Patient survey report 2010

Care Quality Commission

Survey of women's experiences of maternity services 2010

Homerton University Hospital NHS Foundation Trust

The national survey of women's experiences of maternity services 2010 was designed, developed and co-ordinated by the Surveys Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.

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making patients' views count

National NHS patient survey programme
Survey of women's experiences of maternity services 2010

The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities, private companies or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

Survey of women's experiences of maternity services 2010

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

This report shows the results of the second survey of maternity services provided by NHS trusts in England. It shows how each trust scored on a number of questions in the survey, compared with national average results[1]. The report enables you to understand the trust's performance, and to identify areas where it needs to improve.

Results for each trust are also displayed in the CQC 'Care Directory', where it is possible to see whether a trust performed 'better' or 'worse' than the majority of other trusts. National overall results for the 2010 survey compared with the results for the 2007 survey are also available, alongside an explanation of the key issues. These documents were produced by the Surveys Co-ordination Centre at Picker Institute Europe.

A similar survey of women using maternity services was also carried out in 2007. These surveys are part of a wider programme of NHS patient surveys, which cover a range of topics including mental health services, adult inpatient and outpatient services, and ambulance services. To find out more about our programme, please visit our website (see 'further information' section).

About the survey

The second survey of maternity services involved 142 NHS acute trusts and 2 primary care trusts (PCTs). We received responses from over 25,000 women, a response rate of 52%. Women were eligible for the survey if they had a live birth between 1-28 February 2010 and were aged 16 years or older[2]. Women who had a home birth were also eligible.

Interpreting the report

For each of the 19 survey questions reported here, individual responses were converted into scores on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher

[1]This report provides results for 19 questions where care is provided by NHS acute trusts in England. We do not include the remaining questions that relate to care provided by the local primary care trust; however results for these questions have been provided directly to those trusts.

[2]Some trusts with a small number of women delivering in February would have also included women who gave birth in January 2010. For further details on women excluded from the survey, please see the survey guidance manual at: http://www.nhssurveys.org/Filestore//documents/Maternity_Survey_Guidance_2010_v7.pdf

the score for each question, the better the trust is performing[3].

Please note: the scores are **not percentages**, so a score of 80 does not mean that 80% of people who have used services in the trust have had a particular experience (e.g. ticked 'Yes' to a particular question), it means that the trust has scored 80 out of a maximum of 100. A 'scored' questionnaire showing the scores assigned to each question is available on our website (see further information' section).

Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. This is because not all of the questions assess the trusts in any way, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of such a question would be C6: "Thinking about the birth of your baby, what kind of delivery did you have?"

The graphs included in this report display the scores for this trust, compared with national benchmark scores. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

- The red section (left hand end) shows the scores for the 20% of trusts with the lowest scores.
- The green section (right hand end) shows the scores for the 20% of trusts with the highest scores.
- The orange section (middle section) represents the range of scores for the remaining 60% of trusts.

A white diamond represents the score for this trust. If the diamond is in the green section of the bar, for example, it means that the trust is among the top 20% of trusts in England for that question. The line on either side of the diamond shows the amount of uncertainty surrounding the trust's score, as a result of random fluctuation[4].

Since the score is based on a sample of women in a trust rather than all women who have given birth, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore we calculate a confidence interval[5] as a measure of how accurate the score is. We can be 95% certain that if everyone in the trust had been surveyed, the 'true' score would fall within this interval.

[3]Trusts have differing profiles of maternity service users; for example, one trust may have more 'first time' mothers than another. This is significant because it strongly influences women's experiences and could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of maternity service users. To account for this, we 'standardise' the data. Results have been standardised by parity (whether women have given birth previously) and age of respondent, to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-parity profile reflects the national age-parity distribution (based on all of the respondents to the survey). It therefore enables a more accurate comparison of results from trusts with different profiles of maternity service users.

[4]If a score is on the 'threshold' for the highest scoring 20% of trusts (if the white diamond is on the line separating green and orange), this means that the score is one of the highest 20% of scores for that question. Similarly, trusts with scores on the threshold for the lowest scoring 20% of trusts are included in this lowest 20% of scores.

[5]A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before making any conclusions.

When considering how a trust performs, it is very important to consider the confidence interval surrounding the score. If a trust's average score is in one colour, but either of its confidence limits are shown as falling into another colour, this means that you should be more cautious about the trust's result because, if the survey was repeated with a different random sample of patients, it is possible their average score would be in a different place and would therefore show as a different colour.

The white diamond (score) is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. When identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

At the end of the report you will find the data used for the charts and background information about the patients that responded.

Notes on specific questions

Question B5: "Were you given a choice of having your baby at home?"
This question was only answered by women who answered 'yes' to question B4 (At the start of your pregnancy did you have a choice about where you could have your baby?").

Questions C2 and C4: "During your labour, were you able to move around and choose the position that made you most comfortable?" and "During your labour and birth, did you feel you got the pain relief you wanted?" were not answered by women who had a planned caesarean.

Questions D2, D3 and D4: "Looking back, do you feel that the length of your stay in hospital after the birth was...", "Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?" and "Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?" were not answered by women who had a home birth and did not go to hospital.

Further information

Full details of the methodology of the survey can be found at:
http://www.nhssurveys.org/

More information on the programme of NHS patient surveys is available on the patient survey section of the website at:
http://www.cqc.org.uk/patientsurveys.cfm

The results for each trust will also be available under the organisation search tool of the CQC website:
http://caredirectory.cqc.org.uk/caredirectory/searchthecaredirectory.cfm
(Enter a postcode or organisation name, then scroll down to 'What people said about this trust')

Results, questionnaire and scoring for the 2010 survey of women's experiences of maternity services can be found at:
http://www.cqc.org.uk/maternitysurvey2010.cfm

Results from the 2007 survey of maternity services can be found at:
http://www.cqc.org.uk/maternityservices2007

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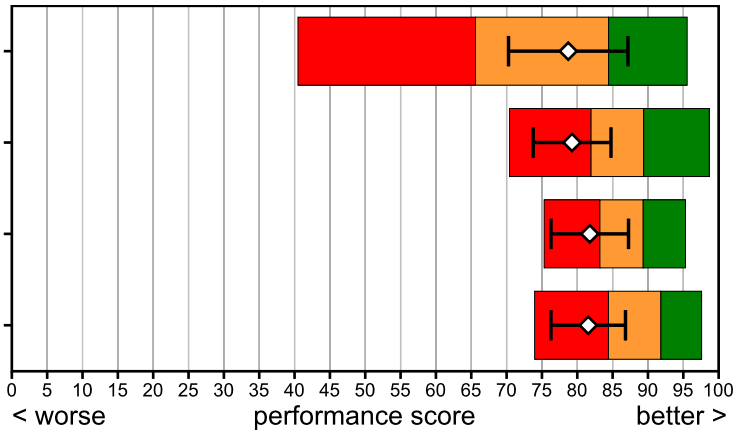
Care during pregnancy (Antenatal Care)

Were you given a choice of having your baby at home?

Dating scan: was the reason for this scan clearly explained to you?

Were the reasons for having a screening test for Down's syndrome clearly explained to you?

20 week scan: was the reason for this scan clearly explained to you?



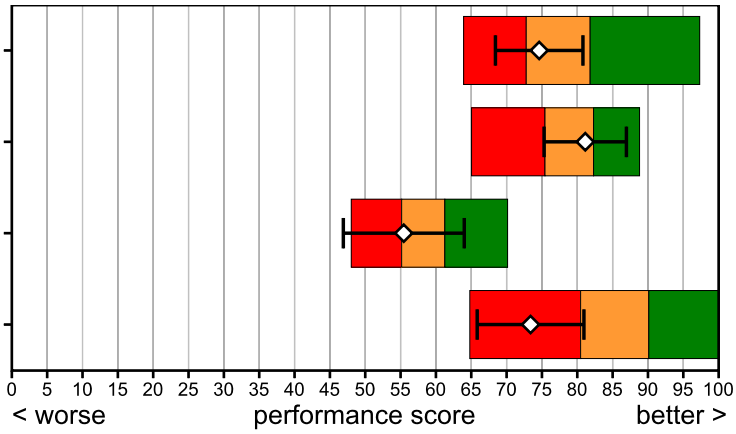
Labour and birth

During labour, could you move around and choose the most comfortable position?

During labour and birth, did you get the pain relief you wanted?

If you had a cut or tear requiring stitches, how soon after the birth were the stitches done?

Did you have skin to skin contact with your baby shortly after the birth?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts
- ◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)

This trust's results are not shown if there were fewer than 30 respondents.

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Staff during labour and birth

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

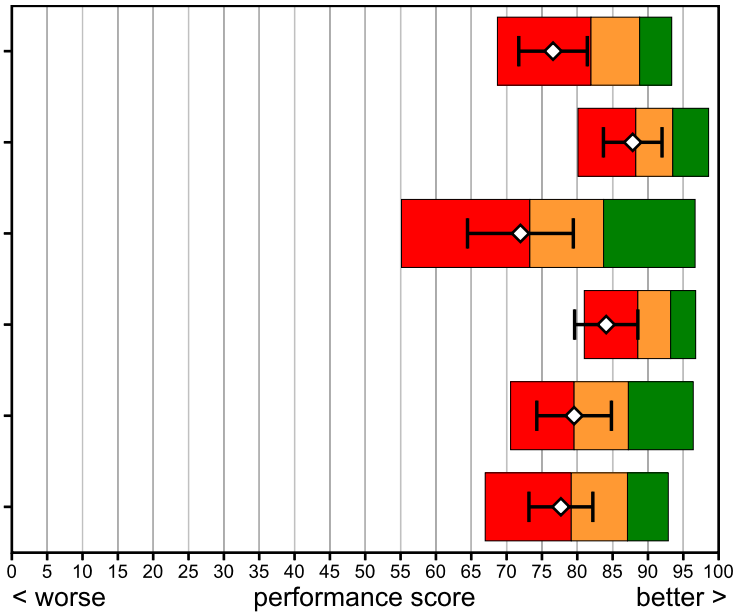
If you had a partner or a companion with you during your labour and delivery, were they made welcome by the staff?

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

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

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

Overall, how would you rate the care received during your labour and birth?

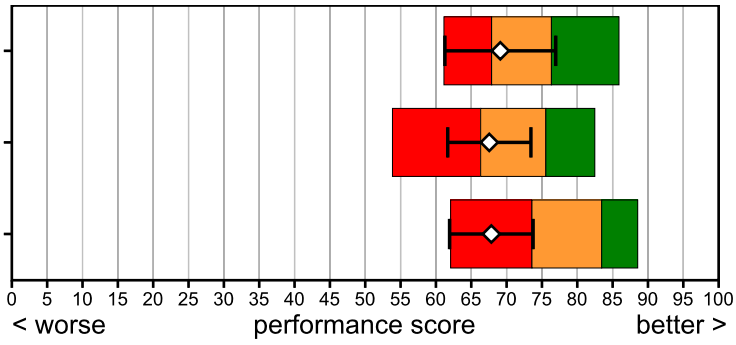


Care in hospital after the birth (Postnatal care)

Looking back, do you feel that the length of your stay in hospital after the birth was appropriate?

After the birth of your baby, were you given the information or explanations you needed?

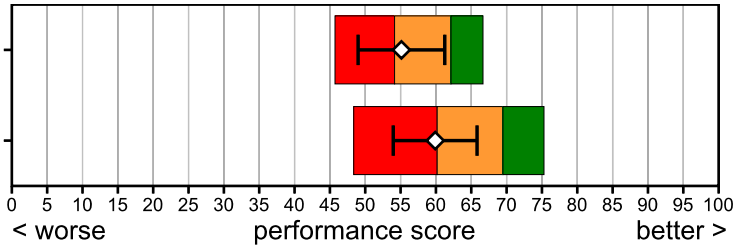
After the birth of your baby, were you treated with kindness and understanding?



Feeding the baby during the first few days

Did you feel that midwives and other carers gave you consistent advice?

Did you feel that midwives and other carers gave you active support and encouragement?



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		Scores for this NHS trust	95% Confidence Interval Lower	95% Confidence Interval Upper	Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
Care during pregnancy (Antenatal Care)								
B5	Were you given a choice of having your baby at home?	79	70	87	66	84	96	100
B15	Dating scan: was the reason for this scan clearly explained to you?	79	74	85	82	89	99	136
B17	Were the reasons for having a screening test for Down's syndrome clearly explained to you?	82	76	87	83	89	95	135
B19	20 week scan: was the reason for this scan clearly explained to you?	82	76	87	84	92	98	146
Labour and birth								
C2	During labour, could you move around and choose the most comfortable position?	75	68	81	73	82	97	117
C4	During labour and birth, did you get the pain relief you wanted?	81	75	87	75	82	89	107
C9	If you had a cut or tear requiring stitches, how soon after the birth were the stitches done?	55	47	64	55	61	70	59
C10	Did you have skin to skin contact with your baby shortly after the birth?	73	66	81	80	90	100	135
Staff during labour and birth								
C12	Did you have confidence and trust in the staff caring for you during the labour and birth?	77	72	81	82	89	93	145
C13	If you had a partner or a companion with you during your labour and delivery, were they made welcome by the staff?	88	84	92	88	94	99	139
C14	Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	72	64	79	73	84	97	142
C15	Thinking about your care during labour and birth, were you spoken to in a way you could understand?	84	80	89	89	93	97	147
C16	Thinking about your care during labour and birth, were you involved enough in decisions about your care?	80	74	85	80	87	96	144
C17	Overall, how would you rate the care received during your labour and birth?	78	73	82	79	87	93	148
Care in hospital after the birth (Postnatal care)								
D2	Looking back, do you feel that the length of your stay in hospital after the birth was appropriate?	69	61	77	68	76	86	139
D3	After the birth of your baby, were you given the information or explanations you needed?	68	62	73	66	76	82	141
D4	After the birth of your baby, were you treated with kindness and understanding?	68	62	74	74	83	89	143

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Feeding the baby during the first few days								
E4	Did you feel that midwives and other carers gave you consistent advice?	55	49	61	54	62	67	138
E5	Did you feel that midwives and other carers gave you active support and encouragement?	60	54	66	60	69	75	146

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Background information

The sample	This trust	All trusts
Number of respondents	153	25488
Response Rate (percentage)	49	52

Demographic characteristics	This trust	All trusts
Percentage of mothers	(%)	(%)
First-time	47	49
Who have previously given birth	53	51
Age group (percentage)	(%)	(%)
Aged 16-18	1	1
Aged 19-24	16	13
Aged 25-29	20	23
Aged 30-34	30	33
Aged 35 and over	33	29
Ethnic group (percentage)	(%)	(%)
White	52	84
Mixed	5	2
Asian or Asian British	10	7
Black or Black British	23	4
Chinese or other ethnic group	3	1
Not known	8	2