

National Maternity Survey 2017

26 March 2018

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Agenda Item No: 11.8

Trust Board Report

Meeting Date:	26 th March 2018
Title:	National Maternity Survey 2017
Executive Summary:	<p>The following report summarises the results of the National Maternity Survey 2017.</p> <p>The 2017 Maternity Survey is part of a national survey programme run by CQC to collect feedback on the experiences of women using NHS maternity services across the country. The results contribute to CQC's assessment of NHS performance as well as ongoing monitoring and inspections. The programme also provides valuable feedback for NHS trusts, which they can then use to improve patient experience.</p> <p>Between April and August 2017 questionnaires were sent out to a sample of women who gave birth in February 2017.</p> <p>Obtaining feedback from patients is vital for bringing about improvements in the quality of care and this is an excellent way for women to directly influence services locally.</p> <p>Exclusions included women whose baby had died during or since delivery, women who had a stillbirth (including where it occurred during a multiple delivery), women who were in hospital or whose baby was in hospital at the time the sample was drawn, women who had a concealed pregnancy, women whose baby was taken into care (foster care or adopted), women who gave birth in a maternity unit managed by another provider or in a private maternity unit or wing.</p>
Action Requested:	Receive
For the attention of the Board	<p>With a mailing of 1250 questionnaires and a total of 370 returned completed, the Trust had a response rate of 35.4%.</p> <p>The Trust scored in the top 20% of Trusts on 11 questions and the bottom 20% of Trusts on 7 questions.</p> <p>18 questions showed at least 5% improvement on the 2015 score, and 2 questions showed a 5% or more worsening of score.</p> <p>The remaining questions showed less than 5% in change in score since 2015.</p> <p>The average Mean Rating Score, across all questions, was 79% which is higher than in 2015.</p>
Assure	Assurance provided on the compliance with the Care Quality Commission mandatory survey for Maternity Services which is part of

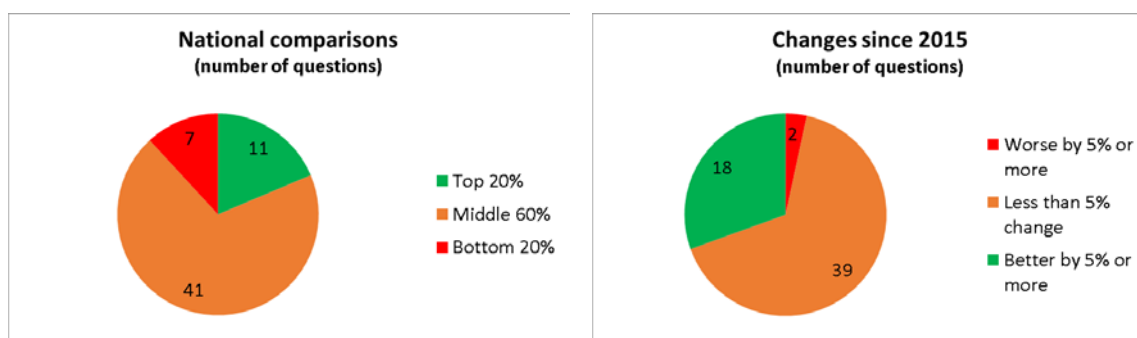
	a wider programme of NHS patient surveys, which covers a range of topics including adult inpatients, emergency departments and maternity services.
Advise	Areas of concern are the areas where there the Trust scores in the lowest 20% of Trusts nationally.
Alert	
Author + Contact Details:	Alison Dowling, Head of Patient Experience and Public Involvement Tel 01902 695363 alison.dowling1@nhs.net
Links to Trust Strategic Objectives	<ol style="list-style-type: none"> 1. Create a culture of compassion, safety and quality 2. Proactively seek opportunities to develop our services 3. To have an effective and well integrated local health and care system that operates efficiently 6. Be in the top 25% of all key performance indicators
Resource Implications:	None

CQC Domains	<p>Safe: patients, staff and the public are protected from abuse and avoidable harm.</p> <p>Effective: care, treatment and support achieves good outcomes, helping people maintain quality of life and is based on the best available evidence.</p> <p>Caring: staff involve and treat everyone with compassion, kindness, dignity and respect.</p> <p>Responsive: services are organised so that they meet people's needs.</p> <p>Well-led: the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.</p>
Equality and Diversity Impact	None
Risks: BAF/ TRR	
Risk: Appetite	
Public or Private:	
Other formal bodies involved:	
References	http://www.cqc.org.uk/provider/RL4/survey/5
NHS Constitution:	<p>In determining this matter, the Board should have regard to the Core principles contained in the Constitution of:</p> <ul style="list-style-type: none"> • Equality of treatment and access to services • High standards of excellence and professionalism • Service user preferences • Cross community working • Best Value • Accountability through local influence and scrutiny

Report Details	
1	<p><u>National Maternity Survey 2017 – published by the CQC January 2018.</u></p> <p>This report summarises the headline findings of the 2017 National Maternity Survey.</p> <p>Analysis of the results data</p> <ul style="list-style-type: none"> • 370 surveys were posted and there was a 35.4% response rate. • The average Mean Rating Score, across all questions, was 79% which is higher than in 2015. • The Trust scored in the top 20% of Trusts on 11 questions and the bottom 20% of Trusts on 7 questions. • 18 questions showed at least 5% improvement on the 2015 score, and 2 questions showed a 5% or more worsening of score. The remaining questions showed less than 5% in change in score since 2015. • Significant improvements since the last survey have been for categories of Labour and Birth and Postnatal. These specifically include patients feeling respected and cared for and behaviours of staff reflect the Trust's vision and values. (See questions C12, D7, E4 and F11 below). • In terms of the highest 20% of Trust's – most of these questions related to the Labour and Birth Category, however the involvement of the patient in decision making was among the highest scoring in all three main categories (See questions C3, B16 and E4 below). • The low scoring questions (in the bottom 20% of Trusts) – there were 5 questions relating to postnatal and 2 for antenatal. Both of the antenatal questions related to (a) choice of giving birth in a consultant led unit or (b) given a choice of giving birth at home and whilst featured in the lowest 20%

of Trusts nationally did however show more than a 5% improvement when compared to the previous survey.

- There were no questions which featured in the lowest scoring (bottom 20% of Trusts) for any questions relating to the category of Birth and Labour.



Questions showing at least a 5% improvement since the last survey.

		Trust 2015	Trust 2017
B4_2	We you offered a choice of giving birth in a midwife led unit or birth centre		2.6
B6	Did you get enough information from either a midwife or doctor to help you decide where to have your baby?		7.5
C3	During your labour, were you able to move around and choose the position that made you most comfortable?	7.5	8.9
C12	Did the staff treating and examining you introduce themselves?	8.8	9.5
C15	If you raised a concern during labour and birth, did you feel that it was taken seriously?	7.7	8.5
D5	If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you within a reasonable time?	7.1	7.7
D7	Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	8.0	9.0
D9	Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	8.8	9.1
E1	During your pregnancy did midwives provide relevant information about feeding your baby?		7.9
E4	Were your decisions about how you wanted to feed your baby respected by midwives?		9.2
E5	Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?		7.2
E6	Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?		7.5
F11	Did you have confidence and trust in the midwives you saw after going home?		8.5
F13	Were you given enough information about your own physical recovery after the birth?		7.2
F14	In the six weeks after the birth of your baby did you receive help and advice from a midwife or health visitor about feeding your baby?		7.2

F15	If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?		-
F18	Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?		7.3
F20	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP? (Around 6-8 weeks after the birth)		8.2

The highest scoring questions (in top 20% of Trusts)

		Trust 2015	Trust 2017
B12	During your antenatal check-ups, did a midwife ask you how you were feeling emotionally?		7.7
B16	Thinking about your antenatal care, were you involved enough in decisions about your care?		8.9
C3	During your labour, were you able to move around and choose the position that made you most comfortable?	7.5	8.9
C10	Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	9.1	9.4
C11	If your partner or someone else close to you was involved in your care during labour and birth, were they able to be involved as much as they wanted?	9.8	9.7
C12	Did the staff treating and examining you introduce themselves?	8.8	9.5
C15	If you raised a concern during labour and birth, did you feel that it was taken seriously?	7.7	8.5
D5	If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you within a reasonable time?	7.1	7.7
D7	Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	8.0	9.0
E4	Were your decisions about how you wanted to feed your baby respected by midwives?		9.2
E5	Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?		7.2

The Low scoring questions (in bottom 20% of Trusts)




		Trust 2015	Trust 2017
B4_3	Were you offered a choice of giving birth in a consultant led unit?		
B4_4	Were you offered a choice of giving birth at home?		
F2	When you were at home after the birth of your baby, did you have a telephone number for a midwife or midwifery team that you could contact?		9.2
F7	Would you have liked to have seen a midwife?		6.4

F17	Were you given enough information about any emotional changes you might experience after the birth?		6.8
F19	Were you given information or offered advice from a health professional about contraception?		8.3
F20	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP? (Around 6-8 weeks after the birth)		8.2

Questions showing at least a 5% improvement since the last survey.

		Trust 2015	Trust 2017
B4_1	Were you offered a choice of hospitals?		
B4_3	Were you offered a choice of giving birth in a consultant led unit		

Key:

Antenatal	
Labour and Birth	
Postnatal	

Sample comments

Positive

I was in hospital for one week before hand under constant review from the consultant. The midwives were caring, re-assuring and helpful. The ward was full yet they were still friendly and professional. Cleaners were there daily and offered clean bedding daily if required. The theatre staff and anaesthetist were excellent. The level of care was amazing.

I have always felt comfortable asking questions and have always felt listened to. The care I received at New Cross Hospital Wolverhampton with my most recent pregnancy was outstanding. The facilities were amazing as were the staff.

I was very pleased with maternity services, during my pregnancy and when my baby was born. As a first time mum I was very anxious but was reassured by midwives. Every professional I came into contact with were friendly and offered lots of information. I had a planned caesarean at New Cross Hospital due to my baby being breech. All midwives and theatre staff were amazing. I couldn't thank them enough for their care and support. Aftercare - I had a brilliant midwife that answered all questions when needed.

The staff in the midwifery led unit were so thoughtful and kind. Always asked if I was okay and see if I needed anything. Also the staff in the surgery were fantastic, kind, professional and made me feel so comfortable. Hats off to the maternity care at New Cross hospital amazing people.

Negative

I feel there wasn't enough care in hospital after I had baby. I didn't get given regular medication after having a C-section also was out the following day.

During my stay on the maternity ward I was very disappointed after my C-section of the lack of care and information I received, especially as I was a first time mom. As I was bottle feeding I was give no information on how often to feed or how many

ounces roughly my baby would take or that there was a kitchen on site to make the bottles. Once on the observation ward straight after theatre, no nurses came to check on myself as I was under a consultant at new cross for other health issues. After an hour of being on the ward I became unwell and it was left to my partner to look after me and keep fetching me sick bowls. He shouldn't have had to do this as he had the baby to also look after. There was no one to check on me or explain why I became unwell.

Delivered at Midwifery Unit. Found midwife not very warm or empathetic. This is a very emotional and happy time for a mother but this time she was very cold and did not speak very kindly.

I do wish I could have seen my own midwife more often. I saw several midwives and at a time I was already emotionally unstable due to hormones etc. I found it difficult to open up to midwives I hadn't seen before.

Please note that where a result for 2015 is not shown for Antenatal and Postnatal results, some women may not have received their antenatal and/or postnatal care from the same Trust at which they gave birth. This could be due to one of several reasons, such as: having moved home; having to travel for more specialist care; or due to variation in the provision of services across the country.

The Trust was asked to identify which of the women in the sample surveyed were likely to have also received their antenatal or postnatal care from the Trust. Such attribution data was not possible to produce as there are not electronic records for Antenatal or Postnatal in the Community. This has been the position for the previous 2 years. It is hoped that there will be an IT system in place in the future, so hopefully Trust will be able to take part in this section of the survey evaluation at that time.

A robust action plan has been compiled and will be monitored and reported against where appropriate.

2

Appendices

1	Action Plan
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	Response from Survey	RWT Evidence	Time Scale & Identified Lead	Action to improve	Progress	RAG Status When action improved
B4-1	Were you offered a choice of hospitals?	Ensure women are aware of hospitals providing maternity services - Walsall & Dudley in surrounding area.	CMW Team Leaders April 18	Booking caps are in place across the West Midlands	Closely monitoring of RWT booking activity to ensure patient safety and experience. As are RWT are commissioned for 5000 births.	RWT has a limit on bookings from OOA GP practices
B4-3	Were you offered a choice of giving birth in a consultant led unit	All women are ask at booking for their preference of place of birth and then risk assessed and options discussed.	CMW Team Leaders J	Ensure antenatal conversations continue x 3 regarding place of birth. Use of pink stickers – audit of antenatal hand held notes	Agenda item for Community midwife team leaders meetings and raise at community forum	Completed all women are risk assessed for place of birth
B4-4	Were you offered a choice of giving birth at home	All women are asked at booking for their preference of place of birth and then risk assessed and options discussed	CMW Team Leaders	Ensure antenatal conversations continue x 3 regarding place of birth. Use of pink place of birth stickers – audit of antenatal hand held notes	Agenda item for Community midwife team leaders meetings and raise at community forum	Completed all women are risk assessed for place of birth
F2	When you were at home after birth of your baby, did you have a telephone number for a midwife or midwifery team that you could contact?	To ensure women are given emergency contact numbers antenatal / emergency contact numbers postnatal	CMW Team Leaders / ward managers	Monthly audit to continue	Ward telephone numbers are written on the brown discharge envelope and discussed with women prior to discharge home.	Completed
F7	Would you like to have seen a midwife more often	Follow discharge from RWT the community midwife will inform the	CMW Team Leaders	Introduce the Community team Passport to enhance	To be discussed at next community team midwife team leaders meeting	To be addressed in the community services review

		patient of the scheduled postnatal visits	July 18	continuity of care.	prior to implementation	re; continuity of care in line with national ambition 'Better Births'
F17	Were you given enough information about emotional changes you might experience after birth?	Information given to women following birth	L Durkin & T Muir	All women are given a Bounty Pack prior to discharge from the ward.	Ward Manager D10 & MLU to raise awareness on ward safety brief regarding emotional changes patient might encounter following birth – page 48 - In you & your newborn Bounty Booklet	completed
F19	Were you given information or offered advice from a health professional about contraception?	To Continue to audit	L Durkin & T Muir	Monthly Audit	Discussed during discharge talk. Guide to contraception is given out in Bounty Pack. Recent audit completed with GUM services	Completed
F20	Did a midwife tell you that you would need to arrange a post natal check- up of your own health with your GP? (Around 6-8 weeks after birth)	To Continue to audit	L Durkin & T Muir April 18	Monthly Audit	Discussed during discharge talk. Guide to contraception is given out in Bounty Pack.	Audit continues compliance improving