

# National NHS patient survey programme

## Survey of women's experiences of maternity services 2013

### Full national results with 2010 comparisons

#### The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care in England.

#### Our purpose:

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

#### Our role:

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

#### Survey of women's experiences of maternity services 2013

To improve the quality of services that the NHS delivers, it is important to understand what service users think about their care and treatment. One way of doing this is by asking people who have recently used their local health services to tell us about their experiences. The 2013 survey of women's experiences of maternity services involved 137 NHS acute trusts in England. We received responses from more than 23,000 service users, a response rate of 46%. Women were eligible for the survey if they had a live birth during February 2013, were aged 16 years or older<sup>1</sup>, gave birth in a hospital, birth centre or maternity unit, or who had a home birth. NHS Trusts in England took part in the survey if they had a sufficient number of eligible women that give birth at their NHS trust during the sampling time frame.

Information drawn from the questions in the maternity survey will be considered by the Care Quality Commission (CQC) as part of Hospital Intelligent Monitoring. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The Trust Development Authority will use the results to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.

Similar surveys of maternity services were carried out in 2010 and 2007. They are part of a wider programme of NHS patient surveys which covers a range of topics including acute inpatient, outpatient, and A&E services, ambulances, and community mental health services. To find out more about our programme and the results from previous surveys, please see the links in the further information section.

#### Interpreting the tables

The tables present the national results for each question for 2010 and 2013. The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents' which is the number of people that the results are based on. Where the column for 2010 is missing, this means that we cannot compare the results, either because the question was not asked in 2010, or because the question wording and / or the response categories have been changed. As a consequence the results are no longer comparable because we do not know if any change is caused by alterations in the survey instrument or variation in service performance. Please see

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<sup>1</sup> Some trusts with a small number of women delivering in February would have also included women who gave birth in January 2013, one NHS trust included women who gave birth in March. For further details on women excluded from the survey, please see the survey guidance manual at: <http://www.nhssurveys.org/survey/1250>

Appendix 1 for a table detailing question comparability with 2010. The tables show all specific responses to a question. Responses such as 'don't know' or 'can't remember' are not shown, as these do not help evaluate performance. The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

At the end of the main tables are tables detailing any additional analysis and statistical significance for that analysis.

### **Filter questions**

Not all of the questions in the survey were answered by all respondents. Some questions were not applicable to all respondents: for example, if a respondent had fed their baby with either breast milk or breast and formula milk at E2 then they would be instructed to skip the next question about whether they had put the baby to the breast, and would go to question E4.

### **Multiple Response Questions**

The survey included seven questions with a response option to "tick all that apply" (B4, B8, C3, C5, C13, G4, G5). As some respondents ticked more than one option the percentage for each question is presented out of all those eligible to answer that question. This means that in some cases the total results add up to over 100%.

### **Statistical significance**

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2013 compared with the last time the survey was carried out in 2010.<sup>2</sup> A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. The final column of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change.

↑ shows that there has been a statistically significant increase in results

↓ shows that there has been a statistically significant decrease in results.

Where a cell in the final two columns is blank, there has been no statistically significant change.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen for question A3 'Before I was 37 weeks pregnant' where the proportion of respondents is 7% in 2010 and 2013, yet there is an arrow indicating a significant change. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

### **Notes on specific questions**

The following questions were not answered by women who had a planned caesarean:

**C1, C2, C3, C4, and C5.**

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<sup>2</sup> We used a z-test to compare data between 2010 and 2013. Results are based on two-sided tests with a significance level of 0.05

The following questions were not answered by women who had a caesarean:

**C8 and C9**

**Question C5:** The question was not answered by women whose choice of pain relief did not change.

**Question C13:** The question is compared with 2010 based only on the 'not at all' response, as the other response options were altered during the survey development.

The following questions were not answered by women who had a home birth and did not go to hospital: **D1, D2, D3, D4, D5 and D6.**

**Question E3:** The question was answered only by women who did not breastfeed.

The following questions were not answered by women who did not see a midwife postnatally: **F4, F5, F6, F7, F8, F9, F10 and F11**

**Question G3:** The question was answered only by those who have had a previous pregnancy.

**Question G5:** The question was answered only by those with a long-standing condition.

### **Further information**

The full national results for the 2013 survey are on the CQC website, together with an A to Z list to view the results for each trusts labour and birth questions, and the technical document outlining the methodology and the scoring applied to each question:  
[www.cqc.org.uk/PatientSurveyMaternity2013](http://www.cqc.org.uk/PatientSurveyMaternity2013)

The results for the 2007 and 2010 surveys can be found on the NHS surveys website at:  
<http://www.nhssurveys.org/surveys/299>

Full details of the methodology for the survey can be found at:  
[www.nhssurveys.org/](http://www.nhssurveys.org/)

More information about the attribution exercise can be found at:  
[www.nhssurveys.org/](http://www.nhssurveys.org/)

More information on the programme of NHS patient surveys is available at:  
[www.cqc.org.uk/public/reports-surveys-and-reviews/surveys](http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys)

## SECTION A. DATES AND YOUR BABY

### A1 Did you give birth to a single baby, twins or more in your most recent pregnancy?

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
A single baby	98%	98%	
Twins	2%	2%	
Triplets, quads or more	0%	0%	
Number of respondents	25363	23046	

Answered by all

### A2 What time was your baby born?

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Early morning (12:01am-6:00am)	25%	25%	
Morning (6:01am-12:00 noon)	27%	27%	
Afternoon (12:01pm-6:00pm)	25%	25%	
Evening / Night (6:01pm-12:00 midnight)	23%	23%	
Number of respondents	25270	22946	

Answered by all

### A3 Roughly how many weeks pregnant were you when your baby was born?

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Before I was 37 weeks pregnant	7%	7%	↓
When I was 37 weeks pregnant or more	93%	93%	↑
Number of respondents	25305	22988	

Answered by all

## SECTION B. CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

### The start of your care in pregnancy

**B1 Who was the first health professional you saw when you thought you were pregnant?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
GP / family doctor	71%	63%	↓
Midwife	24%	32%	↑
Other	5%	5%	↑
Number of respondents	25291	22982	

Answered by all

**B2 Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
When I was 0 to 6 weeks pregnant	54%	53%	↓
When I was 7 to 12 weeks pregnant	41%	44%	↑
When I was 13 or more weeks pregnant	5%	4%	↓
Number of respondents	24847	22704	

Answered by all

**B3 Roughly how many weeks pregnant were you when you had your 'booking' appointment (the appointment where you were given your pregnancy notes)?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
When I was 0 to 7 weeks pregnant	17%	18%	
When I was 8 or 9 weeks pregnant	36%	42%	↑
When I was 10 or 11 weeks pregnant	22%	22%	
When I was 12 weeks pregnant	14%	11%	↓
When I was 13 or more weeks pregnant	11%	8%	↓
Number of respondents	23154	21614	

Answered by all

**B4 Were you offered any of the following choices about where to have your baby?**

	Year of survey
	2013
I was offered a choice of hospitals	60%
I was offered a choice of giving birth in a midwife led unit or birth centre	35%
I was offered a choice of giving birth in a consultant led unit	16%
I was offered a choice of giving birth at home	38%
I was not offered any choices	18%
Number of respondents	19961

Answered by all

**B5 Before your baby was born, did you plan to have a home birth?**

	Year of survey
	2013
Yes	4%
No	96%
Number of respondents	23013

Answered by all

**B6 Did you get enough information from either a midwife or doctor to help you decide where to have your baby?**

	Year of survey
	2013
Yes, definitely	55%
Yes, to some extent	29%
No	16%
Number of respondents	17707

Answered by all

**Antenatal check-ups**

**B7 During your pregnancy were you given a choice about where your antenatal check-ups would take place?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes	25%	28%	↑
No	75%	72%	↓
Number of respondents	24030	21725	

Answered by all

**B8 Which of the following health professionals did you see for your antenatal check-ups?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Midwife	96%	98%	↑
GP (family doctor)	21%	18%	↓
Hospital doctor (e.g. a consultant)	38%	42%	↑
Other	1%	2%	
Number of respondents	25087	22942	

Answered by all

**B9 If you saw a midwife for your antenatal check-ups, did you see the same one every time?**

	Year of survey
	2013
Yes	34%
Yes, but would have preferred not to	1%
No, but I wanted to	28%
No, but I did not mind	37%
Number of respondents	22422

Answered by all

**B10 During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?**

	Year of survey
	2013
Yes, always	74%
Yes, sometimes	22%
No	4%
Number of respondents	22929

Answered by all

**B11 During your antenatal check-ups, did the midwives listen to you?**

	Year of survey
	2013
Yes, always	79%
Yes, sometimes	19%
No	2%
Number of respondents	22902

Answered by all

**B12 During your pregnancy, did you have a telephone number for a midwife or midwifery team that you could contact?**

	Year of survey
	2013
Yes	97%
No	3%
Number of respondents	22839

Answered by all

**B13 If you contacted a midwife, were you given the help you needed?**

	Year of survey
	2013
Yes, always	74%
Yes, sometimes	20%
No	3%
No, as I was not able to contact a midwife	4%
Number of respondents	18236

Answered by all

**B14 Thinking about your antenatal care, were you spoken to in a way you could understand?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, always	83%	88%	↑
Yes, sometimes	15%	11%	↓
No	2%	1%	↓
Number of respondents	25198	22891	

Answered by all

**B15 Thinking about your antenatal care, were you involved enough in decisions about your care?**

	Year of survey	Year of survey	Significant change between 2010 and 2013
	2010	2013	
Yes, always	74%	77%	↑
Yes, sometimes	22%	19%	↓
No	4%	4%	
Number of respondents	24859	22435	

Answered by all

## SECTION C. YOUR LABOUR AND THE BIRTH OF YOUR BABY

**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?**

	Year of survey
	2013
Yes	85%
No	15%
Number of respondents	17647

Answered by those who did not have a planned caesarean

**C2 During your labour, were you able to move around and choose the position that made you most comfortable?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, most of the time	64%	71%	↑
Yes, sometimes	27%	21%	↓
No, not at all	9%	8%	↓
Number of respondents	19330	17090	

Answered by those who did not have a planned caesarean

**C3 During your pregnancy, what type of pain relief did you plan to use when giving birth?**

	Year of survey
	2013
Natural methods (e.g. hypnosis, breathing, massage)	34%
Water or a birthing pool	34%
TENS machine (with pads on your back)	20%
Gas and air (breathing through a mask)	75%
Injection of pethidine or a similar painkiller	21%
Epidural (injection in your back, given by an anaesthetist)	23%
I did not want to use pain relief	6%
I had not decided	9%
Number of respondents	20177

Answered by those who did not have a planned caesarean

**C4 Did the pain relief you used change from what you had originally planned?**

	Year of survey
	2013
Yes	52%
No	48%
Number of respondents	17175

Answered by those who did not have a planned caesarean

**C5 Why did you not use the choice of pain relief that you had originally planned to?**

	Year of survey
	2013
For medical reasons	31%
I changed my mind	16%
I did not need to use the pain relief I had planned to use	9%
There was not time to use my planned pain relief	25%
The pain relief I had planned to use did not work	17%
I was told there were not enough staff to provide my chosen pain relief	4%
I was not told why I could not have my choice of pain relief	4%
Other	14%
Total	8976

Answered by those whose pain relief changed from planned and those who did not have a planned caesarean

**C6 Where was your baby born?**

	Year of survey
	2013
At a consultant led unit in the hospital (please write in hospital name)	66%
In a birth centre/midwifery led unit (please write in hospital name if it was within the hospital or birth centre/unit)	31%
At home	2%
Other	1%
Number of respondents	20562

Answered by all

**C7 Thinking about the birth of your baby, what type of delivery did you have?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
A normal vaginal delivery	62%	60%	↓
An assisted vaginal delivery (e.g. with forceps or ventouse suction cup)	14%	14%	
A planned caesarean delivery	10%	11%	
An emergency caesarean delivery	15%	15%	
Number of respondents	25229	22835	

Answered by all

**C8 Where did you give birth?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
On a bed	88%	85%	↓
On the floor	4%	5%	
In a water or birthing pool	5%	8%	↑
Other	2%	2%	
Number of respondents	19100	17080	

Answered by those who did not have a caesarean

**C9 What position were you in when your baby was born?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Sitting / sitting supported by pillows	18%	18%	
On my side	5%	5%	↑
Standing, squatting or kneeling	13%	16%	↑
Lying flat / lying supported by pillows	32%	26%	↓
Lying with legs in stirrups	30%	32%	↑
Other	3%	3%	↑
Number of respondents	18945	16983	

Answered by those who did not have a caesarean

**C10 Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?**

	Year of survey
	2013
Yes	90%
Yes, but I did not want this	1%
No	10%
Number of respondents	20246

Answered by all

**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?**

	Year of survey
	2013
Yes	95%
No	5%
Number of respondents	22416

Answered by all

**C12 Did the staff treating and examining you introduce themselves?**

	Year of survey
	2013
Yes, all of the staff introduced themselves	83%
Some of the staff introduced themselves	16%
Very few or none of the staff introduced themselves	2%
Number of respondents	22487

Answered by all

**C13 Were you and/or your partner or a companion left alone by midwives or doctors at a time when it worried you?**

	Year of survey
	2013
Yes, during early labour	13%
Yes, during the later stages of labour	9%
Yes, during the birth	2%
Yes, shortly after the birth	9%
No, not at all	75%
Number of respondents	22764

Answered by all

**C13 Were you and/or your partner or a companion left alone by midwives or doctors at a time when it worried you?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
No, not at all	78%	75%	↓
Number of respondents	25018	22764	

Answered by all

**C14 If you raised a concern during labour and birth, did you feel that it was taken seriously?**

	Year of survey
	2013
Yes	81%
No	19%
Number of respondents	13859

Answered by all

**C15 If you used the call button how long did it usually take before you got the help you needed?**

	Year of survey
	2013
0 minutes/right away	26%
1 – 5 minutes	56%
6 – 10 minutes	11%
11 – 20 minutes	3%
Over 20 minutes	2%
I never got help when I used the call button	1%
Number of respondents	11098

Answered by all

**C16 Thinking about your care during labour and birth, were you spoken to in a way you could understand?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, always	84%	87%	↑
Yes, sometimes	14%	12%	↓
No	2%	2%	↓
Number of respondents	25178	22725	

Answered by all

**C17 Thinking about your care during labour and birth, were you involved enough in decisions about your care?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, always	71%	74%	↑
Yes, sometimes	23%	21%	↓
No	6%	5%	↓
Number of respondents	24746	22177	

Answered by all

**C18 Thinking about your care during labour and birth, were you treated with respect and dignity?**

	Year of survey
	2013
Yes, always	85%
Yes, sometimes	12%
No	3%
Number of respondents	22756

Answered by all

**C19 Did you have confidence and trust in the staff caring for you during your labour and birth?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, definitely	73%	78%	↑
Yes, to some extent	23%	19%	↓
No	4%	3%	↓
Number of respondents	25201	22820	

Answered by all

**SECTION D. CARE IN HOSPITAL AFTER THE BIRTH (POSTNATAL CARE)**

**D1 How long did you stay in hospital after your baby was born?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Up to 12 hours	16%	17%	↑
More than 12 hours but less than 24 hours	20%	19%	
1 to 2 days	35%	37%	↑
3 to 4 days	21%	18%	↓
5 or more days	8%	9%	↑
Number of respondents	24491	22492	

Answered by all who went to hospital

**D2 Looking back, do you feel that the length of your stay in hospital after the birth was...**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Too long?	16%	16%	
Too short?	12%	12%	
About right?	72%	72%	
Number of respondents	23942	21518	

Answered by all who went to hospital

**D3 Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, always	53%	59%	↑
Yes, sometimes	36%	30%	↓
No	11%	11%	
Number of respondents	24489	22395	

Answered by all who went to hospital

**D4 Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, always	63%	66%	↑
Yes, sometimes	31%	28%	↓
No	7%	6%	↓
Number of respondents	24473	22444	

Answered by all who went to hospital

**D5 Thinking about your stay in hospital, how clean was the hospital room or ward you were in?**

	Year of survey
	2013
Very clean	63%
Fairly clean	32%
Not very clean	3%
Not at all clean	1%
Number of respondents	22389

Answered by all who went to hospital

**D6 Thinking about your stay in hospital, how clean were the toilets and bathrooms you used?**

	Year of survey
	2013
Very clean	52%
Fairly clean	38%
Not very clean	7%
Not at all clean	2%
Number of respondents	22421

Answered by all who went to hospital

**SECTION E. FEEDING YOUR BABY**

**E1 During your pregnancy did midwives provide relevant information about feeding your baby?**

	Year of survey
	2013
Yes, definitely	61%
Yes, to some extent	30%
No	10%
Number of respondents	21277

Answered by all

**E2 In the first few days after the birth how was your baby fed?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Breast milk (or expressed breast milk only)	59%	59%	
Both breast and formula (bottle) milk	19%	21%	↑
Formula (bottle) milk only	22%	20%	↓
Number of respondents	25196	22854	

Answered by all

**E3 Did you ever put your baby to the breast (even if it was only once)?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes	24%	26%	
No	76%	74%	
Number of respondents	4433	3110	

Answered by those who did not breastfeed

**E4 Were your decisions about how you wanted to feed your baby respected by midwives?**

	Year of survey
	2013
Yes, always	81%
Yes, sometimes	15%
No	4%
Number of respondents	22709

Answered by all

**E5 Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?**

	Year of survey
	2013
Yes, always	54%
Yes, sometimes	26%
No	18%
I did not receive any advice	2%
Number of respondents	21283

Answered by all

**E6 Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?**

	Year of survey
	2013
Yes, always	61%
Yes, sometimes	28%
No	11%
Number of respondents	21394

Answered by all

**SECTION F. CARE AT HOME AFTER THE BIRTH**

**F1 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?**

	Year of survey
	2013
Yes	97%
No	3%
Number of respondents	22599

Answered by all

**F2 If you contacted a midwife were you given the help you needed?**

	Year of survey
	2013
Yes, always	77%
Yes, sometimes	18%
No	3%
No as I was not able to contact a midwife	2%
Number of respondents	13849

Answered by all

**F3 Since your baby's birth have you been visited at home by a midwife?**

	Year of survey
	2013
Yes	95%
Yes, but I had to contact them to ask them to visit	2%
No, I visited the midwife or saw a midwife in clinic	1%
No, I was not offered a visit	0%
No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU)	1%
No, for another reason	0%
Number of respondents	22903

Answered by all

**F4 Did you see the same midwife every time?**

	Year of survey
	2013
Yes	27%
Yes, but would have preferred not to	1%
No, but I wanted to	26%
No, but I did not mind	46%
Number of respondents	21667

Answered by all who saw a midwife postnatally

**F5 How many times in total did you see a midwife after you went home?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
1 – 2	22%	25%	↑
3 – 4	54%	53%	
5 – 6	18%	16%	↓
7 times or more	7%	6%	↓
Number of respondents	24614	22053	

Answered by all who saw a midwife postnatally

**F6 Would you have liked to have seen a midwife...**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
More often?	21%	21%	
Less often?	4%	4%	
I saw a midwife as much as I wanted	75%	75%	
Number of respondents	24844	22509	

Answered by all who saw a midwife postnatally

**F7 Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?**

	Year of survey
	2013
Yes	77%
No	23%
Number of respondents	21013

Answered by all who saw a midwife postnatally

**F8 Did you feel that the midwife or midwives that you saw always listened to you?**

	Year of survey
	2013
Yes, always	76%
Yes, sometimes	20%
No	3%
Number of respondents	22545

Answered by all who saw a midwife postnatally

**F9 Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?**

	Year of survey
	2013
Yes, always	74%
Yes, sometimes	22%
No	4%
Number of respondents	19444

Answered by all who saw a midwife postnatally

**F10 Did you have confidence and trust in the midwives you saw after going home?**

	Year of survey
	2013
Yes, definitely	71%
Yes, to some extent	25%
No	3%
Number of respondents	22481

Answered by all who saw a midwife postnatally

**F11 Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP? (Around 4-8 weeks after the birth)**

	Year of survey
	2013
Yes	91%
No	9%
Number of respondents	21744

Answered by all who saw a midwife postnatally

**F12 Did a midwife or health visitor ask you how you were feeling emotionally?**

	Year of survey
	2013
Yes	96%
No	4%
Number of respondents	22506

Answered by all

**F13 Were you given enough information about your own recovery after the birth?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, definitely	42%	61%	↑
Yes, to some extent	40%	30%	↓
No	18%	9%	↓
Number of respondents	24393	22587	

Answered by all

**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?**

	Year of survey
	2013
Yes, definitely	63%
Yes, to some extent	27%
No	11%
Number of respondents	19561

Answered by all

**F15 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?**

	Year of survey
	2013
Yes, definitely	70%
Yes, to some extent	25%
No	5%
Number of respondents	21860

Answered by all

**F16 Were you given enough information about any emotional changes you might experience after the birth?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes, definitely	42%	56%	↑
Yes, to some extent	37%	30%	↓
No	21%	14%	↓
Number of respondents	23511	21305	

Answered by all

**F17 Were you given information or offered advice from a health professional about contraception?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes	92%	90%	↓
No	8%	10%	↑
Number of respondents	24894	22419	

Answered by all

## SECTION G. YOU AND YOUR HOUSEHOLD

### G1 In what year were you born?

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
16-18	1%	1%	↓
19-24	13%	10%	↓
25-29	23%	23%	
30-34	33%	35%	↑
35 and over	29%	31%	↑
Number of respondents	25488	23077	

Answered by all – response data only

### G2 Have you had a previous pregnancy?

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
Yes	56%	59%	↑
No	44%	41%	↓
Number of respondents	25189	22574	

Answered by all

### G3 How many babies have you given birth to before this pregnancy?

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
None	10%	13%	↑
1-2	80%	79%	↓
3 or more	10%	9%	↓
Number of respondents	14231	13478	

Answered by all who had a previous pregnancy

**G4 Do you have any of the following long-standing conditions?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
I have a long-standing condition involving deafness or hearing impairment	1%	1%	
I have a long-standing condition involving blindness or partially sighted	0%	0%	
I have a long-standing condition involving a physical condition	2%	2%	↑
I have a long-standing condition involving a learning disability	1%	1%	
I have a long-standing condition involving a mental health condition	2%	3%	↑
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	2%	2%	
I do not have a long-standing condition	94%	92%	↓
Number of respondents	24155	22155	

Answered by all

**G5 Does this condition(s) cause you difficulty with any of the following?**

	Year of survey		Significant change between 2010 and 2013
	2010	2013	
This condition causes me difficulty with everyday activities that people of my age can usually do	26%	28%	
This condition causes me difficulty at work, in education, or training	17%	19%	
This condition causes me difficulty with access to buildings, streets, or transport vehicles	6%	6%	
This condition causes me difficulty with reading or writing	10%	6%	
This condition causes me difficulty with people's attitudes to me because of my condition	10%	16%	
This condition causes me difficulty with communicating, mixing with others, or socialising	17%	16%	
This condition causes me difficulty with other activities	10%	16%	
This condition does not cause me difficulty with any of these	50%	56%	
Number of respondents	1610	32	

Answered by those with a long-standing condition

**G6 What is your religion?**

	Year of survey
	2013
No religion	33%
Buddhist	1%
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	55%
Hindu	2%
Jewish	1%
Muslim	6%
Sikh	1%
Other	1%
I would prefer not to say	1%
Number of respondents	22842

Answered by all

**G7 Which of the following best describes how you think of yourself?**

	Year of survey
	2013
Heterosexual / straight	96%
Gay / lesbian	0%
Bisexual	1%
Other	1%
I would prefer not to say	3%
Number of respondents	22537

Answered by all

**G8 What is your ethnic group?**

	Year of survey
	2013
White	85%
Mixed	2%
Asian or Asian British	9%
Black or Black British	4%
Arab or Other Ethnic Group	1%
Number of respondents	22295

Answered by all - response data only

## Additional analysis

Additional analysis was carried out to include in the national report. The tables below detail the analysis that was carried out. The significant difference column displays whether the data in the multiparous column is significantly higher or lower than the primiparous column.

### B1 Who was the first health professional you saw when you thought you were pregnant?

	Primiparous	Multiparous	Significant difference?
GP / family doctor	68%	58%	↓
Midwife	25%	38%	↑
Other	7%	4%	↓
Number of respondents	11018	11725	

Answered by all

### B2 Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?

	Primiparous	Multiparous	Significant difference?
When I was 0 to 6 weeks pregnant	59%	47%	↓
When I was 7 to 12 weeks pregnant	38%	49%	↑
When I was 13 or more weeks pregnant	3%	4%	↑
Number of respondents	10882	11587	

Answered by all

### B3 Roughly how many weeks pregnant were you when you had your 'booking' appointment (the appointment where you were given your pregnancy notes)?

	Primiparous	Multiparous	Significant difference?
When I was 0 to 7 weeks pregnant	20%	16%	↓
When I was 8 or 9 weeks pregnant	43%	41%	↓
When I was 10 or 11 weeks pregnant	20%	24%	↑
When I was 12 weeks pregnant	10%	11%	
When I was 13 or more weeks pregnant	7%	8%	↑
Number of respondents	10333	11057	

Answered by all

**B4 Were you offered any of the following choices about where to have your baby?**

	Primiparous	Multiparous	Significant difference?
I was offered a choice of hospitals	57%	48%	↓
I was offered a choice of giving birth in a midwife led unit or birth centre	37%	25%	↓
I was offered a choice of giving birth in a consultant led unit	15%	12%	↓
I was offered a choice of giving birth at home	37%	30%	↓
I was not offered any choices	14%	16%	↑
I had no choices due to medical reasons	5%	13%	↑
Don't know	4%	4%	
Total	10998	11684	

Answered by all

**B6 Did you get enough information from either a midwife or doctor to help you decide where to have your baby?**

	Primiparous	Multiparous	Significant difference?
Yes, definitely	50%	60%	↑
Yes, to some extent	33%	25%	↓
No	18%	14%	↓
Number of respondents	9076	8441	

Answered by all

**B9 If you saw a midwife for your antenatal check-ups, did you see the same one every time?**

	Primiparous	Multiparous	Significant difference?
Yes	33%	35%	↑
Yes, but would have preferred not to	1%	1%	↓
No, but I wanted to	31%	25%	↓
No, but I did not mind	34%	39%	↑
Number of respondents	10772	11428	

Answered by all

**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?**

	Primiparous	Multiparous	Significant difference?
Yes	83%	88%	↑
No	17%	12%	↓
Number of respondents	9000	8476	

Answered by all

**C4 Did the pain relief you used change from what you had originally planned?**

	Primiparous	Multiparous	Significant difference?
Yes	62%	42%	↓
No	38%	58%	↑
Number of respondents	8751	8265	

Answered by all

**C5 Why did you not use the choice of pain relief that you had originally planned to?**

	Primiparous	Multiparous	Significant difference?
For medical reasons	38%	21%	↓
I changed my mind	19%	12%	↓
I did not need to use the pain relief I had planned to use	8%	12%	↑
There was not time to use my planned pain relief	17%	39%	↑
The pain relief I had planned to use did not work	21%	11%	↓
I was told there were not enough staff to provide my chosen pain relief	3%	5%	↑
I was not told why I could not have my choice of pain relief	3%	5%	↑
Other	14%	13%	
Total	5397	3496	

Answered by those whose pain relief changed from planned

**C7 Thinking about the birth of your baby, what type of delivery did you have?**

	Primiparous	Multiparous	Significant difference?
A normal vaginal delivery	50%	71%	↑
An assisted vaginal delivery (e.g. with forceps or ventouse suction cup)	23%	6%	↓
A planned caesarean delivery	6%	15%	↑
An emergency caesarean delivery	21%	9%	↓
Number of respondents	10964	11649	

Answered by all

**C9 What position were you in when your baby was born?**

	Primiparous	Multiparous	Significant difference?
Sitting / sitting supported by pillows	15%	20%	↑
On my side	4%	7%	↑
Standing, squatting or kneeling	10%	21%	↑
Lying flat / lying supported by pillows	19%	31%	↑
Lying with legs in stirrups	48%	17%	↓
Other	3%	3%	
Number of respondents	7973	8848	

Answered by those who did not have a caesarean

**C13 Were you and/or your partner or a companion left alone by midwives or doctors at a time when it worried you?**

	Primiparous	Multiparous	Significant difference?
Yes, during early labour	15%	11%	↓
Yes, during the later stages of labour	10%	9%	↓
Yes, during the birth	2%	2%	
Yes, shortly after the birth	9%	8%	↓
No, not at all	73%	77%	↑
Total	10952	11590	

Answered by all

**C17 Thinking about your care during labour and birth, were you involved enough in decisions about your care?**

	Primiparous	Multiparous	Significant difference?
Yes, always	71%	77%	↑
Yes, sometimes	23%	18%	↓
No	6%	5%	↓
Number of respondents	10639	11323	

Answered by all

**C18 Thinking about your care during labour and birth, were you treated with respect and dignity?**

	Primiparous	Multiparous	Significant difference?
Yes, always	84%	87%	↑
Yes, sometimes	13%	11%	↓
No	3%	3%	
Number of respondents	10933	11603	

Answered by all

**D1 How long did you stay in hospital after your baby was born?**

	Primiparous	Multiparous	Significant difference?
Up to 12 hours	9%	24%	↑
More than 12 hours but less than 24 hours	16%	22%	↑
1 to 2 days	40%	33%	↓
3 to 4 days	22%	14%	↓
5 or more days	13%	6%	↓
Number of respondents	10936	11332	

Answered by all who went to hospital

**D2 Looking back, do you feel that the length of your stay in hospital after the birth was...**

	Primiparous	Multiparous	Significant difference?
Too long?	18%	14%	↓
Too short?	13%	11%	↓
About right?	69%	75%	↑
Number of respondents	10361	10947	

Answered by all who went to hospital

**D3 Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?**

	Primiparous	Multiparous	Significant difference?
Yes, always	50%	67%	↑
Yes, sometimes	35%	26%	↓
No	15%	8%	↓
Number of respondents	10893	11285	

Answered by all who went to hospital

**D4 Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?**

	Primiparous	Multiparous	Significant difference?
Yes, always	61%	71%	↑
Yes, sometimes	32%	24%	↓
No	7%	5%	↓
Number of respondents	10914	11309	

Answered by all who went to hospital

**E1 During your pregnancy did midwives provide relevant information about feeding your baby?**

	Primiparous	Multiparous	Significant difference?
Yes, definitely	55%	67%	↑
Yes, to some extent	34%	25%	↓
No	11%	8%	↓
Number of respondents	10794	10271	

Answered by all

**E5 Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?**

	Primiparous	Multiparous	Significant difference?
Yes, always	47%	61%	↑
Yes, sometimes	29%	24%	↓
No	23%	12%	↓
I did not receive any advice	2%	2%	↑
Number of respondents	10767	10302	

Answered by all

**E6 Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?**

	Primiparous	Multiparous	Significant difference?
Yes, always	56%	66%	↑
Yes, sometimes	31%	25%	↓
No	13%	9%	↓
Number of respondents	10746	10438	

Answered by all

**F4 Did you see the same midwife every time?**

	Primiparous	Multiparous	Significant difference?
Yes	26%	28%	↑
Yes, but would have preferred not to	1%	0%	↓
No, but I wanted to	29%	24%	↓
No, but I did not mind	44%	48%	↑
Number of respondents	10367	11087	

Answered by all who saw a midwife postnatally

**F6 Would you have liked to have seen a midwife...**

	Primiparous	Multiparous	Significant difference?
More often?	24%	18%	↓
Less often?	4%	4%	
I saw a midwife as much as I wanted	73%	78%	↑
Number of respondents	10797	11497	

Answered by all who saw a midwife postnatally

**F7 Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?**

	Primiparous	Multiparous	Significant difference?
Yes	76%	78%	↑
No	24%	22%	↓
Number of respondents	10092	10722	

Answered by all who saw a midwife postnatally

**F10 Did you have confidence and trust in the midwives you saw after going home?**

	Primiparous	Multiparous	Significant difference?
Yes, definitely	69%	73%	↑
Yes, to some extent	27%	24%	↓
No	4%	3%	↓
Number of respondents	10805	11510	

Answered by all who saw a midwife postnatally

**F13 Were you given enough information about your own recovery after the birth?**

	Primiparous	Multiparous	Significant difference?
Yes, definitely	54%	68%	↑
Yes, to some extent	34%	26%	↓
No	11%	6%	↓
Number of respondents	10940	11482	

Answered by all

**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?**

	Primiparous	Multiparous	Significant difference?
Yes, definitely	61%	65%	↑
Yes, to some extent	29%	24%	↓
No	10%	11%	
Number of respondents	10122	9294	

Answered by all

**F16 Were you given enough information about any emotional changes you might experience after the birth?**

	Primiparous	Multiparous	Significant difference?
Yes, definitely	53%	60%	↑
Yes, to some extent	32%	29%	↓
No	16%	11%	↓
Number of respondents	10601	10548	

Answered by all

**C9 What position were you in when your baby was born? Based on women that had a normal vaginal delivery.**

	2013
Sitting / sitting supported by pillows	21%
On my side	7%
Standing, squatting or kneeling	20%
Lying flat / lying supported by pillows	30%
Lying with legs in stirrups	19%
Other	4%

Answered by all who had a normal vaginal delivery

**Crosstabulation of B9 (Seeing same midwife antenatally) and B10 (During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes, always	85.29%	B C	55.37%		80.13%	B
Yes, sometimes	13.12%		36.41%	A C	17.91%	A
No	1.59%		8.22%	A C	1.97%	

Answered by all

**Crosstabulation of B9 (Seeing same midwife antenatally) and B11 (During your antenatal check-ups, did the midwives listen to you?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes, always	89.43%	B C	63.33%		84.58%	B
Yes, sometimes	9.97%		33.63%	A C	14.64%	A
No	.60%		3.04%	A C	.79%	

Answered by all

**Crosstabulation of B9 (Seeing same midwife antenatally) and B13 (If you contacted a midwife, were you given the help you needed?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes, always	82.19%	B C	59.00%		79.82%	B
Yes, sometimes	13.94%		29.77%	A C	16.22%	A
No	1.90%		5.37%	A C	1.57%	
No, as I was not able to contact a midwife	1.98%		5.85%	A C	2.38%	

Answered by all

**Crosstabulation of B9 (Seeing same midwife antenatally) and B15 (Thinking about your antenatal care, were you involved enough in decisions about your care?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes, always	83.83%	B	65.53%		82.60%	B
Yes, sometimes	14.11%		27.24%	A C	14.95%	
No	2.07%		7.23%	A C	2.45%	

Answered by all

**Crosstabulation of C7 (Type of delivery) and C13 (Were you left alone by midwives at a time when it worried you?)**

	A normal vaginal delivery (Column A)		An assisted vaginal delivery (e.g. with forceps or ventouse suction cup) (Column B)		A planned caesarean delivery (Column C)		An emergency caesarean delivery (Column D)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes, during early labour	13.13%	C	16.53%	A C	2.09%		17.56%	A C
Yes, during the later stages of labour	10.72%	C D	10.95%	C D	0.67%		8.54%	C
Yes, during the birth	2.24%	C	1.67%		1.30%		1.89%	
Yes, shortly after the birth	8.87%		9.07%		7.66%		8.24%	
No, not at all	74.23%	B	71.01%		90.04%	A B D	72.36%	

Answered by all

**Crosstabulation of F4 (Seeing same midwife postnatally) and E5 (Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
		Significant difference to other columns		Significant difference to other columns		Significant difference to other columns
	%		%		%	
Yes, always	60.50%	B C	39.26%		58.39%	B
Yes, sometimes	24.11%		29.73%	A C	26.15%	A
No	13.87%		28.43%	A C	13.62%	
I did not receive any advice	1.53%		2.57%	A C	1.85%	

Answered by all who saw a midwife postnatally

**Crosstabulation of F4 (Seeing same midwife postnatally) and F2 (If you contacted a midwife were you given the help you needed?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
		Significant difference to other columns		Significant difference to other columns		Significant difference to other columns
	%		%		%	
Yes, always	84.16%	B	61.40%		83.21%	B
Yes, sometimes	12.12%		28.63%	A C	13.38%	
No	2.18%		6.55%	A C	1.81%	
No, as I was not able to contact a midwife	1.54%		3.42%	A C	1.60%	

Answered by all

**Crosstabulation of F4 (Seeing same midwife postnatally) and F7 (Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes,	91.08%	B C	55.59%		82.01%	B
No	8.92%		44.41%	A C	17.99%	A

Answered by all who saw a midwife postnatally

**Crosstabulation of F4 (Seeing same midwife postnatally) and F8 (Did you feel that the midwife or midwives that you saw always listened to you?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes, always	88.00%	B C	54.88%		82.45%	B
Yes, sometimes	10.70%		36.92%	A C	16.02%	A
No	1.30%		8.19%	A C	1.53%	

Answered by all who saw a midwife postnatally

**Crosstabulation of F4 (Seeing same midwife postnatally) and F9 (Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?)**

	Yes (Column A)		No, but I wanted to (Column B)		No, but I did not mind (Column C)	
	%	Significant difference to other columns	%	Significant difference to other columns	%	Significant difference to other columns
Yes, always	86.42%	B C	52.29%		79.75%	B
Yes, sometimes	11.61%		38.04%	A C	18.04%	A
No	1.96%		9.66%	A C	2.22%	

Answered by all who saw a midwife postnatally

## Appendix

### Appendix 1 Question comparability

Question number	Question	Any amendments since 2010?
A1	Did you give birth to a single baby, twins or more in your most recent pregnancy?	No
A2	What time was your baby born?	No
A3	Roughly how many weeks pregnant were you when your baby was born?	The word 'full' removed from response option one but this should not affect comparability
B1	Who was the <b>first</b> health professional you saw when you thought you were pregnant?	No
B2	Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?	First response option wording amended but this should not affect comparability
B3	Roughly how many weeks pregnant were you when you had your 'booking' appointment (the appointment where you were given your pregnancy notes)?	First response option wording amended but this should not affect comparability
B4	Were you <b>offered</b> any of the following choices about where to have your baby?	New question
B5	Before your baby was born, did you plan to have a home birth?	Question wording amended
B6	Did you get enough information from either a <b>midwife or doctor</b> to help you decide where to have your baby?	The question wording was amended slightly and the question was previously based on only women who reported that they had a choice of where to have their baby.
B7	During your pregnancy were you given a <b>choice</b> about <b>where</b> your antenatal check-ups would take place?	No
B8	Which of the following health professionals did you see for your <b>antenatal check-ups</b> ?	No
B9	If you saw a midwife for your <b>antenatal check-ups</b> , did you see the same one every time?	Response options changed
B10	During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	New question
B11	During your antenatal check-ups, did the midwives listen to you?	New question
B12	During your pregnancy, did you have a telephone number for a midwife or midwifery team that you could contact?	Question wording altered
B13	If you contacted a midwife, were you given the help you needed?	Response options changed
B14	Thinking about your <b>antenatal care</b> , were you spoken to in a way you could understand?	No
B15	Thinking about your antenatal care, were you involved enough in decisions about your care?	No
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?	New question
C2	During your labour, were you able to move around and choose the position that made you most comfortable?	No
C3	During your pregnancy, what type of pain relief did you <b>plan to</b> use when giving birth?	New question

C4	Did the pain relief you used change from what you had <b>originally planned</b> ?	New question
C5	Why did you not use the choice of pain relief that you had <b>originally planned to</b> ?	New question
C6	Where was your baby born?	Response options changed
C7	Thinking about the birth of your baby, what <b>type of delivery</b> did you have?	The word 'type' replaces 'kind' but this should not affect comparability.
C8	Where did you give birth?	No
C9	What position were you in <b>when your baby was born</b> ?	Fourth response option wording amended slightly but this should not affect comparability
C10	Did you have skin to skin contact ( <i>baby naked, directly on your chest or tummy</i> ) with your baby shortly after the birth?	Response options amended.
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?	New question
C12	Did the staff treating and examining you introduce themselves?	New question
C13	Were you and/or your partner or a companion left alone by midwives or doctors at a time when it worried you?	Response options amended.
C14	If you raised a concern during labour and birth, did you feel that it was taken seriously?	New question
C15	If you used the call button how long did it usually take before you got the help you needed?	New question
C16	Thinking about your <b>care during labour and birth</b> , were you spoken to in a way you could understand?	No
C17	Thinking about your <b>care during labour and birth</b> , were you involved enough in decisions about your care?	No
C18	Thinking about your care during labour and birth, were you treated with respect and dignity?	New question
C19	Did you have confidence and trust in the staff caring for you during your labour and birth?	No
D1	How long did you stay in hospital after your baby was born?	No
D2	Looking back, do you feel that the length of your stay in hospital after the birth was...	No
D3	Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	No
D4	Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	No
D5	Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	New question
D6	Thinking about your stay in hospital, how clean were the toilets and bathrooms you used?	New question
E1	<b>During your pregnancy</b> did midwives provide relevant information about feeding your baby?	Amended question.
E2	In the first few days after the birth how was your baby fed?	No
E3	Did you ever put your baby to the breast (even if it was only once)?	No
E4	Were your decisions about how you wanted to feed your baby respected by midwives?	New question
E5	Did you feel that midwives and other health professionals gave you <b>consistent advice</b> about <b>feeding your baby</b> ?	Question wording and response options amended.

E6	Did you feel that midwives and other health professionals gave you active <b>support and encouragement</b> about <b>feeding your baby</b> ?	Question wording and response options amended.
F1	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?	Question wording amended.
F2	If you contacted a midwife were you given the help you needed?	Question wording and response options amended.
F3	Since your baby's birth have you been visited at home by a midwife?	Response options amended.
F4	Did you see the same midwife every time?	New question
F5	How many times in total did you see a midwife after you went home?	No
F6	Would you have liked to have seen a midwife...	No
F7	Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?	New question
F8	Did you feel that the <b>midwife</b> or <b>midwives</b> that you saw always listened to you?	New question
F9	Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?	New question
F10	Did you have confidence and trust in the midwives you saw after going home?	New question
F11	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP? (Around 4-8 weeks after the birth)	Question wording amended
F12	Did a midwife or health visitor ask you how you were feeling emotionally?	New question
F13	Were you given enough information about your own recovery after the birth?	No
F14	In the six weeks after the birth of your baby did you receive help and advice from a midwife or health visitor about <b>feeding your baby</b> ?	Question wording and response options amended.
F15	In the six weeks after the birth of your baby did you receive help and advice from health professionals about your <b>baby's health and progress</b> ?	Response options changed
F16	Were you given enough information about any emotional changes you might experience after the birth?	No
F17	Were you given information or offered advice from a health professional about contraception?	No
G1	In what year were <b>you</b> born?	No
G2	Have you had a previous pregnancy?	No
G3	How many babies have you given birth to before this pregnancy?	No
G4	Do you have any of the following long-standing conditions?	No
G5	Does this condition(s) cause you difficulty with any of the following?	No
G6	What is your religion?	New question
G7	Which of the following best describes how you think of yourself?	New question
G8	To which of these ethnic groups would you say you belong?	Revised response amended.