

## Feedback for Maternity Review

November 2015

### Current survey and engagement work

We are currently carrying out engagement and an on-line survey to gather feedback from parents and carers of children under 5. As part of this we are gathering feedback on antenatal, birth and postnatal experiences or care, information and support.

Feedback received so far (from surveys completed by 49 parents of children under 18 months)

#### Ante Natal

Do you feel you were provided with enough information and advice about pregnancy?

- Yes - 88%
- No - 8%
- Not sure - 4%

Do you feel you received enough information, advice and choice about giving birth? E.g. Where you had the baby, type of delivery and pain relief?

- Yes - 71%
- No - 18%
- Not sure - 10%

How useful did you find the following in providing information and advice

Rated - in order -

- Community Midwife
- Hospital
- GP

Other sources of information - in order

- Private antenatal classes
- Children's Centre / Early Help

- Antenatal classes at Children's Centre
- Books / magazines
- Internet / social media
- Other midwife led antenatal classes

Additional Comments -

- On call system for community midwives would be helpful, so you can speak to someone for advice rather than waiting for call back or having to contact GP instead.
- More scans during pregnancy for reassurance following previous stillbirth
- Suggested further information would have been helpful around stitches and a class specifically on breastfeeding.
- Someone said they had not been given information about antenatal classes
- Indications of major risk to baby missed in pregnancy

### Experiences of Birth

45 had given birth in hospital and 4 at home.

Those who had given birth in hospital rated the care they received overall as -

- Good - 56%
- OK - 33%
- Poor - 11%

Additional Comments -

- Felt labour was left to go on too long
- Did not feel had good support on the ward
- No debrief following Caesarean
- No continuity of care
- Baby was breech, but 4 midwives failed to pick this up
- 6 separate comments stating that they felt the hospital was understaffed and over-subscribed, leading to reduced care
- Mistakes at birth and medics disagreeing
- No pain relief
- Difficulties gaining access to the maternity ward as no response to buzzer
- Medical problem with baby that was missed at birth by the hospital
- Indications of major risk to baby missed in labour
- Not told what was happening

We also received many positive comments about good care from members of staff at the hospital and positive experience of using recently opened birthing centre.

## Community Midwives

Parents rated the care they received as -

- Good - 76.5%
- OK - 15%
- Poor - 8.5%

Additional Comments -

- Many comments praising good / excellent care from individual midwives
- Some saying that they saw different midwives and that this impacted on continuity of care

## Health Visitors

Parents rated the care they received as -

- Good - 69%
- OK - 18%
- Poor - 13%

Additional Comments -

- Many comments praising individual Health Visitors and their support
- Some comments saying that it was difficult to contact them for advice
- Two comments saying that they felt judged by their Health Visitors

We asked how helpful other services / people / resources were in providing support, information and advice following the birth of their baby.

Rated in order - starting with most helpful -

- Friends / social network
- Children's Centre
- Family
- Internet / social media
- Children's Centre postnatal support group
- Family Support Worker
- Other postnatal support group
- Social Worker

In addition to above feedback we have met with an additional 55 parents who have provided us with feedback not yet analysed. Broadly speaking these reflect the feedback given above and on the whole gave positive feedback about their experiences of care when giving birth in hospital.

## **Concerns about proximity and capacity of maternity services**

We are aware of concerns from our other wider engagement and attendance at meetings around Worcestershire, that there is a concern amongst expectant parents and the public generally about not having maternity services in close proximity to where they live.

This has been an issue for discussion due to the ongoing process of the Future of Acute Hospitals in Worcestershire. Proposals suggest that in future there will be more limited maternity services available at the Alexandra Hospital in Redditch, leading to more women needing to travel to Worcestershire Royal. There has recently been a temporary stop on all deliveries at The Alexandra Hospital in Redditch and it is unclear how long this will be in place, or if it will become a permanent change.

There is particular concern about the distance women will have to travel when in labour, how they will be able to get to hospital if they do not have their own transport and if maternity departments, in particular the Worcestershire Royal, will have the necessary capacity when they arrive.