

The development report for the 2010 Maternity survey

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1. Introduction

The first survey of maternity services within the national patient survey programme was carried out in 2007 by 151 acute NHS trusts. Over 26,000 women who had given birth in February 2007¹ responded to the survey, a response rate of 59%. The survey results were used locally in quality improvement programmes and contributed to the Healthcare Commission's² review of maternity services in England. The service review assessed each NHS trust to see how well they were managing and improving their maternity services.³

Since the 2007 survey, the questionnaire has been developed so that it continues to provide the most useful and relevant feedback possible, both in terms of the issues that are most important to women and in terms of policy evaluation. When revising and developing the questionnaire, the aims were to:

- where possible, keep the same questions as were included in the 2007 survey to facilitate year-on-year comparisons
- design, test and add new questions to an online 'question bank' to provide trusts with a greater choice of questions
- identify those questions considered to be 'core' (to be asked by all trusts) by analysing the 2007 survey data and consulting with stakeholders
- remove questions that were not useful for quality improvement purposes or not in line with current policy

Evidence used for this work

To assess which amendments to make to the questionnaire, the following steps were carried out:

- Analysis of the 2007 survey data to examine item non response rates and floor /ceiling effects
- Examining the results of the online survey of trust leads and survey contractors who took part in the 2007 Maternity Survey⁴
- Consultation with stakeholders at the Department of Health and Care Quality Commission regarding the scope of the survey and to take account of policy priorities. External stakeholders were also consulted.
- Carrying out cognitive interviews with women to test the revised questionnaire

¹ If an NHS trust had fewer than 200 babies delivered in February 2007, then women who gave birth in January 2007 were also invited to take part in the survey.

² Since April 1st 2009, the Care Quality Commission has been the independent regulator of all health and adult social care in England.

³ For further information on the 2007 review of maternity services, see the Care Quality Commission's website at: [Uhttp://www.cqc.org.uk/ db/ documents/Towards_better_births_200807221338.pdf](http://www.cqc.org.uk/db/documents/Towards_better_births_200807221338.pdf)

⁴ See [Uhttp://www.nhssurveys.org/Filestore/documents/Maternity_2007_Snap_Survey_Results_v5.pdf](http://www.nhssurveys.org/Filestore/documents/Maternity_2007_Snap_Survey_Results_v5.pdf)

Some questions are also included in the 2010 National Perinatal Epidemiology Unit (NPEU) maternity survey⁵, and it was felt important to include these questions in this survey to capture the same information at trust-level.

⁵ This survey is being carried out by NPEU between January and March 2010 to a national sample of 10,000 women, See Uwww.npeu.ox.ac.uk/maternitysurveysU

2. Changes made to the questionnaire

In order to make the survey as useful as possible for trusts, the questionnaire has been revised and expanded for this survey. For the 2010 survey, trusts are given the option of using either a 'core' questionnaire containing all mandatory questions, or adding in extra 'optional' questions from an online question bank compilation tool. This section summarises the changes that have been made to the 2007 maternity survey in preparation for the 2010 survey.

2.1 New items added to the core questionnaire

Since the 2007 national survey, a total of 8 questions were added to the core maternity survey (question numbers refer to those in the items position in the 2010 question bank tool).

- B10. Were you given information about the NHS Choices website?

This is a new question included in the 2010 NPEU maternity survey, and it was felt important to include this question in this survey to capture the information at trust-level.

- B31. If you contacted a midwife, were you given the help you needed?

The cognitive testing of the survey with women who had recently had a baby revealed a 'gap' in the existing questionnaire. Although the survey asked women if they had a number of a midwife or health visitor they could contact if they were worried **during** pregnancy, women felt it was important to find out what happened once they contacted a midwife. Therefore, two new questions were added to the questionnaire to follow-on from the existing question '*During your pregnancy did you have the name and telephone number of a midwife you could contact if you were worried?*' B31 is a core question while B32 has been added to the question bank (see section 2.2 below).

- C20. Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?

Following consultation with stakeholders, a question was drafted to find out if women had skin-to-skin contact with their baby shortly after the birth. This new question was easily understood by women during the cognitive testing.

- C25. If you had a partner or a companion with you during your labour and delivery, were they made welcome by the staff?

A new question was drafted to find out if a woman's partner or companion were made welcome by staff. This was to replace three questions which were included in the 2007 survey which were shown to be problematic due to ceiling effects and too few respondents answering.

- H3. If you contacted a midwife or health visitor, were you given the help you needed?

As discussed earlier, cognitive interviewing highlighted that women wanted to talk about more than just the contact number of a midwife or health visitor if they were worried **after** leaving

hospital; women also felt it was important to find out what their experiences were like if they contacted a midwife/health visitor. Therefore, two new questions have been added to the questionnaire to follow-on from the existing question '*When you were at home after the birth of your baby, did you have the name and telephone number of a midwife or health visitor you could contact if you were worried?*' H3 is a 'core' question while H4 has been added to the question bank (see section 2.2 below).

- H18. Were you given enough information about any emotional changes you might experience after the birth?

The survey asks women if they had a postnatal check-up of their own health and whether they were given advice on contraception. However, a new question has also been included in the core questionnaire to find out if women were given any information about any emotional changes they might have experienced.

- J7. Do you have any of the following long-standing conditions? (Tick ALL that apply)
- J8. Does this condition(s) cause you difficulty with any of the following? (Tick ALL that apply)

In the 2007 survey, women were asked if they have a long-standing physical or mental health problem or disability, and subsequently, if this affects their day-to-day activities. These items have been replaced with the above questions, based on questions asked in the 2001 Census, which are used in other national patient surveys.⁶

2.2 New items added to the question bank questionnaire

Fourteen new questions have been added to the question bank to provide trusts with a greater choice of optional questions from which to choose. The Guidance Manual informs Trusts that questionnaires should not exceed 16 pages in length. These questions have been drafted following consultation with stakeholders and/or taken from other maternity surveys, such as the revised 2010 NPEU survey.

Care while you were pregnant (antenatal care)

Two new questions about women's experiences of antenatal check-ups were added to the question bank tool after they were tested with women in cognitive interviews:

- B12. How did you feel about the number of antenatal check-ups you had?
- B18. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
needed it?

⁶ The modified questions allow us to identify and categorise people with long-standing conditions for subgroup analysis, and using the same questions across surveys enables comparisons to be made between them

The following question regarding response time has been added to the question bank. Please see the comment regarding question B31 in Section 2.1 for further details:

- B32. When you contacted a midwife, did you get a response as soon as you needed it?

Although the survey included a general question asking women if they were given enough information or explanations during pregnancy, three more specific questions were included to provide a greater choice of questions for trusts and/or additional data for quality improvement purposes.

- B33. Did a midwife explain to you what was written in your pregnancy notes (records)?
- B34. Did a midwife encourage you to make a birth plan (describing the kind of birth you wanted)?
- B35. Did a midwife give you enough information about different kinds of pain control you could have during labour?

Your labour and the birth of your baby

- C3. If your labour was induced (started off), what was the reason for this?
- C5. During your labour, how was your baby monitored (checked)?
- C22. Who delivered your baby?

Care in hospital after the birth

The 2007 survey showed that women reported less positive experiences of the care in hospital after the birth. An additional question was added to this section as feedback from women suggested that it was sometimes difficult to get help from staff on the postnatal ward:

- E3. Was there a member of staff available to help you during your stay?

The following question has been taken from the National Maternity survey 2010 which is being carried out by the NPEU (National Perinatal Epidemiology Unit):

- H1. Were you given a copy of the 'Birth to Five' book?

In keeping with question B32, the following question has been added to the bank. Please see question H3 in Section 2.1 for further details:

- H4. When you contacted a midwife, did you get a response as soon as you needed it?

Care at home after the birth

- H9. Did you have confidence and trust in the midwives you saw after going home?
- H10. Where would you have liked to have seen or contacted a midwife or maternity support worker for postnatal care of you and your baby?

2.3 Changes made to existing questions

Minor amendments have been made to several questions both to improve comprehension and for consistency across surveys. These amendments are detailed below. Changes are shown with deletions struck-through and insertions underlined. **Question numbers refer to items' positions in the 2010 question bank questionnaire, unless otherwise stated.**

Removal of free text numeric boxes

The following questions have had the free text box replaced with response options (based on groupings used in reporting the 2007 results) to aid completion and data cleaning. Free text boxes can increase the likelihood of responses being unclear and unidentifiable and hence set to 'missing'

A3. What time was your baby born? (If you had twins or more than two babies this time, please fill in this question about the baby who was born first)

~~Day~~ ~~Month~~ ~~Year~~

		Or			Or		
--	--	----	--	--	----	--	--

- [1 Early morning \(12:01am-6:00am\)](#)
- [2 Morning \(6:01am-12:00 noon\)](#)
- [3 Afternoon \(12:01pm-6:00pm\)](#)
- [4 Evening/Night \(6:01pm-12:00 midnight\)](#)

A4. Roughly how many weeks pregnant were you when your baby was born?

--

~~Weeks~~

- [1 Before I was 37 full weeks pregnant](#)
- [2 When I was 37 weeks pregnant or more](#)

A5. How much did your baby weigh at birth? (If you had twins or more than two one-babies_y this time, please fill in this question about the baby who was born first)

~~What your baby weighed~~
~~OR~~ ~~What your baby weighed~~ ~~and ounces~~

[1 Less than 2500g / 2.5kg \(Less than 5 pounds 8 ounces\)](#)

[2 2500g / 2.5kg or more \(5 pounds 8 ounces or more\)](#)

[3 Don't know / Can't remember](#)

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

~~weeks~~

[1 Before I was 7 full weeks pregnant](#)

[2 When I was 7 to 12 weeks pregnant](#)

[3 When I was more than 12 weeks pregnant](#)

[4 Don't know / Can't remember](#)

B4. Roughly how many weeks pregnant were you when you had your 'booking' appointment (the appointment where you were given your pregnancy notes)?

~~weeks~~

[1 Before I was 8 full weeks pregnant](#)

[2 When I was 8 or 9 weeks pregnant](#)

[3 When I was 10 or 11 weeks pregnant](#)

[4 When I was 12 weeks pregnant](#)

[5 When I was 13 or more weeks pregnant](#)

[6 Don't know / Can't remember](#)

B28. Roughly how many ultrasound scans did you have in total during this pregnancy?

—

--	--

 Scans —

- 1 None
- 2 One
- 3 Two to Three
- 4 Four or more
- 5 Don't know / Can't remember

C1. Roughly how long did your labour last?

— Please write in

--	--

 minutes

--	--

 —

- 1 Less than 8 hours
- 2 8 hours or longer, but less than 12 hours
- 3 12 hours or longer, but less than 18 hours
- 4 18 hours or longer

E1. How long did you stay in hospital after your baby was born?

— Please write in

--	--

 hours **OR**

--	--

 days —

- 1 Up to 12 hours
- 2 More than 12 hours but less than 24 hours
- 3 1 to 2 days
- 4 3 to 4 days
- 5 5 or more days

H6. How many times in total did you see a midwife after you went home?

times

1-2

3-4

5-6

7 times or more

Don't know / Can't remember

H7. How old was your baby when you had the last visit or contact with the midwife?

days

10 days or younger

11-15 days

16-28 days

29 days or older

Question grid format removed

In 2007, the following questions were presented in grid format; in the 2010 questionnaire they are now presented as individual questions. Specific details are listed below following each question.

Overall, thinking about your antenatal care, were you ...

Yes, always Yes, sometimes No Don't know/
Can't remember

- a) Spoken to in a way you could understand? 1 2 3 4
- b) Treated with respect and dignity? 1 2 3 4
- c) Treated with kindness and understanding? 1 2 3 4
- d) Given the information or explanations you needed? 1 2 3 4
- e) Involved enough in decisions about your care? 1 2 3 4

Due to the high proportion of missing responses to this grid style of question in the 2007 maternity survey, the format has been changed and each 'part' is now asked as a separate question. Analysis of the 2007 survey data showed that women answered part d (Thinking

about your antenatal care, were you given the information or explanations you needed?) and part e (Thinking about your antenatal care, were you involved enough in decisions about your care?) very similarly (77% of respondents gave the same answer to each question, and overall the distributions were very similar). Women also answered parts a-c in a very similar way (81.6% and 87.8% respectively gave identical answers to a & b and b & c; all have similar distributions). Because of the analysis that was conducted, we know that respondents consider these two sets of questions to be asking essentially the same thing and it was decided only one question from each set (d/e and a-c) should be included in the core.

Following consultation with stakeholders, it was suggested that questions B37 (Thinking about your antenatal care, were you spoken to in a way you could understand?) and B40 (Thinking about your antenatal care, were you involved enough in decisions about your care?) would be 'core' questions in the 2010 survey.

If you did attend any antenatal classes provided by the NHS ...

- a) Were the classes at a convenient time of day? Yes No
- b) Were the classes at a convenient place? Yes No
- c) Was your partner or someone of your choice allowed to attend? Yes No
- d) Were there enough classes? Yes No
- e) Did the classes cover the topics you wanted? Yes No

As above, this grid-style question has now been separated into five separate questions, to provide trusts with a greater flexibility over which questions they choose to include in their survey. These questions are not in the core questionnaire as analysis of 2007 survey data showed a number of trusts did not have enough responses for their data to be published.

Response options for these questions (B43-44 and B46-47) have also been amended, with the 'Yes' response split into 'Yes, definitely' and 'Yes, to some extent' to provide a better distribution of responses.

Overall, thinking about your care during labour and birth, were you ...

- | | Yes,
always | Yes,
sometimes | No | Don't know /
Can't remember |
|--|--------------------------|--------------------------|--------------------------|--------------------------------|
| a) Spoken to in a way you could understand? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Treated with respect and dignity? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Treated with kindness and understanding? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Given the information or explanations you needed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Involved enough in decisions about your care? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

This 'overall' grid question has now been divided into five separate questions as analysis of the 2007 survey data showed that women answered this entire group of questions very similarly and all have similar distributions. Therefore, following recent consultation with stakeholders, it is suggested that questions C28 (Thinking about your care during labour and birth, were you spoken to in a way you could understand?) and C31 (Thinking about your care during labour and birth, were you involved enough in decisions about your care?) should be 'core' questions, with the others in added to the bank as 'optional' questions for trusts to select if deemed important.

Were you given enough information about the following things?

Yes, Yes, No Don't know /
always sometimes Can't remember

- ~~a) The sorts of pain relief that would be available~~
- ~~b) The monitoring of the baby that would be available~~
- ~~c) The distance and location of the nearest hospital~~
- ~~d) The sorts of emergency back-up that would be available (e.g. ambulance facilities if you needed them)~~

This question has been taken out of grid format and separated into separate questions, to provide trusts with a greater flexibility over the questions that decide to include in their survey.

Overall, thinking about the postnatal care you received in hospital after the birth of your baby, were you...

Yes, Yes, No Don't know /
always sometimes Can't remember

- ~~a) Spoken to in a way you could understand?~~
- ~~b) Treated with respect and dignity?~~
- ~~c) Treated with kindness and understanding?~~
- ~~d) Given the information or explanations you needed?~~

As with questions B36-40 & C28-31, this 'overall' question has now been divided into four separate questions as analysis of the 2007 survey data showed that women answered this group of questions very similarly and all have similar distributions. Therefore, following recent consultation with stakeholders, it is suggested that questions E9 (Thinking about your care you received in hospital after the birth of your baby, were you given the information and explanations you needed?) and E12 (Thinking about your care you received in hospital after the birth of your baby, were you treated with kindness and understanding?) should be 'core' questions, with the others in added to the bank as 'optional' questions for trusts to select if deemed important.

Thinking about feeding your baby (breast or bottle) did you feel that midwives and other carers gave you...

Yes, Always Yes, generally No Don't know Didn't want or need this

- ~~a) Consistent advice?~~
- ~~b) Practical help?~~
- ~~c) Active support and encouragement?~~

These questions have been taken out of grid format and put as separate questions. Analysis of the 2007 data showed there is a high correlation between all questions but consultations indicated that the questions on 'consistent advice' and 'active support and encouragement' be retained and question F5 'Did you feel that midwives and other carers gave you practical help?' is placed in the question bank as an optional question.

In the six weeks after the birth of your baby did you receive help and advice from health professionals about each of the things listed below?

Yes, definitely Yes, to some extent No Did not need any

- ~~a) Your baby's crying~~
- ~~b) Your baby's sleeping position~~
- ~~c) Feeding your baby~~
- ~~d) Your baby's skin care (e.g. nappy rash)~~
- ~~e) Your baby's health and progress~~

This question has been removed from a grid format and divided into separate questions so that trusts can decide which to include in their survey. Analysis of the 2007 data showed that these questions were correlated, so only two of the five questions have been kept in the core questionnaire: H13 'In the six weeks after the birth of your baby did you receive help and advice from health professionals about feeding your baby?' and H15 '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?'

The following question has been taken out of grid format and split into separate questions and placed in the appropriate sections of the questionnaire.

Overall, how would you rate the care received during ...

Excellent Very good Good Fair Poor

- ~~a) Your pregnancy?~~
- ~~b) Your labour and birth?~~
- ~~c) Your care after the birth?~~

Further amendments

Further amendments to questions are as follows:

B1. Who was the first ~~Which~~-health professional you saw when you thought you were pregnant?
(Tick ONE only) ~~did you go to first about your pregnancy care? Please tick one box only~~

- 1 GP/family doctor
- 2 Midwife
- 3 Other

Cognitive testing with women showed that the original question wording was confusing and therefore it has been revised so that it is more easily understood.

B5. At the start of your pregnancy did you have a choice about where you could have your baby?

- 1 Yes [→ Go to B6](#)
- 2 No [→ Go to B8](#)
- 3 No, but this was not possible for medical reasons [→ Go to B8](#)
- 4 Don't know / Can't remember [→ Go to B8](#)

Routing instructions have been added so that those women who were not given a choice are told to skip questions B6-B8.

B7. Did you get enough information from a midwife or doctor to help you decide where to have your baby?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, ~~but I would have liked some information~~
- 4 No, but I did not need this information
- 5 ~~I wasn't given a choice about where to have my baby~~
- 6 ~~For medical reasons there was no choice about where to have my baby~~
- 7 Don't know / Can't remember

Due to the addition of routing instructions at B5 that affect this question, the response options 'I wasn't given a choice about where to have my baby' and 'For medical reasons there was no choice about where to have my baby' are no longer required and have been removed. Also, the wording at response option 3 has been shortened.

B8. Before your baby was born, did you plan to have your baby at home?

1 Yes

2 No

This question has been moved forward in the questionnaire. It was previously located in the section on home births but has been moved due to the high percentage of missing responses in 2007.

B11. Roughly how many antenatal check-ups did you have in total? (not including appointments for blood tests or visits to the hospital for a scan)

1 None → Go to B19

2 1 to 6 → Go to B12

3 7 to 9 → Go to B12

4 10 to 14 → Go to B12

5 15 ~~-19~~ or more → Go to B12

6 ~~20 or more~~ Don't know / Can't remember → Go to B12

The fifth response option has been changed from '15-19' to '15 or more' and the 'Don't know / Can't remember' option has been added. The '20 or more' response option was combined with the '15-19' response option because only 3% respondents reported that they had 20 or more check-ups in the 2007 survey.

B14. Which ~~Did you see any~~ of the following health professionals(s) did you see for your antenatal check-ups? *Please tick one box for each line (Tick ALL that apply)*

1 Midwife ~~+ Yes~~ ~~- No~~

2 GP (family doctor) ~~+ Yes~~ ~~- No~~

3 Hospital doctor ~~+ Yes~~ ~~- No~~

4 Other ~~+ Yes~~ ~~- No~~

The question wording has been revised to allow respondents to 'Tick all that apply' as the question had a high non-response rate in the 2007 survey. This is likely to be due to the fact

that those women who did not see a 'Midwife/GP/Hospital doctor/anyone else' for their check up did not tick 'No'.

B15. Were you given a choice ~~about who would carry out~~ whether your antenatal check-ups would be carried out by a midwife or shared between a midwife and a doctor?

- 1 Yes
- 2 No
- 3 Don't know/ Can't remember

The wording of the question has been revised to clarify to respondents this question relates to whether they have an option about the type of health professional they see for antenatal check-ups rather than a choice in a particular individual (e.g. choice between two midwives). This question has now been placed in the question bank.

'Tests and Scans' section: the order of questions has changed to correctly reflect the order in which women receive such tests/scans.

- a) ~~Did you have a 'dating scan'?~~ ~~1- Yes~~ ~~2- No~~
- b) ~~Was the reason for this scan clearly explained to you?~~ ~~1- Yes~~ ~~2- No~~
- c) ~~Do you feel you had a choice about having this scan?~~ ~~1- Yes~~ ~~2- No~~

This question has been split into three separate questions and questions a and b retained in the core questionnaire; c is now in the question bank. Response options have been added as follows:

B19. Did you have a 'dating scan'? This takes place between 8-14 weeks of pregnancy.

- 1 Yes
- 2 No
- 3 Don't know/ Can't remember

B20. Was the reason for this scan clearly explained to you?

- 1 Yes, [definitely](#)
- 2 Yes, to some extent
- 3 No
- 4 [Don't know / Can't remember](#)

For B20, the 2007 survey showed a high proportion of respondents (89%) answered 'Yes' and so this option has been broken down into 'Yes, definitely' and 'Yes, to some extent' in order to provide a better distribution of responses to allow a more useful analysis of results.

B21. Do you feel you had a choice about having this scan?

- 1 Yes
- 2 No
- 3 [No, but I did not mind](#)
- 4 [Don't know / Can't remember](#)

The response option 'No, but I did not mind' was added following the cognitive testing with women, as many felt they wanted a scan and did not expect to be given a choice. The cognitive testing showed that being given a choice about having scans was not a particularly important issue to women, so this question has been placed in the bank.

B24. Were the reasons for having a screening test for Down's syndrome clearly explained to you?

- 1 Yes, [definitely](#)
- 2 [Yes, to some extent](#)
- 3 No
- 4 Don't know/ Can't remember

Response options have been added to this question because a high proportion of respondents answered 'yes' and it would be useful to have this broken down further.

~~a) Did you have a scan at around 20 weeks of pregnancy?~~

~~1- Yes 2- No~~

~~b) Was the reason for this scan clearly explained to you?~~

~~1- Yes 2- No~~

~~c) Do you feel you had a choice about having this scan?~~

~~1- Yes 2- No~~

As with B19, question B25 has been split into three separate questions.

B25. Did you have a scan at around 20 weeks of pregnancy? This may have been called a '20 week' scan, or an 'anomaly' scan or a 'mid-trimester' scan.

1 Yes

2 No

3 [Don't know / Can't remember](#)

B26. Was the reason for this scan clearly explained to you?

1 Yes, [definitely](#)

2 Yes, to some extent

3 No

4 [Don't know / Can't remember](#)

The response option 'Yes' has been split into 'Yes, definitely' and 'Yes, to some extent' to provide a better spread of responses (i.e. overcome the ceiling effect)

B27. Do you feel you had a choice about having this scan?

1 Yes

2 No

3 [No, but I did not mind](#)

4 [Don't know / Can't remember](#)

As with B21, the response option 'No, but I did not mind' was added following cognitive testing with women, as many felt they wanted a scan and did not expect to be given a choice. As with B21, this question has been placed in the question bank.

B42. During your pregnancy, did you attend any antenatal classes provided by the NHS?

- 1 Yes
- 2 No, I was not offered any classes
- 3 No, they were all booked up
- 4 No, I attended ~~private~~other antenatal classes (e.g. NCT)
- 5 No, I did not need to attend the classes
- 6 No, I did not attend for some other reasons

The fourth response option has been amended to say 'other' instead of 'private', this avoids potential confusion as NCT classes are not private or run 'for profit'.

C4. Do you feel you had a choice about whether your labour would be induced (started off)?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Not sure / Can't remember

The addition of the response option 'Yes, to some extent' was introduced following consultation with stakeholders, to provide a better distribution of responses for a more detailed analysis. This question has been added to the question bank as the 2007 survey showed there were too few respondents at 53 trusts for their results to be shown.

C6. During your labour, were you able to move around and choose the position that made you most comfortable?

- 1 Yes, most of the time
- 2 Yes, some of the time
- 3 No, not at all
- 4 No, but it was not possible to move around

Following cognitive testing, a fourth response option has been added for further clarification.

C9. Were you transferred just before your birth or during your labour for medical reasons or concerns?

- 1 No, I was not transferred
- 2 Yes, from one part of the hospital to another
- 3 Yes, from a separate birth centre/maternity unit to hospital
- 4 Yes, from home to hospital
- 5 Yes, from one hospital to another

This question has moved forward in the questionnaire from the sub-section 'The birth of your baby' to this section (Your labour and the birth of your baby) as the question includes transfers during labour. This question has been placed in the question bank as only a small percentage of women (13%) said they had been transferred in the 2007 survey.

For your labour and birth in the hospital, how clean were...

Very clean Fairly clean Not very clean Not at all clean I did not use these

- ~~a) The labour or delivery room you were in?~~
- ~~b) The toilets and bathrooms you used at this time?~~

These questions have been moved into the question bank and have subsequently been split into two questions as trusts may only wish to ask about the cleanliness of the labour/delivery room or the toilets/bathrooms. A response option has been added for those women who gave birth at home and a skip instruction has been added so that these women skip to the next relevant question, thereby avoiding missing responses. It was also suggested that women might have difficulty recalling the cleanliness level of a labour or delivery room and therefore be less likely to answer either question if they are both grouped together.

C10. During your labour and birth in the hospital, how clean was the labour or delivery room you were in?

- 1 Very clean [→ Go to C11](#)
- 2 Fairly clean [→ Go to C11](#)
- 3 Not very clean [→ Go to C11](#)
- 4 Not at all clean [→ Go to C11](#)
- 5 ~~I did not use these~~ [→ Go to C11](#)
- 5 [I gave birth at home](#) [→ Go to C12](#)

C11. During your labour and birth in the hospital, how clean were the toilets and bathrooms you used at this time?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use ~~these~~ [a toilet or bathroom](#)

C13. Thinking about the birth of your baby, what kind of delivery did you have?
(If you had [twins or more than two](#) ~~one~~ [babies](#) ~~y~~ this time, [please fill out this question about tell us about the baby who that was born first.](#))

- 1 A normal (vaginal) ~~delivery~~ [birth](#) → Go to C14
- 2 ~~Delivery using forceps~~ [An assisted vaginal delivery \(e.g. with forceps or ventouse suction cup\)](#) → Go to C14
- 3 ~~Delivery using a vacuum cap (ventouse) on the baby's head~~ [A planned caesarean delivery](#) → Go to C20
- 4 An [emergency](#) caesarean delivery (through a cut in the abdomen into the womb) → Go to C20

Response options have been simplified but also allow more detail about caesarean sections.. The subsequent question relating to caesarean sections have been deleted because they are covered in the response options above.

C15. What position were you in when your baby was born? (Tick ONE only)

- 1 Sitting / sitting supported by pillows
- 2 On my side
- 3 Standing, squatting or kneeling
- 4 Lying/ [lying supported by pillows](#)
- 5 Lying with my legs supported in stirrups
- 6 Other

The fourth response option was expanded slightly to clarify the difference between response options 1 and 5.

C19. If you had an episiotomy (cut) or tear requiring stitches, how long after your baby was born were the stitches done?

- 1 I did not have an episiotomy (cut) or a tear
- 2 I did not have stitches
- 3 Within 20 minutes
- 4 20 minutes to 1 hour
- 5 More than 1 hour
- 6 Don't know / Can't remember
- 5 ~~I did not have stitches~~
- 6 ~~I did not have an episiotomy (cut) or a tear~~

The response options were re-ordered because of a high non response rate- this could be that respondents who had not had an episiotomy did not see the responses that related to them (e.g. 'I did not have an episiotomy (cut) or a tear' or 'I did not have stitches') therefore they have been moved to the top of the list of response options.

C21. Altogether, how many different midwives cared for you ~~looked after you~~ during your established labour and the birth of your baby? (do not include student midwives)

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five or more
- 6 Don't know / Can't remember

There has been a slight change in wording and also further clarification in brackets because cognitive testing showed that respondents were confused whether or not to include student midwives in their response. This question has been placed in the question bank because it cannot be used by trusts for quality improvement.

C23. Had you met any of the staff who cared for you ~~looked after you~~ during your labour and birth before you went into labour?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

The wording has changed slightly in this question to be consistent with the wording used in other questions.

C26. Were you (and/or your ~~husband~~, partner or a companion) left alone by midwives or doctors at a time when it worried you?

- 1 Yes, during labour
- 2 Yes, shortly after the birth
- 3 Yes, during labour and shortly after the birth
- 4 No, not at all

There has been a very slight change to the wording of this question to make it more accessible and relevant to a wider population, and to be consistent with the wording used at C25.

E2. Looking back, do you feel that the length of your stay in hospital after the birth was...

- 1 Too long?
- 2 Too short?
- 3 About right?
- 4 Not sure / Don't know

Wording has been added to clarify to women to only think about the time they spent in hospital in the postnatal period.

E4. Did your baby have a newborn examination or 'baby check' before you were discharged home?

- 1 Yes → Go to E5
- 2 No → Go to F1
- 3 Don't know / Can't remember → Go to F1

E5. Who carried out this examination or 'baby check'? (Tick ONE only)

- 1 Midwife
- 2 Doctor (e.g. a paediatrician)
- 3 Other
- 4 Don't know / Can't remember

These two questions have moved position in the survey to better tie in with questions relating to discharge (i.e. at the end of the section – E13 & E14). The words 'e.g. a paediatrician' have been added to the second response option at E5 as cognitive testing showed this addition was required to aid completion,

These questions have been moved to the bank as 'optional' questions as a ceiling effect was evident at E4 (96% said 'Yes'). Furthermore, some trusts carry out 'baby checks' at home to allow women to be discharged sooner, so it would not be appropriate to compare trust performance on this aspect of care.

For your postnatal stay in the hospital, how clean were...

Very	Fairly	Not very	Not at all	I did not
Clean	clean	clean	clean	use these

- a) The hospital room or ward you were in?
- b) The toilets and bathrooms that you used?

The question has been separated into two separate questions to provide trusts with a greater flexibility in the questions they decide to include. Furthermore, splitting up these two questions means that the redundant response option 'I did not use these' can be removed from E7. These questions have been moved into the bank.

E7. For your postnatal stay in the hospital, how clean was the hospital room or ward you were in?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean

E8. For your postnatal stay in the hospital, how clean were the toilets and bathrooms that you used?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use **these** a toilet or bathroom

F1. During your pregnancy did your midwife discuss infant feeding with you?

- 1 Yes, [definitely](#)
- 2 [Yes, to some extent](#)
- 3 No
- 4 Don't know / Can't remember

Following the analysis of the 2007 survey data, the response 'Yes' has been broken down into 'Yes, definitely' and 'Yes, to some extent' to provide a better distribution of responses (i.e. to overcome ceiling effect)

F2. In the first few days after the birth how was your baby fed? Please tick one box *only*

- 1 Breast milk (or expressed breast milk) only → Go to F4
- 2 Both breast and formula (bottle) milk → Go to F4
- 3 Formula (bottle) milk only → Go to F3
- 4 Not sure → Go to F3

F3. Did you ever put your baby to the breast (even if it was only once)?

- 1 Yes
- 2 No

F2 and F3 have changed order since 2007 and routing instructions have been added to F2 so that only those who have fed their baby using formula milk (or those who are unsure how they fed their baby) are asked if they ever put their baby to the breast.

G2. How long was your baby in neonatal care in total? *(If you had twins or more than two babies that stayed in neonatal care, please fill in this question about the baby that stayed in care the longest)*

- 1 1 day or less
- 2 2-7 days
- 3 8-14 days
- 4 15-30 days
- 5 31 days or more
- 6 [My baby is still in neonatal care](#)

A response option ('My baby is still in neonatal care') has been added which allows the removal of question G4 in the 2007 survey 'Is your baby still in neonatal care?'

G2. Were you and/or your partner given enough information about why your baby was admitted for neonatal care?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, ~~but I would have like some information~~
- 4 No, but I did not need this information
- 5 Don't know / Can't remember

To be consistent with other questions in the survey that ask about women if they were given enough information, some words have been deleted from the third response option

H5. Since your baby's birth have you been visited at home by a midwife?

- 1 Yes → Go to H6
- 2 No, I visited the midwife or saw a midwife in a clinic → Go to H6
- 3 No, I was not offered a visit → Go to H10
- 4 No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU) → Go to H10
- 5 ~~No, I moved home~~
- 6 ~~No, I did not want a midwife to visit~~
- 7 No, for another reason → Go to H10

Analysis of the 2007 survey data showed that very few respondents ticked options 5 and 6 (0.03% and 0.02% respectively), so they have been removed as they can still tick 'No, for another reason'.

H16. Did you have a postnatal check-up of your own health? (Around 4-8~~6~~ weeks after the birth)

- 1 Yes
- 2 No

The question has been revised to say 4-8 weeks rather than 4-6 weeks as the cognitive interviewing revealed that some women have their postnatal check-up around 7-8 weeks after the birth.

H17. Were you given enough information about your own recovery after the birth?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, ~~but I would have liked some information~~
- 4 No, but I did not need this information
- 5 Don't know / Can't remember

This question has moved location in the 2010 survey (previously in section E) so that women who have had a home birth can also answer this question. To be consistent with other questions in the survey that ask about women if they were given enough information, some words have been deleted from the third response option.

J5. Which of the following people Who do you live with now?

~~1- Your baby/ children~~

~~2- Husband or partner~~

~~3- Other family members~~

~~4- Other people in your household~~

1 I live alone (with or without my baby / children)

2 With a partner/husband/boyfriend (with or without any children)

3 With family members other than a partner/husband/boyfriend (e.g. parents)

4 With friends

5 Other

The wording of this question and the response options have been revised for further clarification. The version used in 2007 was a 'tick all that apply' question and we suspected from the findings that many women had mistakenly not ticked 'Your baby/children'

2.4 Questions removed

The following questions from the 2007 survey were removed from the 2010 version. They are numbered here as they appeared in the 2007 maternity questionnaire and the reason for removing the question from the core questionnaire is discussed in each case:

- A1. Please write in today's date

This question had a high rate of non-response in the 2007 survey and was not found to be useful for analysis. The date the questionnaire is returned should be logged by trusts or survey contractors.

- C3. If your labour was induced, were any of the following used?

There were too few responses to this question in the 2007 survey to provide useful analysis

Following recent consultation with stakeholders, the reason for induction is considered to be of more importance (and of interest to trusts), and so this question has been replaced with a new one on the reasons for induction (see section 1.8 for further detail)

- C12. If your baby was born by caesarean was this...

There were too few responses to this question in the 2007 survey for useful analysis and the 'type' of caesarean a woman had (i.e. whether planned or emergency) is now captured at question C13.

- C22. Did you have your husband, partner or a companion with you during labour and at the birth of your baby?
- C23. Was your husband, partner or companion with you for as much as you wanted?
- C24. If your husband, partner or companion was not with you for as much as you wanted during labour and/or at the birth of your baby, what was the main reason for this?

The majority of respondents (93%) answered questions C22 and C23 positively and the results cannot be used to measure trust performance. Furthermore, the follow-up question (C24) had very few respondents in the 2007 survey (the results could not be published for any trust). This question has now been replaced with an alternative question, 'If you had a family member or companion with you during your labour and at the birth of your baby, were they made welcome by the midwives/doctors?' (See section above on 'new items')

- G4. Is your baby still in a neonatal unit now?

Question G2 now includes the response option 'My baby is still in neonatal care' and therefore this question has been removed.

- J10. Overall, how would you rate your health during the past 4 weeks?

2.5 Questions removed from the core and added to the online question bank tool

The following questions have been removed from the core questionnaire but have been placed in the question bank so that year-on-year comparisons can still be made by trusts if these questions are regarded to be important [Please note: question numbers refer to those in the Maternity Survey 2010 Bank Questionnaire].

- B3. Were you able to see this person as soon as you wanted?

In 2007, there was a high number of respondents (91%) who answered this question positively (i.e. 'Yes') which did not provide very useful analysis.

- B17. If you saw a hospital doctor for your antenatal check-ups, did you see the same one every time?

This question had a high rate of non-response in the 2007 survey; 24.3% of women did not answer. This is likely to be because a number of respondents either did not see a hospital doctor, or only saw a hospital doctor once (36%).

- B23. Do you feel you had a choice about whether to have a screening test for Down's syndrome?

In 2007, 88% of respondents answered this question positively so it did not provide much useful information. There was however, a large range (48-98%) across trusts and it is suggested this remains in the 'bank' questionnaire so it can be selected by those trusts that wish to monitor performance in this area.

- B29. While you were pregnant, but before you went into labour, did you stay in hospital overnight because of a problem related to your pregnancy? (If your labour was induced and you had to stay overnight immediately before induction, please do not include that stay here)

This question is not asking about women's experience of maternity care and trusts will not be able to use data from this question for quality improvement purposes.

The question could be used by those interested in any sub-group analysis although it's important to note that the 2007 survey showed only 19% said they had stayed in hospital during pregnancy – so numbers are likely to be too small for such analysis.

- C2. How did your labour start?

The follow-up question to this (i.e. C3 If your labour was induced, were any of the following used?) had too few respondents in the 2007 survey (i.e. less than 30), so the results for this question could not be shown for 53 trusts (i.e. over a third). This is not asking about women's experiences of care and therefore cannot be used for quality improvement

- C16. While your baby was being born were you given an episiotomy (cut)?
- C17. While your baby was being born did you have a tear?
- C18. Was this a serious tear which involved your back passage (third or fourth degree tear)?

These three questions relating to episiotomies do not ask about women's experience of care and therefore cannot be used for quality improvement. There were also too few respondents to question C18 in the 2007 survey and therefore this would not provide any useful data for analysis. All three questions have been moved into the optional question bank.

SECTION D (Babies born at home)

The questions in this section have been placed as optional questions in the bank because in the 2007 survey only the national results for these homebirth questions could be published as no trusts had more than 30 responses to these questions. The 2010 NPEU maternity survey will provide national data on this aspect of care.

- E4. During your postnatal stay were you offered a choice of food?
- E5. How much food were you given?
- E6. Overall how would you rate the hospital food during your postnatal stay?

These three questions relating to hospital food have been removed from the core questionnaire as they were considered by stakeholders to be of less importance for this survey.

SECTION G (Babies needing special care)

The 2007 survey showed that very few respondents said their baby was cared for in a neonatal unit, so the results from questions G2 and G3 could not be published for the majority of trusts (140/148 at G2 and 139/148 at G3). Therefore, for the 2010 maternity survey, the questions in

this section (G1-G3) have been placed in the bank⁷.

- J4. How old were you when you left full-time education?

We no longer believe this question to be appropriate to estimate a respondent's social class, education, or income level and the results of this question are not thought to be used widely. The question is going to have different relevance to people born in different decades, and the question does not take into account those who have studied later in life.

⁷ A separate national survey of parent's experiences of neonatal care is planned for 2010-2011. The neonatal survey is being funded by Bliss and the Department of Health and will be carried out by researchers at Picker Institute Europe.

3. Questions directly comparable to 2007

Table 1 shows which questions in the revised 2010 maternity questionnaire are directly comparable to questions included in the previous 2007 national survey (Please note the question numbering refers to the questions position in the 2010 question bank survey).

Table 1: Questions directly comparable to those included in the 2007 national survey

Bank	Core	Question
A1	A1	Did you give birth to a single baby, twins or more in your most recent pregnancy?
B3		Were you able to see this person as soon as you wanted?
B5	B4	At the start of your pregnancy did you have a choice about where you could have your baby?
B9	B8	Were you given a copy of The Pregnancy Book?
B13	B11	During your pregnancy were you given a choice about where your antenatal check-ups would take place?
B16	B13	If you saw a midwife for your antenatal check-ups , did you see the same one every time?
B17	-	If you saw a hospital doctor for your antenatal check-ups , did you see the same one every time?
B22	B16	Did you have any screening tests (a blood test or nuchal scan) to check whether your baby might have Down's syndrome?
B23	-	Do you feel you had a choice about whether to have a screening test for Down's syndrome?
B29	-	While you were pregnant , but before you went into labour, did you stay in hospital overnight because of a problem related to your pregnancy? <i>(If your labour was induced and you had to stay overnight immediately before induction, please do not include that stay here)</i>
B30	B21	During your pregnancy did you have the name and telephone number of a midwife you could contact if you were worried?
C2	-	How did your labour start?
C7	C3	During your labour and birth, did you use any of the following to help relieve the pain? (Tick ALL that apply)
C8	C4	During your labour and birth, did you feel you got the pain relief you wanted?
C9		Were you transferred just before your birth or during your labour for medical reasons or concerns?

C12	C5	Where was your baby born?
C14	C7	Where did you give birth? (Tick ONE only)
C16	-	While your baby was being born were you given an episiotomy (cut) ?
C17	-	While your baby was being born did you have a tear ?
C18	-	Was this a serious tear which involved your back passage (third or fourth degree tear)?
C23	C11	Had you met any of the staff who cared for you during your labour and birth before you went into labour?
C24	C12	Did you have confidence and trust in the staff caring for you during your labour and birth?
C26	C14	Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?
D5	-	After the birth, did you or your baby go to hospital? (Tick ONE only)
E2	D2	Looking back, do you feel that the length of your stay in hospital after the birth was...
E4	-	During your postnatal stay were you offered a choice of food?
E5	-	How much food were you given?
E6		Overall how would you rate the hospital food during your postnatal stay?
E13	-	Did your baby have a newborn examination or 'baby check' before you were discharged home?
E14	-	Who carried out this examination or 'baby check'? (Tick ONE only)
G1	-	Was your baby cared for in a neonatal unit (NNU, NICU, SCBU) at all?
H2	F1	When you were at home after the birth of your baby did you have the name and telephone number of a midwife or health visitor you could contact if you were worried?
H8	F5	Would you have liked to have seen a midwife...?
H19	F9	Were you given information or offered advice from a health professional about contraception?
J1	G1	Have you had a previous pregnancy?
J2	G2	How many babies have you given birth to before this pregnancy?
J3	G3	In what year were you born?
J4	-	How old were you when you left full-time education?

J6	G5	What language do you speak most often at home?
J9	G8	To which of these ethnic groups would you say you belong? (Tick ONE only)

Table 2: Questions that MAY be comparable but exercise caution

Bank	Core	Question
A4	A4	Roughly how many weeks pregnant were you when your baby was born? *
B2	B2	Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care? *
B4	B3	Roughly how many weeks pregnant were you when you had your 'booking' appointment (the appointment where you were given your pregnancy notes) *
B8	B7	Before your baby was born, did you plan to have your baby at home?
B28	B20	Roughly how many ultrasound scans did you have in total during pregnancy? *
B42	B26	During your pregnancy, did you attend any antenatal classes provided by the NHS ?
C1	C1	Roughly how long did your labour last? *
C19	C9	If you had an episiotomy (cut) or tear requiring stitches, how long after your baby was born were the stitches done? *
E1	D1	How long did you stay in hospital after your baby was born? *
F2	E2	In the first few days after the birth how was your baby fed?
H6	F4	How many times in total did you see a midwife after you went home?*
H7	-	How old was your baby when you had the last visit or contact with the midwife?*
H16	F8	Did you have a postnatal check-up of your own health? (Around 4-8 weeks after the birth)

N.B. Due to the changes that have been made since the 2010 survey, it is not yet certain which questions in Table 2 will be comparable. We do anticipate that this list will grow but it is necessary to look at the collated data first in order to ascertain comparability.

*The question wording is the same as in the 2007 survey, but response options now replace free text numeric boxes. Please note: in order to compare your results to the previous survey, you may need to recode your 2007 data to match these response categories.

If you have any questions or concerns regarding comparability, please contact the Acute Co-ordination Centre:

By e-mail – Maternity.Data@PickerEurope.ac.uk

By phone – 01865 208127

4. Changes to guidance manual and survey protocol

The guidance manual has been updated in preparation for the 2010 survey. It contains all the instructions needed to carry out the survey and what is required from each trust. The key changes to the survey methodology are discussed below but a full list of all changes can be found in chapter 3 (“what’s new for 2010”) of the 2010 maternity survey guidance manual.

Survey fieldwork period: Since the 2007 survey, the fieldwork period for the survey has increased to 19 weeks. The date for final submission of data is the **20th August 2010**. We strongly encourage all trusts and survey contractors to submit their samples within the first four weeks of the survey (5th to 30th April) to make the most of the fieldwork period and to collect returned questionnaires for as long as possible before submitting data.

Ethnic category: There has been a change to the coding used for the patient sample for this, and future, surveys. Ethnic category, as defined by the NHS Dictionary maintained by Connecting for Health, should now be used instead of ethnic group. Ethnic category is a 17 item alphabetical code that will replace the 6 item code previously used in patient surveys. The code “Z” should now be used instead of a blank or full-stop to indicate where hospital records show that the patient actively refused to provide their ethnic category. Ethnic category is the default coding of ethnicity that trusts should already be using and using this coding should result in fewer errors due to converting current data to new variables.

Data protection guidance: The guidelines on data protection were revised, specifically those relating to sending patient details to contractors to further clarify the security settings that are required. This was to ensure that trusts are compliant with the most recent recommendations under the Data Protection Act 1998.

Page limit: A limit has been set on the maximum number of pages that can comprise the questionnaire booklet. This limit is set to 16 sides of A4 i.e. pages 1-16. Previous research carried out by Picker Institute Europe has shown that a patient questionnaire with more than 16 pages can result in a dramatic decrease in response rate. We recommend font size 12 for all questions and response options.

Additional data fields: Trusts will be asked to include the three character code to identify their organisation (Trust code) in their sample file for this year’s survey. They will be asked to code ‘Actual delivery place’ using the National Codes, found in the NHS Data Dictionary provided by Connecting for Health. In addition to supplying PCT of residence, trusts will also be required to include ‘Referring PCT’ for this year’s survey.

Demographics Batch Service (DBS): The NHS National Strategic Tracing Service has been replaced by the Demographics Batch Trace. The DBS traces records against the Spine Personal Demographics Service (PDS). Patient lists will need to be checked for deaths using this new service. The DBS uses a file transfer application to send and receive files and will not accept files sent by encrypted email or through the post on physical media. You will need to ensure you are familiar with the new method for submitting patient lists to be checked.

Sample Size: The sampling period is ***all consecutive live births in February 2010***, so the sample size will vary by trust. Since the 2007 survey, the minimum sample size has **increased**

from 200 to 250. This is to allow for women who are removed from the sample following DBS checks and to ensure that there is still a large enough sample to allow for meaningful statistical analysis.