

<b>Reporting to:</b>	<b>Trust Board – Public Session</b>
<b>Title</b>	CQC Maternity Patient Survey Results 2017
<b>Sponsoring Director</b>	Deirdre Fowler - Director of Nursing, Midwifery & Quality
<b>Author(s)</b>	Lucy McGuinness - Clinical Governance Lead
<b>Previously considered by</b>	Sarah Jamieson - Head of Midwifery Jo Banks - Care Group Director
<b>Executive Summary</b>	<p>The 2017 Survey of Women’s Experiences of Maternity Services was the fifth national survey carried out and involved 130 NHS acute trusts in England.</p> <p>Key Results:</p> <ul style="list-style-type: none"> <li>• The results showed SaTH performed “Better” than most other trusts in 13 areas; these included 2 Antenatal questions, 6 Birth questions and 5 postnatal questions.</li> <li>• SaTH achieved the top score of all participating Trusts for the question on respect and dignity during birth.</li> <li>• There were 3 questions where SaTH saw a statistically significant improvement since the 2015 results.</li> <li>• One question in Antenatal saw a statistically significant decline compared to the 2015 results.</li> </ul>
<b>Strategic Priorities</b>	
1. Quality and Safety	<input checked="" type="checkbox"/> <b>Reduce harm, deliver best clinical outcomes and improve patient experience.</b> <input type="checkbox"/> <b>Address the existing capacity shortfall and process issues to consistently deliver national healthcare standards</b> <input type="checkbox"/> Develop a clinical strategy that ensures the safety and short term sustainability of our clinical services pending the outcome of the Future Fit Programme <input type="checkbox"/> <b>To undertake a review of all current services at specialty level to inform future service and business decisions</b> <input type="checkbox"/> Develop a sustainable long term clinical services strategy for the Trust to deliver our vision of future healthcare services through our Future Fit Programme
2. People	<input type="checkbox"/> Through our People Strategy develop, support and engage with our workforce to make our organisation a great place to work
3. Innovation	<input type="checkbox"/> Support service transformation and increased productivity through technology and continuous improvement strategies
4. Community and Partnership	<input type="checkbox"/> Develop the principle of ‘agency’ in our community to support a prevention agenda and improve the health and well-being of the population <input checked="" type="checkbox"/> Embed a customer focussed approach and improve relationships through our stakeholder engagement strategies
5. Financial Strength: Sustainable Future	<input type="checkbox"/> Develop a transition plan that ensures financial sustainability and addresses liquidity issues pending the outcome of the Future Fit Programme
<b>Board Assurance Framework (BAF) Risks</b>	<input type="checkbox"/> If we do not deliver <b>safe care</b> then patients may suffer avoidable harm and poor clinical outcomes and experience <input type="checkbox"/> If we do not work with our partners to reduce the number of patients on the <b>Delayed Transfer of Care (DTOC)</b> lists, and streamline our internal processes

	<p>we will not improve our 'simple' discharges.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Risk to <b>sustainability</b> of clinical services due to potential shortages of key clinical staff</li> <li><input type="checkbox"/> If we do not achieve safe and efficient <b>patient flow</b> and improve our processes and capacity and demand planning then we will fail the national quality and performance standards</li> <li><input type="checkbox"/> If we do not get good levels of <b>staff engagement</b> to get a culture of continuous improvement then staff morale and patient outcomes may not improve</li> <li><input type="checkbox"/> If we do not have a clear <b>clinical service vision</b> then we may not deliver the best services to patients</li> <li><input type="checkbox"/> If we are unable to resolve our (historic) shortfall in <b>liquidity</b> and the structural imbalance in the Trust's <b>Income &amp; Expenditure</b> position then we will not be able to fulfil our financial duties and address the modernisation of our ageing estate and equipment</li> </ul>
<p><b>Care Quality Commission (CQC) Domains</b></p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Safe</li> <li><input checked="" type="checkbox"/> Effective</li> <li><input checked="" type="checkbox"/> Caring</li> <li><input checked="" type="checkbox"/> Responsive</li> <li><input checked="" type="checkbox"/> Well led</li> </ul>
<p><input checked="" type="checkbox"/> Receive    <input type="checkbox"/> Review  <input checked="" type="checkbox"/> Note        <input type="checkbox"/> Approve</p>	<p><b>The Board are asked to receive and note the report.</b></p>

# THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST

## JANUARY 2018 REPORT

### RESULTS OF NHS NATIONAL SURVEY OF WOMEN'S EXPERIENCES OF MATERNITY SERVICES 2017

#### 1. Background

The purpose of the NHS National Survey of Women's Experiences of Maternity Services is to improve the quality of services that the NHS delivers and understand what service users think about their care and treatment. Information drawn from the core questions in the Surveys is used by the Care Quality Commission (CQC) as part of its new 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 Trusts to account for the outcomes they achieved. The results will also be used by the Trust Development Authority to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.

The 2017 Survey of Women's Experiences of Maternity Services was the fifth national survey carried out and involved 130 NHS acute trusts in England. This survey was previously carried out in 2015, 2013, 2010 and 2007. Responses were received from 18,426 service users, giving an overall response rate of 37.4%.

Each Trust was required to send the survey to all women aged 16 years or over, who had a live birth during February 2017, and gave birth in a hospital, birth centre, maternity unit or who had a home birth.

The patient sample is drawn in accordance with stipulated criteria issued by the CQC, and is checked for recently deceased and current inpatients. The survey covered women's experiences of the labour and birth care, as well as their antenatal and postnatal care. The initial postal survey is followed up with two written reminders to non-responders.

This year 172 completed usable surveys were received for SaTH, giving a response rate of 46.2% (46% for SaTH in 2015). This compares favourably to the national response rate of 37.4%.

#### KEY FACTS



















































- **The results showed SaTH performed "Better" than most other trusts in 13 areas; these included 2 Antenatal questions, 6 Birth questions and 5 postnatal questions.**
- **SaTH achieved the top score of all participating Trusts for the question on respect and dignity during birth.**
- **There were 3 questions where SaTH saw a statistically significant improvement since the 2015 results.**
- **One question in Antenatal saw a statistically significant decline compared to the 2015 results.**

**THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST  
JANUARY 2017**

**2. Trust Results**

The questions in the 2017 National Survey of Women’s Maternity Services are grouped into 3 parts; ‘Antenatal’, ‘Labour and birth’ and ‘Postnatal’; which are further broken down into a total of 8 sections. Each section is rated as “Worse”, “About the Same” or “Better” than the average for Trusts in England in each section. The illustration below shows how the Trust’s comparative position has changed since the last Maternity Survey carried out during 2015.

The 2015 results indicated that SaTH was “About the same” as other Trusts for all 8 sections. The results from the 2017 survey indicate however that 2 of the 8 sections saw an improvement compared to 2015. ‘During your pregnancy’ and ‘Care at home after the birth’ were both areas where SaTH was “Better” than other Trusts in 2017.

	CQC Maternity Survey 2015			CQC Maternity Survey 2017	
	145 women who gave birth at the Trust in 2015			172 women who gave birth at the Trust in 2017	
	Comparison with other Trusts in England			Comparison with other Trusts in England	
<b>The start of your care in pregnancy</b>	  	=	  		
<b>Antenatal check-ups</b>	  	=	  		
<b>During your pregnancy</b>	  		  		
<b>Labour and birth</b>	  	=	  		
<b>Staff</b>	  	=	  		
<b>Care in hospital after the birth</b>	  	=	  		
<b>Feeding</b>	  	=	  		
<b>Care at home after the birth</b>	  		  		

The results of the survey provide the Trust with two important measures of how they have performed. Firstly a comparison of the Trust’s score for each question compared to the previous year, and secondly a comparison of how the Trust performed compared to other participating Trusts.

***i. This Trust's score for each question during 2017 compared to This Trust's score for 2015***

The table below illustrates the questions where the Trust has shown a statistically significant (using two-tailed t test) improvement from 2015 to 2017. This is shown by an upward arrow in the change box for the relevant year, which is shaded green. It is particularly important to note that small variations in the scores can occur year-on-year by chance, therefore reporting of results only focuses on highlighting where there have been statistically significant changes.

(Appendix A shows the scores for each individual question by year).

		2015	2017	Change 15/17
<b>Section 2 Antenatal check-ups</b>				
B11	During your antenatal check-ups, did the midwives listen to you?	8.9	9.3	↑
<b>Section 5 Staff</b>				
C19	Thinking about your care during labour and birth, were you treated with respect and dignity?	9.1	9.7	↑
<b>Section 8 Care at home after the birth</b>				
F18	Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?	6.9	8.3	↑

The table below showed a statistically significant decline from 2015 to 2017. This is shown by a downward arrow in the change box for the relevant questions, which is shaded red.

		2015	2017	Change 15/17
<b>Section 1 The start of your care in pregnancy</b>				
B4	Were you offered any of the following choices about where to have your baby?	4.2	2.9	↓

***ii. Comparison of this Trust's score for each question during 2017 compared to other participating Trusts***

Comparative data is supplied to all Trusts showing whether their scores are "Better", "Worse" or "About the same" as other Trusts for each individual question, and the overall section scores.

(Appendix B shows the scores for each individual question by section for SaTH for 2015 and 2017, alongside the lowest and highest Trust Scores achieved for 2017).

It is encouraging to note that the Trust did not perform "Worse" than other Trusts on any individual questions. Overall there were 13 questions where SaTH performed "Better" than other participating Trusts in 2017. All other questions showed that SaTH performed "About the Same" as other Trusts. The table below illustrates where the Trust has performed "Better" than other Trusts for an individual question. This is shown by green shading of the score box.

		2015	2017
<b>Section 3 During your pregnancy</b>			
B14	During your pregnancy, if you had a midwife, were you given the help you needed?	9.0	9.1
E1	During your pregnancy did midwives provide relevant information about feeding your baby?	8.0	8.4
<b>Section 5 Staff</b>			
C15	If you raised a concern during labour and birth, did you feel that it was taken seriously?	8.1	9.0
C17	Thinking about your care during labour and birth, were you spoken to in a way you could understand?	9.5	9.7
C19	Thinking about your care during labour and birth, were you treated with respect and dignity?	9.1	9.7
<b>Section 6 Care in hospital after the birth</b>			
D2	Looking back, do you feel that the length of your stay in hospital after the birth was appropriate?	8.2	8.1
D3	On the day you left hospital, was your discharge delayed for any reason?	-	7.1
D9	Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	9.5	9.5
<b>Section 8 Care at home after the birth</b>			
F11	Did you have confidence and trust in the midwives you saw after going home?	8.9	9.1
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?	8.0	8.4
F15	If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?	7.4	8.2
F16	In the six weeks after the birth of your baby did you receive help and advice from health professional about your baby's health and progress?	8.8	9.0
F20	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP?	-	9.6

### iii. Areas this Trust achieved the highest score of all participating Trusts

It is very positive to see that SaTH achieved the top score of all participating Trusts for 1 question, which is highlighted in the table below.

		SaTH 2017 Score	Highest 2017 score
<b>Section 5 Staff</b>			
C19	Thinking about your care during labour and birth, were you treated with respect and dignity?	9.7	9.7

### 3. Conclusions

In summary, it is very encouraging to see SaTH performing at a level statistically significantly "Better" than most other Trusts for 13 questions. One of these questions was surrounding respect and dignity at birth and was also the top scoring question across all trusts. There were no questions where SaTH performed statistically significantly "Worse" than other trusts, therefore all other questions scored "About the Same" as other trusts. There was a notable difference in results when looking at the 2015 survey as this previous survey only saw 2 questions scoring "Better" than other trusts.

Comparing SaTH's 2017 results to the 2015 results showed that there were 3 areas with a statistically significant improvement. These were areas relating to midwives listening during antenatal check-ups, being involved in decisions relating to birth care, and being told who to contact about emotional changes after birth.

There was just one question, about being offered a choice of where to have their baby, which scored statistically significantly lower in 2017 compared to the 2015 results.

*Lucy McGuinness  
Clinical Governance Lead  
January 2018*

Statistically significant improvement in year on year scores indicated by an upward arrow in a green box and statistically significant decline in year on year scores indicated by downward arrow in red.

**Question notes**

The following questions are new for 2017, therefore it is not possible to compare them with 2015 results:

- D3: 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?
- F20: Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP?

There were 4 overall sections which had questions removed or added in the 2017 survey, and therefore cannot be compared to the overall section scores for 2015. These overall section score are therefore not available in the below table:

- Section 3: During your pregnancy
- Section 6: Care in hospital after the birth
- Section 7: Feeding
- Section 8: Care at home after the birth

		2015	2017	Change 15/17
<b>Section 1 The start of your care in pregnancy</b>				
S1	Section Score	5.8	5.4	
B4	Were you offered any of the following choices about where to have your baby?	4.2	2.9	↓
B6	Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	7.5	8.0	
<b>Section 2 Antenatal check-ups</b>				
S2	Section score	7.1	7.2	
B7	During your pregnancy were you given a choice about where your antenatal check-up would take place?	2.7	3.3	
B9	During your antenatal check-ups, did the midwives appear to be aware of your medical history?	7.3	6.8	
B10	During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	8.6	8.7	
B11	During your antenatal check-ups, did the midwives listen to you?	8.9	9.3	↑
B12	During your antenatal check-ups, did a midwife ask you how you were feeling emotionally?	7.8	8.0	
<b>Section 3 During your pregnancy</b>				
S3	Section score	-	9.2	
B13	During your pregnancy, did you have a telephone number for a midwife or midwifery team that you could contact?	9.8	9.8	
B14	During your pregnancy, if you had a midwife, were you given the help you needed?	9.0	9.1	
B15	Thinking about your antenatal care, were you spoken to in a way you could understand?	9.6	9.6	
B16	Thinking about your antenatal care, were you involved enough in decisions about your care?	8.7	9.0	
E1	During your pregnancy did midwives provide relevant information about feeding your baby?	8.0	8.4	
<b>Section 4 Labour and birth</b>				
S4	Section score	8.8	9.1	
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?	8.9	9.3	
C3	During your labour, were you able to move around and choose the	8.0	8.1	



	position that made you most comfortable?			
C10	Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	8.8	9.3	
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?	9.3	9.6	
<b>Section 5 Staff</b>				
S5	<i>Section score</i>	8.8	9.1	
C12	Did the staff treating and examining you introduce themselves?	9.4	9.3	
C14	Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	8.0	8.2	
C15	If you raised a concern during labour and birth, did you feel that it was taken seriously?	8.1	9.0	
C16	If you needed attention during labour and birth, were you able to get a member of staff to help you within a reasonable time?	9.2	9.1	
C17	Thinking about your care during labour and birth, were you spoken to in a way you could understand?	9.5	9.7	
C18	Thinking about your care during labour and birth, were you involved enough in decisions about your care?	8.5	8.8	
C19	Thinking about your care during labour and birth, were you treated with respect and dignity?	9.1	9.7	↑
C20	Did you have confidence and trust in the staff caring for you during your labour and birth?	8.5	8.9	
<b>Section 6 Care in hospital after the birth</b>				
S6	<i>Section score</i>	-	8.0	
D2	Looking back, do you feel that the length of your stay in hospital after the birth was appropriate?	8.2	8.1	
D3	On the day you left hospital, was your discharge delayed for any reason?	-	7.1	
D5	If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you within a reasonable time?	7.8	8.2	
D6	Thinking about your stay in hospital, after the birth of your baby, were you given the information or explanations you needed?	8.3	8.3	
D7	Thinking about your stay in hospital, after the birth of your baby, were you treated with kindness and understanding?	8.6	9.0	
D8	Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted?	5.9	5.8	
D9	Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	9.5	9.5	
<b>Section 7 Feeding</b>				
S7	<i>Section score</i>	-	8.0	
E4	Were your decisions about how you wanted to feed your baby respected by midwives?	9.0	9.1	
E5	Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?	7.0	7.3	
E6	Did you feel that midwives and other health professional gave you active support and encouragement about feeding your baby?	7.9	8.3	
<b>Section 8 Care at home after the birth</b>				
S8	<i>Section score</i>	-	8.5	
F1	Were you given a choice about where your postnatal care would take place?	-	5.0	
F2	When you were at home after the birth of your baby, did you have a telephone number for a midwife or midwifery team that you could contact?	9.8	9.8	
F3	If you contacted a midwife were you given the help you needed?	8.9	9.0	
F7	How often would you have liked to have seen a midwife?	7.9	8.7	
F8	Did the midwife or midwives that you saw appear to be aware of	8.4	8.1	

	the medical history of you and your baby?			
F9	Did you feel that the midwife or midwives that you saw always listened to you?	8.9	9.1	
F10	Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?	8.7	8.7	
F11	Did you have confidence and trust in the midwives you saw after going home?	8.9	9.1	
F12	Did a midwife or health visitor ask you how you were feeling emotionally?	10.0	9.9	
F13	Were you given enough information about your own physical recovery after the birth?	7.7	7.6	
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?	8.0	8.4	
F15	If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?	7.4	8.2	
F16	In the six weeks after the birth of your baby did you receive help and advice from health professional about your baby's health and progress?	8.8	9.0	
F17	Were you given enough information about any emotional changes you might experience after the birth?	6.8	7.5	
F18	Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?	6.9	8.3	↑
F19	Were you given information or offered advice from a health professional about contraception?	9.1	9.0	
F20	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP?	-	9.6	

Scores by individual question for 2015 and 2017, showing where the Trust has performed “Better” than other Trusts indicated by green shaded boxes. There were no areas either years that performed worse than other Trusts, indicated by no red shaded boxes. Scores for lowest and highest performing Trusts for 2017 are also shown for comparison

		2015	2017	Lowest	highest
<b>Section 1 The start of your care in pregnancy</b>					
S1	Section Score	5.8	5.4	3.7	6.7
B4	Were you offered any of the following choices about where to have your baby?	4.2	2.9	2.0	5.5
B6	Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	7.5	8.0	5.2	8.9
<b>Section 2 Antenatal check-ups</b>					
S2	Section score	7.1	7.2	5.9	8.1
B7	During your pregnancy were you given a choice about where your antenatal check-up would take place?	2.7	3.3	1.3	5.9
B9	During your antenatal check-ups, did the midwives appear to be aware of your medical history?	7.3	6.8	5.4	8.1
B10	During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	8.6	8.7	7.7	9.4
B11	During your antenatal check-ups, did the midwives listen to you?	8.9	9.3	8.2	9.6
B12	During your antenatal check-ups, did a midwife ask you how you were feeling emotionally?	7.8	8.0	5.6	9.3
<b>Section 3 During your pregnancy</b>					
S3	Section score	-	9.2	8.1	9.3
B13	During your pregnancy, did you have a telephone number for a midwife or midwifery team that you could contact?	9.8	9.8	8.9	10.0
B14	During your pregnancy, if you had a midwife, were you given the help you needed?	9.0	9.1	6.8	9.5
B15	Thinking about your antenatal care, were you spoken to in a way you could understand?	9.6	9.6	8.5	9.8
B16	Thinking about your antenatal care, were you involved enough in decisions about your care?	8.7	9.0	8.0	9.4
E1	During your pregnancy did midwives provide relevant information about feeding your baby?	8.0	8.4	6.6	8.7
<b>Section 4 Labour and birth</b>					
S4	Section score	8.8	9.1	8.1	9.5
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?	8.9	9.3	7.3	9.6
C3	During your labour, were you able to move around and choose the position that made you most comfortable?	8.0	8.1	6.4	9.1
C10	Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	8.8	9.3	7.3	9.9
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?	9.3	9.6	9.1	10.0
<b>Section 5 Staff</b>					
S5	Section score	8.8	9.1	7.8	9.2
C12	Did the staff treating and examining you introduce themselves?	9.4	9.3	8.5	9.7
C14	Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	8.0	8.2	6.2	8.8
C15	If you raised a concern during labour and birth, did you feel that it was taken seriously?	8.1	9.0	6.3	9.3
C16	If you needed attention during labour and birth, were you	9.2	9.1	7.5	9.4

	able to get a member of staff to help you within a reasonable time?				
C17	Thinking about your care during labour and birth, were you spoken to in a way you could understand?	9.5	9.7	8.9	9.8
C18	Thinking about your care during labour and birth, were you involved enough in decisions about your care?	8.5	8.8	7.5	9.2
C19	Thinking about your care during labour and birth, were you treated with respect and dignity?	9.1	9.7	8.6	9.7
C20	Did you have confidence and trust in the staff caring for you during your labour and birth?	8.5	8.9	8.0	9.6
<b>Section 6 Care in hospital after the birth</b>					
S6	<i>Section score</i>	-	8.0	6.4	8.4
D2	Looking back, do you feel that the length of your stay in hospital after the birth was appropriate?	8.2	8.1	5.7	8.6
D3	On the day you left hospital, was your discharge delayed for any reason?	-	7.1	3.6	7.2
D5	If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you within a reasonable time?	7.8	8.2	5.8	8.9
D6	Thinking about your stay in hospital, after the birth of your baby, were you given the information or explanations you needed?	8.3	8.3	6.9	8.8
D7	Thinking about your stay in hospital, after the birth of your baby, were you treated with kindness and understanding?	8.6	9.0	7.5	9.3
D8	Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted?	5.9	5.8	3.1	9.8
D9	Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	9.5	9.5	7.8	9.7
<b>Section 7 Feeding</b>					
S7	<i>Section score</i>	-	8.0	7.1	8.7
E4	Were your decisions about how you wanted to feed your baby respected by midwives?	9.0	9.1	7.9	9.6
E5	Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby?	7.0	7.3	5.8	8.3
E6	Did you feel that midwives and other health professional gave you active support and encouragement about feeding your baby?	7.9	8.3	6.9	8.9
<b>Section 8 Care at home after the birth</b>					
S8	<i>Section score</i>	-	8.5	7.5	8.6
F1	Were you given a choice about where your postnatal care would take place?	-	5.0	1.2	6.5
F2	When you were at home after the birth of your baby, did you have a telephone number for a midwife or midwifery team that you could contact?	9.8	9.8	7.9	10.0
F3	If you contacted a midwife were you given the help you needed?	8.9	9.0	6.7	9.7
F7	How often would you have liked to have seen a midwife?	7.9	8.7	4.3	9.1
F8	Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?	8.4	8.1	5.6	9.5
F9	Did you feel that the midwife or midwives that you saw always listened to you?	8.9	9.1	7.6	9.5
F10	Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?	8.7	8.7	7.4	9.6
F11	Did you have confidence and trust in the midwives you saw after going home?	8.9	9.1	7.4	9.7
F12	Did a midwife or health visitor ask you how you were feeling emotionally?	10.0	9.9	9.2	10.0
F13	Were you given enough information about your own	7.7	7.6	5.9	8.4

	physical recovery after the birth?				
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?	8.0	8.4	6.2	8.8
F15	If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?	7.4	8.2	3.7	8.6
F16	In the six weeks after the birth of your baby did you receive help and advice from health professional about your baby's health and progress?	8.8	9.0	7.2	9.1
F17	Were you given enough information about any emotional changes you might experience after the birth?	6.8	7.5	6.4	8.5
F18	Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?	6.9	8.3	6.2	9.2
F19	Were you given information or offered advice from a health professional about contraception?	9.1	9.0	7.5	9.9
F20	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP?	-	9.6	7.3	10.0