

Report to:	Public Board of Directors	Agenda item:	7
Date of Meeting:	26 February 2020		

Title of Report:	National Maternity Survey results 2019
Status:	For information
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Appendices	Appendix A: CQC benchmark survey

1. Executive Summary of the Report

This report provides a summary of the Trust results of the Care Quality Commission (CQC) Maternity Survey 2019. The survey involved 126 NHS trusts in England that provide maternity services. Women were eligible for the survey if they had a live birth in February 2019 and were aged 16 years or over at the time of giving birth.

325 service users were eligible to respond to the survey and 161 responses were completed giving a response rate for the Trust of 50%. This is higher than the national average response rate of 37%.

The 2019 benchmarked survey showed that the Trust scored:

- **Better** on 1 question
- **Worse** on 4 questions
- **About the same** for the remaining 43 questions

In 2018, the Trust scored:

- Better on 4 questions
- Worse on 2 questions
- About the same for the remaining questions

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 were published on the CQC website on 28th January 2020.

2. Recommendations (Note, Approve, Discuss)

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

3.	Legal / Regulatory Implications
<p>The Trust is legally required to meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> <p>The Trust is currently registered with the CQC with no conditions applied. Care Quality Commission (CQC) Registration 2014/15</p> <p>NHLSA Standard 2: Learning from Experience</p>	
4.	Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)
<p>A failure to demonstrate systematic quality improvement in the delivery of patient care could risk the Trust's registration with the CQC.</p>	
5.	Resources Implications (Financial / staffing)
<p>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.</p>	
6.	Equality and Diversity
<p>Ensures compliance with the Equality Delivery System (EDS).</p>	
7.	References to previous reports
<p>Maternity Survey results report to Management Board and the Board of Directors January 2019.</p>	
8.	Freedom of Information
<p>This report is not exempt from publication.</p>	

Care Quality Commission (CQC) Maternity Survey 2019

1. Background

The **CQC survey 2019** results are based on the responses of 161 mothers who gave birth at the Trust in February 2019. The response rate was 50% which is above the national average rate of 37%.

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.

Following consultation with stakeholders and analysis of the 2018 survey results, 11 new questions were added to the 2019 questionnaire, 9 questions were removed, and 41 pre-existing questions were amended.

The Care Quality Commission (CQC) Maternity Survey 2019 **results were published on the CQC website on 28th January 2020.**

2. National benchmarking

The approach used to analyse trust variation focused on identifying significantly higher levels of better or worse experience **across the entire survey.**

There were **three trusts flagged as ‘much better than expected’:**

- City Hospitals Sunderland NHS Foundation Trust
- The Newcastle upon Tyne Hospitals NHS Foundation Trust
- Lancashire Teaching Hospitals NHS Foundation Trust

Furthermore, there were **six trusts identified as ‘better than expected’:**

- Yeovil District Hospital NHS Foundation Trust
- Taunton and Somerset NHS Foundation Trust
- Mid Cheshire Hospitals NHS Foundation Trust
- North Cumbria University Hospitals NHS Trust
- Leeds Teaching Hospitals NHS Trust
- United Lincolnshire Hospitals NHS Trust

Three trusts were categorised as **‘worse than expected’:**

- The Hillingdon Hospitals NHS Foundation Trust
- Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust
- Mid Yorkshire Hospitals NHS Trust

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There were three trusts categorised as ‘**much worse than expected**’ when all questions were analysed simultaneously:

- Barts Health NHS Trust
- University Hospitals Birmingham NHS Foundation Trust
- Sandwell and West Birmingham Hospitals NHS Trust

3. RUH benchmarked results

The CQC benchmarked results are attached at **Appendix A**.

The Trust results were **better than most Trusts for 1 question**

- Did the staff treating and examining you introduce themselves?

There were **4 questions where the results were worse than most Trusts:**

- During your antenatal check-ups, did your midwives appear to be aware of your medical history?
- During your antenatal check-ups did your midwives listen to you?
- During your pregnancy, did you have a telephone number for a member of the midwifery team that you could contact?
- Did the midwife or midwifery team that you saw appear to be aware of the medical history of you and your baby?

The Trust was about the same for 43 questions.

4. Question comments

Women were invited to provide additional comments on their maternity care and these have been analysed and detailed in the graph below. 226 comments were received. Many of the comments included positive and negative feedback and were categorised into the 9 areas shown in table 1 below.

Category	Positive	Neutral	Negative	Total
Attitudes and behaviour	28	1	7	36
Care and Treatment	42	8	19	69
Communication	11	15	27	53
Cleanliness	2			2
Food	1			1
Facilities	6	1	5	12
Resources	30	7	14	51
Timeliness	3	1	21	25
Overall Experience	13		4	17
Total	136	33	97	266

Table 1

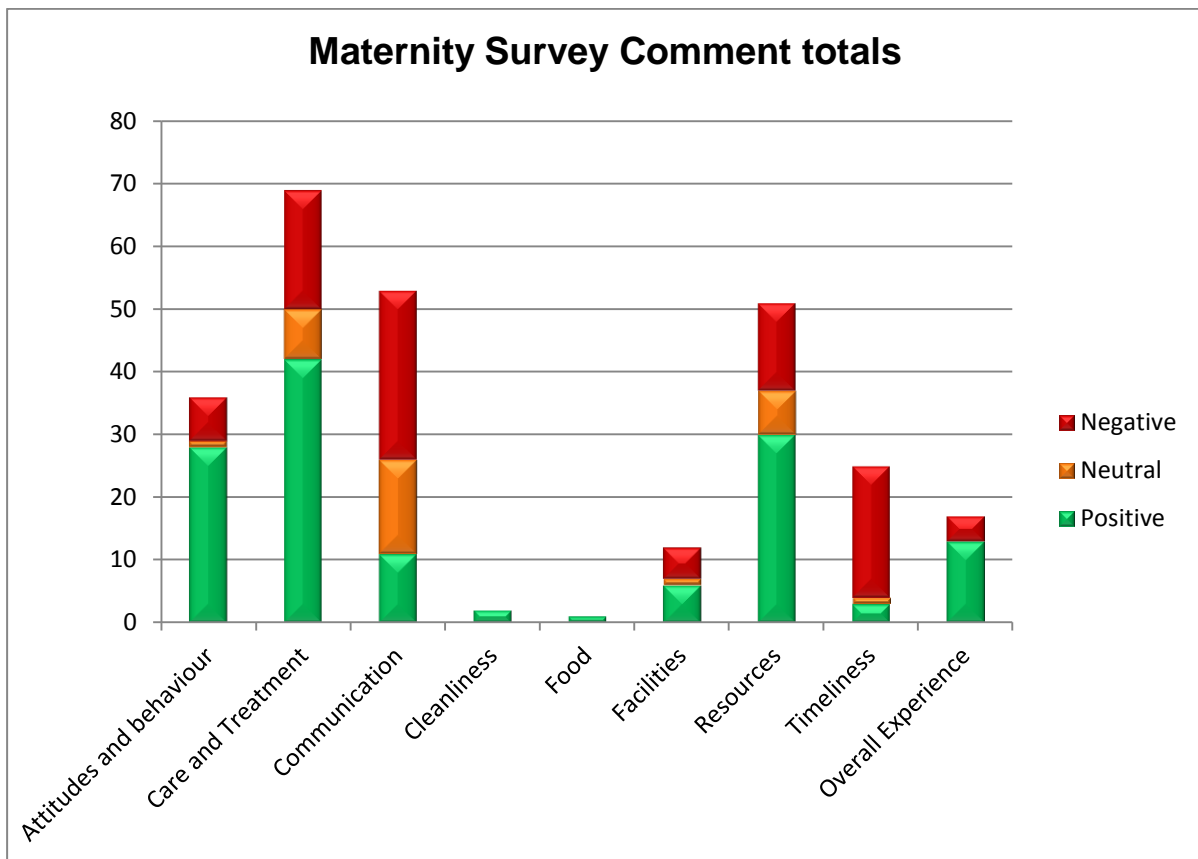


Table 2

4.1 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 of the 266 comments:

- **51% (136) of the total number of comments were positive**, of these the categories with highest % of positive comments were:
 - **Care and Treatment - 31% (43)**
‘All I can say is the Chippenham Birthing Centre is amazing. The team are so knowledgeable, welcoming and it's like a home from home! I had both my babies at Chippenham, which resulted in a transfer to Bath RUH and the second I managed to stay at Chippenham. Both experiences were excellent and I couldn't recommend the unit or the staff enough. They all do a truly amazing job.’
 - **Resources – 22% (30)**
I received fantastic care from the hospital antenatal team. Due to circumstances, the team involved the anaesthetist to discuss options with me. He was fantastic and luckily he was on duty when I needed to have the C-section. He

remembered my care and this gave my husband and I great faith. The whole team for the C-section were brilliant. Friendly yet professional, a really caring team. The labour ward were so accommodating.

- **Attitudes and behaviour – 20% (28)**

'I had a much better experience this time around compared to my previous pregnancy/birth/aftercare. I could not fault any of the midwives/health professionals. They have been amazing! I needed extra support due to personal circumstances, which I received in a friendly, professional manner. It restored my faith as with my first I was let down in all aspects!'

- **36% (97) of the total number of comments were negative**, of these the categories with the highest % of negative comments were:

- **Communication – 28% (27)** e.g. lack of/no communication, not listened to, conflicting information, misinformation, incorrect information, poor communication, records not used

'To be honest, we found the aftercare at the hospital disappointing. There was a lot of conflicting advice from the midwives on duty with each having very different opinions on how to do things with no consistency. This doesn't help build confidence as a new mum as sometimes it felt like you were doing things wrong depending who was on duty. The pressure to breastfeed was also overwhelming. Again, each midwife had different views on best way to breastfeed which wasn't helpful'

'Midwife during labour didn't listen to pain levels or give me pain relief requested. She left the room for an hour after breaking my waters and my labour progressed very quickly. Didn't feel listened to at all or have the birth I would have liked, e.g. calm as she left the room to get a senior midwife when I was pushing'

- **Timeliness – 22% (21)** e.g. waiting to be checked on, waiting for appointments / discharge, action taken later than expected
'Midwife care was brilliant, but very rarely saw same midwife more than once. Delivery at RUH Bath and care from midwife Nina was incredible. After care on Mary Ward was not as good, felt left with no help, had to buzz for help every few hours.'

- **Care and Treatment – 20% (19)** e.g. late care or treatment, lack of care or treatment / support

'I would like to say that the labour team at RUH, Bath were fantastic and although nothing went to plan, I felt in control the whole time. However, the same can't be said postnatally. There was very little care or support and I felt a little abandoned (maybe because I went to the ward quite late). I had been prepped for a caesarean so had no feeling in my body overnight but was not

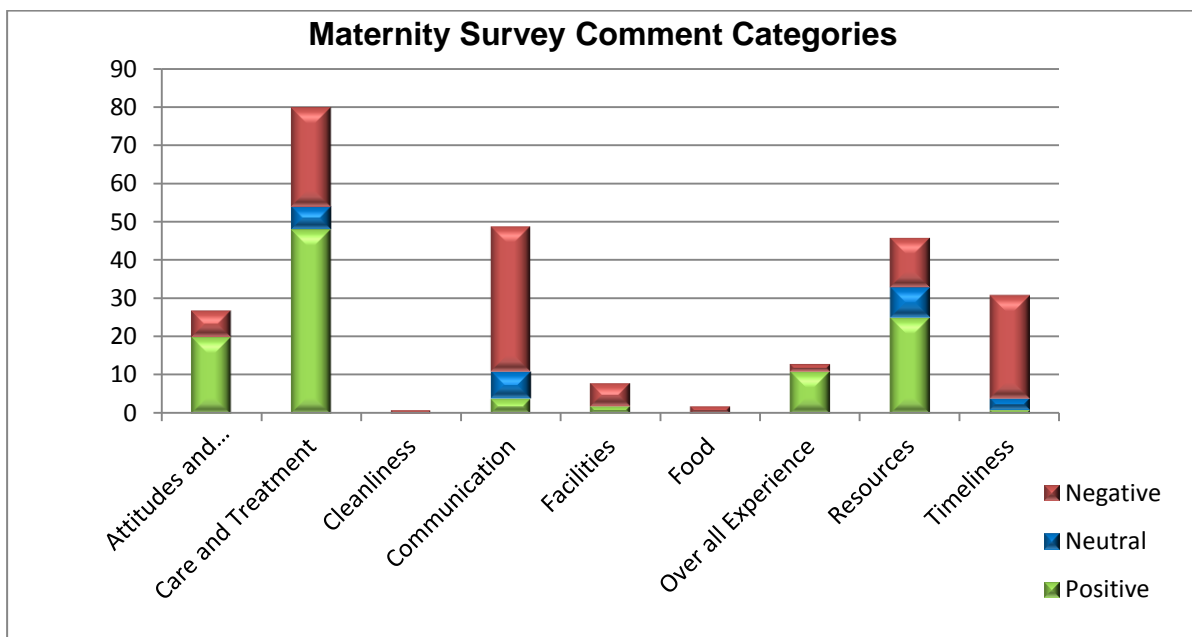
even given/shown the call button and woke up in a pool of urine/blood as no one had checked on me. The whole time on the ward was pretty unpleasant'

'I didn't get pain relief when I was on the ward. Had to wait over six hours for Paracetamol so ended up discharging myself. I was on antibiotics with suspected sepsis so thought I would have had better care after birth, sadly not the case.'

- **12% (33) of the total number of comments were Neutral** (includes suggestions for improvement) of these the category with the highest number of comments was:

- Communication – 45%

'All care was excellent. However, saw different doctors and midwives on each visit. I did not mind but meant explaining my history each time. Sometimes resulted in different opinions and routes for pregnancy and labour. Very lucky to have such great care and service from our NHS.'



Graph 1

5. Areas for improvement – action plan

5.1 During your antenatal check-up, did your midwives appear to be aware of your medical history?

- Develop continuity of carer teams
- Develop and disseminate a robust teaching session around completion of maternity records
- Ensure all staff working on the postnatal ward use the SBAR (situation, background, assessment, recommendation) tool as a means of communication.

Currently 3 Continuation of Carer teams have been established. This will ensure women see a small group of midwives (1-6 throughout their pregnancy, birth and post-natal period. Further teams are being developed.

5.2 During your antenatal check-ups, did your midwives listen to you?

- Develop communications skills to include development of a video based scenario for teams to have access to.

5.3 During your pregnancy, did you have a telephone number for a member of the midwifery team that you could contact?

- Education to all community staff around where to document contact details took place in 2019)
- Hand held maternity notes have area to be completed for contact details.
- Audit to be completed January 2020

The above actions will be monitored by the Women and Children’s Divisional Board.

Recommendations

The Board of Directors are requested to note the areas of good practice highlighted in the report and agree the areas recommended for improvement.

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Results for Royal United Hospitals Bath NHS Foundation Trust: Executive Summary

Respondents and response rate

- 161 Royal United Hospitals Bath NHS Foundation Trust maternity service users responded to the survey
- The response rate for Royal United Hospitals Bath NHS Foundation Trust was 50%

Banding

Your trust's results were better than most trusts for **1** questions.

C13. Did the staff treating and examining you introduce themselves?

Your trust's results were worse than most trusts for **4** questions.

B8. During your antenatal check-ups, did your midwives appear to be aware of your medical history?

B10. During your antenatal check-ups, did your midwives listen to you?

B14. During your pregnancy, did you have a telephone number for a member of the midwifery team that you could contact?

F7. Did the midwife or midwifery team that you saw appear to be aware of the medical history of you and your baby?

Your trust's results were about the same as other trusts for **43** questions.

Comparisons with last year's survey

Your trust's results were significantly higher ↑ this year for **2** questions.

D2. On the day you left hospital, was your discharge delayed for any reason?

F1. Were you given a choice about where your postnatal care would take place?

Your trust's results were significantly lower ↓ this year for **3** questions.

B9. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?

B10. During your antenatal check-ups, did your midwives listen to you?

B14. During your pregnancy, did you have a telephone number for a member of the midwifery team that you could contact?

There were no statistically significant differences between last year's and this year's results for **24** questions.

Tables of Results

Table 1: Section 1. The start of your care in pregnancy

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
B4. Were you offered any of the following choices about where to have your baby?	108	5.9			
B6. Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	134	7.6			

Table 2: Section 2. Antenatal check-ups

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
B8. During your antenatal check-ups, did your midwives appear to be aware of your medical history?	134	5.8	Worse	5.8	
B9. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	137	8.4		9.0	↓
B10. During your antenatal check-ups, did your midwives listen to you?	138	8.6	Worse	9.3	↓
B11. During your antenatal check-ups, did your midwife ask you about your mental health?	134	8.0			

Table 3: Section 3. During your pregnancy

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
B14. During your pregnancy, did you have a telephone number for a member of the midwifery team that you could contact?	133	8.6	Worse	10.0	↓
B15. During your pregnancy, if you contacted a midwifery team, were you given the help you needed?	131	8.8		9.1	
B16. Thinking about your antenatal care, were you spoken to in a way you could understand?	138	9.5		9.4	
B17. Thinking about your antenatal care, were you involved in decisions about your care?	133	9.0			
B18. During your pregnancy did midwives provide relevant information about feeding your baby?	135	6.8			

Table 4: Section 4. Your labour and birth

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
C1. At the start of your labour, did you feel that you were given appropriate advice and support when you contacted a midwife or the hospital?	118	9.0		9.4	
C2. During your labour, did staff help to create a more comfortable atmosphere for you in a way you wanted?	122	7.6			
C11. Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	143	9.6			
C12. 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?	154	9.8		9.8	

Table 5: Section 5. Staff caring for you

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
C13. Did the staff treating and examining you introduce themselves?	156	9.6	Better	9.3	
C15. Were you (and / or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	159	8.3		7.8	
C16. If you raised a concern during labour and birth, did you feel that it was taken seriously?	92	8.5		8.2	
C17. During labour and birth, were you able to get a member of staff to help you when you needed it?	148	9.1			
C18. Thinking about your care during labour and birth, were you spoken to in a way you could understand?	160	9.6		9.6	
C19. Thinking about your care during labour and birth, were you involved in decisions about your care?	156	8.8			
C20. Thinking about your care during labour and birth, were you treated with respect and dignity?	160	9.6		9.5	
C21. Did you have confidence and trust in the staff caring for you during your labour and birth?	159	9.2		9.3	
C22. After your baby was born, did you have the opportunity to ask questions about your labour and the birth?	141	6.6			

Table 6: Section 6. Care in hospital after the birth

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
D2. On the day you left hospital, was your discharge delayed for any reason?	156	6.5		5.2	↑
D4. If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you when you needed it?	145	7.6			
D5. Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	157	7.7		8.0	
D6. Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	158	8.6		9.0	
D7. 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?	149	9.3		9.1	
D8. Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	155	9.1		9.1	

Table 7: Section 7. Feeding your baby

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
E2. Were your decisions about how you wanted to feed your baby respected by midwives?	140	9.3		9.3	
E3. Did you feel that midwives and other health professionals took your personal circumstances into account when giving advice about feeding your baby?	129	8.0			
E4. Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?	129	8.0		7.8	

Table 8: Section 8. Care at home after birth

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
F1. Were you given a choice about where your postnatal care would take place?	120	5.5		4.1	↑
F2. When you were at home after the birth of your baby, did you have a telephone number for a midwifery or health visiting team that you could contact?	137	9.6			
F3. If you contacted a midwifery or health visiting team were you given the help you needed?	98	8.8			
F6. Would you have liked to have seen a midwife... (more often)	135	7.1		7.5	
F7. Did the midwife or midwifery team that you saw appear to be aware of the medical history of you and your baby?	124	6.3	Worse	6.0	
F8. Did you feel that the midwife or midwifery team that you saw always listened to you?	135	8.3		8.4	
F9. Did the midwife or midwifery team that you saw take your personal circumstances into account when giving you advice?	127	8.2			
F10. Did you have confidence and trust in the midwife or midwifery team you saw after going home?	135	8.1		8.3	
F12. Did a midwife or health visitor ask you about your mental health?	135	9.5			
F13. Were you given information about any changes you might experience to your mental health after having your baby?	135	7.4			

Table 8: Section 8. Care at home after birth (*continued*)

Question	Respondents	2019 Score	2019 Band	2018 Score	Change from 2018
F14. Were you told who you could contact if you needed advice about any changes you might experience to your mental health after the birth?	118	8.7			
F15. Were you given information about your own physical recovery after the birth?	136	6.5			
F16. 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?	121	7.3		7.5	
F17. If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?	47	6.7		6.6	
F18. 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?	128	8.1		8.4	

Table 9: Section Scores

Section	2018 Score	Band
1. The start of your care in your pregnancy	6.7	
2. Antenatal check-ups	7.7	
3. During your pregnancy	8.5	
4. Your labour and birth	9.0	
5. Staff caring for you	8.8	
6. Care in hospital after the birth	8.1	
7. Feeding your baby	8.4	
8. Care at home after birth	7.7	

Table 10: Demographic Information

Characteristic	%
Total respondents	161
Response rate	50.0
Parity	
Primiparous	46.2
Multiparous	53.8
Age	
16-18	0.0
19-24	6.9
25-29	21.9
30-34	36.2
35+	35.0
Ethnicity	
White	92.5
Multiple ethnic groups	1.9
Asian or Asian British	2.5
Black or Black British	0.6
Arab or other ethnic group	0.0
Not known	2.5

Table 11: Demographic Information (Continued)

Characteristic	%
Religion	
No religion	58.8
Buddhist	0.0
Christian	36.9
Hindu	1.9
Jewish	0.0
Muslim	0.6
Sikh	0.0
Other religion	0.6
Prefer not to say	1.2
Sexuality	
Heterosexual/straight	98.7
Gay/lesbian	0.0
Bisexual	0.6
Other	0.0
Prefer not to say	0.6