | 397 | 4.8 |
| In a water or birthing pool | 5 | 3.7 | 515 | 6.2 |
| Other | 1 | 0.7 | 203 | 2.4 |
| Not answered | 0 | 0.0 | 17 | 0.2 |
| | 136 | | 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 | 21 | 15.4 | 1500 | 18.0 |
| On my side | 6 | 4.4 | 401 | 4.8 |
| Standing, squatting or kneeling | 17 | 12.5 | 1220 | 14.7 |
| Lying / lying supported by pillows | 36 | 26.5 | 2508 | 30.1 |
| Lying with legs in stirrups | 50 | 36.8 | 2400 | 28.8 |
| Other | 5 | 3.7 | 223 | 2.7 |
| Not answered | 1 | 0.7 | 74 | 0.9 |
| | 136 | | 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 | 27 | 19.9 | 1978 | 23.8 |
| I did not have stitches | 4 | 2.9 | 673 | 8.1 |
| Within 20 minutes | 61 | 44.9 | 3000 | 36.0 |
| 20 minutes to 1 hour | 27 | 19.9 | 1410 | 16.9 |
| More than 1 hour | 8 | 5.9 | 628 | 7.5 |
| Don't know / Can't remember | 1 | 0.7 | 120 | 1.4 |
| Not answered | 8 | 5.9 | 517 | 6.2 |
| | 136 | | 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 | 61 | 58.1 | 3000 | 52.9 |
| * 20 minutes to 1 hour | 27 | 25.7 | 1410 | 24.8 |
| * More than 1 hour | 8 | 7.6 | 628 | 11.1 |
| Don't know / Can't remember | 1 | 1.0 | 120 | 2.1 |
| Not answered | 8 | 7.6 | 517 | 9.1 |
| Problem score - This Trust 33.3 % | 105 | | 5675 | |
| Problem score - All trusts 35.9% | | | | |

#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 | 165 | 87.8 | 8463 | 76.1 |
| No | 13 | 6.9 | 1308 | 11.8 |
| No, but this was not possible for medical reasons | 8 | 4.3 | 1025 | 9.2 |
| I did not want skin to skin contact with my baby | 0 | 0.0 | 208 | 1.9 |
| Not answered | 2 | 1.1 | 117 | 1.1 |
| | 188 | | 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 | 165 | 91.7 | 8463 | 85.6 |
| * No | 13 | 7.2 | 1308 | 13.2 |
| Not answered | 2 | 1.1 | 117 | 1.2 |
| Problem score - This Trust 7.2 % | 180 | | 9888 | |
| Problem score - All trusts 13.2% | | | | |

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 | 49 | 26.1 | 2661 | 26.3 |
| Two | 62 | 33.0 | 3844 | 37.9 |
| Three | 34 | 18.1 | 1543 | 15.2 |
| Four | 20 | 10.6 | 690 | 6.8 |
| Five or more | 10 | 5.3 | 814 | 8.0 |
| Don't know / Can't remember | 5 | 2.7 | 446 | 4.4 |
| Not answered | 8 | 4.3 | 135 | 1.3 |
| | 188 | | 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 | 41 | 21.8 | 2405 | 21.6 |
| No | 147 | 78.2 | 8489 | 76.3 |
| Don't know / Can't remember | 0 | 0.0 | 131 | 1.2 |
| Not answered | 0 | 0.0 | 96 | 0.9 |
| | 188 | | 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 | 127 | 67.6 | 8190 | 73.6 |
| * Yes, to some extent | 54 | 28.7 | 2439 | 21.9 |
| * No | 7 | 3.7 | 390 | 3.5 |
| Don't know / Can't remember | 0 | 0.0 | 28 | 0.3 |
| Not answered | 0 | 0.0 | 74 | 0.7 |
| Problem score - This Trust 32.4 % | 188 | | 11121 | |
| Problem score - All trusts 25.4% | | | | |

#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 | 159 | 84.6 | 9272 | 83.4 |
| Yes, to some extent | 23 | 12.2 | 1366 | 12.3 |
| No | 3 | 1.6 | 228 | 2.1 |
| I did not have a partner or a companion with me | 1 | 0.5 | 132 | 1.2 |
| Don't know / Can't say | 1 | 0.5 | 65 | 0.6 |
| Not answered | 1 | 0.5 | 58 | 0.5 |
| | 188 | | 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 | 159 | 85.0 | 9272 | 84.4 |
| * Yes, to some extent | 23 | 12.3 | 1366 | 12.4 |
| * No | 3 | 1.6 | 228 | 2.1 |
| Don't know / Can't say | 1 | 0.5 | 65 | 0.6 |
| Not answered | 1 | 0.5 | 58 | 0.5 |
| Problem score - This Trust 13.9 % | 187 | | 10989 | |
| Problem score - All trusts 14.5% | | | | |

#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 | 26 | 13.8 | 1350 | 12.1 |
| * Yes, shortly after the birth | 9 | 4.8 | 623 | 5.6 |
| * Yes, during labour and shortly after the birth | 5 | 2.7 | 394 | 3.5 |
| No, not at all | 145 | 77.1 | 8581 | 77.2 |
| Not answered | 3 | 1.6 | 173 | 1.6 |
| Problem score - This Trust 21.3 % | 188 | | 11121 | |
| Problem score - All trusts 21.3% | | | | |

#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 | 169 | 89.9 | 9425 | 84.7 |
| * Yes, sometimes | 16 | 8.5 | 1393 | 12.5 |
| * No | 3 | 1.6 | 202 | 1.8 |
| Don't know / Can't remember | 0 | 0.0 | 41 | 0.4 |
| Not answered | 0 | 0.0 | 60 | 0.5 |
| Problem score - This Trust 10.1 % | 188 | | 11121 | |
| Problem score - All trusts 14.3% | | | | |

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 | 162 | 86.2 | 8530 | 84.2 |
| * Yes, sometimes | 25 | 13.3 | 1309 | 12.9 |
| * No | 1 | 0.5 | 213 | 2.1 |
| Don't know / Can't remember | 0 | 0.0 | 27 | 0.3 |
| Not answered | 0 | 0.0 | 54 | 0.5 |
| Problem score - This Trust 13.8 % | 188 | | 10133 | |
| Problem score - All trusts 15.0% | | | | |

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 | 151 | 80.3 | 8283 | 81.7 |
| * Yes, sometimes | 36 | 19.1 | 1529 | 15.1 |
| * No | 1 | 0.5 | 246 | 2.4 |
| Don't know / Can't remember | 0 | 0.0 | 22 | 0.2 |
| Not answered | 0 | 0.0 | 53 | 0.5 |
| Problem score - This Trust 19.7 % | 188 | | 10133 | |
| Problem score - All trusts 17.5% | | | | |

#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 | 125 | 66.5 | 7841 | 70.5 |
| * Yes, sometimes | 49 | 26.1 | 2361 | 21.2 |
| * No | 11 | 5.9 | 638 | 5.7 |
| I did not want / need to be involved | 1 | 0.5 | 103 | 0.9 |
| Don't know / Can't remember | 2 | 1.1 | 105 | 0.9 |
| Not answered | 0 | 0.0 | 73 | 0.7 |
| Problem score - This Trust 31.9 % | 188 | | 11121 | |
| Problem score - All trusts 27.0% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Excellent | 108 | 57.4 | 6706 | 60.3 |
| Very good | 47 | 25.0 | 2689 | 24.2 |
| Good | 21 | 11.2 | 937 | 8.4 |
| * Fair | 9 | 4.8 | 422 | 3.8 |
| * Poor | 0 | 0.0 | 256 | 2.3 |
| Not answered | 3 | 1.6 | 111 | 1.0 |
| Problem score - This Trust 4.8 % | 188 | | 11121 | |
| Problem score - All trusts 6.1% | | | | |

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 | 24 | 12.8 | 1596 | 14.6 |
| More than 12 hours but less than 24 hours | 39 | 20.9 | 2120 | 19.4 |
| 1 to 2 days | 68 | 36.4 | 3760 | 34.4 |
| 3 to 4 days | 39 | 20.9 | 2291 | 21.0 |
| 5 or more days | 16 | 8.6 | 997 | 9.1 |
| Not answered | 1 | 0.5 | 163 | 1.5 |
| | 187 | | 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 | 34 | 18.2 | 1653 | 15.1 |
| * Too short | 32 | 17.1 | 1269 | 11.6 |
| About right | 117 | 62.6 | 7623 | 69.8 |
| Not sure / Don't know | 3 | 1.6 | 231 | 2.1 |
| Not answered | 1 | 0.5 | 151 | 1.4 |
| Problem score - This Trust 35.3 % | 187 | | 10927 | |
| Problem score - All trusts 26.7% | | | | |

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 | 75 | 40.1 | 4979 | 50.0 |
| * Yes, sometimes | 85 | 45.5 | 4247 | 42.7 |
| * No | 24 | 12.8 | 596 | 6.0 |
| Don't know / Can't remember | 1 | 0.5 | 17 | 0.2 |
| Not answered | 2 | 1.1 | 118 | 1.2 |
| Problem score - This Trust 58.3 % | 187 | | 9957 | |
| Problem score - All trusts 48.6% | | | | |

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 | 134 | 71.7 | 7133 | 71.6 |
| * Yes, sometimes | 34 | 18.2 | 1726 | 17.3 |
| * No | 16 | 8.6 | 956 | 9.6 |
| Not answered | 3 | 1.6 | 142 | 1.4 |
| Problem score - This Trust 26.7 % | 187 | | 9957 | |
| Problem score - All trusts 26.9% | | | | |

D5 - How much food were you given?

| | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Mothers having postnatal care in hospital | | | | |
| Too much | 5 | 2.7 | 87 | 0.9 |
| The right amount | 125 | 66.8 | 7275 | 73.1 |
| Too little | 40 | 21.4 | 1919 | 19.3 |
| I did not have any hospital food | 16 | 8.6 | 550 | 5.5 |
| Not answered | 1 | 0.5 | 126 | 1.3 |
| | 187 | | 9957 | |

D5+ - How much food were you given?

| | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Mothers who had hospital food | | | | |
| * Too much | 5 | 2.9 | 87 | 0.9 |
| The right amount | 125 | 73.1 | 7275 | 77.3 |
| * Too little | 40 | 23.4 | 1919 | 20.4 |
| Not answered | 1 | 0.6 | 126 | 1.3 |
| Problem score - This Trust 26.3 % | 171 | | 9407 | |
| Problem score - All trusts 21.3% | | | | |

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

| | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Mothers having postnatal care in hospital | | | | |
| Very good | 17 | 9.1 | 1542 | 15.5 |
| Good | 46 | 24.6 | 3171 | 31.8 |
| Fair | 71 | 38.0 | 3202 | 32.2 |
| Poor | 38 | 20.3 | 1434 | 14.4 |
| I did not have any hospital food | 11 | 5.9 | 466 | 4.7 |
| Not answered | 4 | 2.1 | 142 | 1.4 |
| | 187 | | 9957 | |

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

| | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Mothers who had hospital food | | | | |
| Very good | 17 | 9.7 | 1542 | 16.2 |
| Good | 46 | 26.1 | 3171 | 33.4 |
| * Fair | 71 | 40.3 | 3202 | 33.7 |
| * Poor | 38 | 21.6 | 1434 | 15.1 |
| Not answered | 4 | 2.3 | 142 | 1.5 |
| Problem score - This Trust 61.9 % | 176 | | 9491 | |
| Problem score - All trusts 48.8% | | | | |

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 | 76 | 40.6 | 5409 | 54.3 |
| Fairly clean | 89 | 47.6 | 3935 | 39.5 |
| * Not very clean | 15 | 8.0 | 374 | 3.8 |
| * Not at all clean | 6 | 3.2 | 87 | 0.9 |
| Not answered | 1 | 0.5 | 152 | 1.5 |
| Problem score - This Trust 11.2 % | 187 | | 9957 | |
| Problem score - All trusts 4.6% | | | | |

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 | 56 | 29.9 | 4449 | 44.7 |
| Fairly clean | 77 | 41.2 | 4253 | 42.7 |
| Not very clean | 36 | 19.3 | 879 | 8.8 |
| Not at all clean | 15 | 8.0 | 219 | 2.2 |
| I did not use a toilet or bathroom | 0 | 0.0 | 11 | 0.1 |
| Not answered | 3 | 1.6 | 146 | 1.5 |
| | 187 | | 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 | 56 | 29.9 | 4449 | 44.7 |
| Fairly clean | 77 | 41.2 | 4253 | 42.8 |
| * Not very clean | 36 | 19.3 | 879 | 8.8 |
| * Not at all clean | 15 | 8.0 | 219 | 2.2 |
| Not answered | 3 | 1.6 | 146 | 1.5 |
| Problem score - This Trust 27.3 % | 187 | | 9946 | |
| Problem score - All trusts 11.0% | | | | |

#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 | 85 | 45.5 | 5839 | 53.4 |
| * Yes, sometimes | 66 | 35.3 | 3846 | 35.2 |
| * No | 34 | 18.2 | 1091 | 10.0 |
| Don't know / Can't remember | 1 | 0.5 | 32 | 0.3 |
| Not answered | 1 | 0.5 | 119 | 1.1 |
| Problem score - This Trust 53.5 % | 187 | | 10927 | |
| Problem score - All trusts 45.2% | | | | |

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 | 131 | 70.1 | 7493 | 75.3 |
| * Yes, sometimes | 44 | 23.5 | 2111 | 21.2 |
| * No | 10 | 5.3 | 240 | 2.4 |
| Don't know / Can't remember | 1 | 0.5 | 12 | 0.1 |
| Not answered | 1 | 0.5 | 101 | 1.0 |
| Problem score - This Trust 28.9 % | 187 | | 9957 | |
| Problem score - All trusts 23.6% | | | | |

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 | 117 | 62.6 | 7050 | 70.8 |
| * Yes, sometimes | 57 | 30.5 | 2275 | 22.8 |
| * No | 12 | 6.4 | 491 | 4.9 |
| Don't know / Can't remember | 0 | 0.0 | 21 | 0.2 |
| Not answered | 1 | 0.5 | 120 | 1.2 |
| Problem score - This Trust 36.9 % | 187 | | 9957 | |
| Problem score - All trusts 27.8% | | | | |

#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 | 99 | 52.9 | 7214 | 66.0 |
| * Yes, sometimes | 70 | 37.4 | 2967 | 27.2 |
| * No | 16 | 8.6 | 589 | 5.4 |
| Don't know / Can't remember | 0 | 0.0 | 31 | 0.3 |
| Not answered | 2 | 1.1 | 126 | 1.2 |
| Problem score - This Trust 46.0 % | 187 | | 10927 | |
| Problem score - All trusts 32.5% | | | | |

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 | 182 | 97.3 | 9265 | 93.1 |
| * No | 5 | 2.7 | 509 | 5.1 |
| Don't know / Can't remember | 0 | 0.0 | 90 | 0.9 |
| Not answered | 0 | 0.0 | 93 | 0.9 |
| Problem score - This Trust 2.7 % | 187 | | 9957 | |
| Problem score - All trusts 5.1% | | | | |

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 | 9 | 4.9 | 1387 | 15.0 |
| Doctor (e.g. a paediatrician) | 161 | 88.5 | 7307 | 78.9 |
| Other | 1 | 0.5 | 117 | 1.3 |
| Don't know / Can't remember | 8 | 4.4 | 286 | 3.1 |
| Not answered | 3 | 1.6 | 168 | 1.8 |
| | 182 | | 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 | 77 | 41.0 | 5893 | 53.0 |
| * Yes, to some extent | 54 | 28.7 | 3100 | 27.9 |
| * No | 50 | 26.6 | 1927 | 17.3 |
| Don't know / Can't remember | 6 | 3.2 | 134 | 1.2 |
| Not answered | 1 | 0.5 | 67 | 0.6 |
| Problem score - This Trust 55.3 % | 188 | | 11121 | |
| Problem score - All trusts 45.2% | | | | |

#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 | 150 | 79.8 | 6747 | 60.7 |
| Both breast and formula (bottle) milk | 28 | 14.9 | 2097 | 18.9 |
| Formula (bottle) milk only | 9 | 4.8 | 2189 | 19.7 |
| Not sure | 0 | 0.0 | 8 | 0.1 |
| Not answered | 1 | 0.5 | 80 | 0.7 |
| | 188 | | 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 | 33.3 | 556 | 25.3 |
| No | 6 | 66.7 | 1623 | 73.9 |
| Not answered | 0 | 0.0 | 18 | 0.8 |
| | 9 | | 2197 | |

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

| | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| All Mothers | | | | |
| Yes, always | 46 | 24.5 | 3734 | 33.6 |
| Yes, generally | 84 | 44.7 | 4531 | 40.7 |
| * No | 50 | 26.6 | 2313 | 20.8 |
| Don't know | 0 | 0.0 | 50 | 0.4 |
| I didn't want or need this | 6 | 3.2 | 407 | 3.7 |
| Not answered | 2 | 1.1 | 86 | 0.8 |
| Problem score - This Trust 26.6 % | 188 | | 11121 | |
| Problem score - All trusts 20.8% | | | | |

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

| | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| All Mothers | | | | |
| Yes, always | 49 | 26.1 | 3553 | 35.1 |
| Yes, generally | 85 | 45.2 | 4435 | 43.8 |
| * No | 39 | 20.7 | 1536 | 15.2 |
| Don't know | 0 | 0.0 | 37 | 0.4 |
| I didn't want or need this | 13 | 6.9 | 492 | 4.9 |
| Not answered | 2 | 1.1 | 80 | 0.8 |
| Problem score - This Trust 20.7 % | 188 | | 10133 | |
| Problem score - All trusts 15.2% | | | | |

#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 | 65 | 34.6 | 4576 | 41.1 |
| Yes, generally | 78 | 41.5 | 4533 | 40.8 |
| * No | 40 | 21.3 | 1533 | 13.8 |
| Don't know | 0 | 0.0 | 77 | 0.7 |
| I didn't want or need this | 3 | 1.6 | 317 | 2.9 |
| Not answered | 2 | 1.1 | 85 | 0.8 |
| Problem score - This Trust 21.3 % | 188 | | 11121 | |
| Problem score - All trusts 13.8% | | | | |

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 | 163 | 86.7 | 10382 | 93.4 |
| * No | 24 | 12.8 | 553 | 5.0 |
| Don't know / Can't remember | 0 | 0.0 | 102 | 0.9 |
| Not answered | 1 | 0.5 | 84 | 0.8 |
| Problem score - This Trust 12.8 % | 188 | | 11121 | |
| Problem score - All trusts 5.0% | | | | |

#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 | 80 | 42.6 | 5427 | 48.8 |
| Yes, sometimes | 32 | 17.0 | 1612 | 14.5 |
| No | 9 | 4.8 | 280 | 2.5 |
| I did not contact a midwife or health visitor | 62 | 33.0 | 3669 | 33.0 |
| Not answered | 5 | 2.7 | 133 | 1.2 |
| | 188 | | 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 | 80 | 63.5 | 5427 | 72.8 |
| * Yes, sometimes | 32 | 25.4 | 1612 | 21.6 |
| * No | 9 | 7.1 | 280 | 3.8 |
| Not answered | 5 | 4.0 | 133 | 1.8 |
| Problem score - This Trust 32.5 % | 126 | | 7452 | |
| Problem score - All trusts 25.4% | | | | |

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 | 68 | 54.0 | 4433 | 65.6 |
| * Yes, sometimes | 34 | 27.0 | 1695 | 25.1 |
| * No | 15 | 11.9 | 461 | 6.8 |
| Don't know / Can't remember | 2 | 1.6 | 38 | 0.6 |
| Not answered | 7 | 5.6 | 135 | 2.0 |
| Problem score - This Trust 38.9 % | 126 | | 6762 | |
| Problem score - All trusts 31.9% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 183 | 97.3 | 10860 | 97.7 |
| No, I visited the midwife or saw a midwife in a clinic | 1 | 0.5 | 64 | 0.6 |
| * No, I was not offered a visit | 2 | 1.1 | 28 | 0.3 |
| No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU) | 1 | 0.5 | 69 | 0.6 |
| No, for another reason | 0 | 0.0 | 23 | 0.2 |
| Not answered | 1 | 0.5 | 77 | 0.7 |
| Problem score - This Trust 1.1 % | 188 | | 11121 | |
| Problem score - All trusts 0.3% | | | | |

#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 | 58 | 31.5 | 2436 | 22.3 |
| 3 - 4 | 87 | 47.3 | 5752 | 52.7 |
| 5 - 6 | 28 | 15.2 | 1862 | 17.0 |
| 7 times or more | 8 | 4.3 | 699 | 6.4 |
| Don't know / Can't remember | 2 | 1.1 | 142 | 1.3 |
| Not answered | 1 | 0.5 | 33 | 0.3 |
| | 184 | | 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 | 67 | 36.4 | 3507 | 35.2 |
| 11 - 15 days | 80 | 43.5 | 3973 | 39.9 |
| 16 - 28 days | 27 | 14.7 | 1863 | 18.7 |
| 29 days or older | 7 | 3.8 | 532 | 5.3 |
| Not answered | 3 | 1.6 | 80 | 0.8 |
| | 184 | | 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? | 51 | 27.7 | 2453 | 22.5 |
| * Less often? | 3 | 1.6 | 388 | 3.6 |
| I saw a midwife as much as I wanted | 129 | 70.1 | 8016 | 73.4 |
| Not answered | 1 | 0.5 | 67 | 0.6 |
| Problem score - This Trust 29.3 % | 184 | | 10924 | |
| Problem score - All trusts 26.0% | | | | |

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 | 101 | 54.9 | 7189 | 72.2 |
| * Sometimes | 66 | 35.9 | 2401 | 24.1 |
| * Rarely | 14 | 7.6 | 276 | 2.8 |
| * Never | 1 | 0.5 | 65 | 0.7 |
| Not answered | 2 | 1.1 | 24 | 0.2 |
| Problem score - This Trust 44.0 % | 184 | | 9955 | |
| Problem score - All trusts 27.5% | | | | |

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 | 167 | 88.8 | 8952 | 88.3 |
| Regular clinic based at my GP's surgery | 58 | 30.9 | 3257 | 32.1 |
| Children's centre | 20 | 10.6 | 1283 | 12.7 |
| Open drop-in baby clinic | 46 | 24.5 | 2540 | 25.1 |
| By phone | 41 | 21.8 | 2478 | 24.5 |
| Not answered | 3 | 1.6 | 158 | 1.6 |
| | 188 | | 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 | 59 | 31.4 | 4956 | 48.9 |
| * Yes, to some extent | 45 | 23.9 | 2247 | 22.2 |
| * No | 52 | 27.7 | 1778 | 17.5 |
| I did not need any | 29 | 15.4 | 950 | 9.4 |
| Not answered | 3 | 1.6 | 202 | 2.0 |
| Problem score - This Trust 51.6 % | 188 | | 10133 | |
| Problem score - All trusts 39.7% | | | | |

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 | 19 | 10.1 | 1757 | 17.3 |
| * Yes, to some extent | 33 | 17.6 | 2274 | 22.4 |
| * No | 83 | 44.1 | 3450 | 34.0 |
| I did not need any | 48 | 25.5 | 2456 | 24.2 |
| Not answered | 5 | 2.7 | 196 | 1.9 |
| Problem score - This Trust 61.7 % | 188 | | 10133 | |
| Problem score - All trusts 56.5% | | | | |

#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 | 56 | 29.8 | 5088 | 45.8 |
| * Yes, to some extent | 72 | 38.3 | 3421 | 30.8 |
| * No | 26 | 13.8 | 1122 | 10.1 |
| I did not need any | 29 | 15.4 | 1353 | 12.2 |
| Not answered | 5 | 2.7 | 137 | 1.2 |
| Problem score - This Trust | 188 | | 11121 | |
| Problem score - All trusts | | | | 40.9% |

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 | 29 | 15.4 | 2710 | 26.7 |
| * Yes, to some extent | 39 | 20.7 | 2659 | 26.2 |
| * No | 74 | 39.4 | 2607 | 25.7 |
| I did not need any | 43 | 22.9 | 2019 | 19.9 |
| Not answered | 3 | 1.6 | 138 | 1.4 |
| Problem score - This Trust | 188 | | 10133 | |
| Problem score - All trusts | | | | 52.0% |

#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 | 81 | 43.1 | 5584 | 50.2 |
| * Yes, to some extent | 68 | 36.2 | 3827 | 34.4 |
| * No | 26 | 13.8 | 886 | 8.0 |
| I did not need any | 12 | 6.4 | 725 | 6.5 |
| Not answered | 1 | 0.5 | 99 | 0.9 |
| Problem score - This Trust | 188 | | 11121 | |
| Problem score - All trusts | | | | 42.4% |

#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 | 172 | 91.5 | 9844 | 88.5 |
| * No | 15 | 8.0 | 1134 | 10.2 |
| Not answered | 1 | 0.5 | 143 | 1.3 |
| Problem score - This Trust | 188 | | 11121 | |
| Problem score - All trusts | | | | 10.2% |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes, definitely | 63 | 33.5 | 4274 | 38.4 |
| * Yes, to some extent | 76 | 40.4 | 4409 | 39.6 |
| * No | 40 | 21.3 | 1980 | 17.8 |
| No, but I did not need this information | 7 | 3.7 | 289 | 2.6 |
| Don't know / Can't remember | 0 | 0.0 | 74 | 0.7 |
| Not answered | 2 | 1.1 | 95 | 0.9 |
| Problem score - This Trust 61.7 % | 188 | | 11121 | |
| Problem score - All trusts 57.4% | | | | |

#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 | 66 | 35.1 | 4142 | 37.2 |
| * Yes, to some extent | 47 | 25.0 | 3835 | 34.5 |
| * No | 53 | 28.2 | 2189 | 19.7 |
| No, but I did not need this information | 16 | 8.5 | 744 | 6.7 |
| Don't know / Can't remember | 5 | 2.7 | 109 | 1.0 |
| Not answered | 1 | 0.5 | 102 | 0.9 |
| Problem score - This Trust 53.2 % | 188 | | 11121 | |
| Problem score - All trusts 54.2% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 165 | 87.8 | 10078 | 90.6 |
| * No | 18 | 9.6 | 838 | 7.5 |
| Don't know / Can't remember | 2 | 1.1 | 110 | 1.0 |
| Not answered | 3 | 1.6 | 95 | 0.9 |
| Problem score - This Trust 9.6 % | 188 | | 11121 | |
| Problem score - All trusts 7.5% | | | | |

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

| All Mothers | This Trust | | All trusts | |
|--|------------|-------------|------------|-------------|
| | n | % | n | % |
| Excellent | 42 | 22.3 | 3191 | 28.7 |
| Very good | 56 | 29.8 | 4034 | 36.3 |
| Good | 47 | 25.0 | 2481 | 22.3 |
| * Fair | 27 | 14.4 | 920 | 8.3 |
| * Poor | 15 | 8.0 | 340 | 3.1 |
| Not answered | 1 | 0.5 | 155 | 1.4 |
| Problem score - This Trust 22.3 % | 188 | | 11121 | |
| Problem score - All trusts 11.3% | | | | |

SECTION G. YOU AND YOUR HOUSEHOLD

#G1 - Have you had a previous pregnancy?

| All Mothers | This Trust | | All trusts | |
|--------------|------------|-------------|------------|-------------|
| | n | % | n | % |
| Yes | 87 | 46.3 | 6143 | 55.2 |
| No | 99 | 52.7 | 4888 | 44.0 |
| Not answered | 2 | 1.1 | 90 | 0.8 |
| | 188 | | 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 | 8 | 9.2 | 628 | 10.2 |
| 1-2 | 76 | 87.4 | 4975 | 81.0 |
| 3 or more | 3 | 3.4 | 522 | 8.5 |
| Not answered | 0 | 0.0 | 18 | 0.3 |
| | 87 | | 6143 | |

#G3 - In what year were you born?

| All Mothers | This Trust | | All trusts | |
|------------------------|------------|-------------|------------|-------------|
| | n | % | n | % |
| Less than 20 years old | 1 | 0.5 | 216 | 1.9 |
| 20-29 years old | 22 | 11.7 | 3533 | 31.8 |
| 30-39 years old | 139 | 73.9 | 6149 | 55.3 |
| 40-49 years old | 19 | 10.1 | 733 | 6.6 |
| 50 years old or more | 0 | 0.0 | 5 | 0.0 |
| Not answered | 7 | 3.7 | 485 | 4.4 |
| | 188 | | 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) | 7 | 3.7 | 711 | 6.4 |
| With a partner/husband/boyfriend (with or without any children) | 174 | 92.6 | 9612 | 86.4 |
| With family members other than a partner/husband/boyfriend (e.g. parents) | 4 | 2.1 | 549 | 4.9 |
| With friends | 0 | 0.0 | 16 | 0.1 |
| Other | 0 | 0.0 | 43 | 0.4 |
| Not answered | 3 | 1.6 | 190 | 1.7 |
| | 188 | | 11121 | |

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

| | This Trust | | All trusts | |
|---|------------|-------------|------------|-------------|
| | n | % | n | % |
| All Mothers | | | | |
| English | 146 | 77.7 | 9579 | 86.1 |
| Other European language | 26 | 13.8 | 573 | 5.2 |
| Asian language (e.g. Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai) | 5 | 2.7 | 535 | 4.8 |
| African language (e.g. Swahili, Hausa, Yoruba) | 3 | 1.6 | 120 | 1.1 |
| Other, including British Sign Language | 5 | 2.7 | 118 | 1.1 |
| Not answered | 3 | 1.6 | 196 | 1.8 |
| | 188 | | 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 | 0 | 0.0 | 72 | 0.6 |
| Blindness or partially sighted | 0 | 0.0 | 26 | 0.2 |
| A long-standing physical condition | 1 | 0.5 | 144 | 1.3 |
| A learning disability | 0 | 0.0 | 58 | 0.5 |
| A mental health condition | 1 | 0.5 | 162 | 1.5 |
| A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy | 3 | 1.6 | 227 | 2.0 |
| No, I do not have a long-standing condition | 171 | 91.0 | 9986 | 89.8 |
| Not answered | 12 | 6.4 | 502 | 4.5 |
| | 188 | | 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 | 20.0 | 161 | 25.4 |
| At work, in education, or training | 1 | 20.0 | 101 | 16.0 |
| Access to buildings, streets or vehicles | 0 | 0.0 | 39 | 6.2 |
| Reading or writing | 0 | 0.0 | 57 | 9.0 |
| People's attitudes to you because of your condition | 0 | 0.0 | 57 | 9.0 |
| Communicating, mixing with others, or socialising | 1 | 20.0 | 108 | 17.1 |
| Any other activity | 0 | 0.0 | 62 | 9.8 |
| No difficulty with any of these | 3 | 60.0 | 320 | 50.6 |
| Not answered | 0 | 0.0 | 13 | 2.1 |
| | 5 | | 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 | 72 | 38.3 | 8175 | 73.5 |
| Irish | 4 | 2.1 | 91 | 0.8 |
| Any other White background | 75 | 39.9 | 1142 | 10.3 |
| White and Black Caribbean | 1 | 0.5 | 50 | 0.4 |
| White and Black African | 1 | 0.5 | 26 | 0.2 |
| White and Asian | 1 | 0.5 | 55 | 0.5 |
| Any other Mixed background (Please write in box) | 0 | 0.0 | 58 | 0.5 |
| Indian | 3 | 1.6 | 299 | 2.7 |
| Pakistani | 2 | 1.1 | 252 | 2.3 |
| Bangladeshi | 0 | 0.0 | 73 | 0.7 |
| Any other Asian background (Please write in box) | 6 | 3.2 | 200 | 1.8 |
| Caribbean | 4 | 2.1 | 59 | 0.5 |
| African | 8 | 4.3 | 242 | 2.2 |
| Any other Black background (Please write in box) | 0 | 0.0 | 21 | 0.2 |
| Chinese | 4 | 2.1 | 92 | 0.8 |
| Any other ethnic group (Please write in box) | 3 | 1.6 | 74 | 0.7 |
| Not answered | 4 | 2.1 | 212 | 1.9 |
| | 188 | | 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?

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

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

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

C26. Thinking about your **care during labour and birth**, 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

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

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

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

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

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

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

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

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

- 1 Yes, always
2 Yes, sometimes
3 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.

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