Suggested text for pre-survey communication with staff

**Example titles:**

**What do women think about our maternity services?**

**National Maternity Survey**

**Understanding women’s experiences of maternity services**

**Women’s views vital to drive service improvements in maternity care**

[We / NHS Trust name / Hospital name] are carrying out a survey to find out what women think about their maternity care. Every NHS hospital trust in England that provides maternity care is carrying out this survey as part of the national patient survey programme led by the Care Quality Commission.

**Why are we doing another patient survey?**

Maternity Surveys were carried out as part of the national patient survey programme in 2007, 2010, 2013 and 2015. We are carrying out another survey, using a similar questionnaire and methodology, to [track any changes in women’s experiences over time so we can continue to improve services / evaluate the success of quality improvement initiatives implemented since the last survey]. Obtaining feedback from women and taking account of their views and priorities is vital for bringing about improvements in the quality of care.

**When is the survey taking place?**

Questionnaires will be posted to a sample of women between April and August. Up to two reminders will be sent to those who have not responded between these months.

Women are being asked about various aspects of their care, including antenatal check-ups during pregnancy, care during labour and birth, communication with health professionals, involvement, care in hospital after the birth, feeding the baby, and care at home after the birth.

**Who is the survey being sent to?**

The survey will be sent to a sample of [number] women aged 16 years and over who gave birth during {January and} February 2017.

**How have the results from previous survey been used?**

Results from the 2015 Maternity Survey helped to identify areas where there was most room for improvement. [a summary of the key findings from the previous survey and how the trust acted on the results can be inserted here]

**When will the results of this survey be available?**

The results of this survey will be available in late 2017 in [location of where results will be published or shared with staff]. The survey findings will be reported in [format, e.g. a summary report, at a meeting etc…]. By working with both staff and patients we will use the feedback from this survey to further help improve women’s experiences at the trust.

**Where can I find out more?**

For more information about the survey, please contact [survey lead name and contact details].