

DEVELOPMENT REPORT FOR THE 2018 MATERNITY SURVEY

THE COORDINATION CENTRE FOR THE NHS
PATIENT SURVEY PROGRAMME

Contacts

The Patient Survey Coordination Centre
Picker Institute Europe
Buxton Court
3 West Way
Oxford
OX2 0JB

Tel: 01865 208 127
Fax: 01865 208 101
Email: maternity@surveycoordination.com
Website: www.nhssurveys.org

Key personnel

Caroline Killpack (Head of Survey Coordination)
Rory Corbett
Firona Roth
Steve Sizmur

Questions and comments

If you have any questions or comments regarding this document, or if you have any specific queries regarding the submission of data, please contact the Coordination Centre:

By email: maternity@surveycoordination.com
By phone: 01865 208 127

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1 Introduction

The last England-wide survey of women's experiences of maternity care was carried out in 2017. Over 18,000 women from 130 NHS trusts in England responded to the survey between April and August 2017, a response rate of 37%. Similar surveys were carried out in 2007, 2010, 2013 and 2015.

The Maternity Survey will again be undertaken in 2018 as part of the NHS Patient Survey Programme (NPSP). The survey will provide trusts with information on patient experience during antenatal care, 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 acute NHS trusts in England, while NHS England and the Department of Health and Social Care (DHSC) will also use the results in measuring performance against a range of indicators and objectives.

The survey methodology follows that of previous years: paper self-completion questionnaires will be sent to eligible mothers, defined as women who had a live birth in January or February 2018 and were aged 16 or over at the time of delivery. Women who give birth in a hospital, birth centre, maternity unit, or at home are eligible. In preparation for the 2018 survey, some changes have been made to the format and content of the questionnaire and covering letters in response to stakeholder feedback, policy, analysis of the 2017 final data and cognitive interviewing. Changes have also been made to the instruction manuals and sample declaration form for the survey. This report details these changes.

Summary of development

Consultation was undertaken in order to update the 2017 questionnaire for 2018. Amendments were made on the basis of the following:

- Analysis of the 2017 survey data to examine item non-response rates, ceiling and floor effects, trust-level minimum response numbers, and correlations between question scores.
- Consultation with stakeholders including CQC, NHS England (NHSE) and DHSC regarding the scope of the survey and to take account of policy priorities.

The amended questionnaire underwent thorough cognitive interviewing with 25 women who had given birth within the previous year, as described in the next section. Based on findings from cognitive interviewing, one new question was added to the 2018 questionnaire, one question was removed, and several changes were made to existing questions, response options and instructions/notes.

Any questions in the 2018 core questionnaire not mentioned in this report can be assumed to have been carried over from the 2017 questionnaire unchanged. A summary of questionnaire changes from 2017 to 2018 can be found in the [Appendix](#) of this report. The finalised 2018 questionnaire will be published on the NHS Surveys website around March/April 2018 following ethical approval of the survey.

Cognitive interviewing

As is common practice in the NPSP, the revision and redevelopment of all questionnaires follows best practice. All question changes, regardless of how minor, are cognitively tested with recent patients. Cognitive interviewing is a research method which tests new questions and questions used in previous years to check if they are interpreted and understood as intended by respondents. It also tests whether respondents are able to answer questions appropriately with the response options provided.

Respondents for the 2018 cognitive interviewing were recruited via an advertisement on the Picker twitter page, which was subsequently shared through mother and baby groups on Facebook. In total 25 respondents were recruited: 13 testing one version of the questionnaire, and 12 testing the other version. Respondents represented women from varied demographic, geographic and patient experience profiles:

- Age range: 25 to 42 years of age.
- Geographic locations: Oxfordshire, Berkshire, Hampshire, Lincolnshire, and East Yorkshire.
- Ethnic backgrounds: White British, White American, and Asian.

The questionnaire was tested during December 2017 and January 2018. Three waves of cognitive interviews were completed. After each wave findings were analysed and, where necessary, changes were made and tested in the subsequent wave of interviews.

Upon completion of cognitive interviewing, the questionnaire was submitted for ethical approval alongside the other patient-facing materials.

2 New items added to the questionnaire

The 2018 Maternity questionnaire has been kept as similar as possible to the 2017 version to allow for year-to-year comparisons. Following consultation with the CQC and NHSE, one new question has been added to the 2018 questionnaire. This new question aims to assess continuity of care across the maternity care pathway. The question builds on the information captured in question C13 from the 2017 questionnaire, which focuses on continuity of care between the antenatal and the labour and birth stages, but does not assess the extent to which midwives involved in postnatal care are also involved in earlier stages.

Two versions of the new question were developed and then tested in two otherwise identical questionnaires, version A (see [Section 5](#)) and version B. The version B question is shown below.

F12. Had any midwives who cared for you postnatally also been involved in your labour and antenatal care?

- 1 ☐ Yes, my labour and antenatal care
- 2 ☐ My antenatal care only
- 3 ☐ My labour only
- 4 ☐ No, but I wanted this
- 5 ☐ No, but I did not mind
- 6 ☐ Don't know / can't remember

Version B tested well during cognitive interviews, with women easily comprehending and answering the new question. Respondents could easily recall each stage of pregnancy as well as the midwives involved in their care during each of these stages.

It was decided that version B of the question would be included in the final version of the questionnaire. This version offers two advantages over version A. Firstly, version B was distinct enough from a similar continuity of care question (C13) that it did not cause confusion among respondents, unlike version A. Secondly, version B provides more information, with a greater range of options relating to pregnancy care timeframes. See [Section 5](#) for further details about version A.

3 Changes to existing items

The wording of some questions, response options and information notes were altered to change the focus of questions, improve patient comprehension, or provide more inclusive response options. These changes are detailed below, with deletions struck through and additions underlined. Question numbers refer to items' current positions in the 2018 questionnaire.

Question B2

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

- 1 ☐ When I was 0 to 6 weeks pregnant
- 2 ☐ When I was 7 to 12 weeks pregnant
- 3 ☐ When I was 13 or more weeks pregnant
- 4 ☐ Don't know / can't remember

During round one of cognitive interviewing, two women answered this question based on their booking appointment. It was decided to embolden "first" to make it clearer that this question specifically refers to the first time a health professional was seen in relation to pregnancy.

Question B4

B4. Were you **offered** any of the following choices about where to have your baby? (**Cross ALL that apply**)

- 1 ☐ I was offered a choice of hospitals
- 2 ☐ I was offered a choice of giving birth in a midwife led unit ~~or~~ / birth centre
- 3 ☐ I was offered a choice of giving birth in a consultant led unit
- 4 ☐ I was offered a choice of giving birth at home
- 5 ☐ I was not offered any choices
- 6 ☐ I had no choices due to medical reasons
- 7 ☐ Don't know

The "or" in response option 2 was replaced with a forward slash to improve consistency across the questionnaire.

Antenatal note

A ‘check-up’ is any contact with a doctor or midwife to check the progress of your pregnancy. It usually includes having your blood pressure and urine checked.

Please ignore other appointments that did not include these things, such as a visit to the hospital for a scan or a blood test only.

It was found during cognitive interviewing that women sometimes skipped this information note, and some were later confused by the word ‘antenatal’ and the time frame to refer to when answering questions. Therefore, the border around the note was removed and the text colour was changed from black to purple¹ in order to draw attention to the information. The last sentence was also placed on a separate line (instead of being in italics) for greater ease of reading.

The entire note has also been emboldened. However, this means that the emphasis on the words ‘did not’ in the final sentence, which were bold in 2017, has been lost. Therefore, these words have been underlined in the 2018 questionnaire to add emphasis.

Question B17

B17. During your pregnancy did midwives provide relevant information about feeding your baby?

- 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

Although this question relates to the antenatal stage, it formerly appeared in the postnatal section of the questionnaire (Section E: ‘Feeding your baby’). Two women in round one of interviewing answered this question in relation to postnatal care. One woman spoke of getting information on feeding which took her baby’s jaundice into account, and as such was again referring to the postnatal period.

The placement of this question also caused confusion for women who had to jump from antenatal to postnatal experiences within the same section. Some women asked for the timeframe which later questions were referring to. This out of context timeframe also impacted on the interpretation of other questions in section E.

¹ For consistency, all other notes and instructions in the questionnaire were also changed from black/red to purple in colour. Purple instructions proved successful in the 2017 Community Mental Health Survey pilot work via increased response rates both overall and by key demographic groups.

Taking all of these findings into account, there was strong evidence to suggest that the question should be moved to a more suitable section. In the final version of the 2018 questionnaire this question appears at the end of Section B which relates to antenatal care.

Section C note

Note: If you had a planned caesarean, or did not have a labour, please go to Question C7.

The phrase “or did not have a labour” was added to this question following feedback from one woman during cognitive interviewing who delivered via emergency caesarean without having a labour. The word “note” was also removed.

The inclusion of “or did not have a labour” confused one woman in round 2 of cognitive interviewing. However, further investigation found that in 2015 and 2017 approximately 15% of respondents to the Maternity Survey gave birth via emergency caesarean. It was therefore decided to keep the new phrase in order to cater to these women.

Question C1

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?

- 1 ☐ I did not contact a midwife / or the hospital
- 2 ☐ Yes
- 3 ☐ No

The “or” in response option 1 was replaced with a “/” for consistency in the use of forward slashes throughout the questionnaire.

Question C4

C4. During your labour, what type of pain relief did you use? **(Cross ALL that apply)**

- 1 ☐ Natural methods (e.g. hypnosis, breathing, massage)
- 2 ☐ ~~In a w~~Water / birthing pool
- 3 ☐ TENS machine (with pads on your back)
- 4 ☐ Gas and air (breathing through a mask)
- 5 ☐ Injection of pethidine or a similar painkiller
- 6 ☐ Epidural (injection in your back, given by an anaesthetist)
- 7 ☐ Other
- 8 ☐ I did not use pain relief

To eliminate awkward phrasing, answer option 2 was changed from “In a water / birthing pool” to “Water / birthing pool”. During round two of cognitive interviewing, three women based in Hull noted that response option 4 may be outdated, as the term ‘mask’ is no longer in use (it is now referred to as a ‘mouthpiece’). However this was not highlighted by any other women during interviewing, so may be due to regional variation. As the question was well understood and answered, it was decided to keep response option 4 unchanged for 2018 and review terms again next year.

Question C8

C8. Where did you give birth? **(Cross ONE only)**

- 1 ☐ On a bed
- 2 ☐ On the floor
- 3 ☐ In water / a birthing pool
- 4 ☐ Other

Similar to question C4 above, response option 3 in C8 was changed from “In water / birthing pool” was changed to “In water / a birthing pool”. The amended question tested well.

Question C11

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?

- 1 ☐ Yes
- 2 ☐ No
- 3 ☐ They did not want to / could not be involved
- 4 ☐ I did not want them to be involved
- 5 ☐ I did not have a partner / ~~or~~ a companion with me

In all three rounds of interviewing there were women who felt that this question did not include a response option to appropriately reflect their experience. In round one a respondent's husband was unable to attend the birth for medical reasons. Another woman said her husband could not be involved as much as she would have liked because of the limitations of the setting (operating theatre). Yet another woman expressed that her husband had wanted to be present during birth and labour, but the baby was born so quickly that he did not make it to the hospital in time. This woman selected response option 5 which did not accurately represent her situation.

Based on these findings, "could not be involved" was added to response option 4 following round one of cognitive interviewing, in order to more appropriately capture the experiences of women such as the above. In addition, "I did not have a partner or a companion with me" was changed to "I did not have a partner / companion with me" for continuity in the use of "/" across the questionnaire.

Question C12

C12. Did the staff treating and examining you introduce themselves?

- 1 ☐ Yes, all of the staff introduced themselves
- 2 ☐ Some of the staff introduced themselves
- 3 ☐ Very few ~~or~~ / none of the staff introduced themselves
- 4 ☐ Don't know / can't remember

The "or" in response option 3 was replaced with a forward slash, similar to questions B4 and C1 above.

Section D note

Note: If you had a home birth and did not go to hospital, please go to question E1.

The “and” in this note was underlined for emphasis, to avoid women who have had a home birth but did go to hospital from skipping ahead to E1. The word “note” was also removed as it was considered unnecessary.

Question D2

D2. 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

During round one of cognitive interviewing a respondent commented that the question marks after each response option looked odd. Although the question marks did not appear to negatively impact understanding or ease of response, it was decided to remove them as they were unnecessary. They were removed after round one of cognitive interviewing and the question tested well in subsequent rounds.

Question D8

D8. Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted? **(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 the hospital
- 4 ☐ No, they were not able to stay for another reason
- 5 ☐ I did not have a partner / or companion with me

The “or” in response option 5 was replaced by a forward slash for consistency reasons.

Section E note

This section covers any advice or support given after the birth, this could be at hospital or at home.

As mentioned previously in this report, one antenatal question from Section E has been moved to Section B. This means that the remaining questions in Section E focus on postnatal care. The note above was therefore added to signpost the stage of pregnancy that Section E refers to.

Question F4

F4. Since your baby's birth have you been visited at home by a midwife?

- 1 ☐ Yes → Go to F5
- 2 ☐ Yes, but I had to contact them to ask them to visit → Go to F5
- 3 ☐ No, I visited the midwife or / saw a midwife in clinic → Go to F5
- 4 ☐ No, I was not offered a visit → Go to F12
- 5 ☐ No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU) → Go to F12
- 6 ☐ No, for another reason → Go to F12

The phrase “since your baby's birth” has been emboldened in this question in order to draw attention to the time period women should be answering in relation to. The “or” in response option 3 was also replaced with a forward slash, as in other questions (e.g. C4, D8).

Question F6

Thinking about all the times you were visited at home or seen in a clinic by a midwife after the birth...

F6. How many times in total did you see a midwife **after you went home**?

- 1 ☐ 1 - 2
- 2 ☐ 3 - 4
- 3 ☐ 5 - 6
- 4 ☐ 7 times or more
- 5 ☐ Don't know / can't remember

The words “after you went home” in this question were emboldened following round three of cognitive interviewing. In round two, one woman said that she had seen a midwife once at home and once in hospital. Although she selected response option 1 (which was an accurate response), her comments suggested that she was not only thinking of midwives she saw at home, contrary to what is being asked in the question. During the final round of interviewing, one woman suggested that we highlight “after you went home”. Based on the feedback from these two women it was decided to embolden “after you went home” to draw participants’ attention to this element of the question.

For consistency reasons, the note directly above F6 was also changed from black to purple and the italicisation was removed.

Question F7

F7. Would you have liked to have seen a midwife...

- 1 ☐ More often?
- 2 ☐ Less often?
- 3 ☐ I saw a midwife as much as I wanted

As with question D2, question marks were removed from the response options in F7 for reasons of consistency. The question worked well without them.

Question F20

F20. Were you given information or offered advice from a health professional about contraception?

- 1 ☐ Yes
- 2 ☐ No
- 3 ☐ I did not want / need any advice
- 4 ☐ Don’t know / can’t remember

During the second round of cognitive interviewing one woman said she had let her doctor know that she did not want or need contraceptive advice. She therefore was not able to select a suitable option for this question and skipped it. Following round two, response 3 “I did not want / need any advice” was added and caused no problems in the final round of interviewing.

Section G note

Please complete as many of these questions as you can. Your answers will help us to describe the women taking part in the survey and to find out whether the care offered to women is the same regardless of their background or circumstances.

To improve consistency across the questionnaire, the note at the beginning of Section G was emboldened and changed from black to purple.

Section H note

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

The words “in the box below” were removed to reflect the reality that a comment made at any point in the questionnaire can be looked at in full by CQC or the trust.

4 Items removed from the questionnaire

One question was removed from the 2018 questionnaire, as shown below.

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

- ¹ ☐ Yes
- ² ☐ No

This question was removed in order to create space for the new question addressing continuity of care, F12 (see [Section 2](#)).

Following analysis of 2017 data, seven questions were highlighted as potentials for removal. Of these seven, the question above was selected for removal because it is not a scored question, meaning it has no impact on trust scores and is not used within any NHS performance indicators. Additionally, as E3 is a filtered question, most respondents skip past it when filling out the questionnaire. In 2017, 85 of the 130 trusts who took part in the survey had data suppressed for this question because too few women at their trust answered it. As such, the question does not provide useful information for many trusts.

5 Items tested but not included

There were four amendments and one new question (version A of the continuity of care question) that were cognitively tested but ultimately excluded from the final version of the 2018 questionnaire.

Version A continuity of care question

F12. Had any of the midwives who cared for you been involved in your labour?

- 1 ☐ Yes
- 2 ☐ Yes, but I did not want this
- 3 ☐ No, but I wanted this
- 4 ☐ No, but I did not mind
- 5 ☐ Don't know / can't remember

Version A tested well generally during cognitive interviews, with participants understanding and answering with ease. However, one woman thought she had already been asked this question due to its similarity with question C13 in the labour and birth section of the questionnaire ("Had any of the midwives who cared for you been involved in your antenatal care?").

As described in [Section 2](#), although this question tested well, it was rejected in favour of version B because of the potential for being confused with C13 and because it does not provide as much detail in its response options.

Additions to E4, E5, F14, and F15

Following round one of cognitive interviewing, there was evidence to suggest that some women were answering E3, E4, F16 and F17 in relation to private/volunteer care providers (for example, both online and offline support groups). Prior to the second round of cognitive interviewing, "NHS" was inserted into these questions in order to specify that they relate to the care and advice provided NHS health professionals specifically, as shown below.

Although the amended questions tested well during the second and third rounds of cognitive interviewing, NHS England ultimately did not feel comfortable with the additions, and they were not included in the final 2018 questionnaire. This was because the distinction between an NHS service and a non-NHS service may not be clear cut, as the NHS runs, supports and provides referrals to various maternity and feeding support groups. As such, women may not be aware whether their support group is run by the NHS or by a private/charity organisation. In addition, the changes would render the results of these questions non-comparable to previous years.

However, this issue should be revisited in future survey years to further clarify which services fall under the NHS and to ensure that comparability is not prioritised over accuracy of response data.

E3. Did you feel that midwives and other NHS health professionals gave you **consistent advice** about **feeding your baby**?

- 1 ☐ Yes, always
- 2 ☐ Yes, sometimes
- 3 ☐ No
- 4 ☐ I did not want / need any advice
- 5 ☐ I did not receive any advice
- 6 ☐ Don't know / can't remember

E4. Did you feel that midwives and other NHS health professionals gave you active **support and encouragement** about **feeding your baby**?

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

F16. If, **during evenings, nights or weekends**, you needed support or advice about feeding your baby, were you able to get this from the NHS?

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

F17. In the six weeks after the birth of your baby did you receive help and advice from NHS health professionals about your **baby's health and progress**?

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

6 Changes to survey protocol and documents

Covering letters

Changes to the format and wording of the covering letters were made following the success of the revised covering letters trialled as part of the 2017 Community Mental Health Survey pilot study.

The amount of information was reduced and repetitious information was removed. Socio-normative messaging and potentially motivating and empowering text were adopted. In addition, important information was highlighted in bold text, and coloured text was used for key messages. A more informal style of font was also used throughout.

To date, inclusion of a trust letterhead and signatory on the first reminder letter has been optional (though enquiries revealed that all contractors who worked with trusts on the 2017 survey had opted to include both items). In phase three of cognitive interviewing, respondents were asked what they thought about the absence of any trust logo and signatory on the first reminder letter. Of the women that were asked, all thought the letter could be improved with the inclusion of these items as they would offer more credibility to the survey, particularly if the first letter had been unread or forgotten about. Therefore, inclusion of a trust letterhead and signatory on the first reminder letter is required rather than optional in the 2018 survey.

Sample Declaration Form

In line with changes adopted for the 2017 iteration of the Inpatient Survey, the sample declaration form was altered to include free-text comment boxes. These boxes were included next to checklist items so that trusts can provide an explanation for why a check may not be applicable ('N/A').

A larger free-text comment box is also provided for trusts to highlight any changes at their trust which may affect comparability of their 2018 data to previous years. For example, a trust may have merged with another trust, resulting in a very different sample profile for 2018. This in turn may mean year-on-year comparability of results may not be possible.

Additionally, the Sample Declaration Form now requires trusts to enter the total number of deliveries that occurred in the sampling period, before any exclusions are applied. If there is a substantial difference between a trust's total deliveries and their sample size, this could potentially indicate that the trust has incorrectly excluded eligible women. In 2017 the Coordination Centre requested total deliveries figures from several trusts during sample checking, so it was decided that in 2018 it would be useful for all trusts to submit their total deliveries as part of the Sample Declaration Form.

Collectively, these changes are designed to reduce queries regarding trusts' sample data, in turn ensuring that samples are approved quickly and that mailings can then begin sooner.

Instruction manuals

It was felt that the instruction manuals (the survey handbook and sampling instructions) had become long and cumbersome for contractors and trusts. In order to address these problems, the instruction manuals underwent redevelopment for the 2017 Inpatient Survey.

The consultation process for developing these new manuals began in April 2017 at an away day with CQC and NHS trusts. Draft copies of the new instruction manuals were then drawn up based on these consultations. These draft copies were sent to CQC, trusts and contractors, who were again invited to provide feedback. Final versions were then agreed and were used successfully for Inpatients 2017. The new manuals, which are shorter and more user-friendly, are now being rolled out across all surveys including Maternity 2018.

7 Appendix: Summary of changes to the Maternity questionnaire 2017-2018

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>	Instruction changed from black to purple.
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)	Instruction changed from black to purple.
B2	Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?	"First" emboldened.
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)	"Or" changed to "/" in response option 2. Instruction changed from black to purple.
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?	
Antenatal check-ups note	A 'check-up' is any contact with a doctor or midwife to check the progress of your pregnancy. It usually includes having your blood pressure and urine checked. Please ignore other appointments that did not include these things, such as a visit to the hospital for a scan or a blood test only.	Box border removed. Note emboldened. Colour changed from black to purple. Final sentence placed on new line and italicisation removed. "Did not" in final sentence underlined.
B7	During your pregnancy were you given a choice about where your antenatal check-ups would take place?	
B8	If you saw a midwife for your antenatal check-ups , did you see the same one every time?	
B9	During your antenatal check-ups, did the midwives appear to be aware of your medical history?	
B10	During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	
B11	During your antenatal check-ups, did the midwives listen to you?	
B12	During your antenatal check-ups, did a midwife ask you how you were feeling emotionally?	
B13	During your pregnancy, did you have a telephone number for a midwife or midwifery team that you could contact?	

Question number	Question	Summary of change
B14	During your pregnancy, if you contacted a midwife, were you given the help you needed?	
B15	Thinking about your antenatal care , were you spoken to in a way you could understand?	
B16	Thinking about your antenatal care , were you involved enough in decisions about your care?	
B17	During your pregnancy did midwives provide relevant information about feeding your baby?	Moved from Section E to Section B.
Section C note	If you had a planned caesarean, or did not have a labour, please go to Question C7.	"Or did not have a labour" added. "Note:" removed. Colour changed from red to purple.
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?	"Or" changed to "/" in response option 1.
C2	Did you have a home birth?	
C3	During your labour, were you able to move around and choose the position that made you most comfortable?	
C4	During your labour, what type of pain relief did you use? (Cross ALL that apply)	"Or a" changed to "/" in response option 2. Instruction changed from black to purple.
C5	Did the pain relief you used change from what you had originally planned (before you went into labour) ?	Routing instructions changed from red to purple.
C6	Why did you not use the choice of pain relief that you had originally planned (before you went into labour) ? (Cross ALL that apply)	Instruction changed from black to purple.
C7	Thinking about the birth of your baby, what type of delivery did you have? <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>	Instruction changed from black to purple. Routing instructions changed from red to purple.
C8	Where did you give birth? (Cross ONE only)	Response option 2 changed from "In a water or birthing pool" to "In water / a birthing pool". Instruction changed from black to purple.
C9	What position were you in when your baby was born ? (Cross ONE only)	Instruction changed from black to purple.
C10	Did you have skin to skin contact <i>(baby naked, directly on your chest or tummy)</i> 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?	" / could not be involved" added to response option 3. "Or a" changed to "/" in response option 5.
C12	Did the staff treating and examining you introduce themselves?	"Or" changed to "/" in response option 3.
C13	Had any of the midwives who cared for you been involved in your antenatal care?	

Question number	Question	Summary of change
C14	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)	Instruction changed from black to purple.
C15	If you raised a concern during labour and birth, did you feel that it was taken seriously?	
C16	If you needed attention during labour and birth , were you able to get a member of staff to help you within a reasonable time ?	
C17	Thinking about your care during labour and birth , were you spoken to in a way you could understand?	
C18	Thinking about your care during labour and birth , were you involved enough in decisions about your care?	
C19	Thinking about your care during labour and birth , were you treated with respect and dignity?	
C20	Did you have confidence and trust in the staff caring for you during your labour and birth ?	
Section D note	If you had a home birth <u>and</u> did not go to hospital, please go to question E1.	"And" underlined. "Note:" removed. Colour changed from red to purple.
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...	Question marks removed from response options 1-3.
D3	On the day you left hospital, was your discharge delayed for any reason?	Routing instructions changed from red to purple.
D4	What was the main reason for the delay? (Cross ONE only)	Instruction changed from black to purple.
D5	If you needed attention while you were in hospital after the birth , were you able to get a member of staff to help you within a reasonable time ?	
D6	Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	
D7	Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	
D8	Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted? (Cross ALL that apply)	Instruction changed from black to purple. "Or" changed to "/" in response option 5.
D9	Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	
Section E note	This section covers any advice or support given after the birth, this could be at hospital or at home.	Note added to beginning of Section E.
E1	In the first few days after the birth how was your baby fed? (Cross ONE only)	Instruction changed from black to purple.
-	Did you ever try to breastfeed your baby (even if it was only once)?	Question removed.

Question number	Question	Summary of change
E2	Were your decisions about how you wanted to feed your baby respected by midwives?	
E3	Did you feel that midwives and other health professionals gave you consistent advice about feeding your baby ?	“Or” changed to “/” in response option 4
E4	Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby ?	
F1	Were you given a choice about where your postnatal care would take place? (<i>Postnatal care is any contact with a midwife or other health professional after leaving hospital</i>)	Instruction changed from black to purple.
F2	When you were at home after the birth of your baby, did you have a telephone number for a midwife or midwifery team that you could contact?	
F3	If you contacted a midwife were you given the help you needed?	
F4	Since your baby’s birth have you been visited at home by a midwife?	“Since your baby’s birth” emboldened. “Or” changed to “/” in response option 3. Routing instructions changed from red to purple.
F5	Did you see the same midwife every time?	
Section F note	Thinking about all the times you were visited at home or seen in a clinic by a midwife after the birth...	Colour changed from black to purple. Italicisation removed.
F6	How many times in total did you see a midwife after you went home ?	“After you went home” emboldened.
F7	Would you have liked to have seen a midwife...	Question marks removed from response options 1-2.
F8	Did the midwife or midwives that you saw appear to be aware of the medical history of you and your baby?	
F9	Did you feel that the midwife or midwives that you saw always listened to you?	
F10	Did the midwife or midwives that you saw take your personal circumstances into account when giving you advice?	
F11	Did you have confidence and trust in the midwives you saw after going home?	
F12	Had any midwives who cared for you postnatally also been involved in your labour and antenatal care?	New question.
F13	Did a midwife or health visitor ask you how you were feeling emotionally?	
F14	Were you given enough information about your own physical recovery after the birth?	
F15	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 ?	
F16	If, during evenings, nights, or weekends , you needed support or advice about feeding your baby, were you able to get this?	

Question number	Question	Summary of change
F17	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?	
F18	Were you given enough information about any emotional changes you might experience after the birth?	
F19	Were you told who you could contact if you needed advice about any emotional changes you might experience after the birth?	
F20	Were you given information or offered advice from a health professional about contraception?	"I did not want / need any advice" added as new response option.
F21	Did a midwife tell you that you would need to arrange a postnatal check-up of your own health with your GP? (Around 6-8 weeks after the birth)	
Section G note	Please complete as many of these questions as you can. Your answers will help us to describe the women taking part in the survey and to find out whether the care offered to women is the same regardless of their background or circumstances.	Note emboldened. Colour changed from black to purple.
G1	In what year were you born?	
G2	Have you had a previous pregnancy?	Routing instructions changed from red to purple.
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)	Instruction changed from black to purple.
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)	Instruction changed from black to purple.
Section H note	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 will be looked at in full by the NHS Trust, the Care Quality Commission and researchers analysing the data. We will remove any information that could identify you before publishing any of your feedback.	"In the box below" removed from disclaimer. Disclaimer changed from black to purple.
Final note	THANK YOU VERY MUCH FOR YOUR HELP Please check that you have answered all the questions that apply to you. Please post this questionnaire back in the FREEPOST envelope provided. No stamp is needed. If you have concerns about the care you or others have received please contact CQC on 03000 61 61 61.	Colour changed from black to purple.