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| EXPERIENCE OF MATERNITY CARE | | |
| |  | | --- | | This is a survey about your **most recent** pregnancy and birth at the NHS Hospital trust. What you tell us will help us to understand what went well with your maternity care and what we need to do to make it better in the future.  If you agree to take part in the survey, please complete the questionnaire and send it back in the **FREEPOST** envelope provided.  For each question, please cross x clearly inside one box using a black or blue pen. For some questions you will be instructed that you may cross more than one box. Sometimes you will find that the box you have crossed has an instruction to go to another question. By following the instructions carefully, you will skip questions that do not apply to you.  Don't worry if you make a mistake; simply fill in the box n and put a cross x in the correct box.  If you cannot answer a question, or do not want to answer it, just leave it blank and go to the next question. Taking part in this survey is voluntary. **Your answers will be treated in confidence.**  If you have any queries about the questionnaire, please call our helpline number [FREEPHONE] [HELPLINE NUMBER] or email [HELPLINE EMAIL]. | | | |

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| Dates and your baby |

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| A1 |  | Did you give birth to a single baby, twins or more in your most recent pregnancy? | | | |  |
|  | 1 |  | A single baby | | |  |
|  | 2 |  | Twins | | |  |
|  | 3 |  | Triplets, quads or more | | |  |
|  |  |  | |  | |
| A2 |  | Roughly how many weeks pregnant were you when your baby was born? | | |  | |
|  | 1 |  | Before I was 37 weeks pregnant | | | |
|  | 2 |  | When I was 37 - 39 weeks pregnant | | | |
|  | 3 |  | When I was 40 or more weeks pregnant | | | |

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| CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE) |
| The start of your care in pregnancy |

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| **b1** |  | **Were you offered a choice about where to have your baby?** | |
|  |  | **Please cross ✗ in all the boxes that apply to you.** | |
|  | 1 |  | Yes – a choice of hospitals |
|  | 2 |  | Yes – a choice of birth centres  e.g. midwife-led units for low-risk pregnancies in a homely environment. Can be in the same building or separate from a hospital labour ward. |
|  | 3 |  | Yes – at home |
|  | 4 |  | Yes – other |
|  | 5 |  | No – I was not offered any choices |
|  | 6 |  | No – I had no choices due to medical reasons |
|  | 7 |  | Don’t know / can’t remember |

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| b2 |  | Did you get enough information from either a midwife or doctor to help you decide where to have your baby? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

Antenatal check-ups

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| A ‘check-up’ is any contact with a midwife or doctor to check the progress of your pregnancy. When face-to-face they usually include having your blood pressure and urine checked. It is possible that some antenatal check-ups may have been by phone or video call.  Do not include more specific appointments such as a visit to the hospital for a scan or a blood test only. |

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| b3 |  | At your antenatal check-ups, how often did you see or speak to the same midwife? | |
|  | 1 |  | All of the time |  |
|  | 2 |  | Most of the time |  |
|  | 3 |  | Some of the time |  |
|  | 4 |  | Never, it was a different midwife every time |  |
|  | 5 |  | I did not see or speak to a midwife |  |
|  | 6 |  | Don’t know / can’t remember |  |

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| **b4** |  | During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| b5 |  | During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| **b6** |  | **During your antenatal check-ups, did your midwives listen to you?** | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| b7 |  | During your antenatal check-ups, did your midwives ask you about your mental health? | |  |
|  | 1 |  | Yes, definitely |  |
|  | 2 |  | Yes, to some extent |  |
|  | 3 |  | No |  |
|  | 4 |  | Don’t know / can’t remember |  |

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| During your pregnancy |  |

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| b8 |  | Were you given enough support for your mental health during your pregnancy? | |
|  | 1 |  | Yes |
|  | 2 |  | No |
|  | 3 |  | I did not want / need support |
|  | 4 |  | Don’t know / can’t remember |

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| b9 |  | During your pregnancy, if you contacted a midwifery team, 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 midwifery team |
|  | 5 |  | I did not contact a midwifery team |

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| b10 |  | Thinking about your antenatal care, were you spoken to in a way you could understand? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| b11 |  | Thinking about your antenatal care, were you involved in decisions about your care? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | I did not want / need to be involved |
|  | 5 |  | Don’t know / can’t remember |

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| b12 |  | During your pregnancy, did midwives provide relevant information about feeding your baby? | | |
|  | 1 |  | Yes, definitely |  |
|  | 2 |  | Yes, to some extent |  |
|  | 3 |  | No |  |
|  | 4 |  | Don’t know / can’t remember |  |

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| b13 |  | Did you have confidence and trust in the staff caring for you during your antenatal care? | | |
|  | 1 |  | Yes, definitely |  |
|  | 2 |  | Yes, to some extent |  |
|  | 3 |  | No | |
|  | 4 |  | Don’t know / can’t remember |  |

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| b14 |  | Thinking about your antenatal care, were you treated with respect and dignity? | |  |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No |  |
|  | 4 |  | Don’t know / can’t remember |  |

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| b15 |  | If you raised a concern during your antenatal care, did you feel that it was taken seriously? | |
|  | 1 |  | Yes |
|  | 2 |  | No |
|  | 3 |  | I did not raise any concerns |

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| **b16** |  | **Thinking about your antenatal care, were you given information about any warning signs to look out for during your pregnancy?** | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| YOUR LABOUR AND THE BIRTH OF YOUR BABY |

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| C1 |  | Thinking about the birth of your baby, what type of birth did you have? | |
|  |  | If you had twins or more than two babies this time, please think about the baby who was born first. | |  |
|  | 1 |  | A vaginal birth (no forceps or ventouse suction cup) ****Go to C3 |  |
|  | 2 |  | An assisted vaginal birth (e.g. with forceps or ventouse suction cup)  ****Go to C3 |  |
|  | 3 |  | A planned caesarean birth  ****Go to C2 |  |
|  | 4 |  | An emergency caesarean birth  ****Go to C2 |  |

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| C2 |  | Before your caesarean, did you go into labour? | |  | |
| A labour typically begins when you start to have contractions. | | | | |
|  |  |  |  |  | |
|  | 1 |  | Yes ****Go to C3 |  | |
|  | 2 |  | No ****Go to C9 |  | |
|  | 3 |  | Don’t know / can’t remember  ****Go to C9 |  | |

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| C3 |  | Thinking about the birth of your baby, was your labour induced? | | | | |
| An induced labour normally happens at the hospital and is intended to help start labour. An induced labour is typically started by inserting a tablet or gel into the vagina.  Induction does not include a membrane sweep procedure (a sweep of the cervix by a midwife during internal examination) or techniques to speed up active labour (e.g. breaking waters or an oxytocin drip). | | | | | |
|  |  |  |  |  | | |
|  | 1 |  | Yes **** Go to C4 |  | | |
|  | 2 |  | No **** Go to C6 |  | | |
|  | 3 |  | Don’t know / can’t remember  ****Go to C6 |  | | |
| C4 |  | Before you were induced, were you given appropriate information and advice on the risks associated with an induced labour? | | | | |
|  | 1 |  | Yes | |  | |
|  | 2 |  | No | |  | |
|  | 3 |  | Don’t know / can’t remember | |  | |

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| --- | --- | --- | --- | --- |
| c5 |  | Were you given information about all the options available to you?  Please cross ✗ in all the boxes that apply to you. | | |
|  | 1 |  | Induction of labour |  |
|  | 2 |  | Increased monitoring without an induction |  |
|  | 3 |  | Planned caesarean birth |  |
|  | 4 |  | No, I was not given this information |  |
|  | 5 |  | Don’t know / can’t remember |  |

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| c6 |  | At the 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 / the hospital |  |
|  | 2 |  | Yes |  |
|  | 3 |  | No |  |

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| c7 |  | During your labour, were you ever sent home when you were worried about yourself or your baby? | |
|  | 1 |  | Yes, this happened once |
|  | 2 |  | Yes, this happened more than once |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| c8 |  | Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth? | | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | I did not need any help with pain relief |
|  | 5 |  | Don’t know / can’t remember |

**The birth of your baby**

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| c9 |  | 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 / companion with me |  |

**The staff caring for you during labour and birth**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| c10 |  | 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 / none of the staff introduced themselves |  |
|  | 4 |  | Don’t know / can’t remember |  |

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| c11 |  | Were you (and / or your partner or a companion) left alone by midwives or doctors at a time when it worried you? | | |
|  |  | Please cross ✗ in all the boxes that apply to you. | |  |
|  | 1 |  | Yes, during early labour |  |
|  | 2 |  | Yes, during the later stages of labour |  |
|  | 3 |  | Yes, during the birth | |
|  | 4 |  | Yes, shortly after the birth |  |
|  | 5 |  | No, not at all |  |

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| --- | --- | --- | --- | --- |
| c12 |  | If you raised a concern during labour and birth, did you feel that it was taken seriously? | | |
|  | 1 |  | Yes |  |
|  | 2 |  | No |  |
|  | 3 |  | I did not raise any concerns |  |

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| --- | --- | --- | --- | --- |
| c13 |  | During labour and birth, were you able to get a member of staff to help you when you needed it? | | |
|  | 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 |  |

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| --- | --- | --- | --- |
| c14 |  | Thinking about your care during labour and birth, did you feel that the midwives and / or doctors looking after you worked well together? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |
| c15 |  | Thinking about your care during labour and birth, were you spoken to in a way you could understand? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| --- | --- | --- | --- | --- |
| c16 |  | Thinking about your care during labour and birth, were you involved in decisions about your care? | | |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No |  |
|  | 4 |  | I did not want / need to be involved |  |
|  | 5 |  | Don’t know / can’t remember |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| c17 |  | Thinking about your care during labour and birth, were you treated with respect and dignity? | |  |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No |  |
|  | 4 |  | Don’t know / can’t remember |  |

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| --- | --- | --- | --- | --- |
| c18 |  | Did you have confidence and trust in the staff caring for you during your labour and birth? | | |
|  | 1 |  | Yes, definitely |  |
|  | 2 |  | Yes, to some extent |  |
|  | 3 |  | No | |
|  | 4 |  | Don’t know / can’t remember |  |

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| c19 |  | After your baby was born, did you have the opportunity to ask questions about your labour and the birth? | | | |
|  | 1 |  | Yes, completely |  |  |
|  | 2 |  | Yes, to some extent | |  |
|  | 3 |  | No | |  |
|  | 4 |  | I did not want / need this | | |
|  | 5 |  | Don’t know / can’t remember | |  |

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| --- | --- | --- | --- |
| **c20** |  | During your labour and birth, did your midwives or doctor appear to be aware of your medical history? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| c21 |  | Thinking about your care during labour and birth, were you treated with kindness and compassion? | |  |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No |  |
|  | 4 |  | Don’t know / can’t remember |  |

**Home births**

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| c22 |  | Did you have a home birth? | | |
|  | 1 |  | Yes ****Go to C23 |  |
|  | 2 |  | No **** Go to D1 |  |

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| c23 |  | Did you require hospital care immediately after your home birth? | | |
|  | 1 |  | Yes **** Go to D1 |  |
|  | 2 |  | No  **** Go to E1 |  |

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| CARE IN THE WARD AFTER BIRTH (POSTNATAL CARE) |

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| D1 |  | How long did you stay in hospital after your baby was born? | | |
|  | 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 |  |

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| **D2** |  | **On the day you left hospital, was your discharge delayed for any reason?** | |
|  | 1 |  | Yes |
|  | 2 |  | No |

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| 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 when you needed it? | | |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No | |
|  | 4 |  | I did not want / need this | |
|  | 5 |  | Don’t know / can’t remember | |
|  |  |  |  | |

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| d4 |  | Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed? | | |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No | |
|  | 4 |  | Don’t know / can’t remember | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| d5 |  | Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding? | | |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No | |
|  | 4 |  | Don’t know / can’t remember | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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? | | |
|  |  | Please cross ✗ in all the boxes that apply to you. | | |
|  | 1 |  | Yes |  |
|  | 2 |  | No, as they were restricted to visiting hours |  |
|  | 3 |  | No, as there was no accommodation for them on the maternity ward | |
|  | 4 |  | No, they were not able to stay for another reason | |
|  | 5 |  | I did not have a partner / companion with me | |

|  |  |  |  |
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| d7 |  | Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | I did not need any help with pain relief |
|  | 5 |  | Don’t know / can’t remember |

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| FEEDING YOUR BABY |
| This section covers any advice or support given after the birth; this could be on the ward or at home. |

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| E1 |  | In the first few days after the birth how was your baby fed? | | |
|  |  | **Please cross ✗ in one box only.** | |  |
|  | 1 |  | Breast milk (or expressed breast milk) only |  |
|  | 2 |  | Both breast and formula (bottle) milk |  |
|  | 3 |  | Formula (bottle) milk only | |
|  | 4 |  | Don’t know / can’t remember | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| E2 |  | Were your decisions about how you wanted to feed your baby respected by midwives? | | |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No | |
|  | 4 |  | Don’t know / can’t remember | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| E3 |  | Did you feel that midwives gave you enough support and advice to feed your baby? | | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No | |
|  | 4 |  | I did not want / need this | |
|  | 5 |  | Don’t know / can’t remember | |

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| TRIAGE: ASSESSMENT AND EVALUATION |
| Maternity Triage occurs when midwives or doctors assess and prioritise the urgency of concerns arising during pregnancy or postnatal care. When a concern is being ‘triaged’, a decision is made on the next steps for how the concern should be handled. Concerns could include pain, bleeding or concerns about baby’s movements.  You may have been referred to ‘Triage’ by your GP, community midwife, or have contacted / attended the Maternity Triage Unit directly. |

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| F1 |  | At any point during your pregnancy or postnatal care, did you go through triage to have your symptoms assessed? | | | |
| This could have been by telephone or face-to-face. | | | | | | |
|  | 1 |  | Yes **** Go to F2 | |  | | |
|  | 2 |  | No **** Go to G1 | |  | | |
|  | 3 |  | Don’t know / can’t remember  **** Go to G1 | |  | | |
| F2 |  | Thinking about the last time you contacted the telephone triage line, did you feel that you got the advice you needed? | | | |
|  | 1 |  | | Yes, definitely | |
|  | 2 |  | | Yes, to some extent | |
|  | 3 |  | | No | |
|  | 4 |  | | I tried to call but I was not able to speak to someone | |
|  | 5 |  | | I did not contact the telephone triage line | |
|  | 6 |  | | Don’t know / can’t remember | |

|  |  |  |  |
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| F3 |  | Thinking about the last time you attended triage face-to-face, did the midwife or doctor you spoke to listen to you? | |
|  | 1 |  | Yes, definitely **** Go to F4 |
|  | 2 |  | Yes, to some extent **** Go to F4 |
|  | 3 |  | No **** Go to F4 |
|  | 4 |  | I did not attend triage face-to-face  **** Go to G1 |
|  | 5 |  | Don’t know / can’t remember  **** Go to G1 |

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| F4 |  | | Thinking about the last time you attended triage in person, how did you feel about the length of time you waited before you were seen by a midwife? | | | |
|  | 1 |  | | I did not have to wait | |
|  | 2 |  | | I had to wait, but not for too long | |
|  | 3 |  | | I had to wait a bit too long | |
|  | 4 |  | | I had to wait far too long | |
|  | 5 |  | | Don’t know / can’t remember | |
|  |  | |  | |  | |
| care after birth | | | | | | |

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| Postnatal care is any contact with a midwife or other healthcare professional after leaving hospital. |

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| G1 |  | Thinking about your postnatal care, were you involved in decisions about your care? | | |
|  | 1 |  | Yes, always |  |
|  | 2 |  | Yes, sometimes |  |
|  | 3 |  | No |  |
|  | 4 |  | I did not want / need to be involved |  |
|  | 5 |  | Don’t know / can’t remember |  |

|  |  |  |  |
| --- | --- | --- | --- |
| G2 |  | If you contacted a midwife / midwifery team, were you given the help you needed? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | I did not contact a midwife or midwifery team |

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| --- | --- | --- | --- |
| G3 |  | At your postnatal check-ups, how often did you see or speak to the same midwife? | |
|  | 1 |  | All of the time |
|  | 2 |  | Most of the time |
|  | 3 |  | Some of the time |
|  | 4 |  | Never, it was a different midwife every time |
|  | 5 |  | I did not see or speak to a midwife |
|  | 6 |  | Don’t know / can’t remember |
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| Thinking about all the times you were visited at home by a midwife, seen in a clinic by a midwife, or had a phone or video call with a midwife after the birth… |

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| G4 |  | Would you have liked to have seen or spoken to a midwife… | |
|  | 1 |  | More often |
|  | 2 |  | Less often |
|  | 3 |  | I saw or spoke to a midwife as much as I wanted |

|  |  |  |  |
| --- | --- | --- | --- |
| G5 |  | Did the midwife or midwifery team that you saw or spoke to appear to be aware of the medical history of you and your baby? | |
|  | 1 |  | Yes |
|  | 2 |  | No |
|  | 3 |  | Don’t know / can’t remember |

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| G6 |  | Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| --- | --- | --- | --- |
| G7 |  | Did the midwife or midwifery team that you saw or spoke to take your personal circumstances into account when giving you advice? | |
|  | 1 |  | Yes, always |
|  | 2 |  | Yes, sometimes |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| --- | --- | --- | --- |
| G8 |  | Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| --- | --- | --- | --- |
| G9 |  | 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 |
|  | 5 |  | Don’t know / can’t remember |

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| G10 |  | Did a midwife ask you about your mental health? | |
|  | 1 |  | Yes |
|  | 2 |  | No |
|  | 3 |  | Don’t know / can’t remember |

|  |  |  |  |
| --- | --- | --- | --- |
| G11 |  | Were you given information about any changes you might experience to your mental health after having your baby? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | Don’t know / can’t remember |

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| --- | --- | --- | --- |
| G12 |  | Were you told who you could contact if you needed advice about any changes you might experience to your mental health after the birth? | |
|  | 1 |  | Yes |
|  | 2 |  | No |
|  | 3 |  | Don’t know / can’t remember |

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| --- | --- | --- | --- |
| G13 |  | Were you given 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 |

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| G14 |  | In the four weeks after the birth of your baby, did you receive help and advice from a midwife about feeding your baby? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | I did not need any |
|  | 5 |  | Don’t know / can’t remember |

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| G15 |  | 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 |

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| G16 |  | In the four weeks after the birth of your baby, did you receive help and advice from midwives 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 |

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| G17 |  | At the postnatal check-up (around 6-8 weeks after the birth), did the GP spend enough time talking to you about your own physical health? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | I have not had a postnatal check-up with a GP |
|  | 5 |  | Don’t know / can’t remember |

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| G18 |  | At the postnatal check-up (around 6-8 weeks after the birth), did the GP spend enough time talking to you about your own mental health? | |
|  | 1 |  | Yes, definitely |
|  | 2 |  | Yes, to some extent |
|  | 3 |  | No |
|  | 4 |  | I have not had a postnatal check-up with a GP |
|  | 5 |  | Don’t know / can’t remember |

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| **G19** |  | **At any point during your maternity care journey, did you consider making a complaint about the care you received?** | |
|  | 1 |  | Yes |
|  | 2 |  | No |
|  | 3 |  | Don’t know / can’t remember |

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| ABOUT YOU |

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| Your baby may have spent time in a neonatal unit (NICU, SCBU or LNU) where they had care from a specialist team of healthcare professionals.  Or your baby may have had additional care with you in the postnatal ward or at home.  Additional care could be giving antibiotics, light therapy for jaundice and further observation. |

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| h1 |  | Did your baby or babies have any neonatal care? Please cross ✗ in all the boxes that apply to you. | |
|  | 1 |  | Yes, in a Neonatal Intensive Care Unit (NICU) | |
|  | 2 |  | Yes, in a Special Care Baby Unit (SCBU) | |
|  | 3 |  | Yes, in the Local Neonatal Unit (LNU) | |
|  | 4 |  | Yes, in the post-natal ward | |
|  | 5 |  | Yes, at home (neonatal outreach service) | |
|  | 6 |  | Yes, but I don’t know what type of neonatal care | |
|  | 7 |  | No, my baby did not have neonatal care | |
|  | 8 |  | I don’t know if my baby had neonatal care | |
|  | 9 |  | Can’t remember | |

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

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| H2 |  | How many babies have you given birth to before this pregnancy? | |
|  | 1 |  | None |
|  | 2 |  | 1 or 2 |
|  | 3 |  | 3 or more |
|  | 4 |  | I would prefer not to say |
| **H3** |  | **Is English your main language?** | | |
|  | 1 |  | Yes | |
|  | 2 |  | No | |
|  | 3 |  | I would prefer not to say | |

|  |  |  |  |  |  |  |  |
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| H4 |  | In what year were you born?  Please write in e.g.   |  |  |  |  | | --- | --- | --- | --- | | 1 | 9 | 9 | 4 | | |
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| H5 |  | Do you have any of the following physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last 12 months or more? | | |
|  |  | **Please cross ✗ in all the boxes that apply to you.** | | |
|  | 1 |  | Autism or autism spectrum condition | |
|  | 2 |  | Breathing problem, such as asthma | |
|  | 3 |  | Blindness or partial sight | |
|  | 4 |  | Cancer in the last 5 years | |
|  | 5 |  | Dementia or Alzheimer’s disease | |
|  | 6 |  | Deafness or hearing loss | |
|  | 7 |  | Diabetes | |
|  | 8 |  | Heart problem, such as angina | |
|  | 9 |  | Joint problem, such as arthritis | |
|  | 10 |  | Kidney or liver disease | |
|  | 11 |  | Learning disability | |
|  | 12 |  | Mental health condition |  |
|  | 13 |  | Neurological condition |  |
|  | 14 |  | Physical mobility | |
|  | 15 |  | Sickle cell anaemia | |
|  | 16 |  | Thalassaemia | |
|  | 17 |  | Stroke (which affects your day-to-day life) | |
|  | 18 |  | Another long-term condition | |
|  | 19 |  | None of the above ****Go to H7 | |
|  | 20 |  | I would prefer not to say ****Go to H7 | |

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| H6 |  | Do any of these conditions reduce your ability to carry out day-to-day activities? | |
|  | 1 |  | Yes, a lot |  |
|  | 2 |  | Yes, a little |  |
|  | 3 |  | No, not at all |  |
|  | 4 |  | I would prefer not to say |  |

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| H7 |  | Did you have any pregnancy-related health conditions during this pregnancy or after the birth of your baby?  Please cross ✗ in all the boxes that apply to you. | |
|  | 1 |  | Pelvic health problems (such as, leakage of wee or poo, vaginal changes such as heaviness, or pelvic pain) | |
|  | 2 |  | Another pregnancy-related health condition | |
|  | 3 |  | None of the above | |
|  | 4 |  | I would prefer not to say | |

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| **H8** |  | **What is your religion?** | |
|  | 1 |  | No religion |
|  | 2 |  | Buddhist |
|  | 3 |  | Christian (including Church of England, Catholic, Protestant, and other Christian denominations) |
|  | 4 |  | Hindu |
|  | 5 |  | Jewish |
|  | 6 |  | Muslim |
|  | 7 |  | Sikh |
|  | 8 |  | Other |
|  | 9 |  | I would prefer not to say |

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| The following question asks about your gender. Your answer will help us understand whether maternity care experiences vary between different groups of the population. Your answer will be kept confidential and not linked to your medical records. |

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| H9 |  | Is your gender different from the sex you were assigned at birth? | | |
|  | 1 |  | No |
|  | 2 |  | Yes, please specify your gender |
|  | 3 |  | I would prefer not to say |

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| **H10** |  | **Which of the following best describes your sexual orientation?** | | |
|  | 1 |  | Heterosexual / straight |  |
|  | 2 |  | Gay / lesbian |  |
|  | 3 |  | Bisexual |  |
|  | 4 |  | Other |  |
|  | 5 |  | I would prefer not to say |  |

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| **The following two questions ask about your communication needs and the support or assistance your maternity team may have given you to help you access your maternity care.** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  | | --- | --- | --- | --- | | **H11** |  | **Do you have any of the following communication needs?**  **This includes language needs related to translation support, a disability, sensory loss, or impairment.**  **Please cross ✗ in all the boxes that apply to you.** | | |  | 1 |  | Translation / interpreter ………………………. **Go to H12** | |  | 2 |  | Sign language / Braille materials ………………………. **Go to H12** | |  | 3 |  | Easy read materials **Go to H12** | |  | 4 |  | Large print materials **Go to H12** | |  | 5 |  | Other **Go to H12** | |  | 6 |  | I do not have any communication needs **Go to H13** | |

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| **H12** |  | **While you were in the maternity unit, did staff help you with your communication needs?** | |
|  | 1 |  | Yes |
|  | 2 |  | No |

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| H13 |  | Are you willing for your answers to be linked to your contact details and to be contacted by the Care Quality Commission or another organisation working on their behalf, for further research about your maternity experience?  **This will not affect the care you receive in any way. The answers you have provided in this survey are still valuable regardless of whether you agree to be contacted about future research.** | |
|  | 1 |  | Yes, I am happy for my answers to be linked to my contact details and be contacted for further research. I understand this does not mean I have to take part in future research |
|  | 2 |  | No, I would not like to be contacted |

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| H14 |  | | What is your ethnic group?  **Please cross ✗ in ONE box only.** | | | | | | | | |
| **a. WHITE** | | | | | |  |  |
|  | 1 | |  | | English / Welsh / Scottish / Northern Irish / British | | | | | | |
|  | 2 | |  | | Irish | | | | | | |
|  | 3 | |  | | Gypsy or Irish Traveller | | | | | | |
|  | 4 | |  | | Roma | | | | | | |
|  | 5 | |  | | Any other White background, **please write in** | | | | | | |
|  | |  | |  | | | | | |  | | |
| **b. MIXED / MULTIPLE ETHNIC GROUPS** | | | | | | | | | | | | |
|  | 6 | |  | | White and Black Caribbean | | | | | | |
|  | 7 | |  | | White and Black African | | | | | | |
|  | 8 | |  | | White and Asian | | | | | | |
|  | 9 | |  | | Any other Mixed / multiple ethnic background, **please write in** | | | | | | |
|  | |  | |  | | | | | |  | | |
| **c. ASIAN / ASIAN BRITISH** | | | | | | | | | | | | |
|  | 10 | |  | | Indian | | | |  | | |
|  | 11 | |  | | Pakistani | | | |  | | |
|  | 12 | |  | | Bangladeshi | | | |  | | |
|  | 13 | |  | | Chinese | | | |  | | |
|  | 14 | |  | | Any other Asian background, **please write in** | | | | | | |
|  | |  | |  | | | | | |  | | |
| **d. BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH** | | | | | | | | | | | | |
|  | 15 | |  | | African | | | |  | | |
|  | 16 | |  | | Caribbean | | | |  | | |
|  | 17 | |  | | Any other Black / African / Caribbean background, **please write in** | | | | | | |
|  | |  | |  | | | | | |  | | |
| **e. OTHER ETHNIC GROUP** | | | | | | | | | |  |
|  | 18 | |  | | Arab | | | |  | | |
|  | 19 | |  | | Any other ethnic group, **please write in** | | | | | | |
|  | |  | |  | | | | | |  | | |
|  | 20 | |  | | I would prefer not to say | | | |  | | |

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| --- |
| other comments |

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| 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, Care Quality Commission and researchers analysing the data. We will remove any information that could identify you before publishing any of your feedback*.* Your details will only be passed back to the NHS Trust if your comments in this section raise concerns for your own or others’ safety and wellbeing. |
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| **THANK YOU VERY MUCH FOR YOUR HELP.**  Please check that you 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 Care Quality Commission on **03000 61 61 61****.**  **Sources of support**  If the survey raises issues or questions of concern, you may wish to contact your GP or Health Visitor.  If you’d like to be involved in improvement to maternity services in your local area, you can find more information at [www.nationalmaternityvoices.org.uk](http://www.nationalmaternityvoices.org.uk) |