

Report to:	Public Board of Directors	Agenda item:	8
Date of Meeting:	30 January 2019		

Title of Report:	National Maternity Survey results 2018
Status:	For information
Board Sponsor:	Lisa Cheek, Director of Nursing and Midwifery
Author:	Sharon Manhi, Lead for Patient and Carer Experience Sarah Merritt, Head of Nursing and Midwifery
Appendices	Appendix A: CQC benchmark survey

1.	<p><b>Executive Summary of the Report</b></p> <p>This report provides a summary of the Trust results of the Care Quality Commission (CQC) Maternity Survey 2018. The survey involved 129 NHS trusts in England that provide maternity services. Women were eligible for the survey if they had a live birth in February 2018 and were aged 16 years or over at the time of giving birth.</p> <p>328 service users were eligible to respond to the survey and 170 responses were completed giving a response rate for the Trust of 52%. This is higher than the national average response rate of 36.8%.</p> <p>The 2018 benchmarked survey showed that the Trust scored:</p> <ul style="list-style-type: none"> <li>• <b>Better</b> on 4 questions</li> <li>• <b>Worse</b> on 2 questions</li> <li>• <b>About the same</b> for the remaining questions</li> </ul> <p>In 2017, the Trust scored:</p> <ul style="list-style-type: none"> <li>• <b>Better</b> on 7 questions</li> <li>• <b>Worse</b> on 1 question</li> <li>• <b>About the same</b> for the remaining questions</li> </ul> <p>Compared to last year's survey, the Trust score was significantly worse for the following question:</p> <ul style="list-style-type: none"> <li>• Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby? (<b>postnatal care</b>)</li> </ul> <p>Due to amendments to the questionnaire between the 2017 and 2018 maternity surveys, two questions are not historically comparable:</p> <ul style="list-style-type: none"> <li>• During your pregnancy did midwives provide relevant information about feeding your baby?</li> <li>• Were you given information or offered advice from a health professional about contraception?</li> </ul>
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At the end of the questionnaire, respondents were asked to comment on what was particularly good about their care, anything that could be improved, and leave other comments. This information is included in this report on pages 4-6.

Benchmark reports will be available on the CQC website on 29<sup>th</sup> January 2019.

## **2. Recommendations (Note, Approve, Discuss)**

The Board is requested to note the improvements identified in the report and accept the areas identified for improvement.

## **3. Legal / Regulatory Implications**

The Trust is legally required to meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The Trust is currently registered with the CQC with no conditions applied. Care Quality Commission (CQC) Registration 2014/15

NHLSA Standard 2: Learning from Experience

## **4. Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)**

A failure to demonstrate systematic quality improvement in the delivery of patient care could risk the Trust's registration with the CQC.

## **5. Resources Implications (Financial / staffing)**

A failure to comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009 could result in financial penalties.

## **6. Equality and Diversity**

Ensures compliance with the Equality Delivery System (EDS).

## **7. References to previous reports**

Maternity Survey results report to Management Board and the Board of Directors February 2018.

## **8. Freedom of Information**

This report is not exempt from publication.

## Care Quality Commission (CQC) Maternity Survey 2018

### 1. Background

The **CQC survey 2018** results are based on the responses of 170 mothers who gave birth at the Trust in February 2018. The response rate was 51.8% which is above the national average rate of 36.8%. Of the **170 mothers who responded**:

- 25% were aged 16-29; 37% were aged 30-34 and 38% were aged 35+
- For 47% of respondents – it was their first pregnancy

The survey questionnaire is split into 5 sections – antenatal care, labour and birth, care in hospital, feeding baby and care at home after the birth.

The Maternity Survey now takes place annually. This follows a recommendation from the National Maternity Transformation Programme at NHS England with the aim being to make maternity services safer and more personal by 2021.

### 2. CQC benchmarked results

The CQC benchmarked results are attached at Appendix A. Of the 51 questions, there were **11 question responses where the Trust score had improved** from the score in 2017; **20 questions where the response was lower than in 2017**; the rest the score had stayed the same.

There was **1 question where the response score increased by > 0.5**:

- During your antenatal check-up's, did a midwife ask you how you were feeling emotionally? (8.1/10 compared to 7.6 in 2017)

There were **8 questions where the response score decreased by > 0.5**, these were:

Question	2018 score	Change from 2017
<b>Postnatal care</b>		
If, during evenings, nights or weekends, you needed <b>support or advice about feeding</b> your baby, were you able to get this? <i>*In 2017 the Trust scored 'better' than other Trusts for this question'</i>	<b>6.6/10</b>	<b>-1.4*</b>
Did the midwife or midwives that you saw appear to be <b>aware of the medical history</b> of you and your baby?	<b>6/10</b>	<b>-1.3</b>
Were you given a <b>choice about where your postnatal</b> care would take place?	<b>4.1/10</b>	<b>-0.7</b>
In the six weeks after the birth of your baby did you receive	<b>7.5/10</b>	<b>-0.6*</b>

<b>help and advice from a midwife or health visitor</b> about feeding your baby? <i><b>*In 2017 the Trust scored 'better' than other Trusts for this question'</b></i>		
Did a midwife tell you that you would need to arrange a <b>postnatal check-up</b> of your own health with your GP?	<b>9.3/10</b>	<b>-0.5</b>
<b>Labour and birth</b>		
Were you (and/or your partner or a companion) <b>left alone by midwives or doctors at a time when it worried you?</b>	<b>7.8/10</b>	<b>-0.7</b>
If you raised a <b>concern during labour and birth</b> , did you feel that it was taken seriously?	<b>8.2/10</b>	<b>-0.6</b>
<b>Care in hospital</b>		
If you needed attention while you were in hospital after the birth, <b>were you able to get a member of staff to help you within a reasonable time?</b>	<b>7.1/10</b>	<b>-0.6</b>

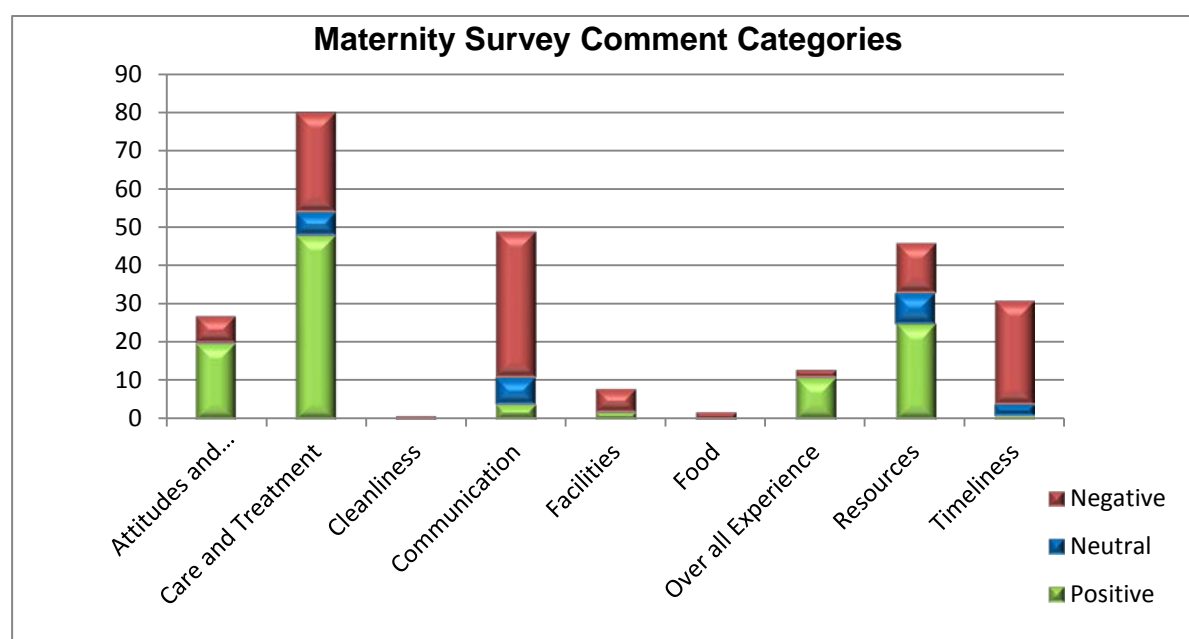
Table 1

There were 4 questions where the Trust was in the 'better than' category in 2017 and the score have fallen by 0.1/0.2 points resulting in a change to 'about the same'.

The Care Quality Commission (CQC) Maternity Survey 2018 **results will be published on the CQC website on 29<sup>th</sup> January 2019.**

### 3. Question comments

Women were invited to provide additional comments on their maternity care and these have been analysed and detailed in the graph below. 114 comments were received. Many of the comments included positive and negative feedback and were categorised into the 9 areas shown in the table below.



Graph 1

Sentiments	Positive	Neutral	Negative	Total
Attitudes and behaviour	20 (74%)		7 (26%)	27
Care and Treatment	48 (60%)	6 (7%)	26 (33%)	80
Cleanliness			1	1
Communication	4(8%)	7 (14%)	38 (78%)	49
Facilities	2 (25%)		6 (75%)	8
Food			2	2
Over all Experience	11 (85%)		2 (15%)	13
Resources	25 (54%)	8 (17%)	13 (28%)	46
Timeliness	1 (3%)	3 (10%)	27 (87%)	31
<b>Grand Total</b>	<b>111</b>	<b>24</b>	<b>122</b>	<b>257</b>

Table 2

Comments have been assigned 'sentiments' - *Positive, Neutral, Negative* and broad categories - Attitudes and Behaviours, Care and Treatment, Communication, Cleanliness, Facilities, Food, Timeliness, Resources (includes general comments regarding staff e.g. staff amazing) and Overall Experience. Comments may have been 'broken down' into more than one sentiment or category.

**Overall 43.2% (111) were positive, 47.5% (122) Negative, 9.3% (24) Neutral.**

The top 3 **positive** categories are **Care and Treatment 43.2% (48)**, **Resources 22.5% (25)** and **Attitudes and Behaviour 18% (20)**

*'It has been a very positive experience overall. Many thanks for all the care, help and support I have received so far from the NHS. You are doing an amazing job and we are very impressed. I was fortunate to have given birth to a lovely baby girl who will receive my full encouragement and support should she want to become a midwife when she grows up!'*

*'Breastfeeding support by both staff and volunteers at the RUH was outstanding. Outstanding care whilst on postnatal ward at the RUH'*

*'During my labour and birth all of the midwives put me at ease. Everything was explained to me, my partner and I were asked for our opinions during our stay in hospital. During labour I explained to the midwife that I had struggled with breast feeding in the past. After the birth the midwife spent time supporting me with feeding. She took the time to ensure that I was confident and comfortable with feeding before I was discharged which I was very grateful for'*

*'I had an amazing experience with all the midwives and health professionals. I think they did a fantastic job'*

*'The midwife who took over my care at Trowbridge Hospital and transferred me to the RUH was simply amazing.'*

*'I have nothing but praise for the staff at both Paulton and the RUH; they were all kind, caring and reassuring'*

**The top 3 negative categories are Communication 31.1% (38), Timeliness 22.1% (27) and Care and Treatment 21.3% (26)**

Comments relating to communication mainly refer to lack of information/conflicting or incorrect information/ advice, breast feeding, women feeling that they were not listened to and communication between staff.

*'I received a lot of breastfeeding support but some of the advice was detrimental. My baby had a very bad tongue tie but I was told she didn't several times and that I was sensitive. I was not adequately informed about maintaining milk supply when given a feeding plan to use formula top ups. I eventually managed to get back to just breastmilk but it was very hard work. It took at least a month to be referred to a lactation consultant'*

*'The Consultant identified this was due to placenta insufficiency and pre-eclampsia was likely. When I mentioned this to my midwife she disputed what my consultant said and ignored pre-eclampsia warning. I queried my weight gain and this was also ignored. This was actually due to swelling linked to pre-eclampsia. The consultant identified potential problems. However I feel the midwife was only willing to consider straight forward issues and did not take my concerns seriously. Communication between consultant & community midwife would have helped this'*

**Timeliness** mainly refer to action not taken at right time or delayed, women feeling rushed during appointments/discharge and waiting for checks e.g.

*'My antenatal care was all over the place seen by all different midwives. At the beginning was told due to my BMI I would need an additional scan at 36 weeks never booked it, I had to ask for it to be booked, none of the midwives could tell the position of the baby and one time they forgot about my appointment and I waited over hour to be seen. The birth staff at RUH were amazing, were above and beyond my care and stayed over there shifts couldn't ask for better care during such a difficult birth Postnatal midwife and health visitor have been fine and helpful but the doctors surgery have been difficult waited two hours with the new born to be seen and couldn't fit me in until baby was 9 weeks for the check so in the end had to arrange another apt to go through my concerns as couldn't wait.'*

*'My experience of the labour process with both of my children was one of being out of control and not listened to. On both occasions I requested pain relief (including an epidural) and did not get anything apart from gas and air until the last minute. Our midwife for our second child was newly qualified and so did not appear confident in what she said or did which made the process more anxiety provoking, I was also left without being checked/examined for over 6 hours as the ward was busy and apparently that was why I did get any pain relief. We have fed all of this back to birth reflections.'*

**Care and Treatment** mainly refer to care/treatment during Labour and postnatal care

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*'Midwives were lovely but I saw so many different ones each time. I had to explain my history each time – I had my first baby at 30 weeks (7 weeks in NICU care) was offered a consultants appointment which I kept chasing the various midwives only to finally find out the consultants appointment had been accidentally cancelled (not by me). Therefore saw the consultant too late into this second pregnancy. During my rapid labour a doctor was called for but no one was available. Midwives were brilliant with my anxiety.'*

*'Proper attention not given by midwives during labour resulting in problems with baby after birth. Labour was ultimately very traumatic and post-natal support was not provided to help both parents recover emotionally.'*

#### **4. Areas for improvement – action plan**

An action plan has been drafted and is awaiting approval from the Women and Children's Divisional Board.

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## Tables of Results

Table 1: Section B. Care While You Were Pregnant

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
B4. Were you offered any of the following choices about where to have your baby?	141	4.9	Better	4.6	
B6. Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	119	7.9		7.9	
B7. During your pregnancy were you given a choice about where your antenatal check-ups would take place?	135	2.8		3.0	
B9. During your antenatal check-ups, did the midwives appear to be aware of your medical history?	137	5.8	Worse	5.7	
B10. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	142	9.0		8.9	
B11. During your antenatal check-ups, did the midwives listen to you?	140	9.3		9.0	
B12. During your antenatal check-ups, did a midwife ask you how you were feeling emotionally?	139	8.1		7.6	
B13. During your pregnancy, did you have a telephone number for a midwife or midwifery team that you could contact?	141	10.0		9.8	
B14. During your pregnancy, if you contacted a midwife, were you given the help you needed?	127	9.1		9.2	
B15. Thinking about your antenatal care, were you spoken to in a way you could understand?	140	9.4		9.5	



Table 1: Section B. Care While You Were Pregnant (*continued*)

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
B16. Thinking about your antenatal care, were you involved enough in decisions about your care?	139	9.1		9.1	
B17. During your pregnancy did midwives provide relevant information about feeding your baby?	124	7.3			

Table 2: Section C. Your Labour and the Birth of Your Baby

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
C1. At the very start of your labour, did you feel that you were given appropriate advice and support when you contacted a midwife or the hospital?	127	9.4	Better	9.4	
C3. During your labour, were you able to move around and choose the position that made you most comfortable?	127	8.1		8.1	
C10. Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	159	9.7		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?	166	9.8		9.9	
C12. Did the staff treating and examining you introduce themselves?	164	9.3		9.5	
C14. Were you (and / or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	159	7.8		8.5	
C15. If you raised a concern during labour and birth, did you feel that it was taken seriously?	93	8.2		8.8	
C16. If you needed attention during labour and birth, were you able to get a member of staff to help you within a reasonable time?	150	9.0		9.2	
C17. Thinking about your care during labour and birth, were you spoken to in a way you could understand?	168	9.6		9.6	
C18. Thinking about your care during labour and birth, were you involved enough in decisions about your care?	164	8.8		8.7	

Table 2: Section C. Your Labour and the Birth of Your Baby (*continued*)

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
C19. Thinking about your care during labour and birth, were you treated with respect and dignity?	166	9.5		9.7	
C20. Did you have confidence and trust in the staff caring for you during your labour and birth?	167	9.3		9.2	

Table 3: Section D. Care in Hospital

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
D2. Looking back, do you feel that the length of your stay in hospital after the birth was...	159	7.3		7.0	
D3. On the day you left hospital, was your discharge delayed for any reason?	162	5.2		5.6	
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?	150	7.1		7.7	
D6. Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	160	8.0		8.2	
D7. Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	161	9.0	<b>Better</b>	9.0	
D8. Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted?	151	9.1		9.2	
D9. Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	161	9.1		8.9	

Table 4: Section E. Feeding Your Baby

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
E2. Were your decisions about how you wanted to feed your baby respected by midwives?	145	9.3		9.1	
E3. Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?	134	6.4		6.4	
E4. Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?	139	7.8		7.8	

Table 5: Section F. Care at Home After the Birth

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
F1. Were you given a choice about where your postnatal care would take place?	135	4.1		4.8	
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?	144	9.8		10.0	
F3. If you contacted a midwife were you given the help you needed?	97	9.3	Better	9.2	
F7. Would you have liked to have seen a midwife...	141	7.5		7.8	
F8. Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?	126	6.0	Worse	7.3	↓
F9. Did you feel that the midwife or midwives that you saw always listened to you?	143	8.4		8.4	
F10. Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?	119	8.2		8.2	
F11. Did you have confidence and trust in the midwives you saw after going home?	139	8.3		8.4	
F13. Did a midwife or health visitor ask you how you were feeling emotionally?	146	9.9		9.6	
F14. Were you given enough information about your own physical recovery after the birth?	143	6.4		6.8	
F15. 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?	122	7.5		8.1	

Table 5: Section F. Care at Home After the Birth (*continued*)

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
F16. If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?	50	6.6		8.0	
F17. 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?	137	8.4		8.6	
F18. Were you given enough information about any emotional changes you might experience after the birth?	136	7.4		7.4	
F19. Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?	125	7.9		8.0	
F20. Were you given information or offered advice from a health professional about contraception?	133	9.0			
F21. 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)	137	9.3		9.8	

Table 6: Section Scores

Section	2018 Score	Band
1. The start of care in your pregnancy	6.4	Better
2. Antenatal check-ups	7.0	
3. During your pregnancy	9.0	
4. Labour and birth	9.2	Better
5. Staff	8.9	
6. Care in hospital after the birth	7.8	
7. Feeding	7.8	
8. Care at home after the birth	7.9	