

DEVELOPMENT REPORT FOR THE 2015 MATERNITY SURVEY

THE CO-ORDINATION CENTRE FOR THE NHS PATIENT
SURVEY PROGRAMME



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1 Introduction

The last national survey of women's experiences of maternity care in England was carried out in 2013. Over 23,000 women from 137 trusts NHS Trusts in England responded to the survey between April 2013 and August 2013, a response rate of 46%. Similar surveys were carried out in 2007 and 2010.

The maternity survey will again be undertaken in 2015 as part of the national patient survey programme. The survey will give trusts information on antenatal, labour and birth, and postnatal care, to facilitate targeted quality improvement. The Care Quality Commission (CQC) will use the data in their regulation, monitoring and inspection of NHS acute trusts in England, while NHS England and the Department for Health will also use the results in measuring performance against a range of indicators and objectives.

Methodology will be largely similar to that of previous years: trusts will send a paper self-completion questionnaire to eligible women, defined as women who had a live birth in February 2015 and are aged 16 or older. Women who gave birth in a hospital, birth centre, maternity unit, or at home are eligible. An online version of this survey is not available.

Summary of development

Consultation was undertaken in order to update the 2013 questionnaire for 2015. Amendments were made on the basis of the following:

- Analysis of the 2013 survey data to examine item non-response rates, floor/ceiling effects, and analysis of the free text comments, and;
- Consultation with stakeholders at CQC, NHS England, the Department of Health and the National Perinatal Epidemiology Unit (NPEU) regarding the scope of the survey and to take account of policy priorities.

In addition to this work, the redesigned questionnaire underwent thorough cognitive testing with 23 women who had given birth within the past year. The testing took place across Oxford, London and Brighton. Women of a mix of ages and ethnic groups took part, including women whose first language is not English.

This document describes changes made to the 2013 questionnaire – new items added to the questionnaire for 2015, items removed, changes made to existing items (including questions, response options, and instructions), and changes to guidance documents and survey protocol.

Any questions in the 2015 core questionnaire not mentioned in this report can be assumed to have been carried from the 2013 to the 2015 questionnaire unchanged. A summary of questionnaire changes from 2013-2015 can be found in Appendix A of this report. The complete 2015 questionnaire can be found on our website at:

www.nhssurveys.org/survey/1559

For additional information, see the Quality and Methodology report, available on the CQC Maternity Survey page at:

<http://www.cqc.org.uk/content/maternity-services-survey-2015>

2 New items added to the questionnaire

The 2015 maternity questionnaire has been kept as similar as possible to the 2013 version to allow for year-over-year comparisons; following analysis of the 2013 survey data and consultation with colleagues from the CQC, NHS England, the Department of Health and the National Perinatal Epidemiology Unit (NPEU), eight new questions have been added to the 2015 questionnaire. Unless otherwise stated, all question numbers correspond to the numbering of the 2015 questionnaire.

B10. During your antenatal check-ups, did the midwives appear to be aware of your medical history?

- 1 ☐ Yes, always
- 2 ☐ Yes, sometimes
- 3 ☐ No
- 4 ☐ Don't know / can't remember

This question was added into the antenatal section of the questionnaire and is based on question F7 in the postnatal section, which also asks about midwives' awareness of medical history. It is designed to assess continuity of care, and whether the midwives who saw a woman during her pregnancy were aware of important information about her. The development work conducted for the 2013 maternity survey found that women 'did not mind seeing several midwives if they felt that there was continuity between them'.

Question B10 was added prior to round 3 of cognitive testing to replace two alternative new questions relating to continuity of care that were deemed unsuccessful in the first two rounds of testing.

During cognitive testing, this question worked well for most women, who thought about relevant medical history that they considered important to their pregnancy when answering this question. Women understood a 'yes, always' response to mean their midwives knew all the relevant information, or would readily ask if they did not know something. Women chose 'Yes, sometimes' when midwives did not know some relevant information, or where women felt they had to repeatedly explain their situation to different midwives.

One woman left the question blank as she said she was unsure whether this meant only medical history specifically related to the pregnancy, or her health more generally. As the question worked well for the remainder of respondents, and this respondent left the question blank rather than answering incorrectly, it was decided that the question was acceptable to include in the questionnaire.

B13. During your antenatal check-ups, did a midwife ask you how you were feeling emotionally?

- ¹ ☐ Yes, definitely
- ² ☐ Yes, to some extent
- ³ ☐ No
- ⁴ ☐ Don't know / can't remember

This question was added before the first round of cognitive testing, and is based on question F12 in the postnatal care section of the questionnaire. During cognitive testing, women understood the 'feeling emotionally' to be referring to whether they felt depressed, tearful, able to cope, stressed, etc.

Women found this question easy to remember and answer, however in the first two rounds of cognitive testing this question only had 'yes'/'no'/'don't know' response options meaning that some women answered 'yes' because they had been asked how they were feeling emotionally, but commented that the questions from the midwives had been perfunctory and that if they had been having emotional problems they would have been unlikely to tell the midwives. Prior to round three the yes response was therefore split into 'yes, definitely' and 'yes, to some extent', to capture the experience of those who were asked about their emotional state, but did not feel that the midwives had done this well enough to warrant a positive 'yes' response. These response options tested well in the final rounds of testing.

C2. Did you have a home birth?

- ¹ ☐ Yes
- ² ☐ No

This question was added in after the removal of the question 'Where was your baby born' (C6 in the 2013 questionnaire). It was considered beneficial to still ask women whether they had a home birth, as women who gave birth at home would not be aware this is collected as sample data, and may be concerned the survey was not picking up on an important aspect of their birth. This also ensures that where trusts' records on place of birth are not complete or accurate, this information can be taken from the questionnaire.

C15. If you needed attention **during labour and birth**, were you able to get a member of staff to help you **within a reasonable time**?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No
- ⁴ ☐ A member of staff was with me all the time
- ⁵ ☐ I did not want / need this
- ⁶ ☐ Don't know / can't remember

This question was added to replace the previous C15 ('If you used the call button how long did it usually take before you got the help you needed?') in assessing the timeliness of staff responses to women's needs while they were in hospital.

Women understood getting help 'within a reasonable time' as being relative to the urgency of their need, and whether they started to worry.

In the first rounds of testing this question did not include the clarification 'during labour and birth' which was added as some women suggested they would answer this question differently depending on which part of their time in hospital the question was referring to. A similar question (D3) has been placed later in the questionnaire to measure timeliness of responses during the remainder of the woman's time in hospital, after the birth.

The response option 'A member of staff was with me all the time' was added after the first round of testing, as a few women who had had a member of staff with them throughout the birth expressed confusion over which response option they should select.

D3. 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**?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No
- ⁴ ☐ A member of staff was with me all the time
- ⁵ ☐ I did not want / need this
- ⁶ ☐ Don't know / can't remember

This question, which mirrors question C15 in the labour and birth section, was added in due to comments from some women during cognitive testing that the timeliness of attention from hospital staff differed between when they were giving birth and their time in hospital after birth. The question was included in the final two rounds of testing, and tested well.

D6. 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? (**Cross ALL that apply**)

- ¹ ☐ Yes
- ² ☐ No, as they were restricted to visiting hours
- ³ ☐ No, as there was no accommodation for them in hospital
- ⁴ ☐ No, they were not able to stay for another reason
- ⁵ ☐ I did not have a partner or companion with me

This question was added to address concerns around the issue raised by some stakeholders, as well as a large number of free-text comments that referenced this issue in the 2013 maternity survey.

In the first round of testing, an additional response option 'No, they were not able to stay due to personal reasons' was included, however this was removed for subsequent rounds as some women found it hard to distinguish between what would count as a 'personal reason' and 'another reason'.

Most women interpreted this question as intended, choosing options 2 and/or 3 if their partner was unable to stay as much as they wanted them to, and choosing option 1 if their partner was able to stay as much as desired, including some cases where the partner was restricted to visiting hours but these were considered reasonable, and the woman did not mind. Some women also chose option 4, when their partner had to leave for a different reason, such as to look after another child.

One woman felt unable to answer this question, as although her husband visited every day, she did not consider him 'involved' in her care. As this respondent left the question blank rather than answering incorrectly, and the question worked well for all other respondents, it was decided that the question should be included in the questionnaire.

F15. If, **during evenings, nights or weekends**, you needed support or advice about feeding your baby, were you able to get this?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No
- ⁴ ☐ I did not need this
- ⁵ ☐ Don't know / can't remember

This question was added to assess the level of support women felt they received out of hours. As the phrase 'out of hours' might have been confusing for some, 'evenings, nights or weekends' was used instead, and respondents thought this wording was easy to understand. Initially, some women answered the question regarding support or advice in

general, not during ‘evenings, nights or weekends’, so after the first round of testing, this phrase was made bold for emphasis.

Some women expressed confusion about whether they should think about non-NHS support when answering this question, but the majority of these did not include this. One respondent answered ‘no’ as she had not been able to get support on a different issue out of hours, and therefore assumed it would be the same if she had issues with feeding, as she would have to call the same number, which was not answered on weekends.

Although there were some differences in interpretation of this question, in such cases the responses chosen by women tended to depend on how much of a problem they understood the issue to be. For instance some women answered ‘yes’ where they had received non-NHS help and were happy with this, while others answered ‘no’ where they had had to turn to private sources of help but wanted this from the NHS. It was therefore decided this question provides valuable information and should be included in the questionnaire.

F18. Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?

- ¹ ☐ Yes
- ² ☐ No
- ³ ☐ Don’t know / can’t remember

This question, which continues the theme of emotional health in Section F, was added to assess whether women were told about available mental health support. There were initial concerns that women might interpret this question incorrectly and only answer ‘yes’ if they had actually needed or received such support, but this was not the case in cognitive testing, where women interpreted the question as intended. Some women were unable to remember whether they had been told who they could contact if they needed about emotional changes, usually because they did not need to use it. In these cases, many women chose the ‘don’t know / can’t remember’ option, although a few selected ‘yes’, as they had received a very large amount of information and thought they would be able to find it in there somewhere.

3 Changes to existing items

The wording of several questions and response options was altered to improve patient comprehension or reflect changes in the intention of questions. These changes are detailed below, with deletions struck through and insertions underlined. Question numbers refer to items' positions in the 2015 questionnaire.

Still thinking about antenatal care during your pregnancy...

B15. During your pregnancy, if you contacted a midwife, were you given the help you needed?

- 1 ☐ Yes, always
- 2 ☐ Yes, sometimes
- 3 ☐ No
- 4 ☐ No, as I was not able to contact a midwife
- 5 ☐ I did not contact a midwife

'During your pregnancy' was added to the beginning of this question to make it consistent with others in the section, and to replace the note 'Still thinking about antenatal care during your pregnancy...' which previously preceded this question. This reminder note was removed as the question was no longer at the top of the column, as it had been in 2013.

C3. 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, sometimes
- 3 ☐ No, ~~not at all~~
- 4 ☐ No, ~~but it was not possible to move around~~ but this was not possible due to medical reasons

Response options 3 and 4 were amended before cognitive testing to create a clearer distinction between the 'no' response option (which suggests a negative experience, where a woman was not able to move but there was no good reason for this), and the final response option which is intended to account for women who were not able to move for a medical reason (and therefore is not considered a negative response). The updated response options worked well in cognitive testing.

E3. Did you ever ~~put your baby to the breast~~ try to breastfeed your baby (even if it was only once)?

1 ☐ Yes

2 ☐ No

This question was changed prior to cognitive testing as the original wording was considered unnecessarily out-dated and confusing for women. Most respondents in cognitive testing were routed past this question, but all those who answered it easily understood and responded to this question.

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ No, but I did not need this information

5 ☐ Don't know / can't remember

This question was amended to refer specifically to women's physical recovery, distinguishing this from their emotional recovery, which is now addressed separately by a number of specific questions.

This tested well in cognitive testing; women answered easily and understood information about 'physical recovery' to include things like information on pelvic floor exercises, looking after stitches, what to expect in terms of 'normal'/abnormal levels of pain after the birth, and speed of recovery, as well as information on many other aspects of physical recovery specific to their own circumstances.

Where women felt they had been given all the information they needed, they gave a response of 'Yes, definitely', while women who had lacked some information, or felt they had to ask too many questions to elicit information chose 'Yes, to some extent'. Women who answered 'No' referred to a lack of information on aspects of their physical recovery that they considered very important, and in most cases the lack of this information had led to distress or physical complications.

When responding to this question, women included both verbal and written information from midwives, health visitors, and sometimes GPs.

H. OTHER COMMENTS

If there is anything else you would like to tell us about your maternity care, please do so here.

Please note that the comments you provide in the box below will be looked at in full by the NHS Trust, Care Quality Commission and researchers analysing the data. We will remove any information that could identify you before publishing any of your feedback.

The above note has been added as standard to all the surveys in the national patient survey programme. Previously, text that might have identified the patient or member of staff was replaced with asterisks at the data entry stage so that individuals could not be identified. However, on review, the CQC felt that valuable information was missed, such as feedback about particular wards or staff members. It was therefore decided not to anonymise the free-text comments, as this note makes clear to respondents. This only applies to internal analysis of the comments by individual trusts, the CQC and other researchers who have access to the data. There is clear direction in the associated survey instruction manuals to anonymise free-text comments before publication.

4 Items removed from the questionnaire

Three questions have been removed from the 2015 questionnaire; the analysis of 2013 data, consultation with stakeholders, and cognitive interviews with new mothers suggested other questions that could better capture their experiences and/or suggested that the original questions did not provide useful data.

Please note, question numbers refer to those in the 2013 questionnaire.

C6. Where was your baby born?

- 1 ☐ At a consultant led unit in the hospital
(please write in the hospital name)

- 2 ☐ In a birth centre/midwifery led unit
(please write in hospital name **if** it was within the hospital or birth centre/unit name if it was not)

- 3 ☐ At home
- 4 ☐ Other

This question had been included in all previous iterations of the maternity survey, however in cognitive testing for the 2015 survey it emerged that many women were unsure what a 'consultant-led unit' is. Most women made a guess based on their knowledge of what a midwifery led unit is, and these guesses were sometimes incorrect. As this information can be derived from the sample information provided by trusts, the decision was made to remove this question from the 2015 survey.

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

- 1 ☐ 0 minutes/right away
- 2 ☐ 1 – 5 minutes
- 3 ☐ 6 – 10 minutes
- 4 ☐ 11 – 20 minutes
- 5 ☐ Over 20 minutes
- 6 ☐ I never got help when I used the call button
- 7 ☐ I never used the call button

It was agreed with stakeholders early in the process that this question should be removed, as it was felt that women are unlikely to accurately remember this information to the nearest

five minutes, when answering this questionnaire several months after giving birth. Additionally, the acceptability of time taken to respond to the call button depends on the urgency and nature of the request – something which the specific time bands in the original question did not capture.

Stakeholders agreed that the new question C15 ('If you needed attention during labour and birth, were you able to get a member of staff to help you within a reasonable time?') was more valuable. Due to constraints on questionnaire space, it was decided to replace the original question rather than include both.

G5. Does this condition(s) cause you difficulty with any of the following? (**Cross ALL that apply**)

- 1 ☐ Everyday activities that people your age can usually do
- 2 ☐ At work, in education, or training
- 3 ☐ Access to buildings, streets, or vehicles
- 4 ☐ Reading or writing
- 5 ☐ People's attitudes to you because of your condition
- 6 ☐ Communicating, mixing with others, or socialising
- 7 ☐ Any other activity
- 8 ☐ No difficulty with any of these

Originally this question was placed following G4 ('Do you have any of the following long-standing conditions?'), however analysis of the 2013 data showed that less than one percent of trusts received enough responses to this question for their data to be included (data is removed for a question if fewer than thirty valid responses are received for a trust, as data based on fewer than thirty responses per trust are not considered sufficiently reliable). The decision was therefore made to remove this question from the 2015 survey and make space in the questionnaire for more useful questions.

5 Items that were tested but not included

There were four items in the questionnaire that were tested but ultimately excluded from the final version. As with items that were removed from the questionnaire (detailed in Section 4), after testing and consultation, these items were deemed less suitable than others, or considered to overlap with others that were included.

Note that question numbers here reference the question's place in the 2015 questionnaire at the time of cognitive interviewing.

B10. Overall, how many **different** midwives did you see **for your antenatal check-ups**?

*(not counting student midwives or midwives at the hospital antenatal clinic)
please enter a number (approximate if you don't remember exactly)*

This question was tested in rounds one and two of cognitive interviewing; while most respondents appeared to recall the number of different midwives they saw, not all women were thinking of the same group of midwives as when they answered the previous question (B9), which was the intent of the question. Following discussion with stakeholders, this question was removed, and was replaced with question B10 as it appears in the final version ("During your antenatal check-ups, did the midwives appear to be aware of your medical history?").

B18. During your pregnancy, were you given information or advice on any of the following issues? **(Cross ALL that apply)**

- 1 ☐ Your physical health
- 2 ☐ Your emotional health
- 3 ☐ Relationship support
- 4 ☐ Your baby's growth and development
- 5 ☐ Choices about where you could have your baby
- 6 ☐ Feeding your baby
- 7 ☐ Baby sleeping patterns / routines
- 8 ☐ None of the above / don't know / can't remember

This question was tested in the first two rounds of cognitive testing due to stakeholder concerns around a lack of high quality, effective antenatal education. Due to the large amount of information many women are given during pregnancy, some found it difficult to remember which of these they had received, particularly if they did not feel they needed that sort of information. Some women ticked options if they needed the information/advice and had then received it, whereas others took a broader approach and selected options they

thought they probably received. Additionally, some women included only information provided by NHS professionals, while others included a large range of sources, including family and friends, the internet, children's centres and NCT classes. For the second round of testing, "none of the above" was separated into its own response option, however this response option was interpreted differently by respondents due to the reasons discussed above, so the question was removed and replaced with the following two specific questions.

B18. During your pregnancy, were you given information on your baby's growth or development?

- 1 ☐ Yes, definitely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ I did not want / need this information
- 5 ☐ Don't know / can't remember

As for the multiple choice version of this question discussed above, issues arose during the testing of this question around the source of the information. Moreover, stakeholders intended this question to address growth and development of the baby in the first few weeks after birth, however due to the question's position women interpreted it as the growth and development of the baby during pregnancy.

B19. During your pregnancy, were you given information on baby sleeping patterns / routines?

- 1 ☐ Yes, definitely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ I did not want / need this information
- 5 ☐ Don't know / can't remember

As with the questions above, women differed in their interpretation of which sources of information should be included when answering this question and many who had received this information from non-NHS sources ticked 'no' here. Additionally, many respondents were confused by the placement of this question in the antenatal section of the questionnaire.

Due to the ongoing issues around the source of information and other differences of interpretation, it was determined that more space than is available currently would be needed within the questionnaire to address this topic accurately. As such, these questions were not included in the final questionnaire.

C3. When you arrived at hospital, were you able to access the ward / unit / birthing centre as soon as you wanted to? (**Cross ALL that apply**)

- 1 ☐ Yes
- 2 ☐ No, as the door was locked
- 3 ☐ No, as there were no staff to help me
- 4 ☐ No, for another reason
- 5 ☐ Don't know / can't remember

This question was included to measure whether birthing centres or maternity units are open and sufficiently staffed when women arrive to give birth; however, there were concerns of this question being interpreted instead as whether women were admitted immediately upon arrival (some women are sent home from the hospital due to not being ready to give birth). As a result, the question was omitted from the questionnaire.

F5. Overall, how many **different** midwives have you seen at home since your baby's birth?
(*not counting student midwives*)

please enter a number (approximate if you don't remember exactly)

As with question B10, this question was tested in the early rounds of cognitive interviewing. Some respondents struggled to remember the exact number of midwives they had seen, and some were not thinking of the same group of midwives as they had been when answering F4, as they had been including student midwives when answering that question. Some respondents also commented they had their standard midwife check-ups at other locations, such as a clinic, but did not include these.

For round three of cognitive testing, the 'at home' wording was removed, however interpretation of the question was then very varied, with some women only counting midwives seen at home, while others also considered midwives in children's centres or the hospital, or midwives they had only spoken to over the phone, and some answering that they had seen more than 30 midwives as they had been to an event and had therefore 'seen' this many. Others commented that it was hard to remember, or that they were not always sure which midwives were student midwives. It was determined that it would not be possible to clarify this question in the space available, so the question was not included in the final survey.

6 Changes to survey protocol and instruction manuals

The survey 'instruction manuals' are updated each before each iteration of the survey. These were previously contained in a single document, the 'guidance manual', but for 2015 these have been split into three instruction manuals: for trusts running the survey in-house, for trusts using a contractor, and for approved contractors. Major 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 2015?') of each of the survey instruction manuals, available at www.nhssurveys.org/surveys/843.

Sample data: This year, CCG code is required instead of GP code. As in 2013, postcode sector is required as part of the sample data to facilitate the attribution of antenatal and postnatal care.

Sample Declaration Form: An additional checklist has been introduced across the whole patient survey programme, which needs to be completed by the person drawing the sample on behalf of each trust, as well as their Caldicott Guardian. This form confirms that survey protocol have been followed correctly, and that no patient identifiable data is included in the anonymised sample file. The sample declaration form needs to be completed at the time of sampling and submitted to the Co-ordination Centre and approved before the anonymised sample file is submitted for checking.

CQC Flyer: The CQC have produced a flyer which is to be included in survey mailings for the 2015 maternity survey. This flyer explains the role and purpose of CQC and how the survey data will be used by them.

Free text comments: This year, free text comments should be submitted verbatim to the Co-ordination Centre. The CQC, trusts, and other researchers who have access to the data will also have access to the full comments, however these must be anonymised before publication.

Attribution of antenatal and postnatal care: As in 2013, trusts are requested to provide ante- and postnatal care provider records in addition to their sample information. This data identifies whether each woman in a trust's sample received their ante- and postnatal care from that same trust. This allows the Co-ordination Centre to attribute ante- and postnatal question responses to trusts only where the respondent was actually referring to that trust, making the data more accurate and useful to trusts. This year, trusts with accurate electronic provider records were encouraged to make use of these when providing the data; as in 2013, those without electronic ante- and postnatal records were instructed to use postcode sector to identify those women in their catchment area for ante- and postnatal care.

Appendix A: Summary of changes to the Maternity Survey 2013-2015

Question number	Question	Summary of change
A1	Did you give birth to a single baby, twins or more in your most recent pregnancy?	
A2	What time was your baby born? <i>(If you had twins or more than two babies this time, please fill in this question about the baby who was born first)</i>	
A3	Roughly how many weeks pregnant were you when your baby was born?	
B1	Who was the first health professional you saw when you thought you were pregnant? (Cross ONE only)	
B2	Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?	
B3	Roughly how many weeks pregnant were you when you had your 'booking' appointment (the appointment where you were given your pregnancy notes)?	
B4	Were you offered any of the following choices about where to have your baby? (Cross ALL that apply)	
B5	Before your baby was born, did you plan to have a home birth?	
B6	Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	
B7	During your pregnancy were you given a choice about where your antenatal check-ups would take place?	
B8	Which of the following health professionals did you see for your antenatal check-ups ? (Cross ALL that apply)	
B9	If you saw a midwife for your antenatal check-ups , did you see the same one every time?	
B10	During your antenatal check-ups, did the midwives appear to be aware of your medical history?	New question
B11	During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	
B12	During your antenatal check-ups, did the midwives listen to you?	
B13	During your antenatal check-ups, did a midwife ask you how you were feeling emotionally?	New question
B14	During your pregnancy, did you have a telephone number for a midwife or midwifery team that you could contact?	
B15	During your pregnancy, if you contacted a midwife, were you given the help you needed?	Added "During your pregnancy" to the beginning
B16	Thinking about your antenatal care , were you spoken to in a way you could understand?	
B17	Thinking about your antenatal care , were you involved enough in decisions about your care?	

Question number	Question	Summary of change
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?	
C2	Did you have a home birth?	New question (replaced "Where was your baby born?")
C3	During your labour, were you able to move around and choose the position that made you most comfortable?	Response options changed
C4	During your pregnancy what type of pain relief did you plan to use when giving birth? (Cross ALL that apply)	
C5	Did the pain relief you used change from what you had originally planned ?	
C6	Why did you not use the choice of pain relief that you had originally planned to ? (Cross ALL that apply)	
C7	Thinking about the birth of your baby, what type of delivery did you have? (If you had twins or more than two babies this time, please fill in this question about the baby who was born first)	
C8	Where did you give birth? (Cross ONE only)	
C9	What position were you in when your baby was born ? (Cross ONE only)	
C10	Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	
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?	
C12	Did the staff treating and examining you introduce themselves?	
C13	Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you? (Cross ALL that apply)	
C14	If you raised a concern during labour and birth, did you feel that it was taken seriously?	
C15	If you needed attention during labour and birth , were you able to get a member of staff to help you within a reasonable time ?	New question (to replace "If you used the call button, how long did it usually take before you got the help you needed?")
C16	Thinking about your care during labour and birth , were you spoken to in a way you could understand?	
C17	Thinking about your care during labour and birth , were you involved enough in decisions about your care?	
C18	Thinking about your care during labour and birth , were you treated with respect and dignity?	
C19	Did you have confidence and trust in the staff caring for you during your labour and birth ?	

Question number	Question	Summary of change
D1	How long did you stay in hospital after your baby was born?	
D2	Looking back, do you feel that the length of your stay in hospital after the birth was...	
D3	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 ?	New question
D4	Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	
D5	Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	
D6	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? (Cross ALL that apply)	New question
D7	Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	
D8	Thinking about your stay in hospital, how clean were the toilets and bathrooms you used?	
E1	During your pregnancy did midwives provide relevant information about feeding your baby?	
E2	In the first few days after the birth how was your baby fed? (Cross ONE only)	
E3	Did you ever try to breastfeed your baby (even if it was only once)?	Wording changed from "Did you ever put your baby to the breast"
E4	Were your decisions about how you wanted to feed your baby respected by midwives?	
E5	Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby ?	
E6	Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby ?	
F1	When you were at home after the birth of your baby, did you have a telephone number for a midwife or midwifery team that you could contact?	
F2	If you contacted a midwife were you given the help you needed?	
F3	Since your baby's birth have you been visited at home by a midwife?	
F4	Did you see the same midwife every time?	
F5	How many times in total did you see a midwife after you went home?	
F6	Would you have liked to have seen a midwife...	

Question number	Question	Summary of change
F7	Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?	
F8	Did you feel that the midwife or midwives that you saw always listened to you?	
F9	Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?	
F10	Did you have confidence and trust in the midwives you saw after going home?	
F11	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP? (Around 4-8 weeks after the birth)	
F12	Did a midwife or health visitor ask you how you were feeling emotionally?	
F13	Were you given enough information about your own physical recovery after the birth?	Added “physical” to question to distinguish from emotional health questions
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 ?	
F15	If, during evenings, nights, or weekends , you needed support or advice about feeding your baby, were you able to get this?	New question
F16	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 ?	
F17	Were you given enough information about any emotional changes you might experience after the birth?	
F18	Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?	New question
F19	Were you given information or offered advice from a health professional about contraception?	
G1	In what year were you born?	
G2	Have you had a previous pregnancy?	
G3	How many babies have you given birth to before this pregnancy?	
G4	Did you have any of the following long-standing conditions? (Cross ALL that apply)	
G5	What is your religion?	
G6	Which of the following best describes how you think of yourself?	
G7	What is your ethnic group? (Cross ONE box only)	