

Appendix 4 - Experiences of maternity services (asked as part of consultation survey)

Respondents were given the option to answer some questions about their maternity experiences. It was made clear that these questions were additional to the consultation questions. 406 individuals responded to questions in this section of the survey.

Q. What facilities did you use / would you like during labour?

Respondents were asked what facilities they used or would like to use during labour. Respondents were able to select the options that were applicable to them.

Most frequently, respondents selected being able to move around 64% (259 responses), being able to have their family around them 63% (255 responses) and having access to different types of pain relief 58% (236 responses).

Facilities for partners 52% (213 responses), a birthing pool 52% (211 responses) and access to music 48% (194 responses) were important for approximately half.

What facilities did you use / would you like during labour?	Number	%
Being able to move around	259	64%
Able to have my family around me	255	63%
Different types of pain relief	236	58%
Facilities for my partner	213	52%
Birthing pool	211	52%
Access to music	194	48%
The lighting that is available	154	38%
Bath	112	28%
Hypnobirthing	100	25%
Other, including: • A birthing seat (like toilet seat) • A fan • A private room (i.e. after caesarean section) • Parking • Wider beds for larger patients • Calmer, home-like settings	26	6%

Table 1 Q. What facilities did you use / would you like during labour? (Multiple response question, hence, percentages do not equate to 100%)

Q. How happy were you with these things during your maternity care?

Respondents were asked their satisfaction with various aspects of their maternity care. Percentages are calculated as a proportion of those who responded to the question, not accounting for anyone who selected 'not applicable'.

Greatest satisfaction was expressed in terms of the cleanliness of services with 85% very happy / happy with this. This was followed by antenatal appointments (74%) and information about pain relief options (71%).

Approximately two thirds were satisfied with the labour / birthing (68%), information given to them in terms of what to expect when giving birth at a chosen location (67%), information about where to give birth and choices (64%) and postnatal appointments / checks (64%).

Greatest dissatisfaction was expressed about continuity of care from midwives before and after giving birth with just under half (47%) very happy / happy and 34% not happy / not happy at all with this.

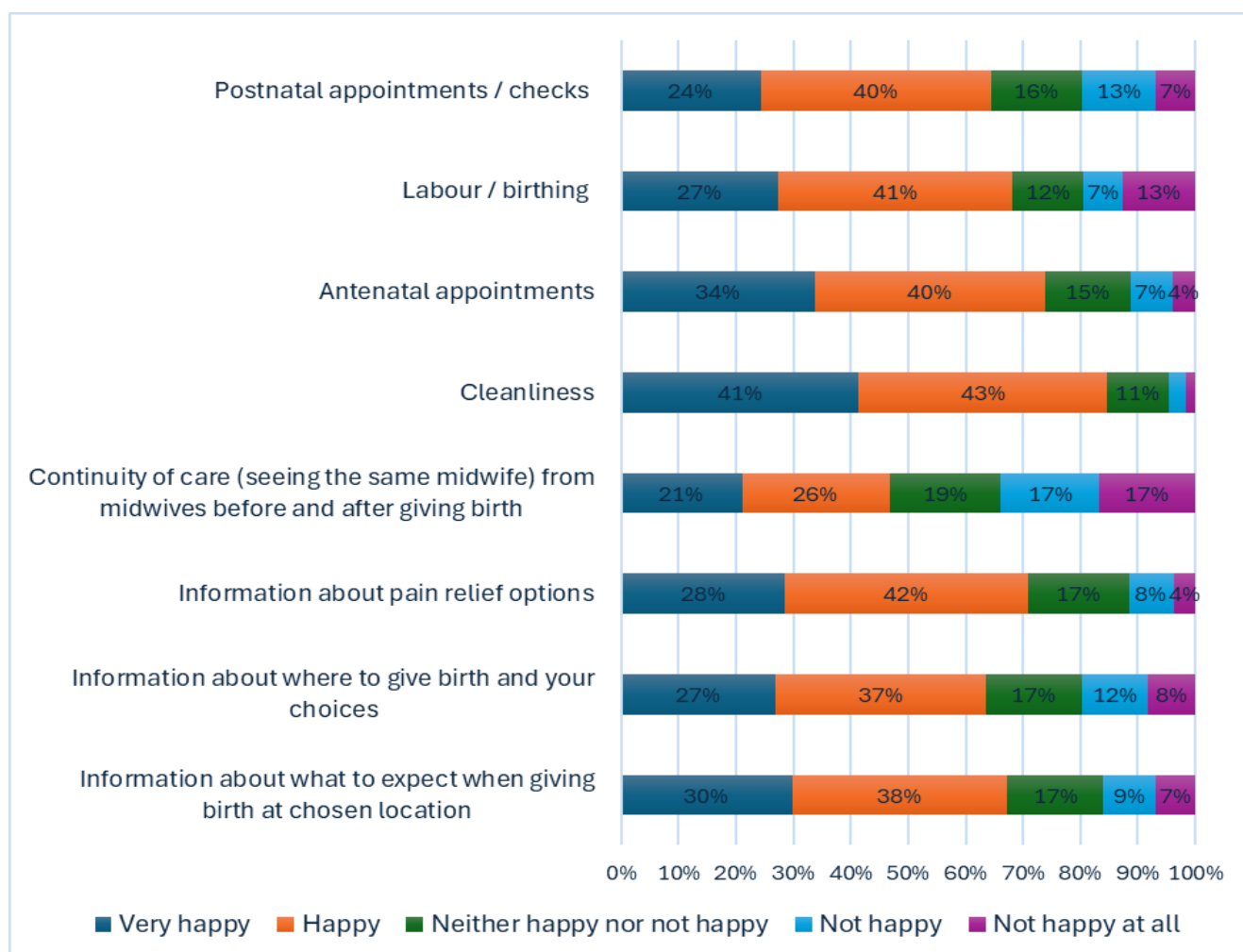


Figure 1 Q. How happy were you with these things during your maternity care?

Q. Thinking about your maternity care, what was good?

Respondents were asked what they felt was good about their maternity care; to which most commented upon the midwives, consultants and other staff (26%; N=107).

“Kind and compassionate staff”

“My consultants were fantastic”

Others discussed more generally the support and care they received throughout their maternity journey or at different stages 11% (43 responses).

“The community care was outstanding.”

“The maternity care we received whilst we’ve been in the midwife led at Pontefract on 3 separate occasions has been second to none compared to other local hospital I had attended to give birth. The warm friendly welcoming experience. I will never forget how relaxed it made me, and my family feel and how truly grateful we were to be given a chance to be able to use those facilities”

Although less frequent, other positive comments related to:

- Continuity of care 7% (29 responses)
- Antenatal and postnatal appointments / checks 6% (23 responses)
- Feeling and being listened to / having birth plan followed 4% (18 responses)
- Information provided by healthcare professionals which allows informed choices to be made 4% (18 responses).

“I was lucky enough to have the same midwife throughout my pregnancy and also she was able to attend my home after birth for the follow up midwife appointments which make the experience easier for me.”

“I always felt listened to and anyone I spoke to did their best to accommodate the birth I wanted”

“With having my second and having an elective c-section it was calm and I was explained to everything that was happening. I wish that I had the same midwife throughout for when I had questions however triage were always happy to help and answer.”

Thinking about your maternity care, what was good?	%	(Number)
Midwives, consultants and other staff	26%	107
Support and care received	11%	43
Other theme / comment, including: • Neonatal care • Homebirth experience / team • Facilities for partner / partner being able to stay	10%	38

Thinking about your maternity care, what was good?	%	(Number)
- Perinatal mental health team / Turning Point / Rainbow Baby pathway - Availability of local services - Environment and cleanliness		
Continuity of care	7%	29
Antenatal and postnatal care / appointments	6%	23
Feeling and being listened to / birth plan followed	4%	18
Information provided by healthcare professionals and choices given	4%	18
Everything	4%	15
Efficiency of service	2%	10
Accommodation of needs (i.e. extra antenatal scans and appointments)	2%	10
Support received from breastfeeding service (FAB) / infant feeding team	2%	9
Expertise of health professionals and facilities available	2%	8

Table 2 Q. Thinking about your maternity care, what was good? (Percentages calculated as a proportion of survey respondents that completed this section of the survey which was 406)

Q. Thinking about your maternity care, what could have been better?

In terms of improvements to their maternity care, various themes were identified. These are presented in the table below along with a summary of the comments made.

Key areas for improvement included continuity of care from midwives and better overall care in the antenatal period 14% (58 responses), medical and nursing care during labour and immediately after birth 11% (43 responses), better information to support women and birthing people to make more informed decisions 10% (39 responses) and staffing / staff capacity which result in appointments being moved, delays in induction and discharge, quality of care and where women/birthing people 10% (39 responses).

“Appointments feel quite rushed and lots of information to take in. Also feel like sometimes certain things get dismissed as staff say "oh that's normal" and don't offer much reassurance for a first-time mum.”

“The induction dates, you are given a date where the partner books time off and most of the time you aren't in that day. More like 3 days later unless you end up setting off yourself.”

“Continuity of care, more staff available to reduce waiting times and ensure women have the care needed.”

“Due to recurring losses, I have been anxious yet every appointment I have had has been a different midwife help I have had to tell my situation to each time. Some have been disinterested due to them covering for whatever midwife it should have been. I have also had to chase to have my appointments due to no contact that should not be an issue”

Thinking about your maternity care, what could have been better?	%	Number
Continuity of care from midwives and better overall care in the antenatal period (including access to the same midwife, more and longer appointments)	14%	58
Medical and nursing care during labour and immediately after birth Comments related to: • Being sent home when in labour • Access to pain relief • Help after birth / being left unattended for long periods (including supervision, support with feeding / changing baby, getting around, sheet changes / cleanliness) • Aftercare advice for patients who have undergone caesarean	11%	43
Better information to support individuals to make more informed choices Comments related to: • Choice of where to give birth • The induction process and what it entails • Pain relief and when / where this is possible • More information on discharge, including car seat safety and aftercare advice following a caesarean (not signposting to websites)	10%	41
Capacity and staffing ratios Comments related to: • Appointments being moved • Impact on where birth took place • Delays to induction • Discharge delays / feeling rushed to be discharged • Impact on quality of care	10%	39
Support from healthcare professional and not feeling listened to	6%	25
Attitude / manner of staff	6%	24

Thinking about your maternity care, what could have been better?	%	Number
Efficiency of service including waiting times, appointment cancellations and booking, referral for specialist support and discharge process	4%	18
Communication (including communication between patients and midwives, midwives and other health professionals and between different hospitals	4%	18
Breastfeeding support Comments related to: - Lack of support / need for more staff to provide breastfeeding specific support - Lack of referral to FAB - Inefficient referral for tongue tie	4%	17
Postnatal care (within the community) Comments related to: - Difficulty in contacting team / questions not answered - Healthcare professionals turning up with no warning - Patients being missed (not receiving any visits) - Lack of continuity of care (meaning inconsistent information received) - Not enough checks for mother and baby (including pelvic health checks)	4%	17
Environment and facilities Comments were made about the location where they gave birth being overcrowded, noisy and dirty	4%	16
More local options for mothers / choice to give birth more locally Comments related to the reinstatement of Pontefract MLU and/or having more MLUs	4%	15
Other theme, including: - Assumption of gender of partner - Inability to familiarise self with hospital giving birth in - Access to antenatal classes - Pinderfields MLU being closed (early morning) - Lack of mental health support (for infertility complications and miscarriages)	4%	15

Thinking about your maternity care, what could have been better?	%	Number
Not being able to have partner to stay / facilities for partner	3%	11
GP care (including antenatal advice and postnatal checks) Comments related to more thorough 6-week postnatal checks with focus on the mother not just the newborn (including better assessment of mental health and physical examination)	2%	9

Table 3 Q. Thinking about your maternity care, what could have been better?
(Percentages calculated as a proportion of survey respondents that completed this section of the survey which was 406)