

NHS Maternity Survey 2025 Benchmark Report

The Queen Elizabeth Hospital
King's Lynn NHS Foundation Trust



Contents

1. Background and methodology	2. Headline results	3. Scoring and benchmarking	4. Trust and site results	5. Change over time	6. Comparison to other trusts
Background and methodology	Who took part in the survey?	How questions are scored	Section 1. Antenatal Care	How to interpret change over time in this report	Comparison to other trusts
Key terms used in this report	Summary of findings for your trust	How to interpret benchmarking in this report	Section 2. Labour and Birth	Section 1. Antenatal Care	
Using the survey results	Best and worst performance relative to the national average	Section 1. Antenatal Care	Your labour and birth	The start of your care in pregnancy	
	Trust results poster	The start of your care in pregnancy	Staff caring for you	Antenatal check ups	
		Antenatal check ups	Section 3. Care in the ward after birth	During your pregnancy	
		During your pregnancy	Section 4. Postnatal Care	Section 2. Labour and Birth	
		Section 2. Labour and Birth	Section 5: Triage: Assessment and Evaluation	Your labour and birth	
		Your labour and birth	Section 6: Complaints	Staff caring for you	
		Staff caring for you		Section 3. Care in the ward after birth	
		Section 3. Care in the ward after birth		Section 4. Postnatal Care	
		Section 4. Postnatal Care		Feeding your baby	
		Feeding your baby		Care at home after birth	
		Care at home after birth		Section 5: Triage: Assessment and Evaluation	
		Section 5: Triage: Assessment and Evaluation		Section 6: Complaints	
		Section 6: Complaints			

This work was carried out in accordance with the requirements of the international standard for organisations conducting social research (accreditation to ISO27001:2013; certificate number GB10/80275).

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Background and methodology

This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the 2025 Maternity Survey
- a description of key terms used in this report
- navigating the report



Background and methodology

The NHS Patient Survey Programme

The NHS Patient Survey Programme (NPSP) collects feedback on adult inpatient care, maternity care, children and young people’s inpatient and day services, urgent and emergency care, and community mental health services.

The NPSP is commissioned by Care Quality Commission (CQC); the independent regulator of health and adult social care in England.

As part of the NPSP, the Maternity Survey was first carried out in 2007. The 2025 Maternity Survey will be the twelfth carried out to date. CQC use results from the survey to build an understanding of the risk and quality of services and those who organise care across an area.

To find out more about the survey programme and to see the results from previous surveys, please refer to the section on further information on this page.

The 2025 Maternity Survey

The survey was administered by the Survey Coordination Centre (SCC) at Picker.

A total of 43,955 maternity service users were invited to participate in the survey across 119 NHS trusts.

Completed responses were received from 16,755 maternity service users; a 38.53% adjusted response rate, where undelivered questionnaires were removed from the response rate calculation.

Service users were eligible to participate in the survey if they were aged 16 years or over at the time of delivery and had a live birth at an NHS Trust between 1 February and 28 February 2025. If there were fewer than 300 people within an NHS trust who gave birth in February 2025, then births from January were included. Full sampling criteria can be found in the [Sampling Instructions](#).

Fieldwork (the time during which questionnaires were sent out and returned) took place between April and July 2025.

Trend data

In 2021, the Maternity Survey transitioned from a solely paper-based methodology to both paper and online.

Analysis conducted prior to the 2021 survey, concluded that this change in methodology did not have a detrimental impact on trend data. Therefore, data from the 2013 survey and subsequent years are comparable, unless a question has changed or there are other reasons for lack of comparability such as changes in organisational structure of a trust.

Where results are comparable with previous years, a section on historical trends has been included.

Further information about the survey

- For published results and for more information on the Maternity Survey, please visit the Maternity Survey page on the [NHS Surveys website](#).
- For published results for other surveys in the NPSP, and for information to help trusts implement the surveys across the NPSP, please visit the [NHS Surveys website](#).
- To learn more about CQC’s survey programme, please visit the [CQC website](#).

Background and methodology (continued)

Antenatal and Postnatal data

The Maternity Survey is split into seven sections that ask questions about:

- 1) Antenatal Care
- 2) Labour and Birth
- 3) Care in the ward after birth
- 4) Postnatal Care
- 5) Triage: Assessment and Evaluation
- 6) Complaints

It is possible that some maternity service users may have experienced their antenatal care, postnatal care, and triage in different trusts. This may be for many reasons such as moving house, or having to travel for more specialist care, or due to variation in service provision across the country. For the purpose of benchmarking, it is important that we understand which trust the respondent is referring to when they are completing each section of the survey.

When answering survey questions about labour and birth, and care in the ward after birth we can be confident that in all cases respondents are referring to the trust from which they were sampled. It is therefore possible to compare results for labour and birth, and care in the ward after birth across all 119 NHS trusts that took part in the survey.

When answering survey questions about antenatal care, postnatal care and triage we cannot determine from the survey responses alone whether the care was received within the trust from which the respondent was sampled. Trusts were asked to carry out an “attribution exercise”, where each trust identifies the individuals in their sample that are likely to have also received their antenatal and postnatal care from the trust. This is done using either electronic records or residential postcode information. This attribution exercise was first carried out in the 2013 survey. In 2025, all of the 119 trusts that took part in the survey completed this exercise.

The survey results contained in this report include only those respondents who were identified as receiving care at this trust.

Scores for sites

Scores for sites within your trust have been provided for the first time in this report. However, scores for sites are only available for ‘Section 2: Labour and birth’ and ‘Section 3: Care in the ward after birth’ due to attribution data completed by trusts currently at trust-level only.

Limitations of this approach

Data is provided voluntarily. In 2025, all trusts provided this data. The antenatal and postnatal care sections of this report are therefore benchmarked against all trusts that provided the required information.

Some trusts do not keep electronic records of antenatal and postnatal care. Where this is the case, location of antenatal and postnatal care is based on residential location of respondents. This is not a perfect measure of whether antenatal and postnatal care was received at the trust. For example, respondents requiring specialist antenatal or postnatal care may have received this from another trust. This may mean that some respondents are included in the data despite having received care from another trust.

Key terms used in this report

The ‘expected range’ technique

This report shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part. It uses an analysis technique called the ‘expected range’ to determine if your trust is performing about the same, better or worse compared with most other trusts. This is designed to help understand the performance of individual trusts and identify areas for improvement. More information can be found in the [‘How to interpret benchmarking in this report’](#) section.

Standardisation

Demographic characteristics, such as age, can influence care experiences and how they are reported. Since trusts have differing profiles of maternity service users, this could make fair trust comparisons difficult. To account for this, we ‘standardise’ the results, which means we apply a weight to individual service user responses to account for differences in demographic profile between trusts.

For each trust, results have been standardised by parity (whether or not a service user has given birth previously) and age of respondents to reflect the

‘national’ age distribution (based on all respondents to the survey). This helps ensure that no trust will appear better or worse than another because of its profile of maternity users and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results.

Scoring

For selected questions in the survey, the individual (standardised) responses are converted into scores, typically 0, 5, or 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing.

Only evaluative questions in the questionnaire are scored. Some questions are descriptive (for example A2), and others are ‘routing questions’, which are designed to filter out respondents to whom subsequent questions do not apply (for example C23). These questions are not scored.

Please refer to the [Scored questionnaire](#) for further details. Section scoring is computed as the arithmetic mean of question scores for the section after

weighting is applied. More information can be found in the [‘How questions are scored’](#) slide.

National average

The ‘national average’ mentioned in this report is the arithmetic mean of all trusts’ scores after weighting is applied.

Suppressed data

If fewer than 30 respondents have answered a question, no score will be displayed for that question (or the corresponding section the question contributes to).

Further information about the methods

For further information about the statistical methods used in this report, please refer to the [Survey technical document](#) which is in the ‘Analysis and Reporting’ section of the 2025 Maternity Survey webpage on the NHS Surveys Website.

Using the survey results

Navigating this report

This report is split into five sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run, and how to interpret the data.
- **Headline results** – includes key trust-level findings relating to the maternity service users who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- **Scoring and benchmarking** – shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the 'expected range' analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas where you may wish to improve. Trusts that provide data on antenatal

and/or postnatal care and have sufficient respondent numbers are also provided with survey results for antenatal and postnatal care within this report.

- **Trust and site results** – includes the score for your trust and breakdown of scores across sites within your trust (scores for sites are available for the 'Labour and birth' and 'Care in the ward after birth' sections only). Internal benchmarking may be helpful so you can compare sites within your organisation, sharing best practice within the trust and identifying any sites that may need attention.
- **Change over time** – includes your trust's mean score for each evaluative question in the survey shown in a significance test table, comparing it to your 2024 mean score. This allows you to see if your trust has made statistically significant improvements between survey years.
- **Comparison to other trusts** – includes where your trust has performed better or worse in comparison to other trusts.

How to interpret the graphs in this report

There are several types of graphs in this report which

show how the score for your trust compares to the scores achieved by all trusts that took part in the survey.

The two chart types used in the section 'Benchmarking' use the 'expected range' technique to show results. For information on how to interpret these graphs, please refer to the ['How to interpret benchmarking in this report'](#) slides.

Other data sources

More information is available about the following topics at their respective websites, listed below:

- [Full national results and technical document](#).
- [National and trust-level data](#) for all trusts who took part in the 2025 Maternity Survey.
- Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the [NHS Surveys Website](#).
- Information on the [NHS Patient Survey Programme](#), including results from other surveys.
- Information about [how CQC monitors hospitals](#).

Headline results

This section includes:

- information about your trust population
- an overview of benchmarking for your trust
- the best and worst scores for your trust



Who took part in the survey?

This slide is included to help you interpret responses and to provide information about the population of maternity service users who took part in the survey.

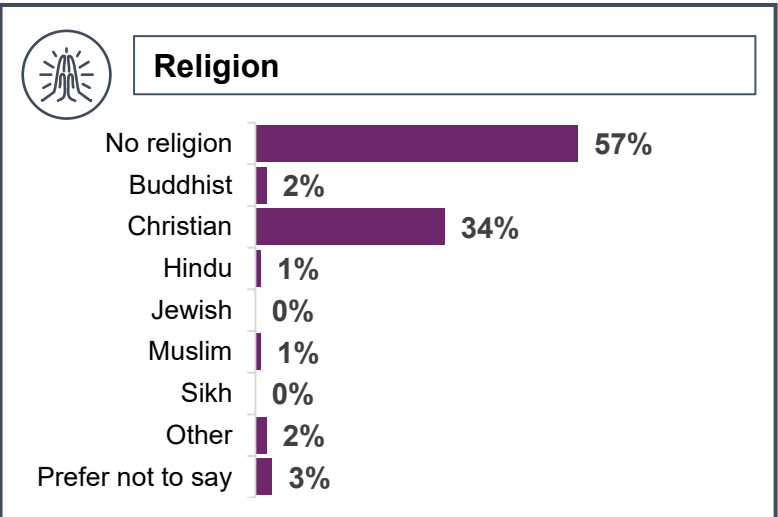
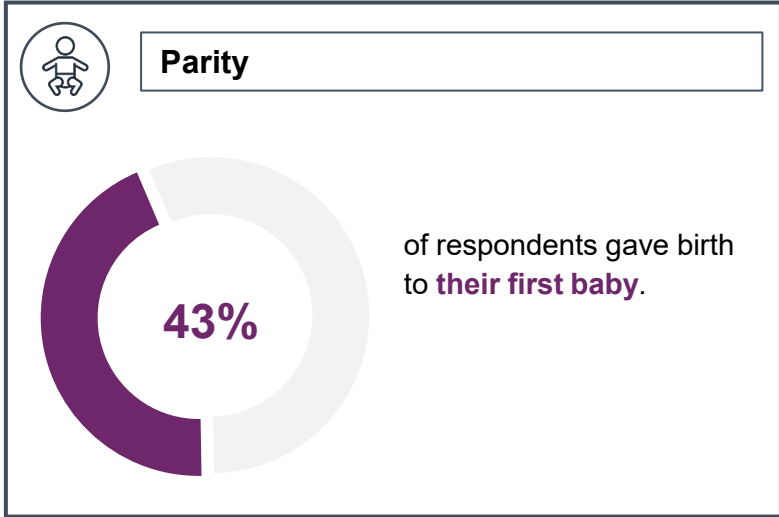
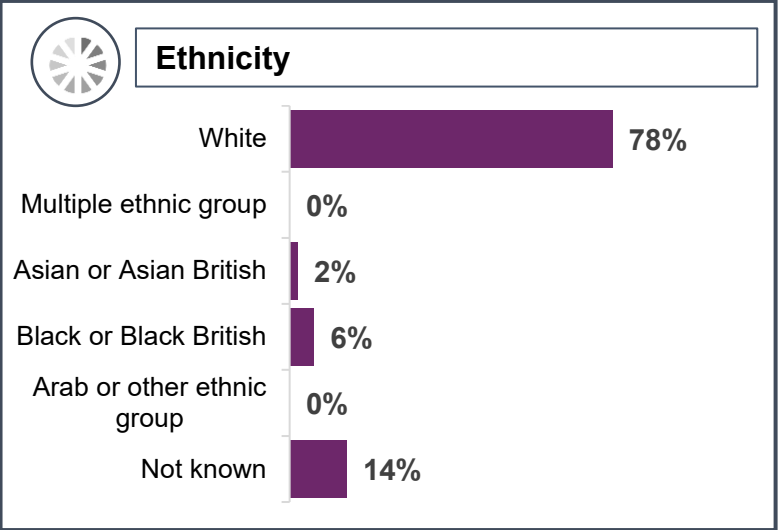
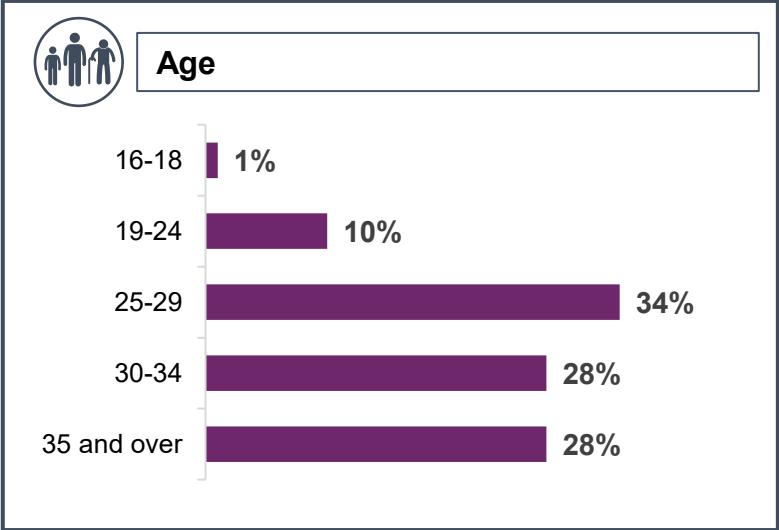
**230** invited to take part

**101** completed

**44%** response rate

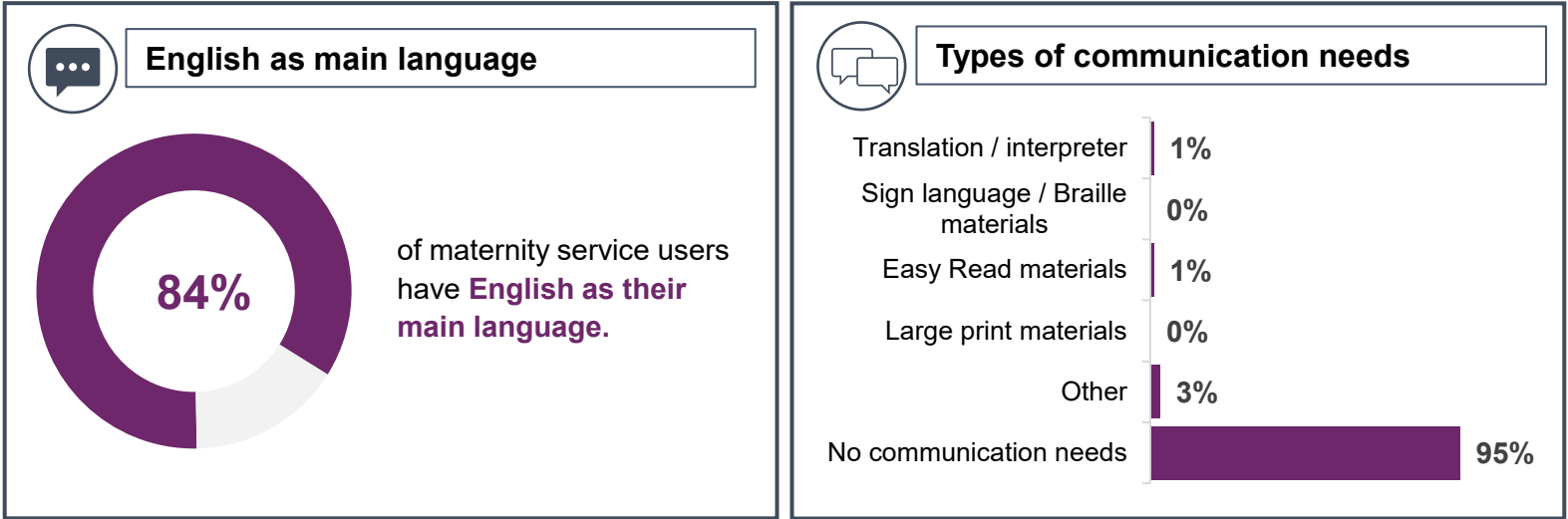
39% average response rate for all trusts

43% response rate for your trust in 2024



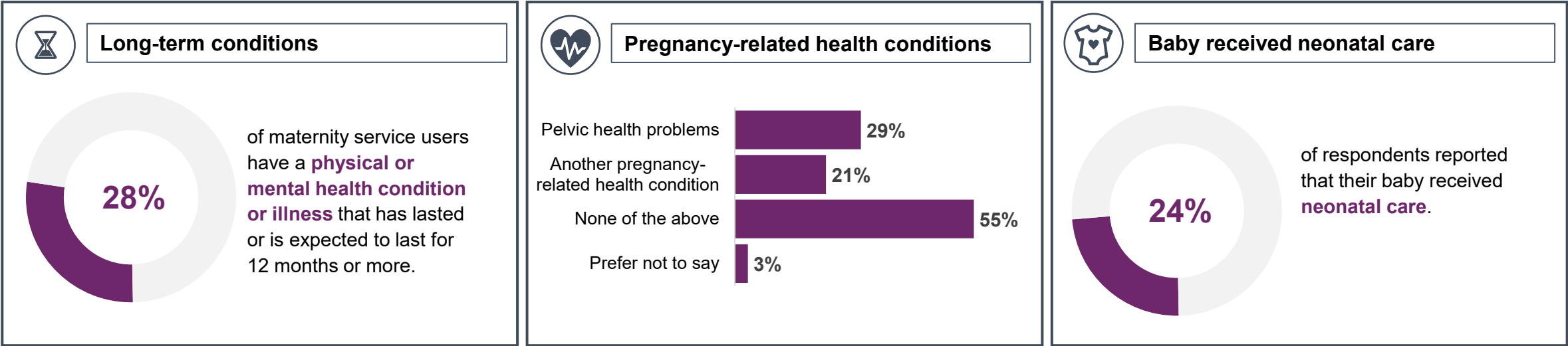
Who took part in the survey? (continued)

This slide is included to help you interpret responses and to provide information about the population of maternity service users who took part in the survey.



Types of communication needs

Translation / interpreter	1%
Sign language / Braille materials	0%
Easy Read materials	1%
Large print materials	0%
Other	3%
No communication needs	95%



Pregnancy-related health conditions

Pelvic health problems	29%
Another pregnancy-related health condition	21%
None of the above	55%
Prefer not to say	3%

Baby received neonatal care

24%

of respondents reported that their baby received **neonatal care**.

Summary of findings for your trust

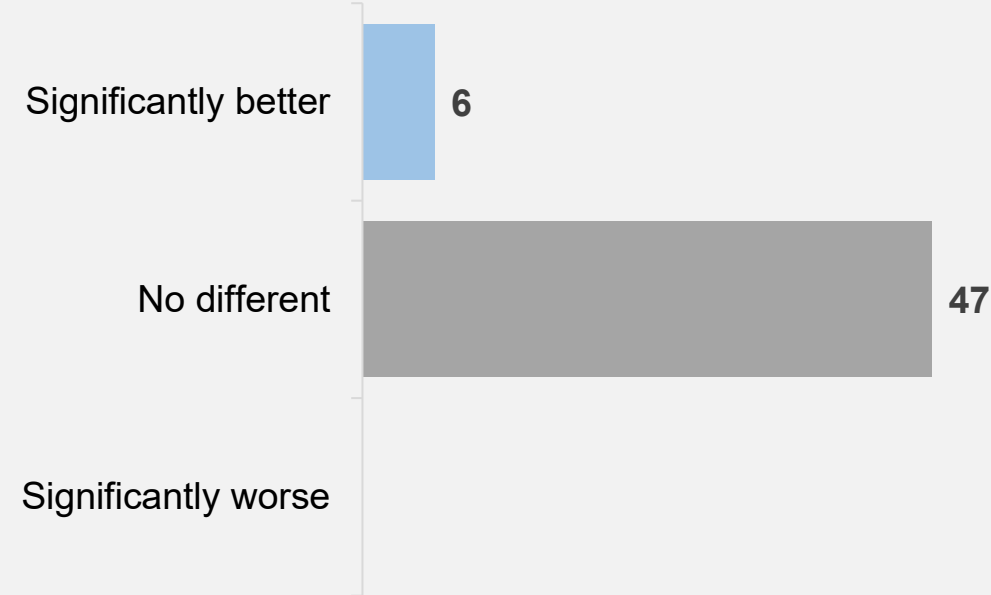
Comparison with other trusts

The **number of questions** at which your trust has performed better, worse, or about the same compared with all other trusts.



Comparison with last year's results

The **number of questions** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2025 vs 2024.

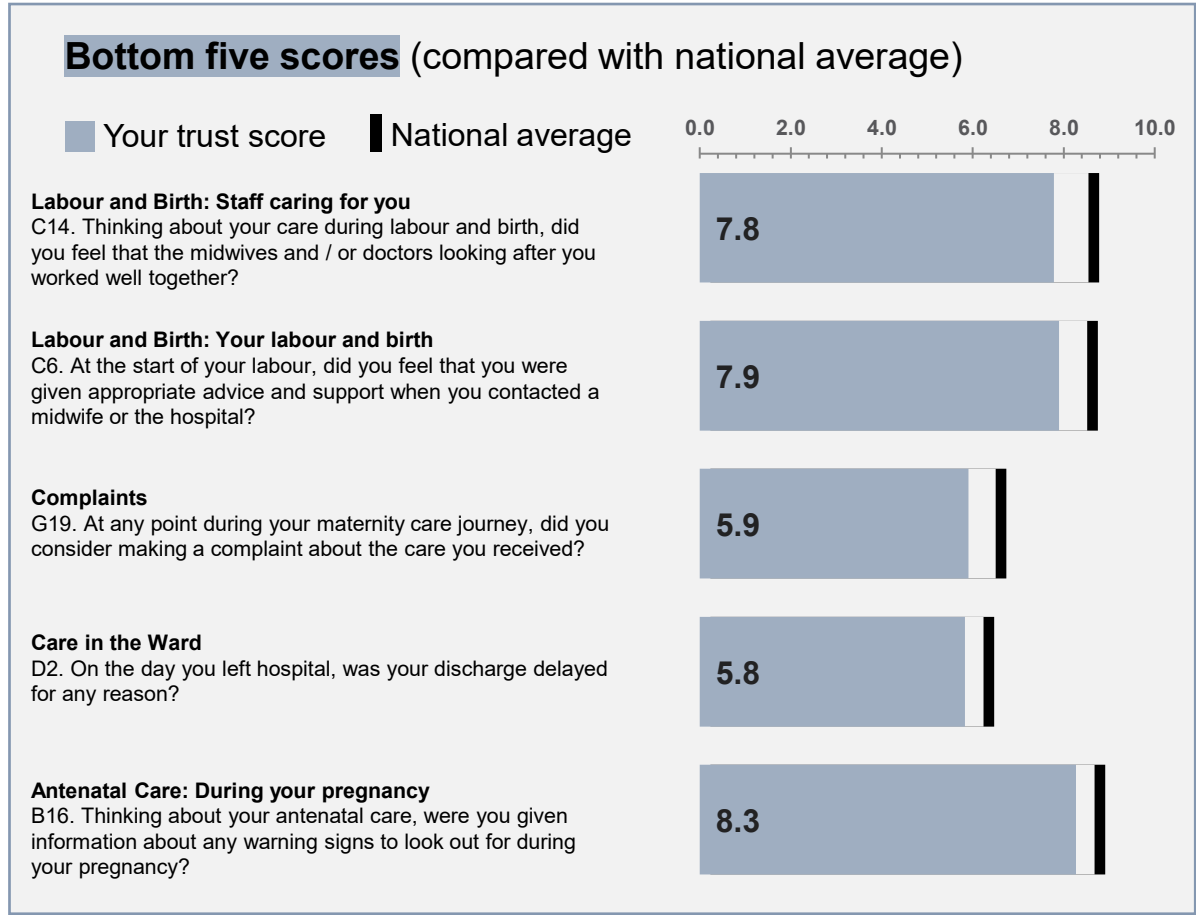


For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the section [“Comparison to other Trusts”](#).

Best and worst performance relative to the national average

These five questions are calculated by comparing your trust's results to the average trust score across England.

- Top five scores:** These are the five results for your trust that are highest compared with the national average. If none of the results for your trust are above the national average, then the results that are closest to the national average have been chosen, meaning a trust's best performance may be worse than the national average.
- Bottom five scores:** These are the five results for your trust that are lowest compared with the national average. If none of the results for your trust are below the national average, then the results that are closest to the national average have been chosen, meaning a trust's worst performance may be better than the national average.



2025 Maternity Survey

Results for The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

Where service user experience **is best**

- ✓ **Care in the Ward:** Partner or someone else close to them being able to stay as much as they wanted
- ✓ **Labour and Birth: Staff caring for you:** Feeling that if a concern was raised, it was taken seriously
- ✓ **Labour and Birth: Your labour and birth:** Feeling that healthcare professionals did everything they could to help manage pain
- ✓ **Antenatal care: During your pregnancy:** Relevant information provided from midwives about feeding their baby
- ✓ **Labour and Birth: Staff caring for you:** Having the opportunity to ask questions about the labour and birth

Where service user experience **could improve**

- **Labour and Birth: Staff caring for you:** Feeling that the midwives and / or doctors worked well together
- **Labour and Birth: Your labour and birth:** Feeling that they were given appropriate advice and support when they contacted a midwife or the hospital
- **Complaints:** Considering making a complaint about the care they received during their maternity journey
- **Care in the Ward:** Delays to discharge on the day of leaving hospital
- **Antenatal care: During your pregnancy:** Being given information about any warning signs to look out for during pregnancy

These questions are calculated by comparing your trust's results to the national average. "Where service user experience is best": These are the five results for your trust that are highest compared with the national average. "Where service user experience could improve": These are the five results for your trust that are lowest compared with the national average.

This survey looked at the experiences of service users who gave birth at the trust in January and/or February 2025. Between April and July 2025, a questionnaire was sent to 230 recent service users who gave birth at The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust. Responses were received from 101 service users at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



Scoring and benchmarking

This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that took part
- an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts

Please note: If data is missing, this is due to a low number of responses.

How questions are scored

Each evaluative question is scored on a scale from 0 to 10. The scores represent the extent to which the maternity service user's experience could be improved. A score of 0 is assigned to all responses that reflect considerable scope for improvement, whereas a score of 10 refers to the most positive maternity service user experience possible. Where a number of options lay between the negative and positive responses, they are placed at equal intervals along the scale. Where options were provided that did not have any bearing on the trust's performance in terms of maternity service user experience, the responses are classified as "not applicable" and a score is not given. Similarly, where respondents stated they could not remember or did not know the answer to a question, a score is not given.

Calculating an individual respondent's score

The following provides an example for the scoring system applied for each respondent. For question B9 "During your pregnancy, if you contacted a midwifery team, were you given the help you needed?":

- The answer code "Yes, always" would be given a score of 10, as this refers to the most positive maternity service user experience possible.
- The answer code "Yes, sometimes" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer codes "No" and "No, as I was not able to contact a midwifery team" would be given a score of 0, as these responses reflect considerable scope for improvement.
- The answer code "I did not contact a midwifery team" would not be scored, as they do not have a clear bearing on the trust's performance in terms of maternity service user experience.

Calculating the trust score for each question

The weighted mean score for each trust, for each question, is calculated by dividing the sum of the weighted scores for a question by the weighted sum of all eligible respondents to the question for each trust. An example of this is provided in the [Survey technical document](#).

Calculating the section score

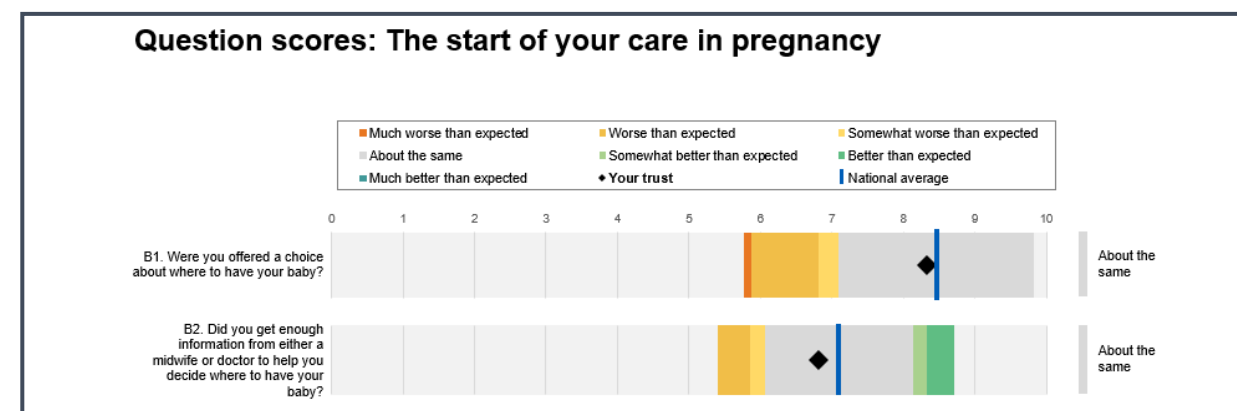
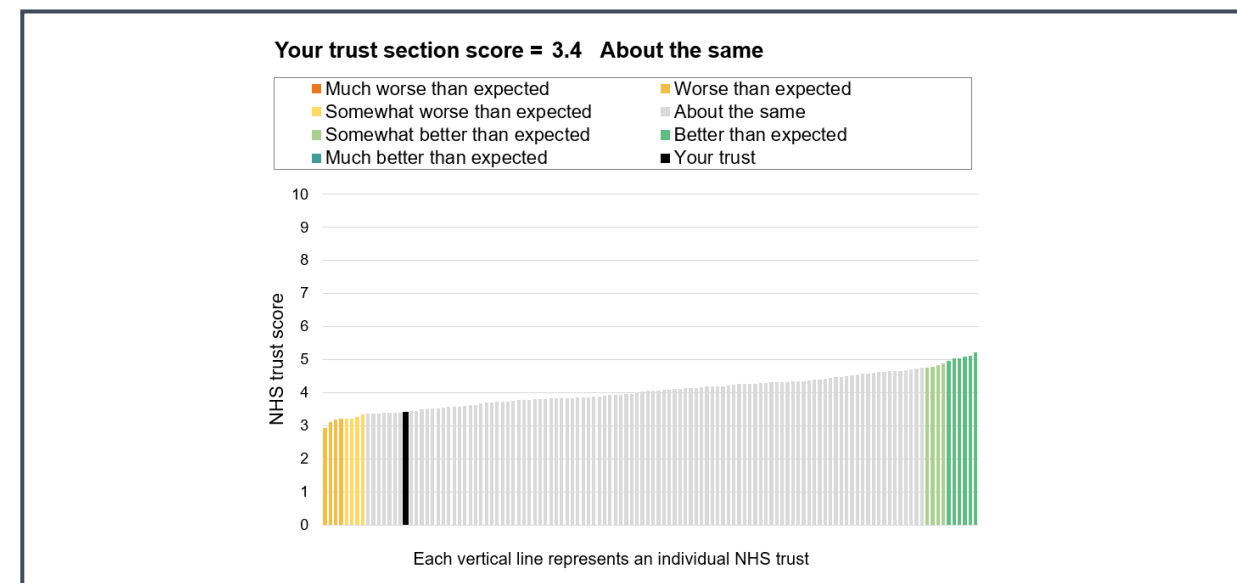
An arithmetic mean of each trust's question scores is taken to provide a score for each section.

How to interpret benchmarking in this report

The charts in the 'benchmarking' section show how the score for your trust compares to the range of scores achieved by all trusts taking part in the survey. The black line shows the score for your trust. The graphs are divided into seven sections, comparing the score for your trust to most other trusts in the survey:

- If your trust's score lies in the **dark green section** of the graph, its result is 'Much better than expected'.
- If your trust's score lies in the **mid-green section** of the graph, its result is 'Better than expected'.
- If your trust's score lies in the **light green section** of the graph, its result is 'Somewhat better than expected'.
- If your trust's score lies in the **grey section** of the graph, its result is 'About the same'.
- If your trust's score lies in the **yellow section** of the graph, its result is 'Somewhat worse than expected'.
- If your trust's score lies in the **light orange section** of the graph, its result is 'Worse than expected'.
- If your trust's score lies in the **dark orange section** of the graph, its result is 'Much worse than expected'.

These groupings are based on a rigorous statistical analysis of the data termed the '[expected range](#)' technique.



How to interpret benchmarking in this report (continued)

The 'much better than expected', 'better than expected', 'somewhat better than expected', 'about the same', 'somewhat worse than expected', 'worse than expected', and 'much worse than expected' categories are based on an analysis technique called the 'expected range'. Expected range determines the range within which a trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust, to indicate whether the trust has performed significantly above or below what would be expected.

If it is within this expected range, we say that the trust's performance is 'about the same' as other trusts. Where a trust is identified as performing 'better' or 'worse' than the majority of other trusts, the result is unlikely to have occurred by chance.

The question score charts show the trust scores compared to the minimum and maximum scores achieved by any trust. In some cases, this minimum or maximum limit will mean that one or more of the bands are not visible – because the range of other bands is broad enough to include the highest or lowest score achieved by a trust this year. This could be because there were few respondents, meaning the confidence intervals around your data are slightly larger, or because there was limited variation between trusts for this question this year.

In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust. This occurs as the bandings are calculated through standard error rather than standard deviation. Standard error takes into account the number of responses achieved by a trust, and therefore the banding may differ for a trust with a low number of responses.

Additional information on the 'expected range' analysis technique can be found in the survey technical report on the [NHS Surveys website](#).

Scoring and benchmarking

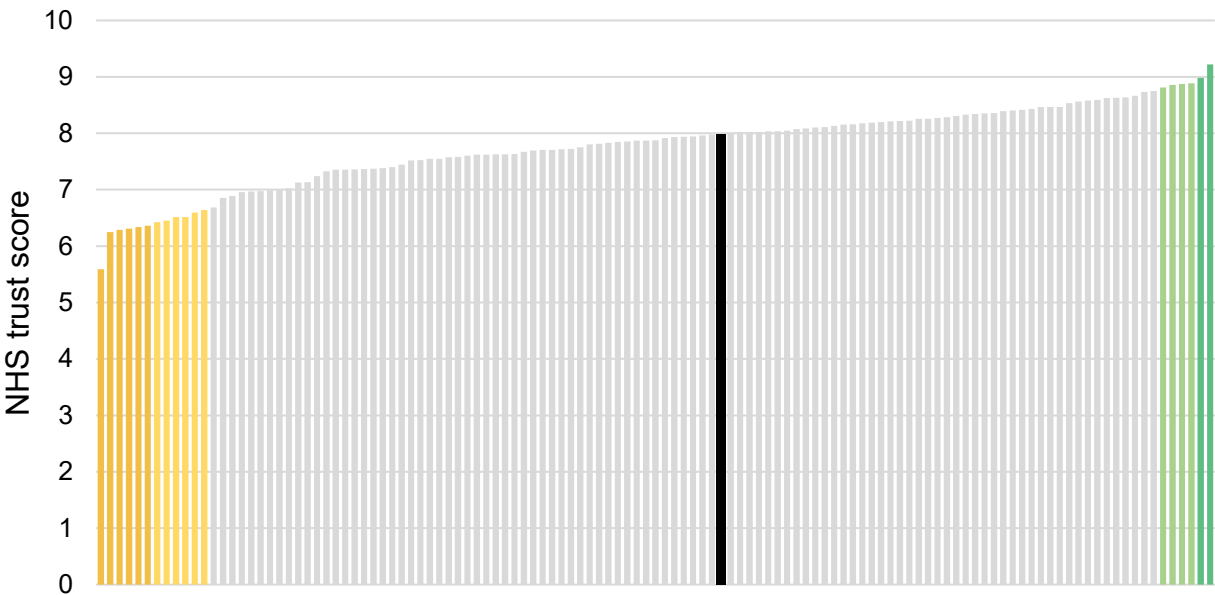
Section 1: Antenatal Care



The start of your care in pregnancy

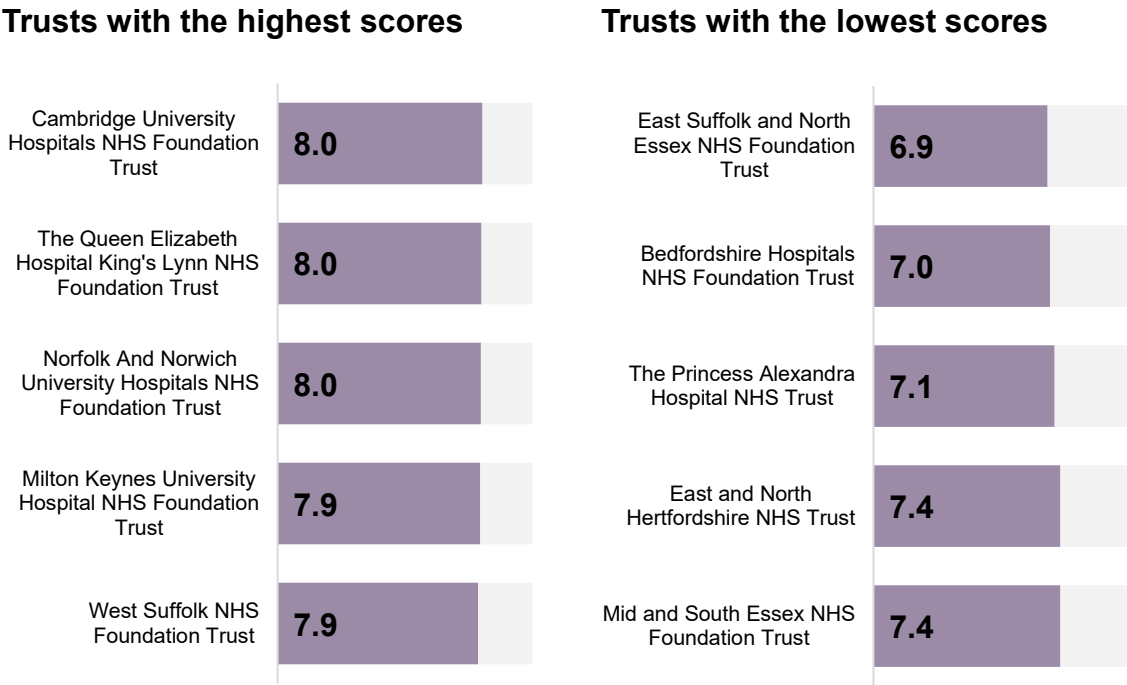
This shows the range of section scores for all NHS trusts included in the survey that submitted attribution data for antenatal care received. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘the start of your care in pregnancy’ is calculated from questions B1 and B2. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 8.0 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

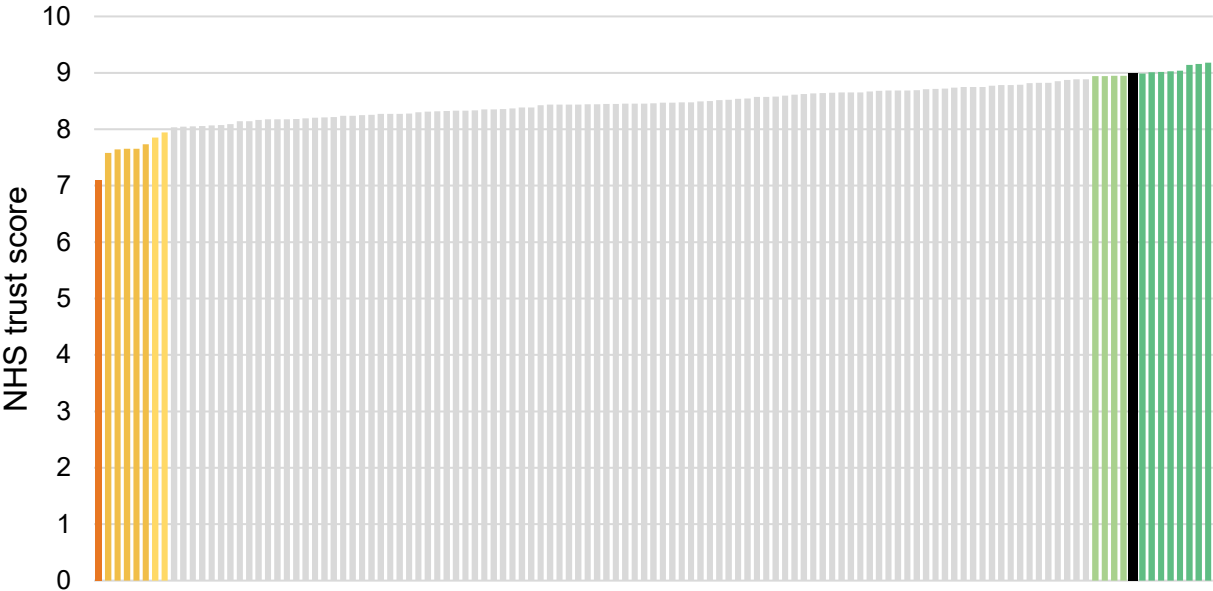


Antenatal check-ups

This shows the range of section scores for all NHS trusts included in the survey that submitted attribution data for antenatal care received. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘antenatal check-ups’ is calculated from questions B4 to B7. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 9.0

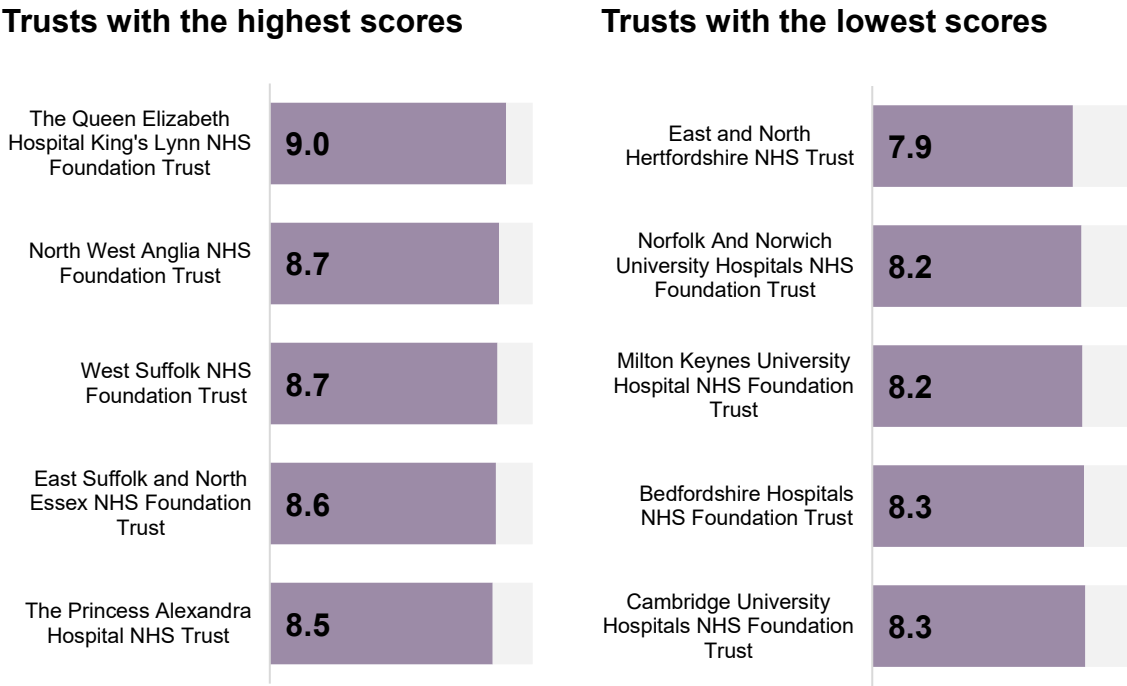
Somewhat better than expected



Each vertical line represents an individual NHS trust

Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region



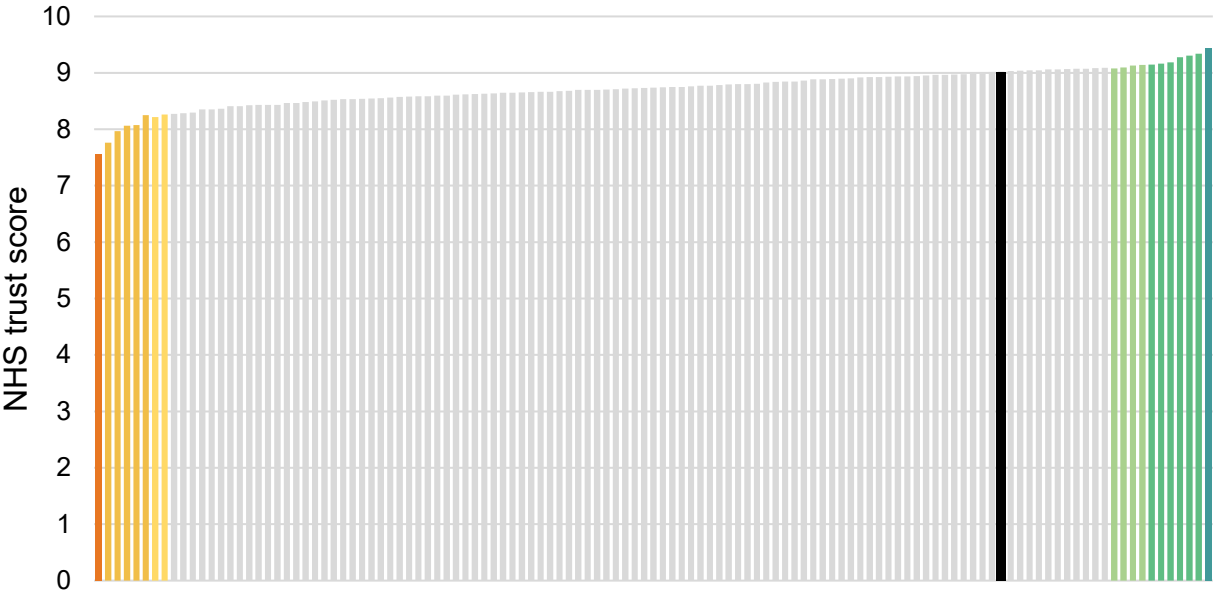
Question scores: Antenatal check-ups

			All trusts in England				
	Number of respondents	Your trust score	National average	Lowest score	Highest score		
B4. During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?	91	7.5	7.1	4.6	8.4		
B5. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	91	9.6	9.0	8.0	9.7		
B6. During your antenatal check-ups, did your midwives listen to you?	91	9.5	9.2	8.0	9.7		
B7. During your antenatal check-ups, did your midwives ask you about your mental health?	91	9.3	8.6	6.9	9.6		

During your pregnancy

This shows the range of section scores for all NHS trusts included in the survey that submitted attribution data for antenatal care received. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘during your pregnancy’ is calculated from questions B8 to B16. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 9.0 About the same



Each vertical line represents an individual NHS trust

Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	9.0
Norfolk And Norwich University Hospitals NHS Foundation Trust	8.9
Mid and South Essex NHS Foundation Trust	8.8
North West Anglia NHS Foundation Trust	8.8
West Suffolk NHS Foundation Trust	8.8

Trusts with the lowest scores

Milton Keynes University Hospital NHS Foundation Trust	8.2
West Hertfordshire Teaching Hospitals NHS Trust	8.5
East and North Hertfordshire NHS Trust	8.5
Bedfordshire Hospitals NHS Foundation Trust	8.5
James Paget University Hospitals NHS Foundation Trust	8.6

Scoring and benchmarking

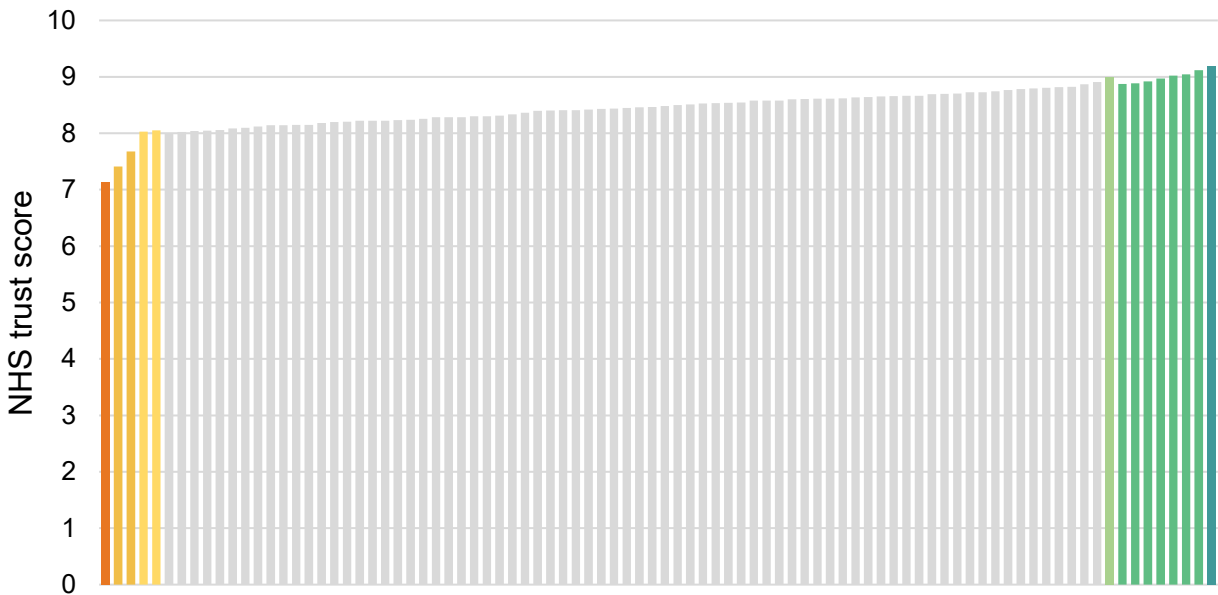
Section 2: Labour and Birth



Your labour and birth

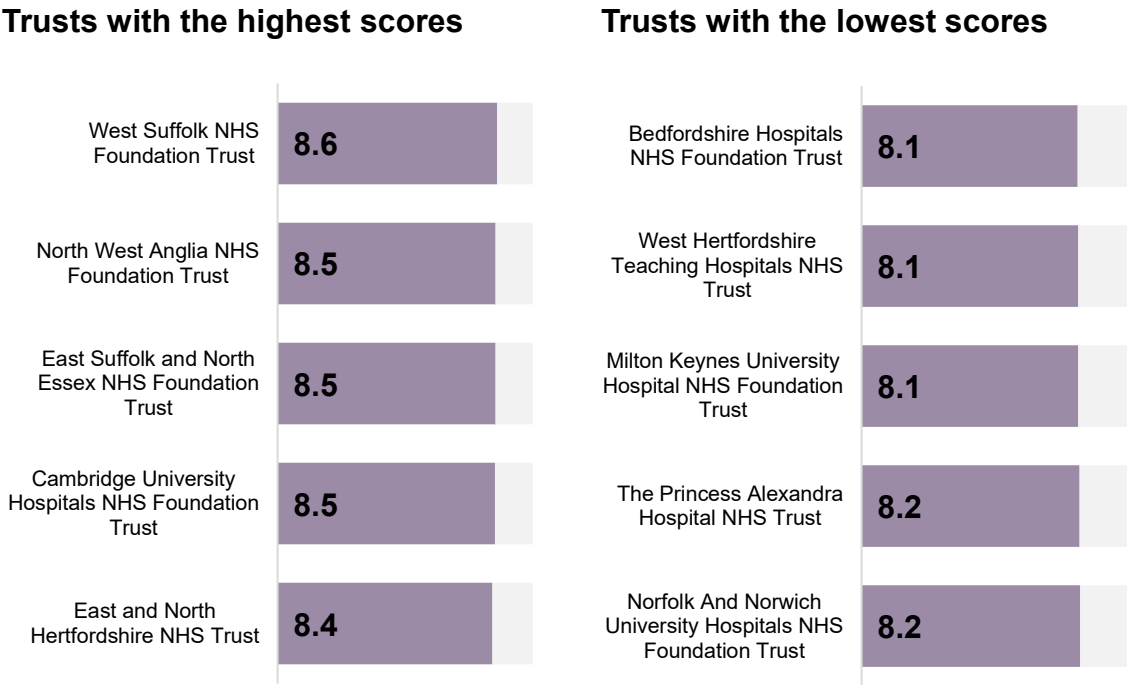
This shows the range of section scores for all NHS trusts included in the survey. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘your labour and birth’ is calculated from questions C4 and C6 to C9. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = - No section score due to low number of responses



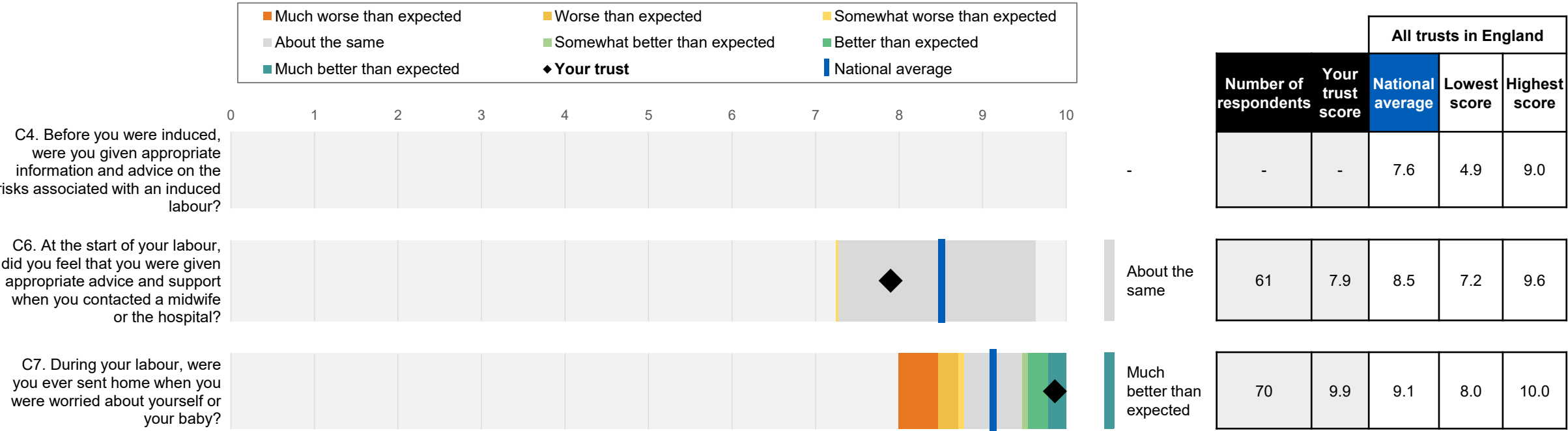
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region



Section 2. Labour and Birth

Question scores: Your labour and birth



Staff caring for you

This shows the range of section scores for all NHS trusts included in the survey. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘staff caring for you’ is calculated from questions C10 to C21. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 8.7 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.7
North West Anglia NHS Foundation Trust	8.7
Norfolk And Norwich University Hospitals NHS Foundation Trust	8.6
East and North Hertfordshire NHS Trust	8.5
Cambridge University Hospitals NHS Foundation Trust	8.4

Trusts with the lowest scores

Milton Keynes University Hospital NHS Foundation Trust	7.9
Bedfordshire Hospitals NHS Foundation Trust	8.0
The Princess Alexandra Hospital NHS Trust	8.0
James Paget University Hospitals NHS Foundation Trust	8.1
Mid and South Essex NHS Foundation Trust	8.2

Question scores: Staff caring for you



Scoring and benchmarking

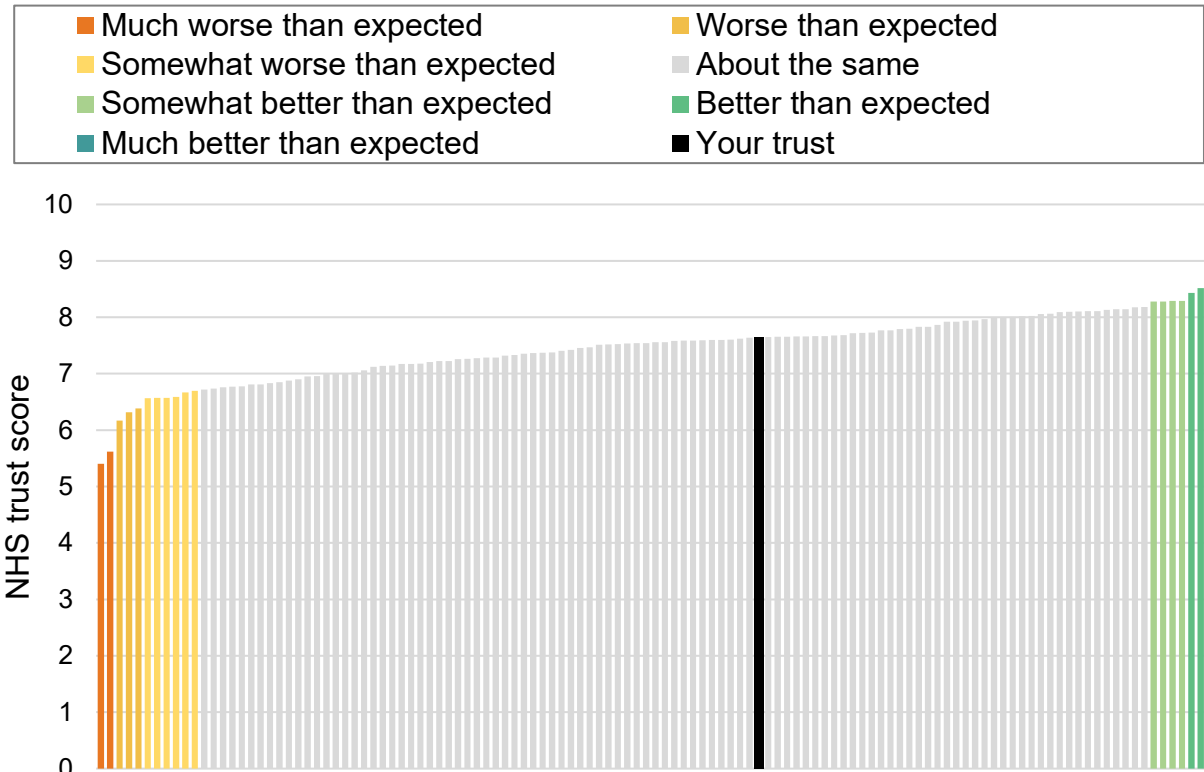
Section 3: Care in the ward after birth



Care in the ward after birth

This shows the range of section scores for all NHS trusts included in the survey. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘care in the ward after birth’ is calculated from questions D2 to D7. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 7.6 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

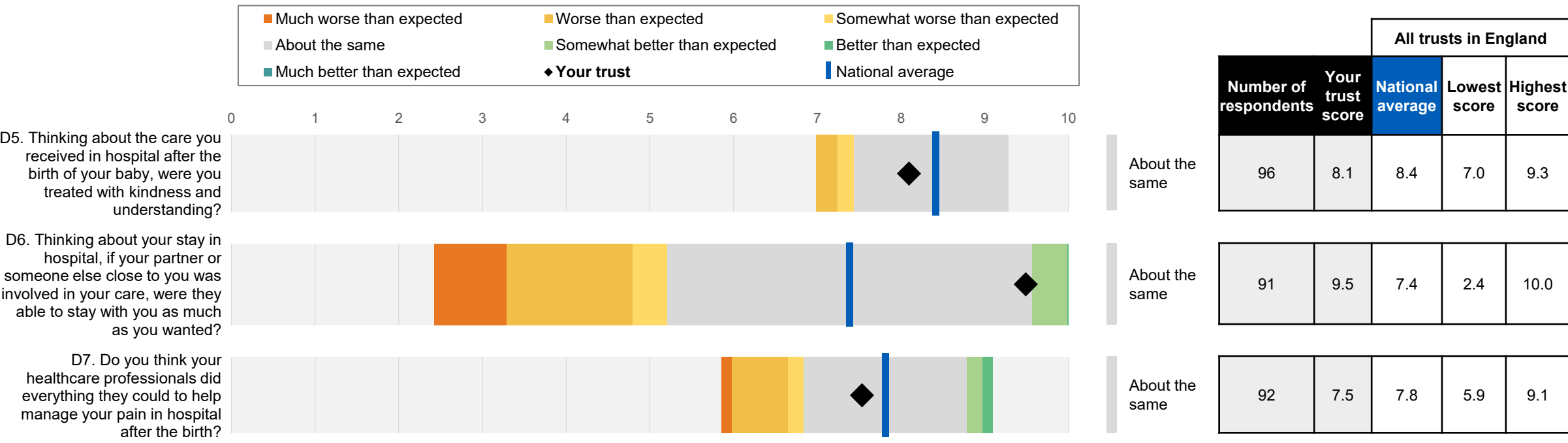
North West Anglia NHS Foundation Trust	8.3
East and North Hertfordshire NHS Trust	8.1
West Hertfordshire Teaching Hospitals NHS Trust	8.0
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.6
Bedfordshire Hospitals NHS Foundation Trust	7.6

Trusts with the lowest scores

East Suffolk and North Essex NHS Foundation Trust	6.8
Milton Keynes University Hospital NHS Foundation Trust	6.9
James Paget University Hospitals NHS Foundation Trust	7.0
The Princess Alexandra Hospital NHS Trust	7.0
Cambridge University Hospitals NHS Foundation Trust	7.3

Section 3. Care in the ward after birth (continued)

Question scores



Scoring and benchmarking

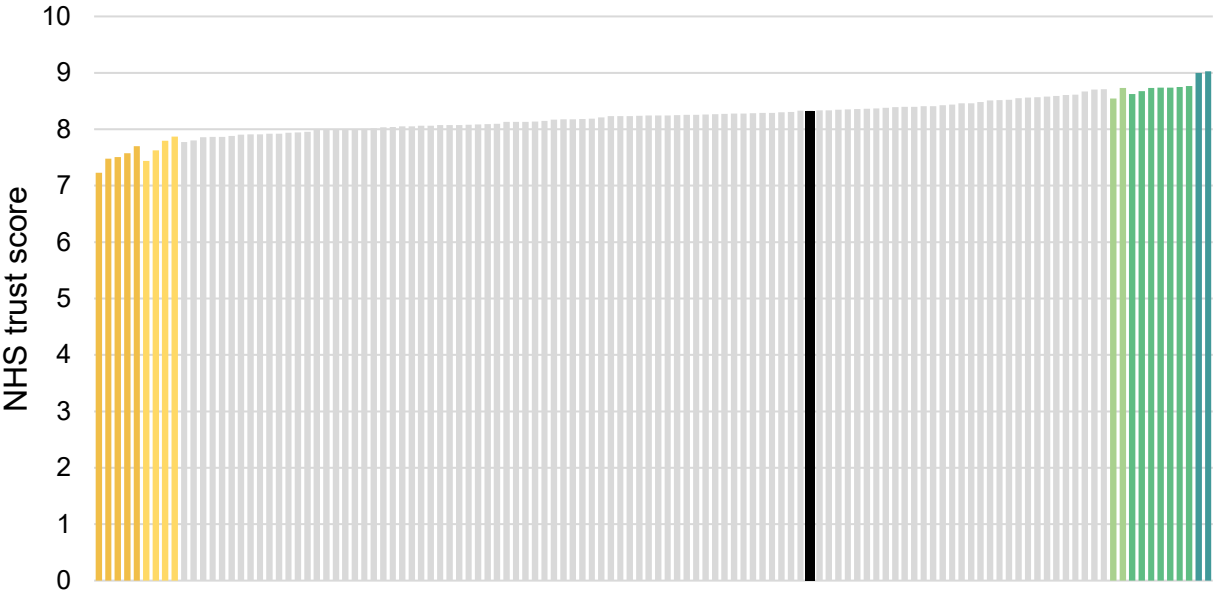
Section 4: Postnatal Care



Feeding your baby

This shows the range of section scores for all NHS trusts included in the survey that submitted attribution data for postnatal care received. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘feeding your baby’ is calculated from questions E2 and E3. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 8.3 About the same

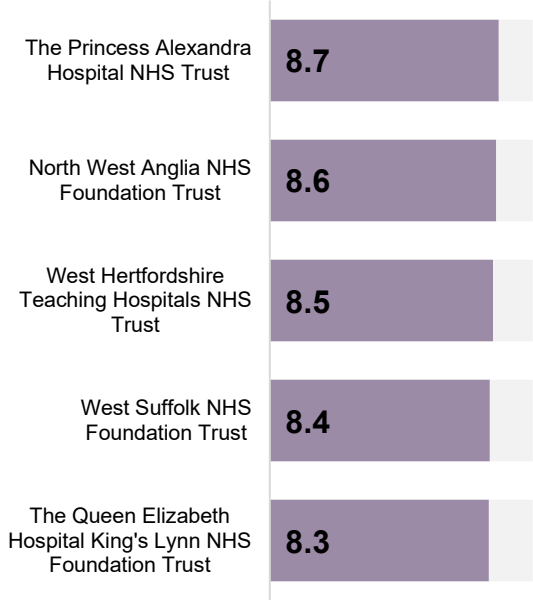


Each vertical line represents an individual NHS trust

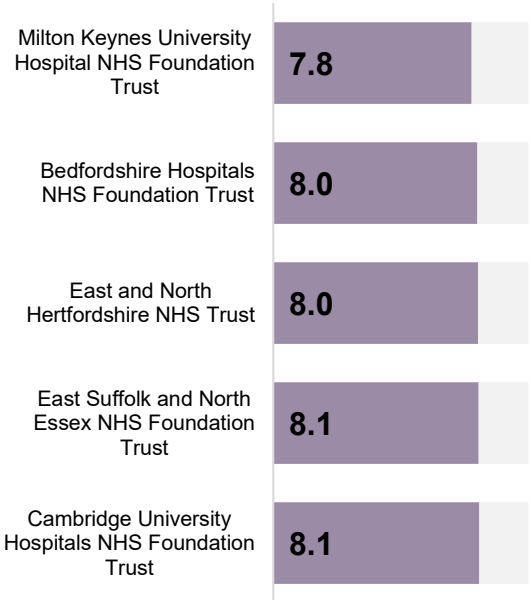
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

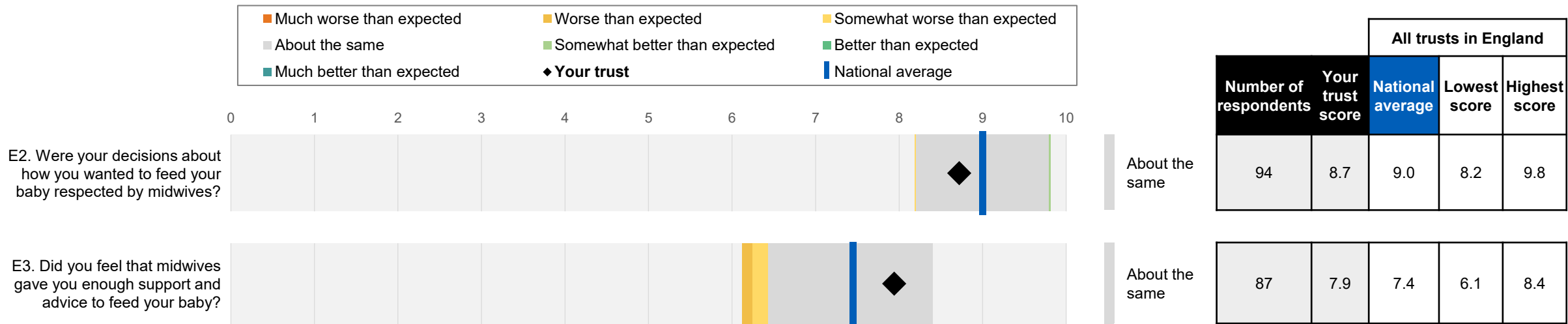


Trusts with the lowest scores



Section 4. Postnatal Care

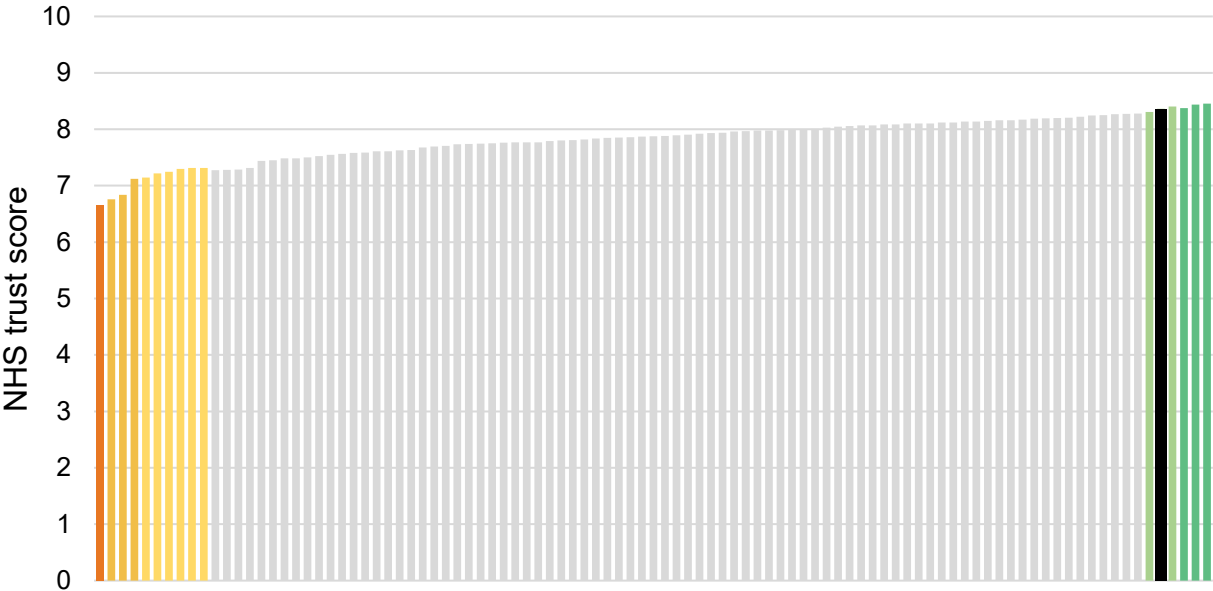
Question scores: Feeding your baby



Care at home after birth

This shows the range of section scores for all NHS trusts included in the survey that submitted attribution data for postnatal care received. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, 'care at home after birth' is calculated from questions G1 and G2, G4 to G8, and G10 to G16. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

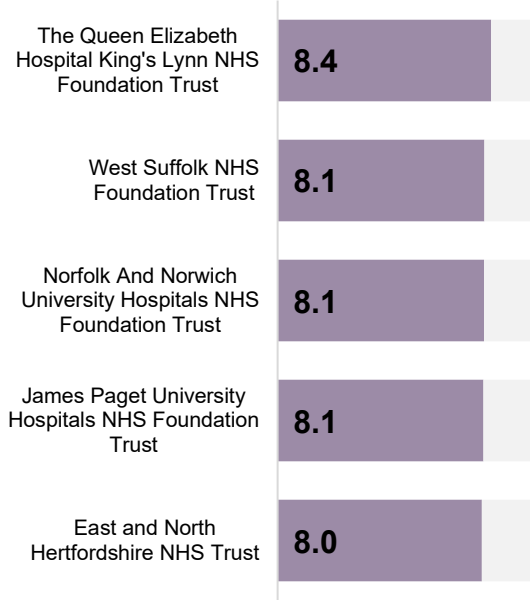
Your trust section score = 8.4 Somewhat better than expected



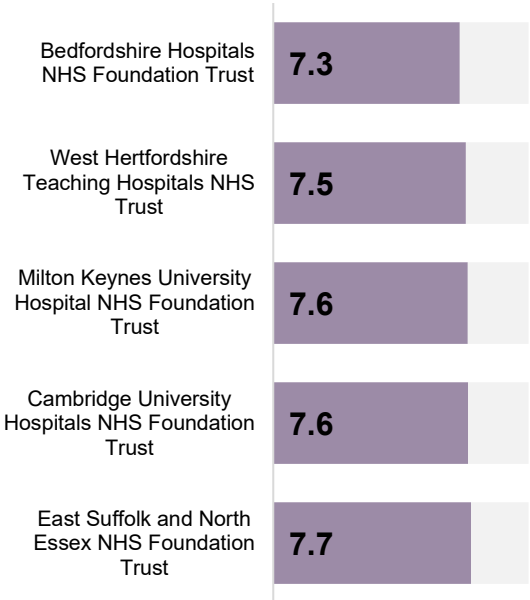
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

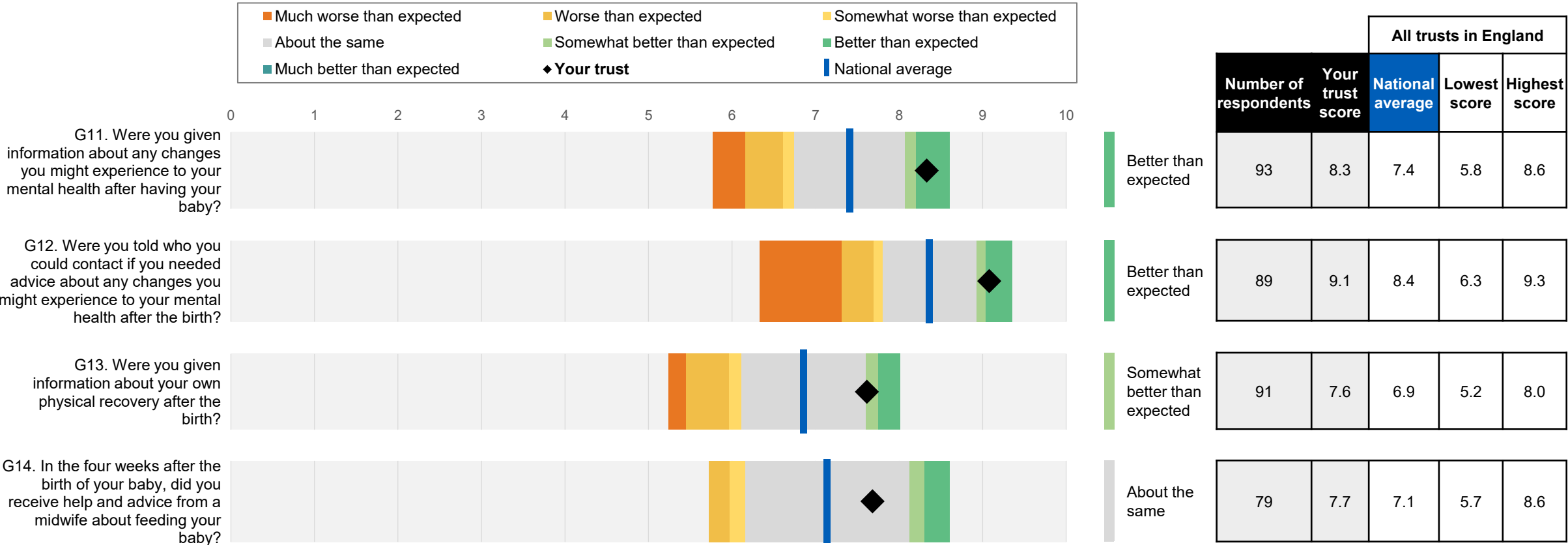


Trusts with the lowest scores



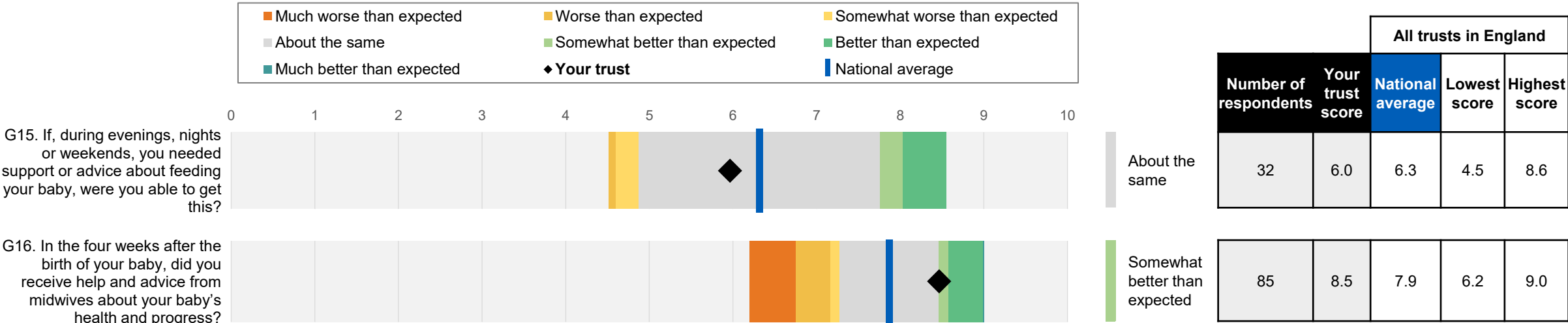
Section 4. Postnatal Care (continued)

Question scores: Care at home after birth



Section 4. Postnatal Care (continued)

Question scores: Care at home after birth



Scoring and benchmarking

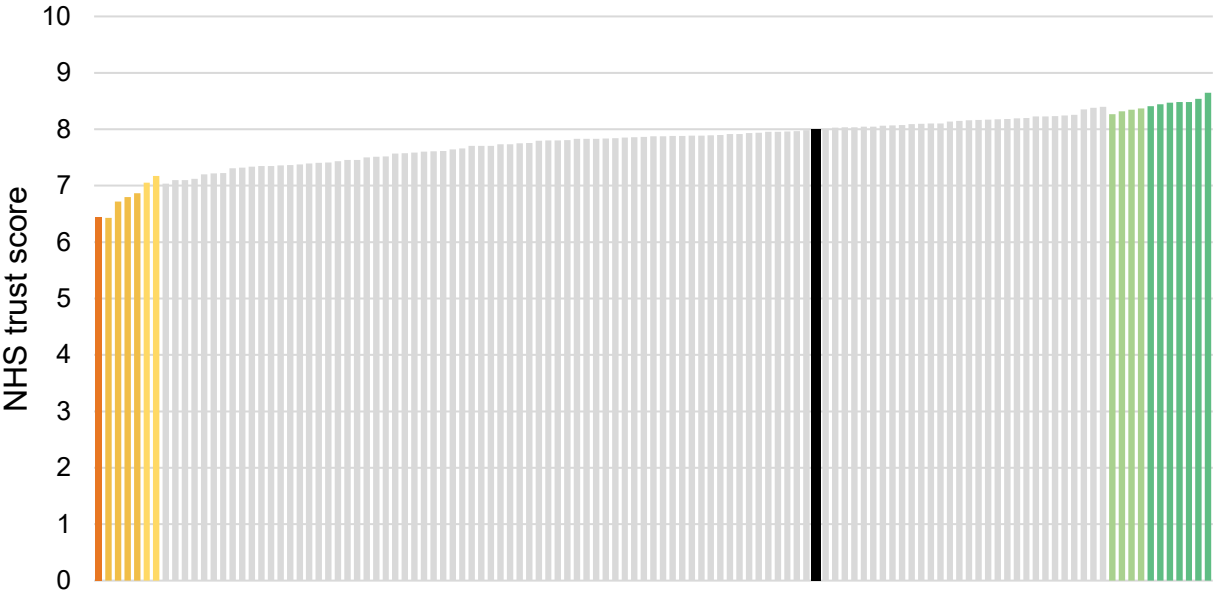
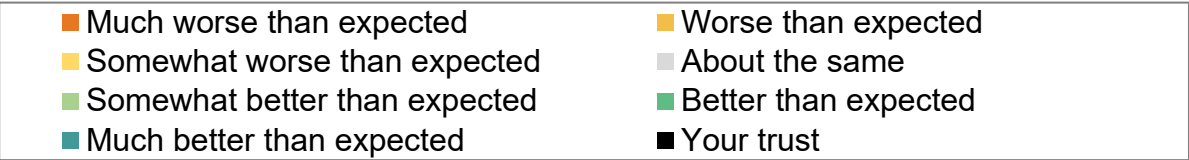
Section 5: Triage: Assessment and Evaluation



Triage: Assessment and Evaluation

This shows the range of section scores for all NHS trusts included in the survey. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, 'triage: assessment and evaluation' is calculated from questions F2-F4. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 8.0 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

West Hertfordshire Teaching Hospitals NHS Trust	8.4
Norfolk And Norwich University Hospitals NHS Foundation Trust	8.1
West Suffolk NHS Foundation Trust	8.1
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.0
Bedfordshire Hospitals NHS Foundation Trust	7.9

Trusts with the lowest scores

East Suffolk and North Essex NHS Foundation Trust	7.2
East and North Hertfordshire NHS Trust	7.3
Milton Keynes University Hospital NHS Foundation Trust	7.5
Mid and South Essex NHS Foundation Trust	7.6
The Princess Alexandra Hospital NHS Trust	7.7

Scoring and benchmarking

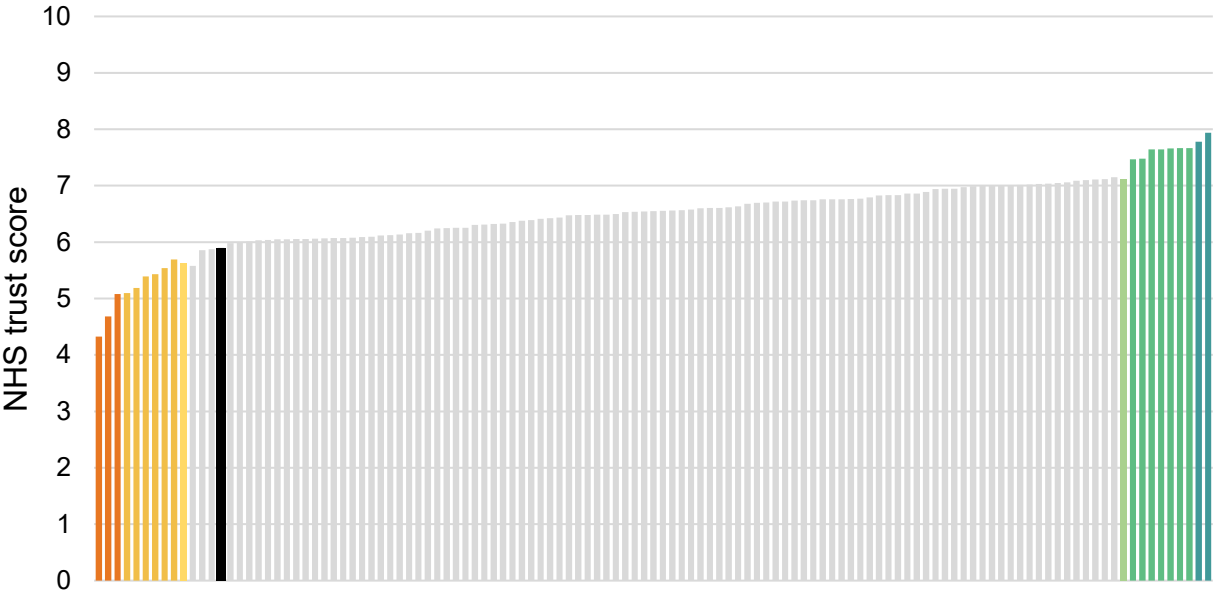
Section 6: Complaints



Complaints

This shows the range of section scores for all NHS trusts included in the survey. Section scores are calculated as the mean of a selection of questions that fall under a particular theme. In this case, ‘complaints’ is calculated from question G19. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 5.9 **About the same**



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

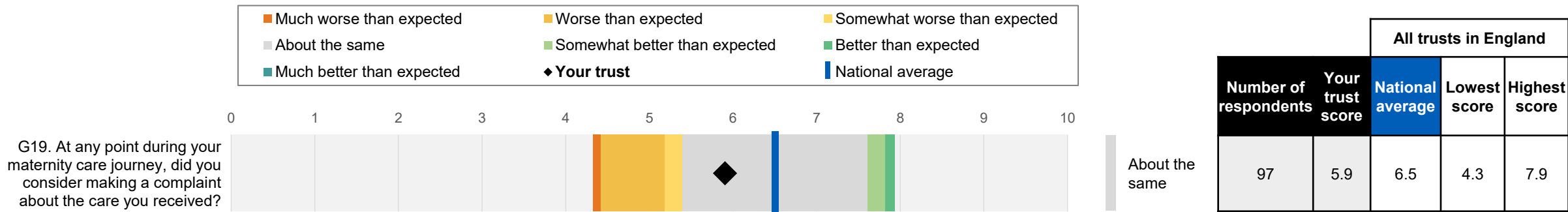
East and North Hertfordshire NHS Trust	7.0
Norfolk And Norwich University Hospitals NHS Foundation Trust	6.9
Cambridge University Hospitals NHS Foundation Trust	6.8
North West Anglia NHS Foundation Trust	6.6
Mid and South Essex NHS Foundation Trust	6.4

Trusts with the lowest scores

Milton Keynes University Hospital NHS Foundation Trust	5.1
The Princess Alexandra Hospital NHS Trust	5.6
East Suffolk and North Essex NHS Foundation Trust	5.7
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	5.9
West Hertfordshire Teaching Hospitals NHS Trust	6.0

Section 6. Complaints

Question scores



Trust and site results

This section includes:

- an overview of results for your trust for each question, including:
 - the score for your trust
 - a breakdown of scores across sites within your trust
- if fewer than 30 responses were received from maternity service users at a site, no scores will be displayed for that site
- in some cases where there is only one site within a trust, the trust score and banding may differ from the site score and banding. This is because benchmarking is calculated separately at trust and site levels

Please note: If data is missing, this is due to a low number of responses.

Trust and site results

Section 1: Antenatal Care



Section 1: Antenatal Care

Please note, results about antenatal care are not attributed at site level. Only results that are about hospital care are attributed at site level.

Trust and site results

Section 2: Labour and Birth



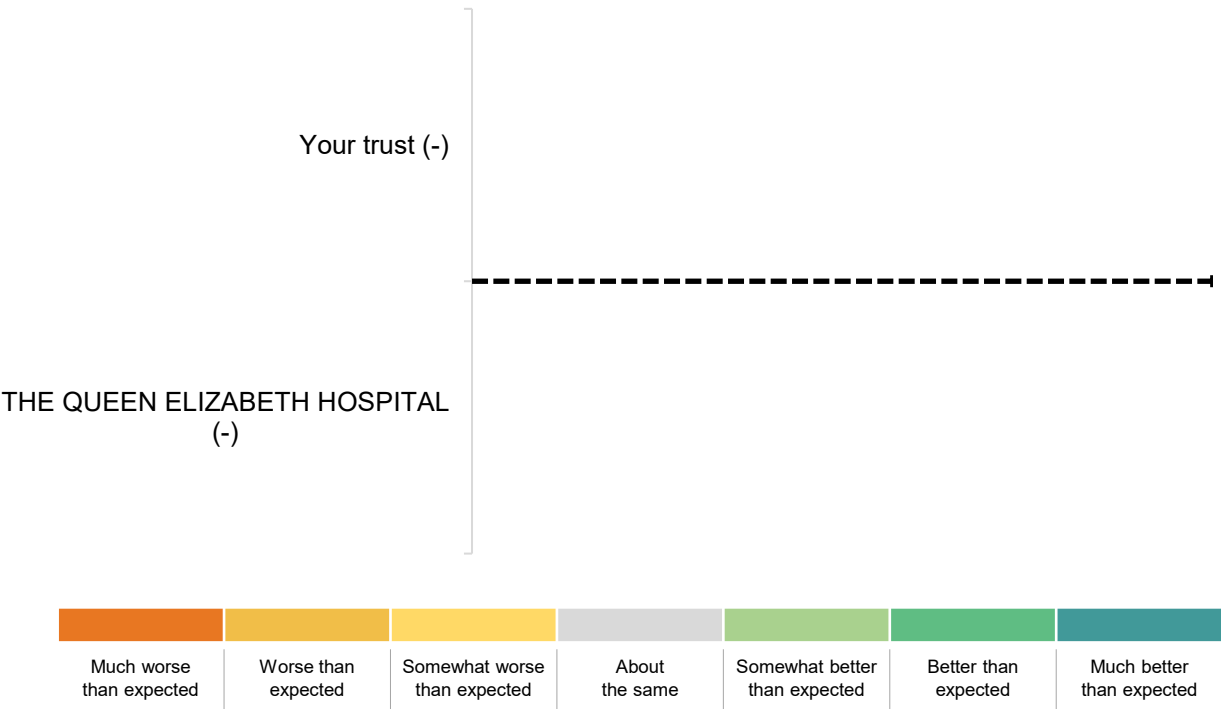
Section 2. Labour and Birth

Your labour and birth

C4. Before you were induced, were you given appropriate information and advice on the risks associated with an induced labour?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

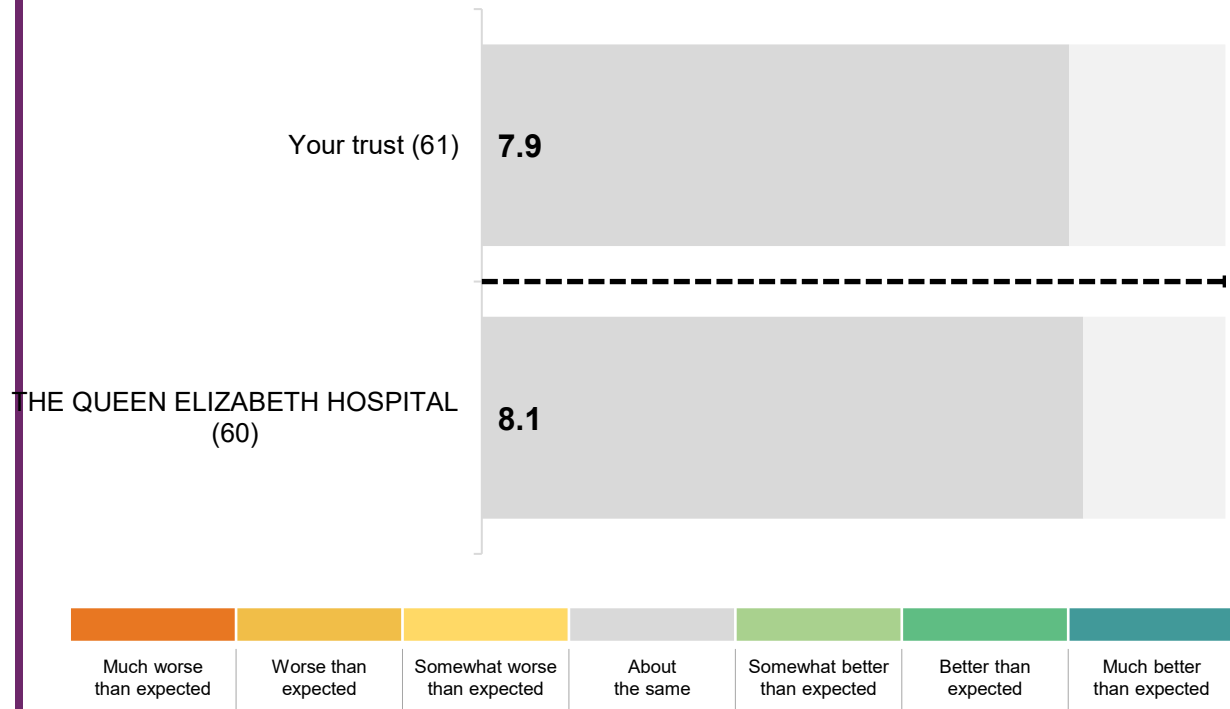
Section 2. Labour and Birth

Your labour and birth

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?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

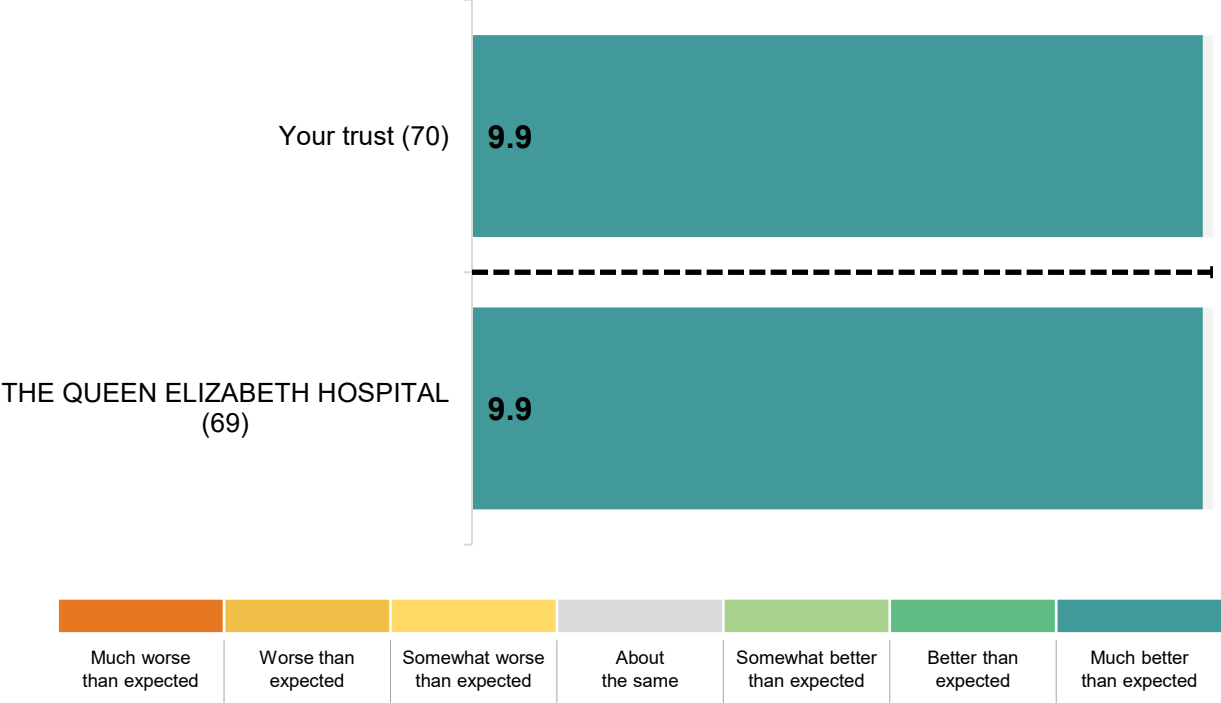
Section 2. Labour and Birth

Your labour and birth

C7. During your labour, were you ever sent home when you were worried about yourself or your baby?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

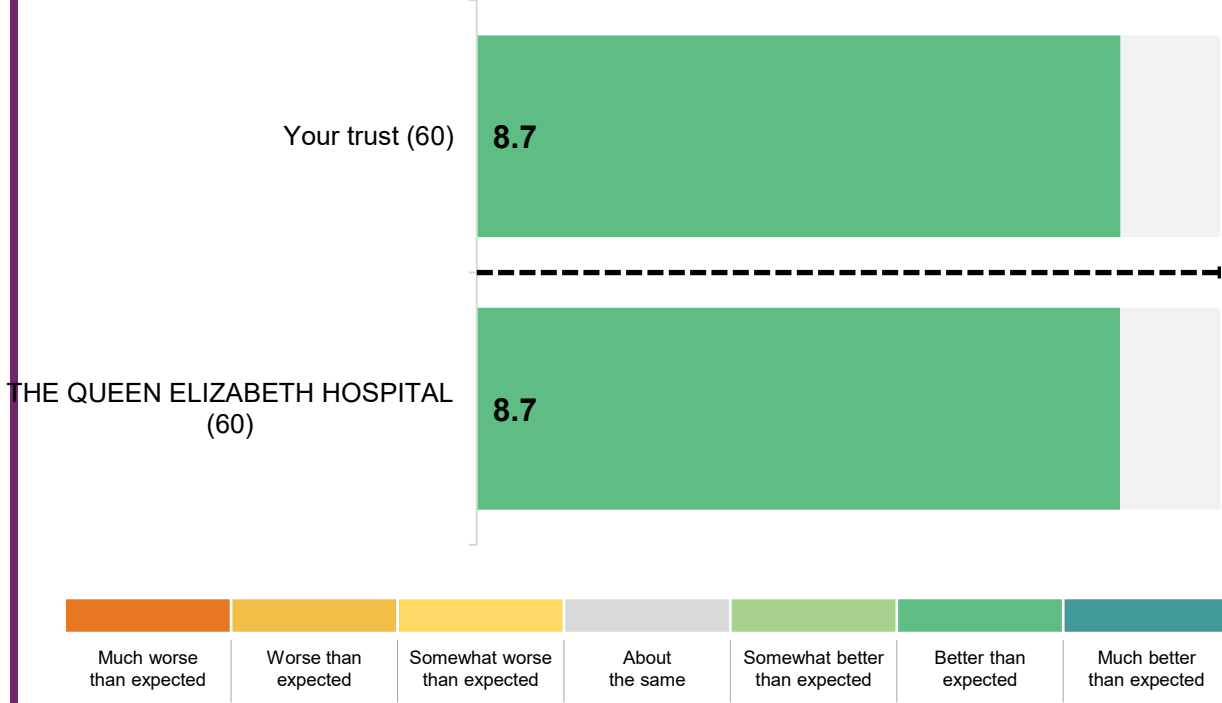
Section 2. Labour and Birth

Your labour and birth

C8. Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

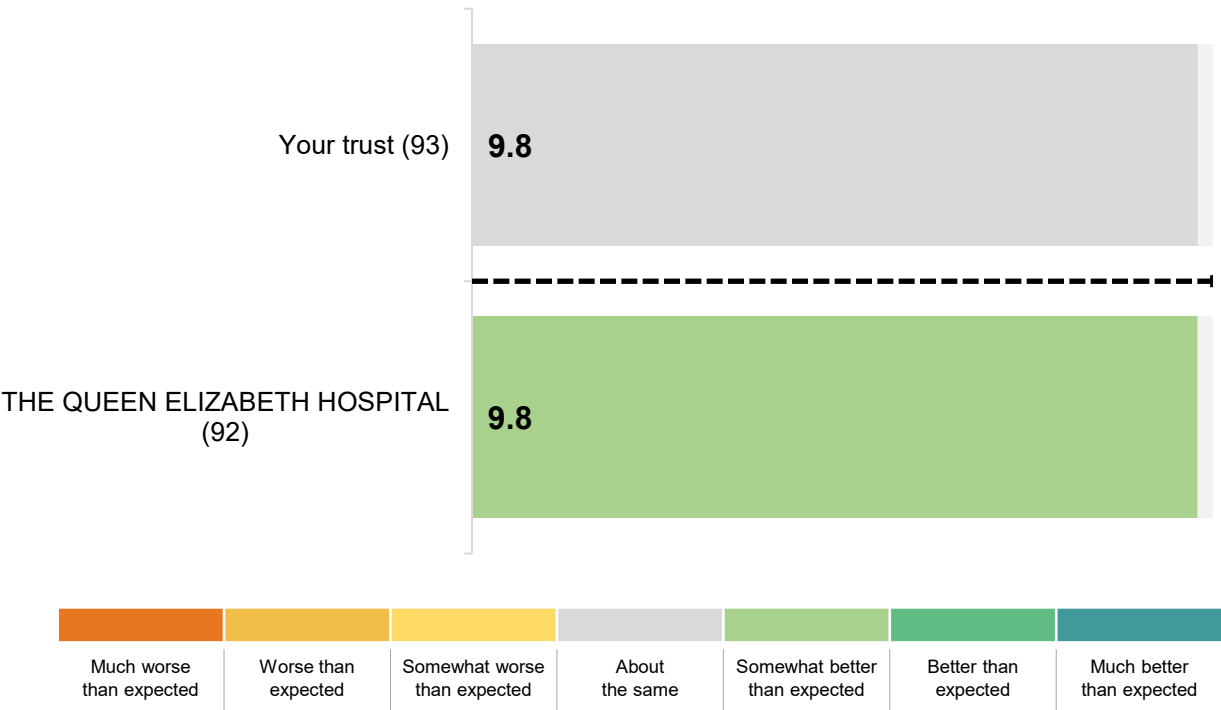
Section 2. Labour and Birth

Your labour and birth

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?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

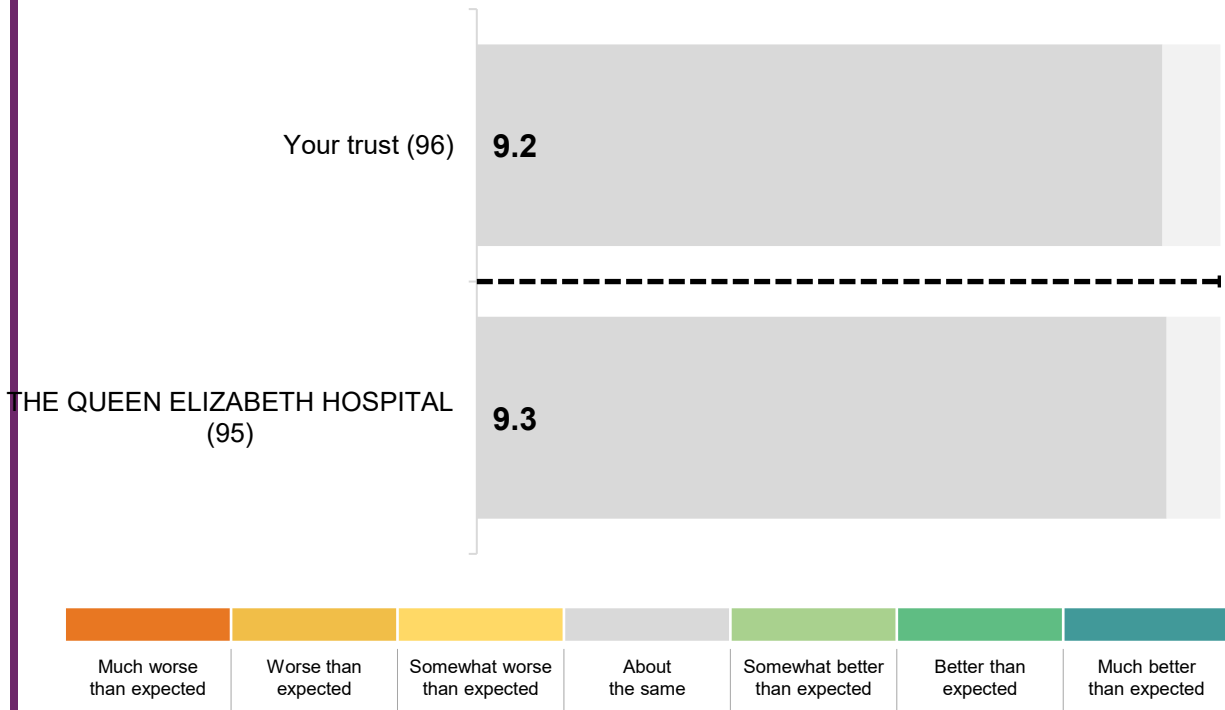
Section 2. Labour and Birth

Staff caring for you

C10. Did the staff treating and examining you introduce themselves?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

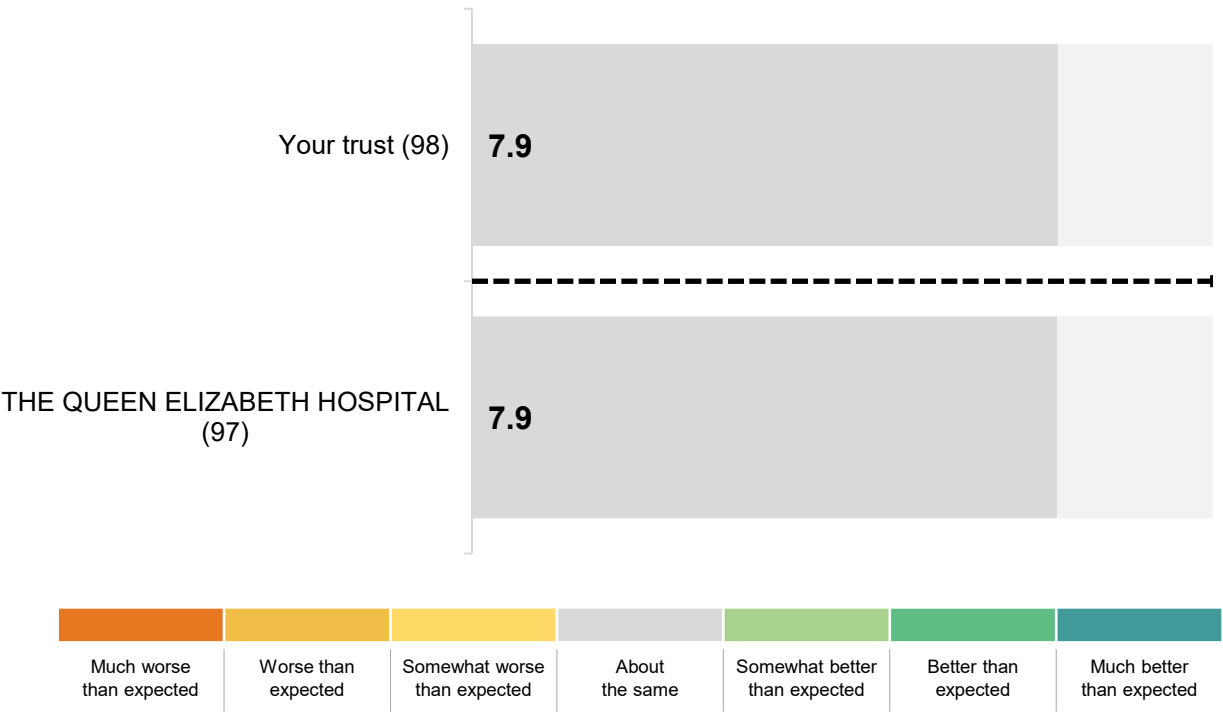
Section 2. Labour and Birth

Staff caring for you

C11. Were you (and / or your partner or a companion) left alone by midwives or doctors at a time when it worried you?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

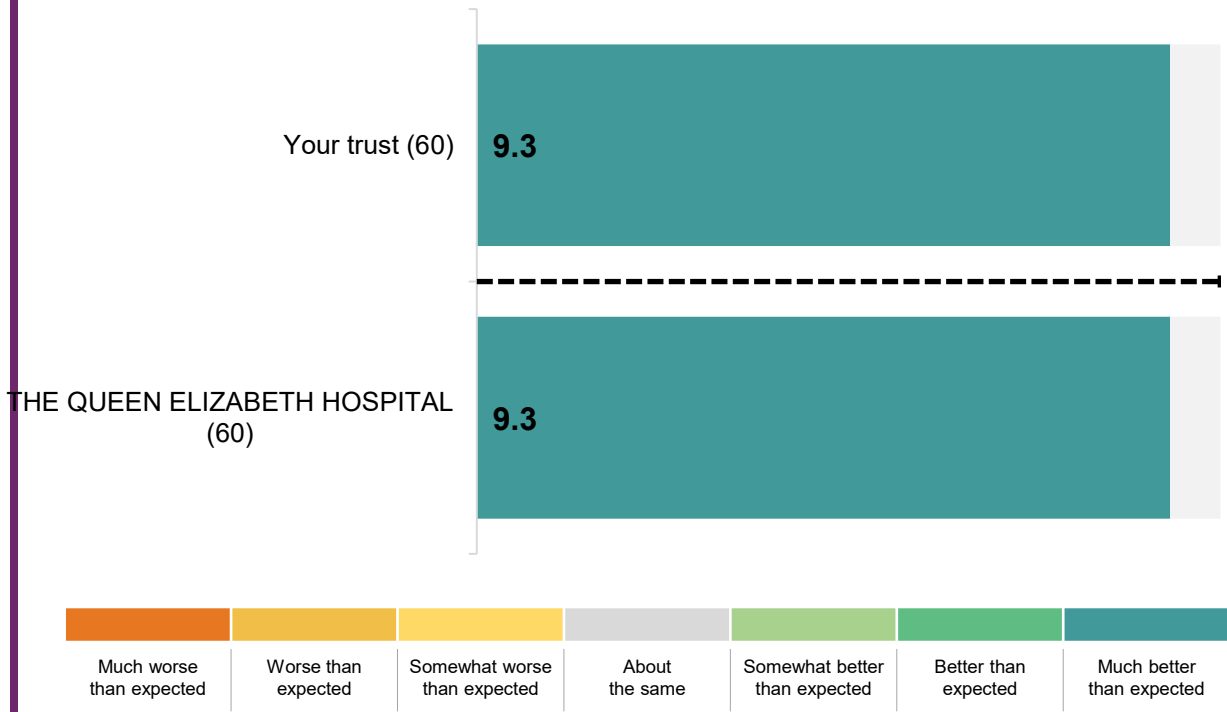
Section 2. Labour and Birth

Staff caring for you

C12. If you raised a concern during labour and birth, did you feel that it was taken seriously?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

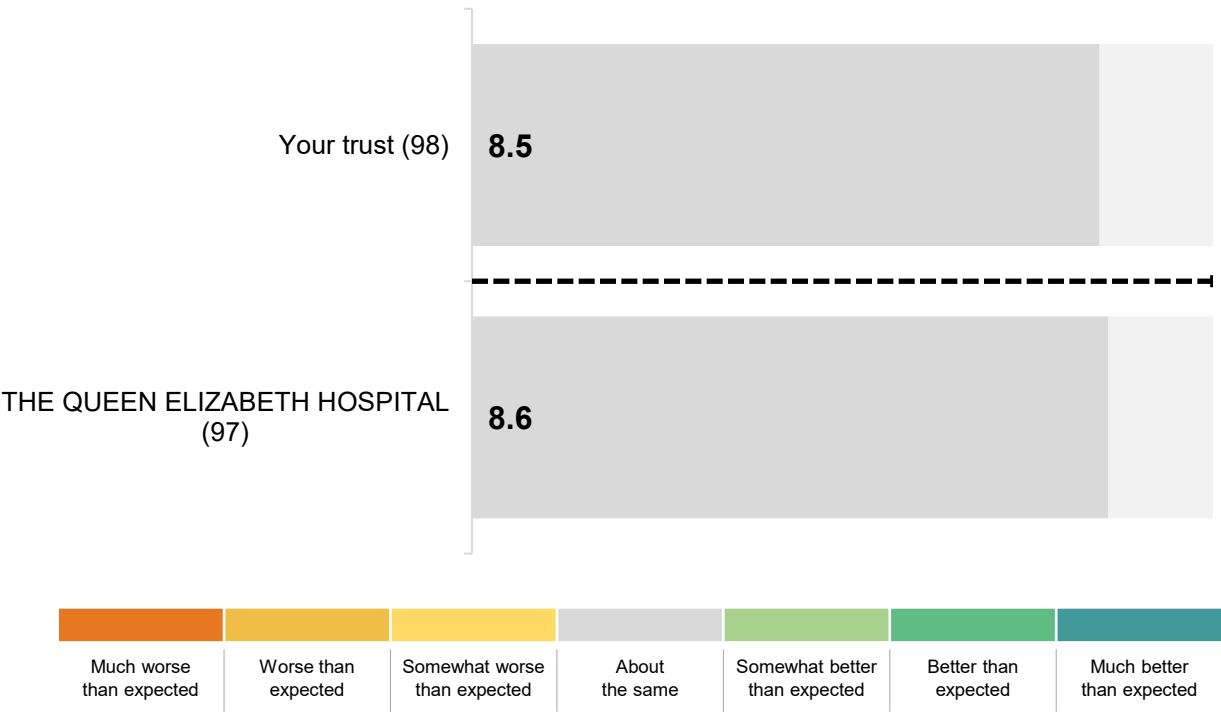
Section 2. Labour and Birth

Staff caring for you

C13. During labour and birth, were you able to get a member of staff to help you when you needed it?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

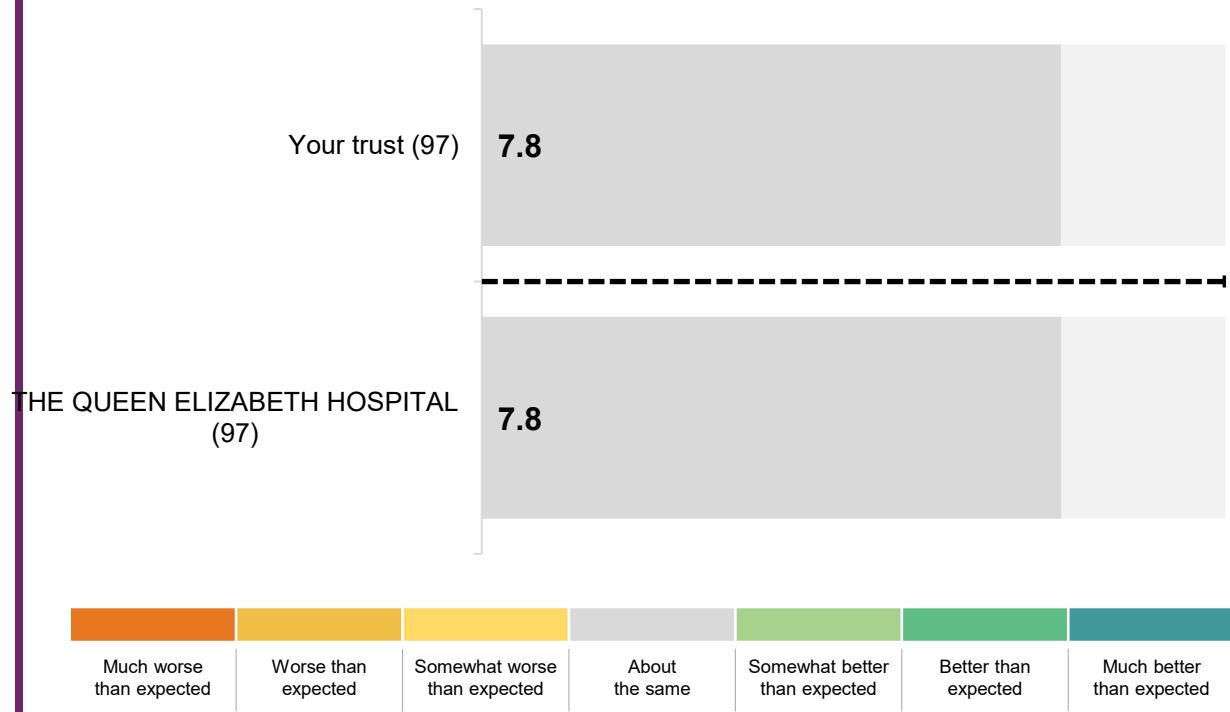
Section 2. Labour and Birth

Staff caring for you

C14. Thinking about your care during labour and birth, did you feel that the midwives and / or doctors looking after you worked well together?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

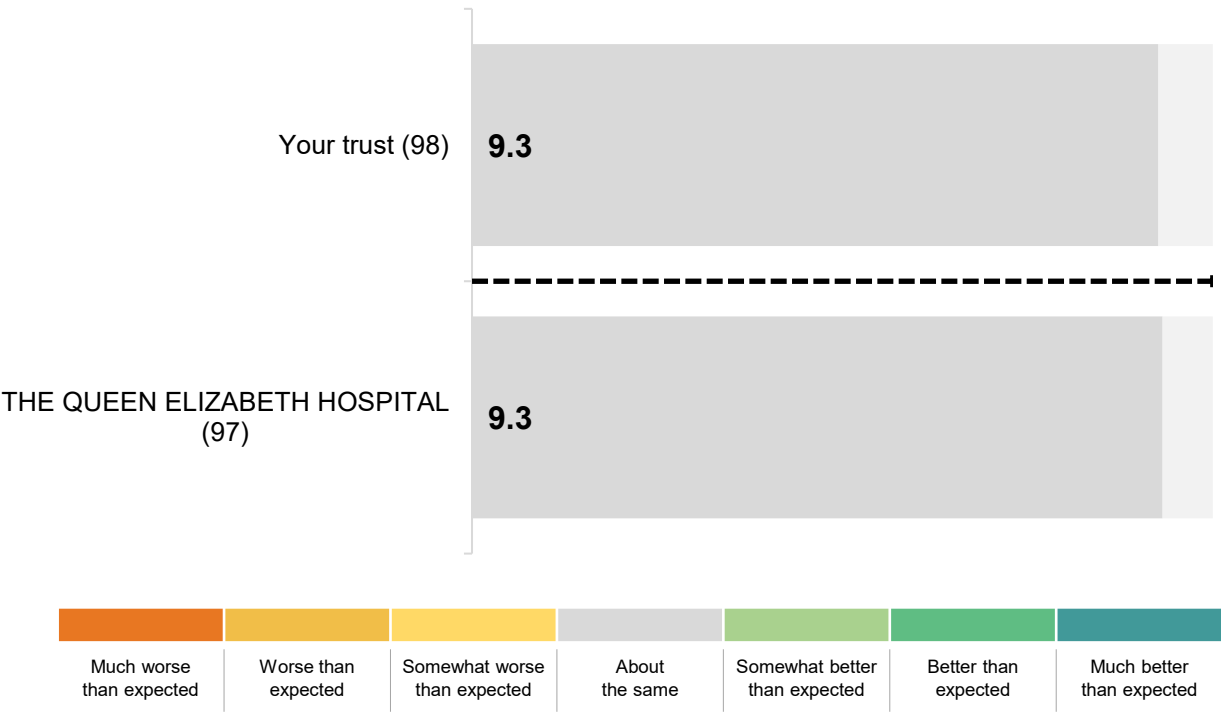
Section 2. Labour and Birth

Staff caring for you

C15. Thinking about your care during labour and birth, were you spoken to in a way you could understand?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

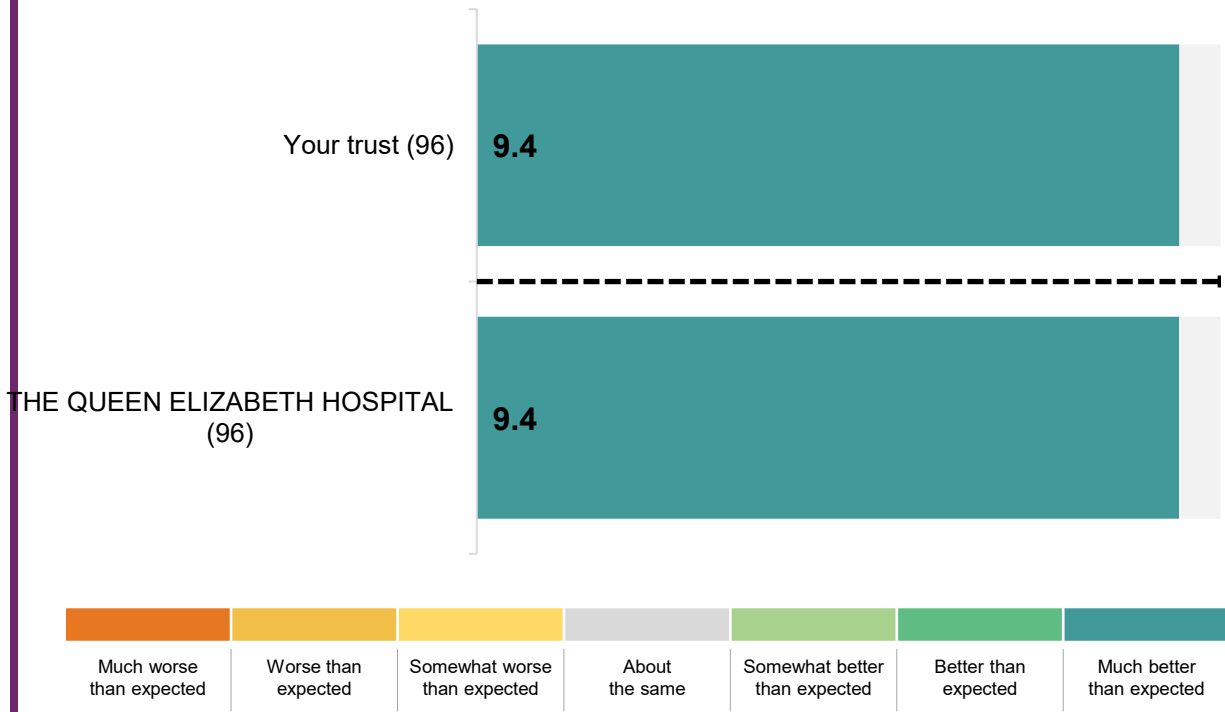
Section 2. Labour and Birth

Staff caring for you

C16. Thinking about your care during labour and birth, were you involved in decisions about your care?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

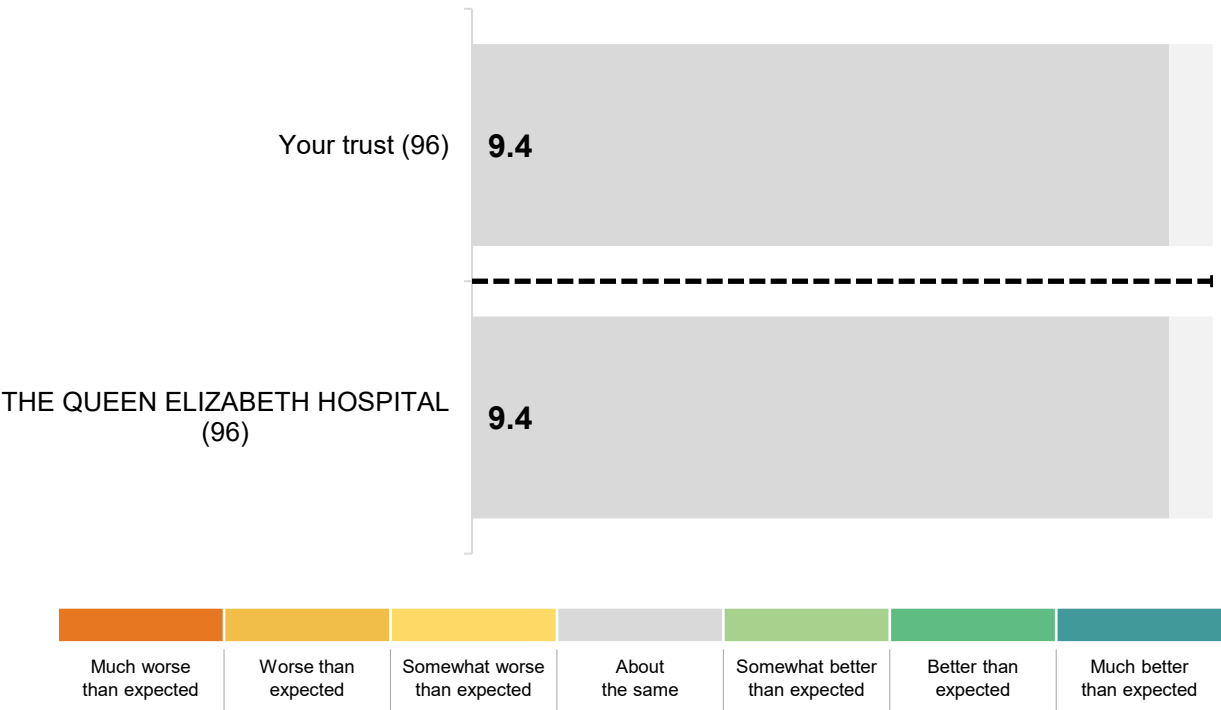
Section 2. Labour and Birth

Staff caring for you

C17. Thinking about your care during labour and birth, were you treated with respect and dignity?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

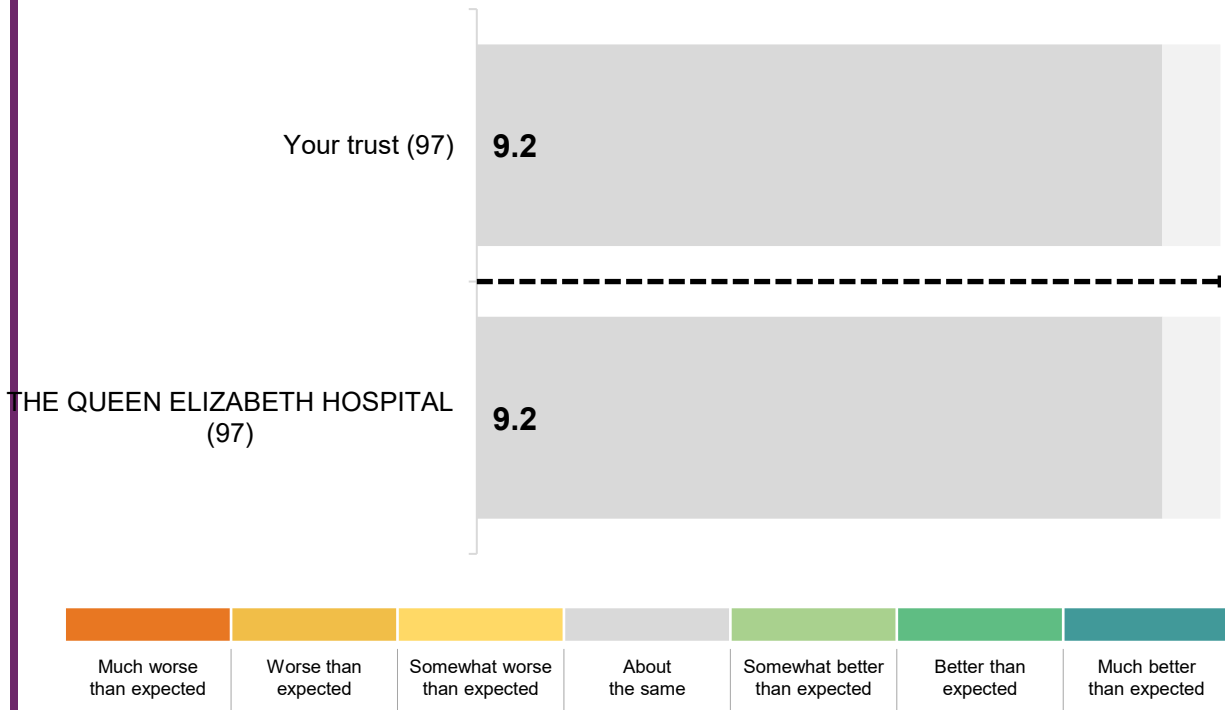
Section 2. Labour and Birth

Staff caring for you

C18. Did you have confidence and trust in the staff caring for you during your labour and birth?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

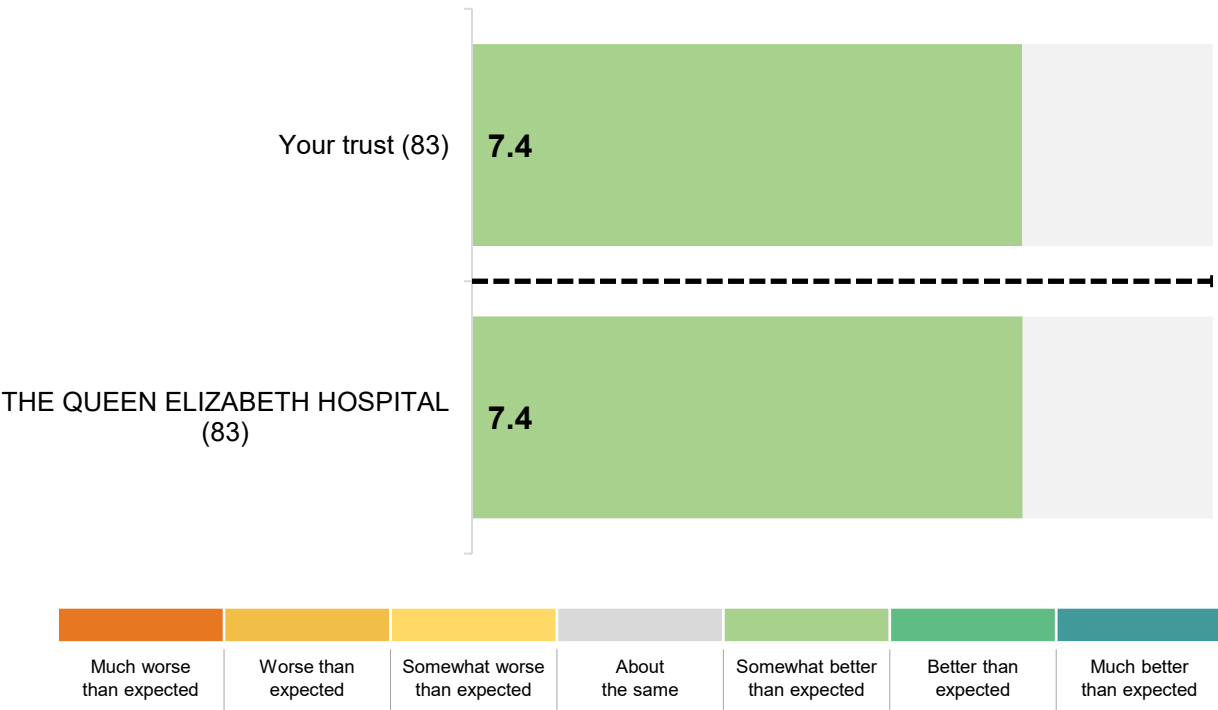
Section 2. Labour and Birth

Staff caring for you

C19. After your baby was born, did you have the opportunity to ask questions about your labour and the birth?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

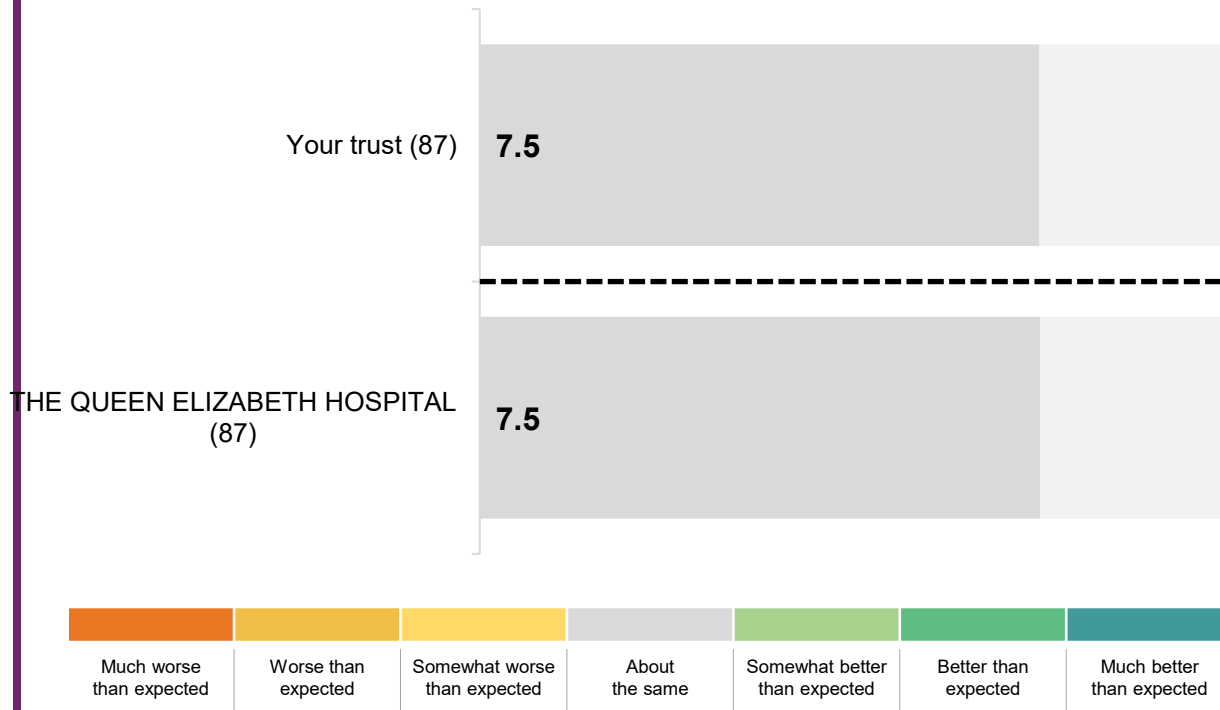
Section 2. Labour and Birth

Staff caring for you

C20. During your labour and birth, did your midwives or doctor appear to be aware of your medical history?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

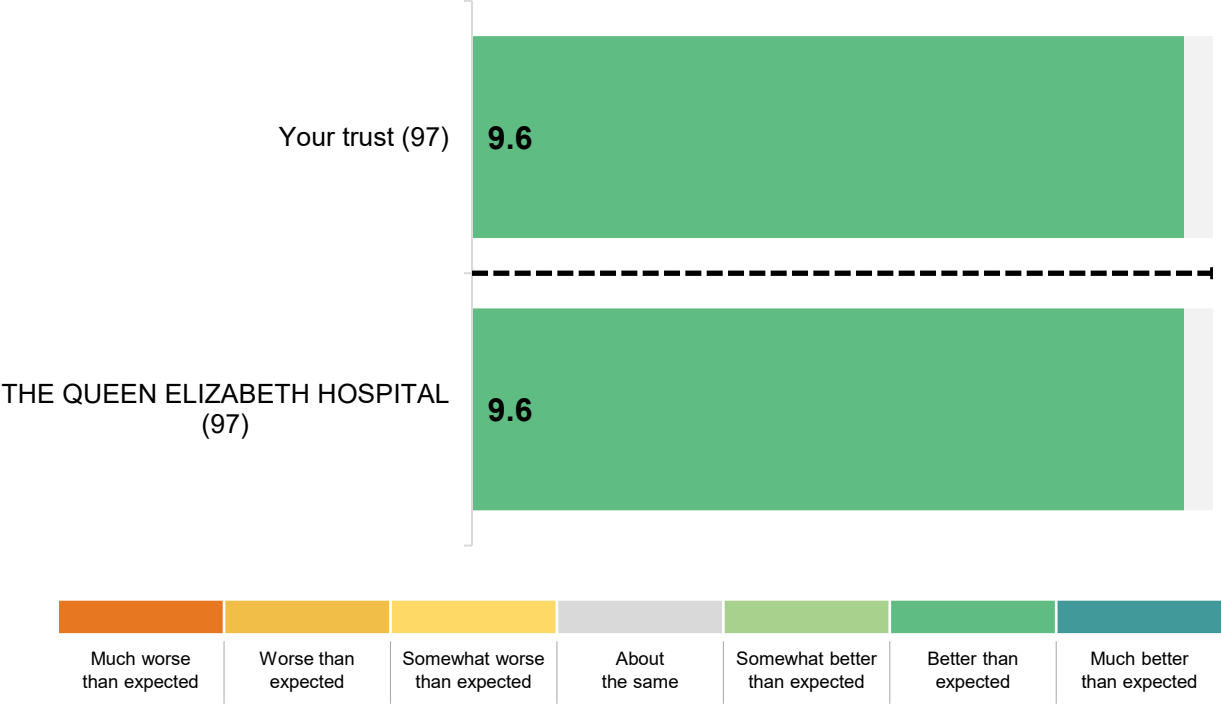
Section 2. Labour and Birth

Staff caring for you

C21. Thinking about your care during labour and birth, were you treated with kindness and compassion?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

Trust and site results

Section 3: Care in the ward after birth

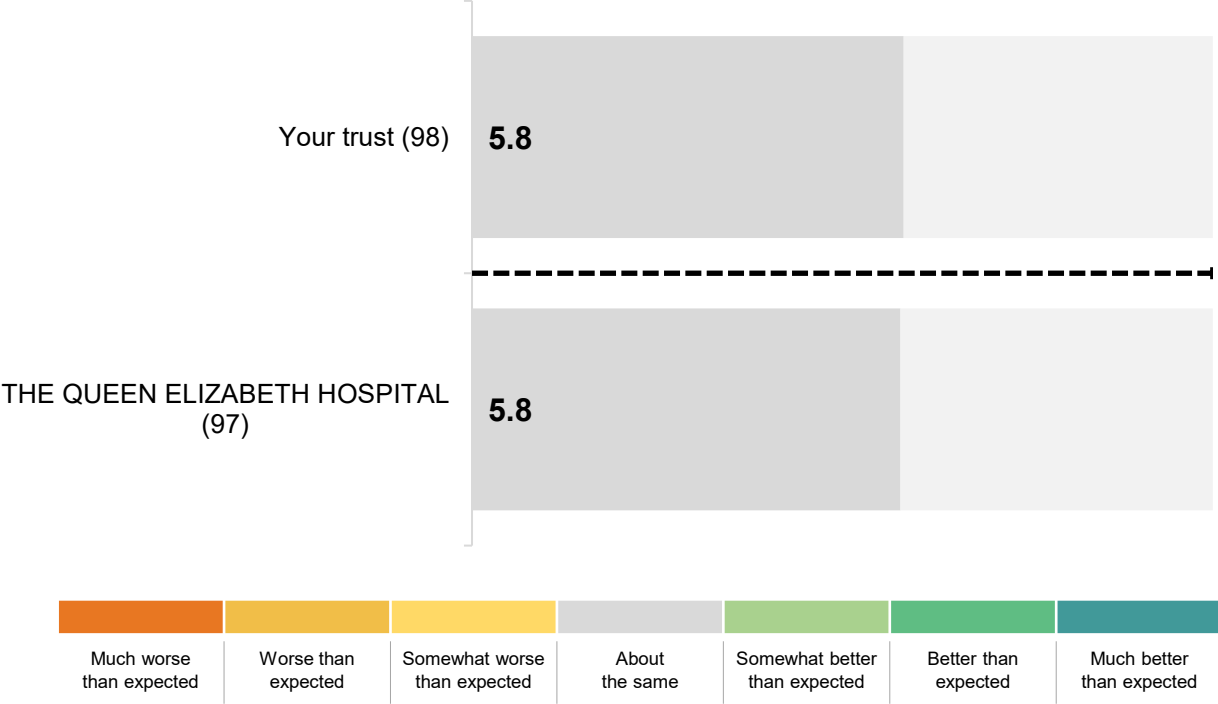


Section 3. Care in the ward after birth

D2. On the day you left hospital, was your discharge delayed for any reason?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



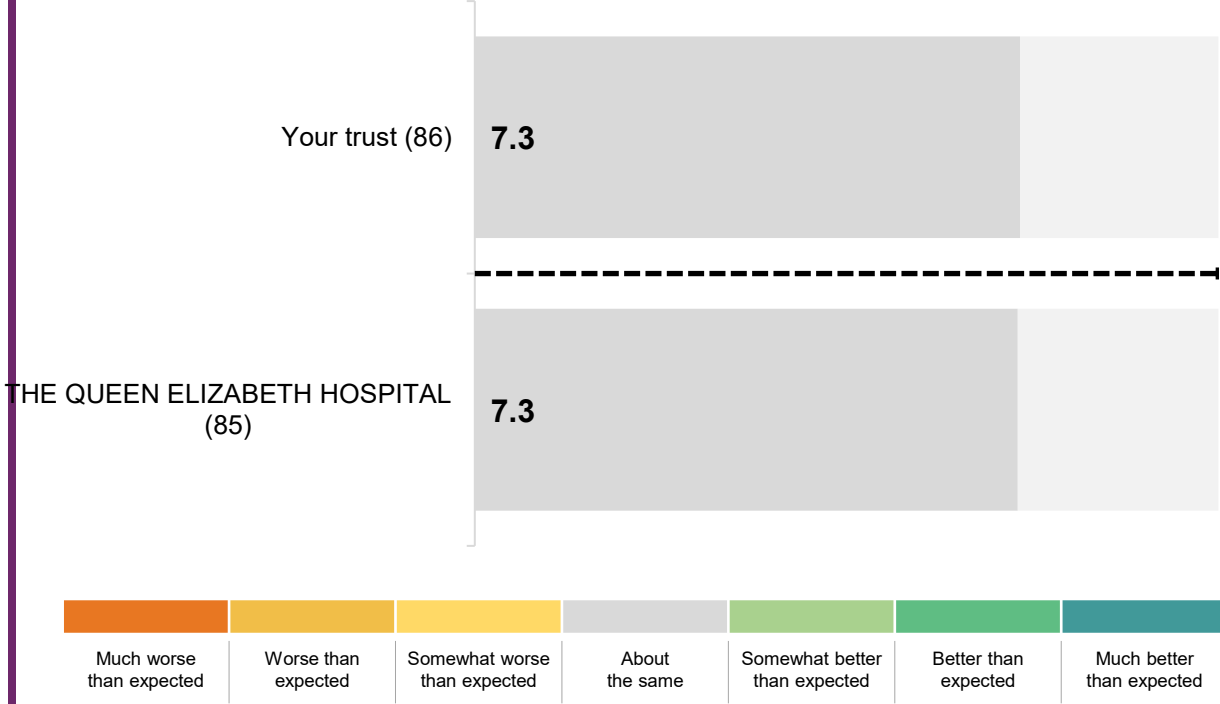
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Care in the ward after birth

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?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



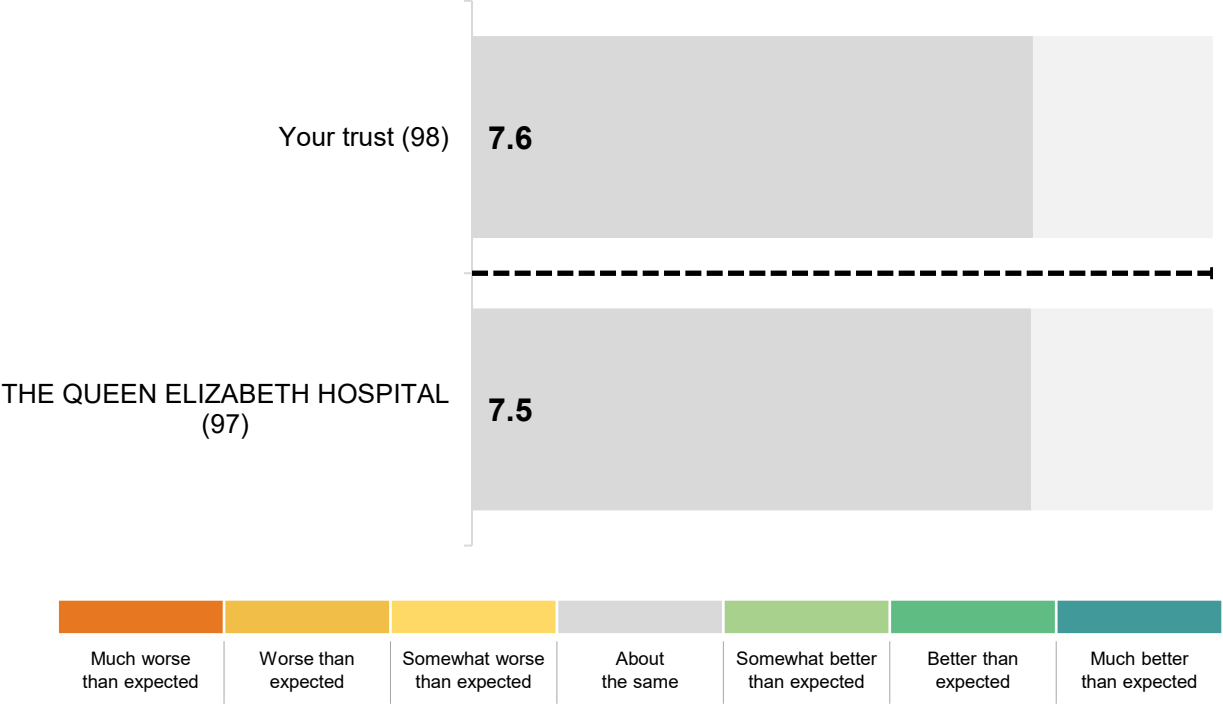
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Care in the ward after birth

D4. Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.

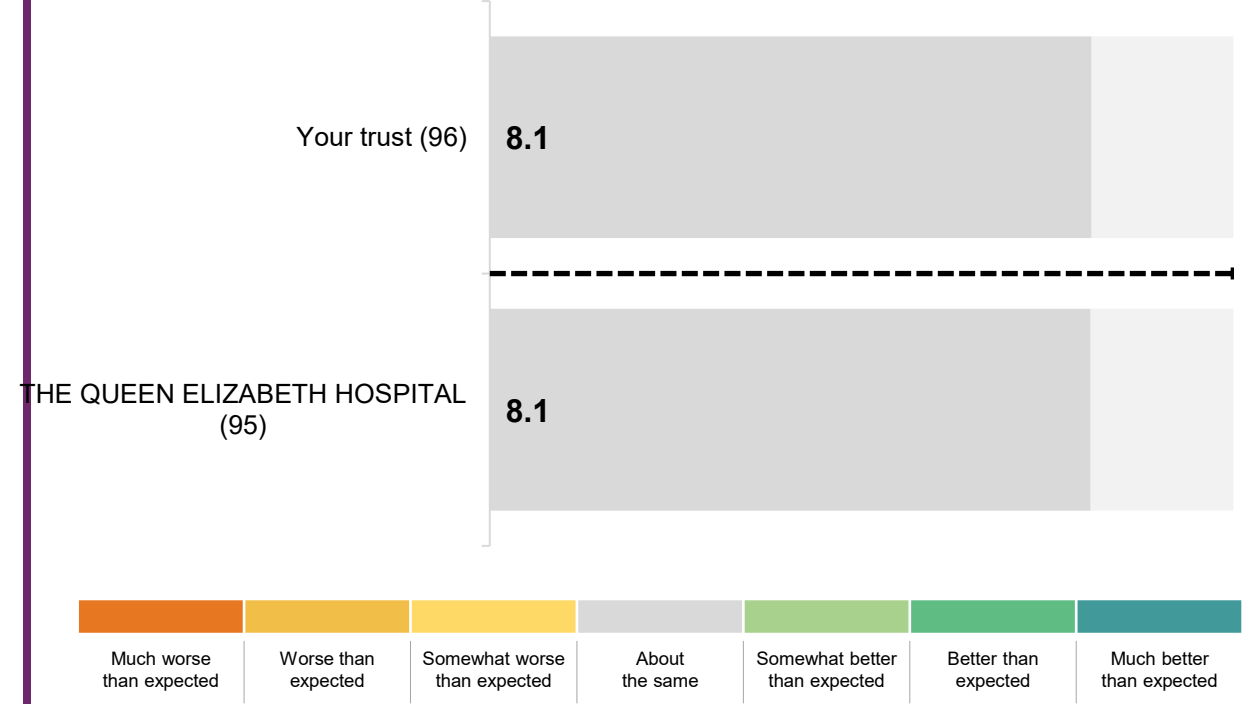


Section 3. Care in the ward after birth

D5. Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.

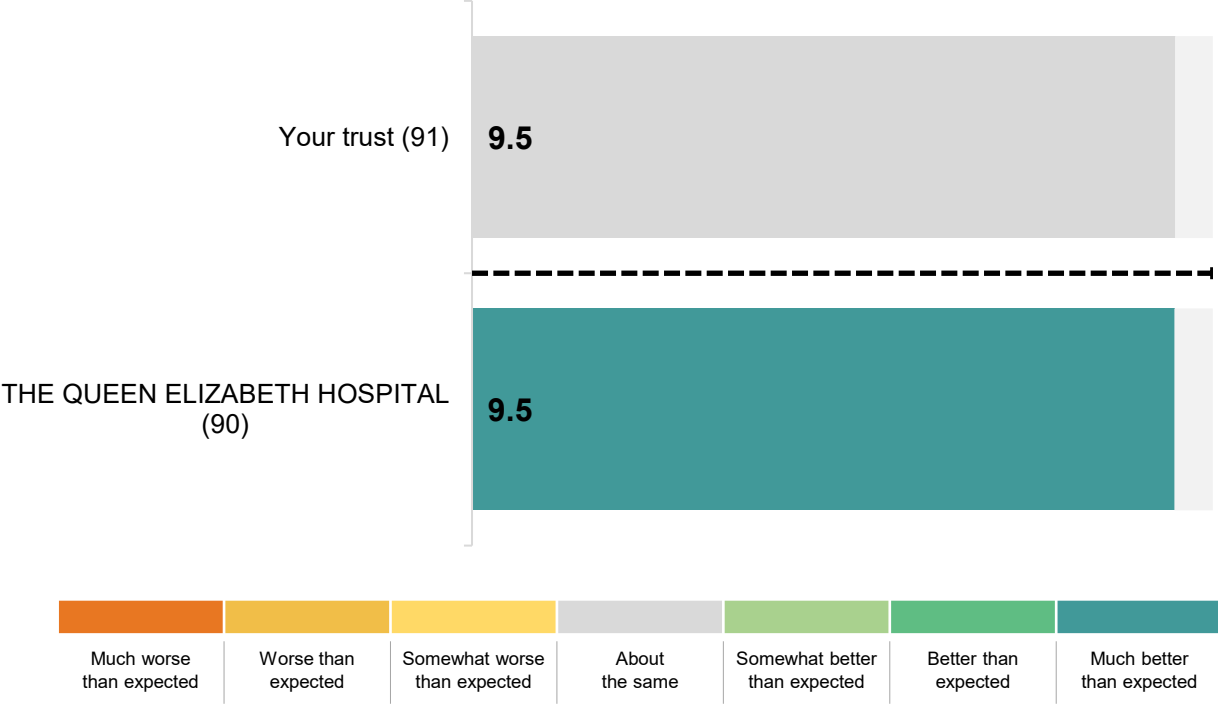


Section 3. Care in the ward after birth

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?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



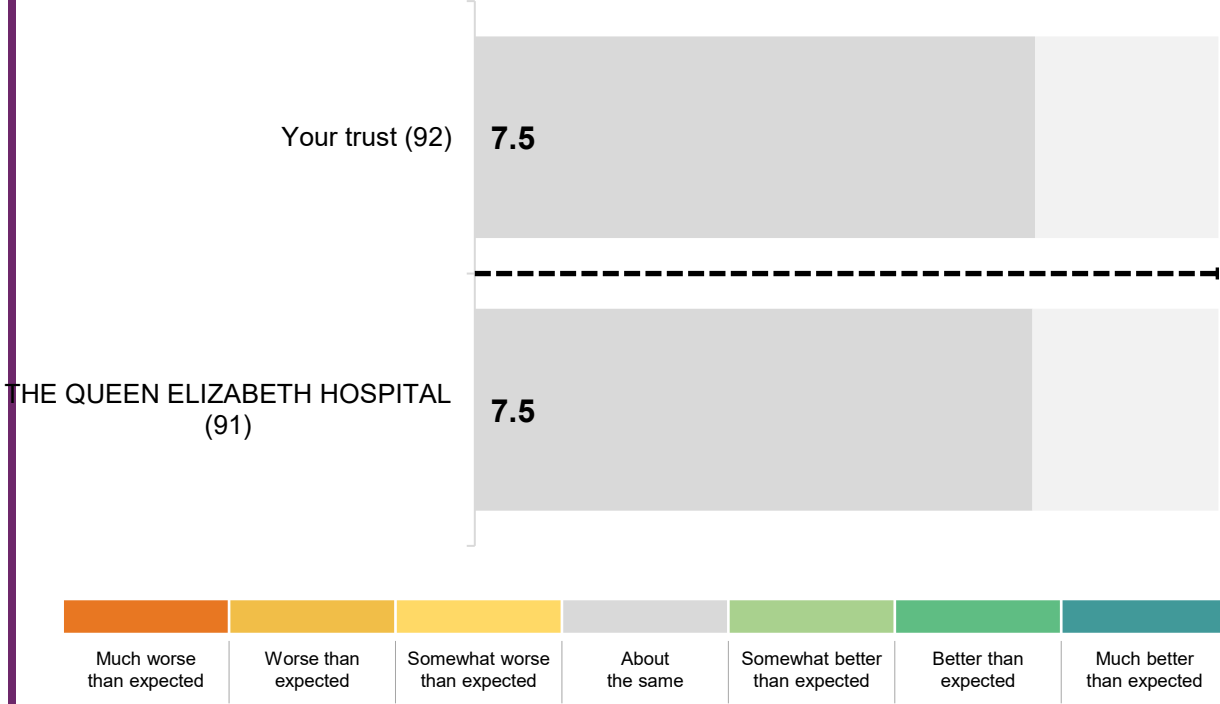
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Care in the ward after birth

D7. Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

Trust and site results

Section 4: Postnatal Care



Section 4: Postnatal Care

Please note, results about postnatal care are not attributed at site level. Only results that are about hospital care are attributed at site level.

Trust and site results

Section 5: Triage: Assessment and Evaluation



Section 5: Triage: Assessment and Evaluation

Please note, results about triage are not attributed at site level. Only results that are about hospital care are attributed at site level.

Trust and site results

Section 6: Complaints



Section 6: Complaints

Please note, results about complaints are not attributed at site level. Only results that are about hospital care are attributed at site level.

Change over time

This section includes:

- your mean trust score for each evaluative question in the survey
- where comparable data is available, statistical significance testing using a two-sample t-test has been carried out against the 2024 and 2025 survey results for each relevant question. Where a change in results is shown as 'significant', this indicates that this change is not due to random chance, but is likely due to some particular factor at your trust

Please note:

- If data is missing for a survey year, this is due to a low number of responses, or because the trust data was not included in the survey that year, due to sampling errors or ineligibility.
- The following questions were new or changed for 2025 and therefore are not included in this section: B1, C5, F2, F3 & F4.



Survey
Coordination
Centre

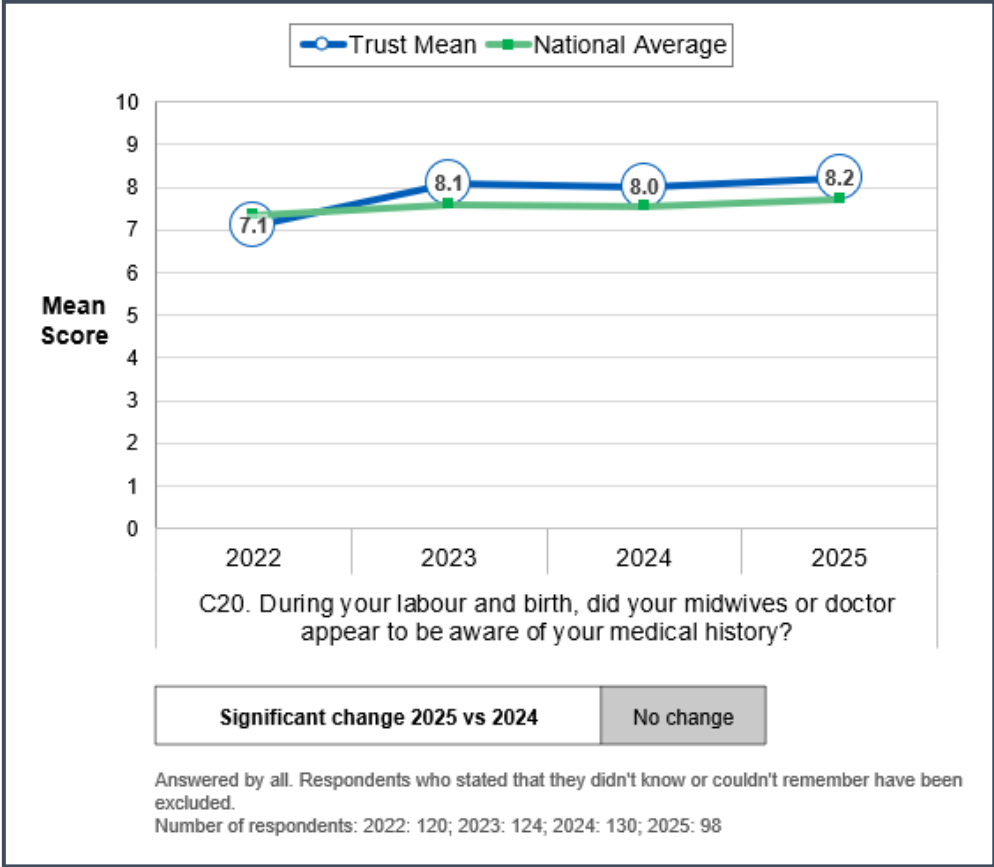


How to interpret change over time in this report

The charts in the ‘change over time’ section show how your trust scored in each Maternity survey iteration. Where available, trend data from 2013 to 2025 is shown. If a question only has one data point, this question is not shown. Questions that are not historically comparable are also not shown.

Each question is displayed in a line chart. These charts show your trust mean score for each survey year (blue line). The national average is also shown across survey years; this is the average score for that question across all NHS trusts with a maternity department in England (green line). This enables you to see how your trust compares to the national average. If there is data missing for a survey year, this may be due to either a low number of responses or because the trust was not included in the survey that year due to sampling errors or ineligibility.

Statistically significant changes are also displayed in tables underneath the charts, showing significant differences between this year (2025) and the previous year (2024). Z-tests set to 95% significance were used to compare data between the two years (2025 vs 2024). A statistically significant difference means it is unlikely we would have obtained this result if there was no real difference.



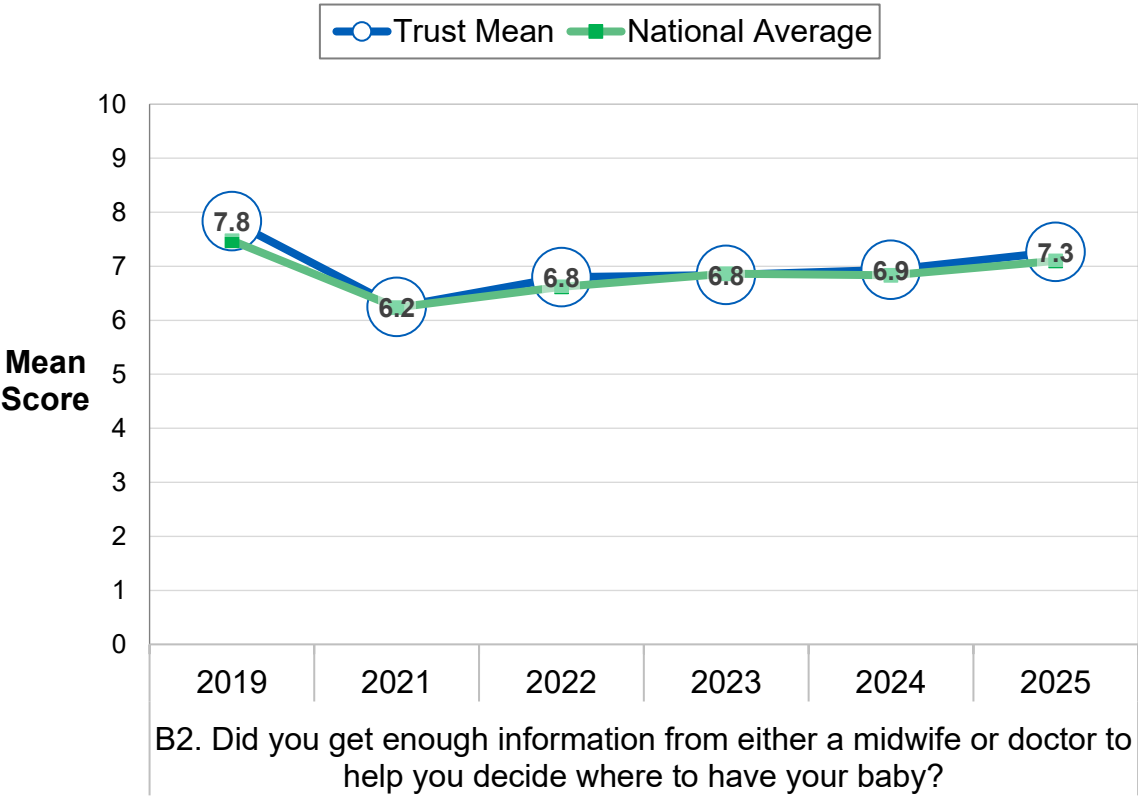
Change over time

Section 1: Antenatal Care



Section 1. Antenatal Care

The start of your care in pregnancy

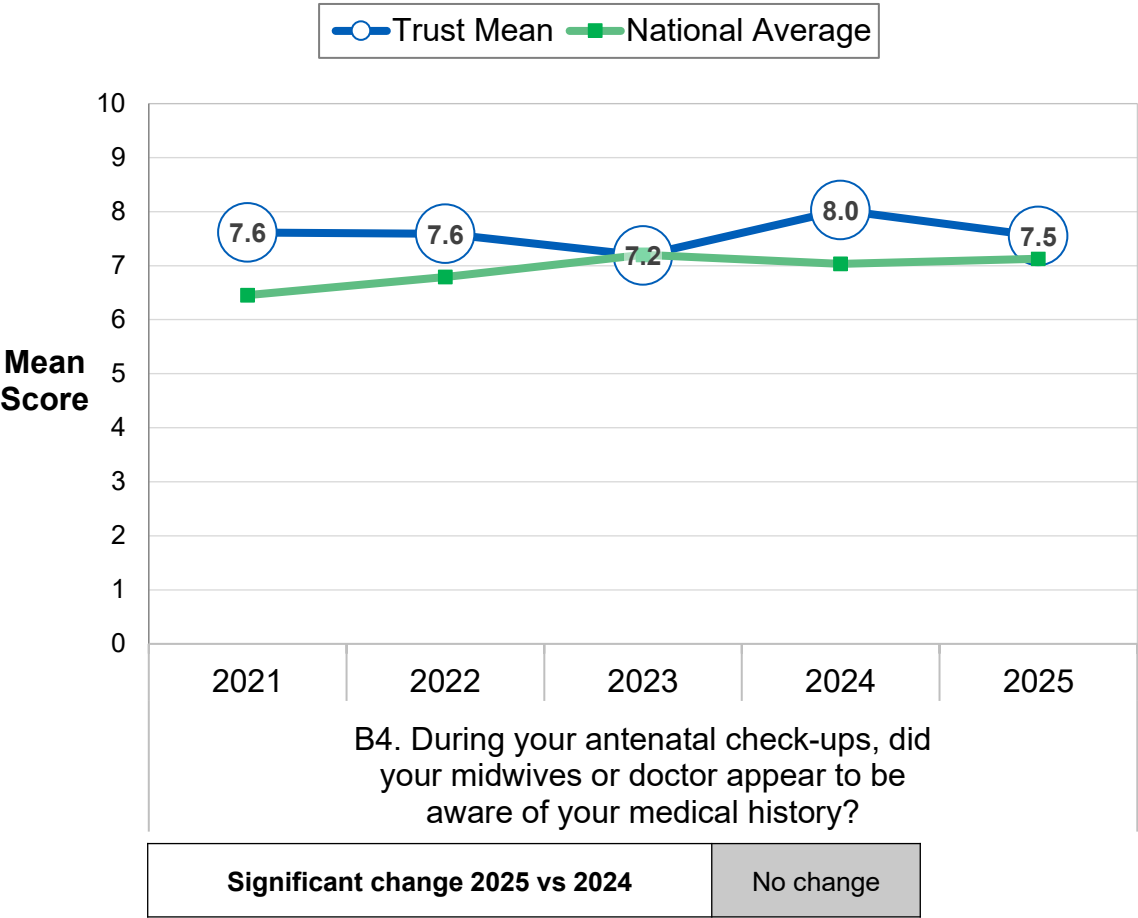


Significant change 2025 vs 2024	No change
---------------------------------	-----------

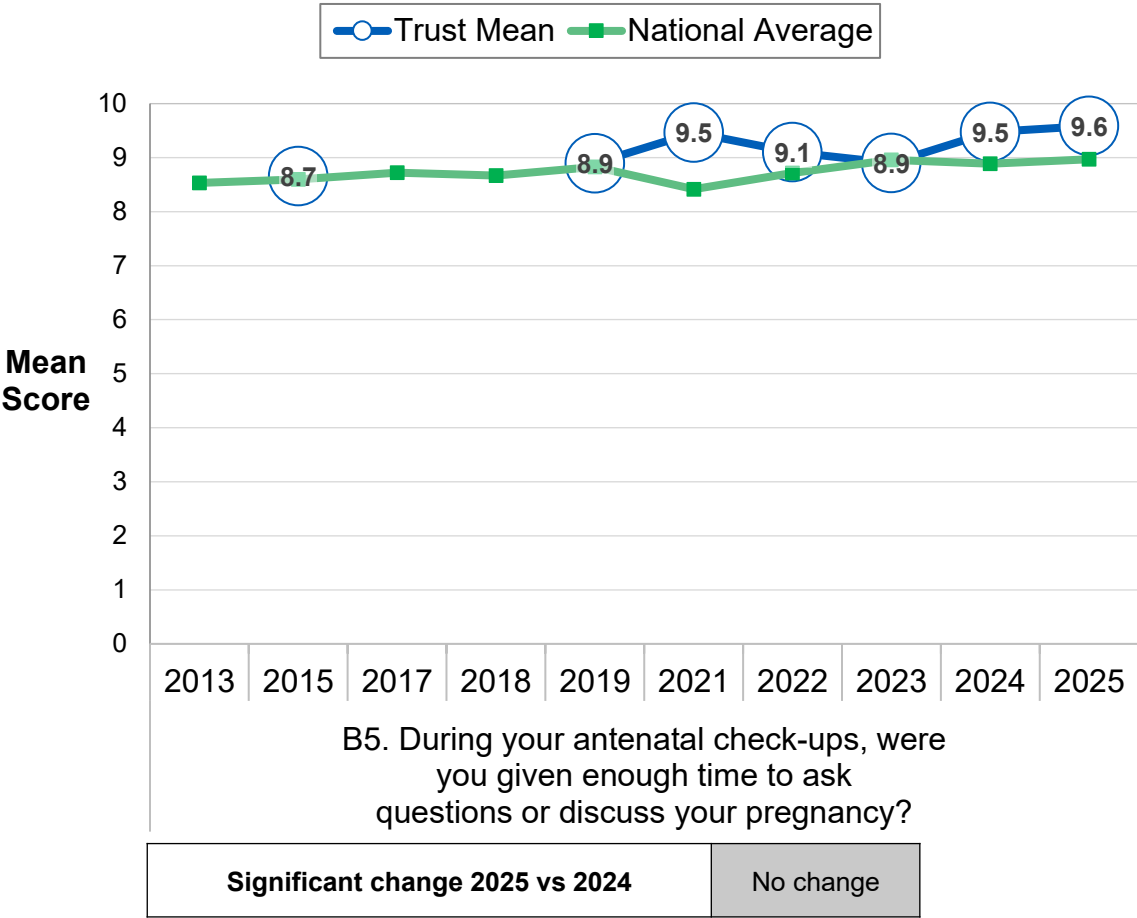
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2019: 106; 2021: 110; 2022: 111; 2023: 133; 2024: 97; 2025: 86

Section 1. Antenatal Care

Antenatal check ups



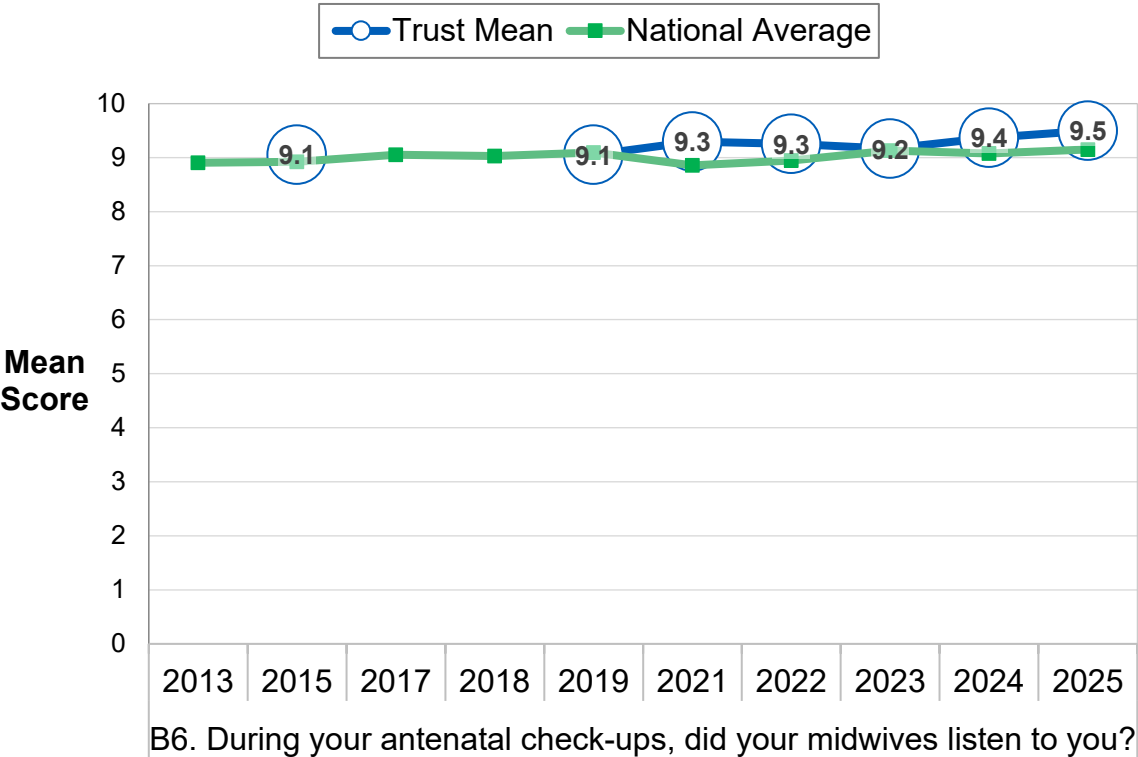
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2021: 109; 2022: 114; 2023: 140; 2024: 101; 2025: 91



Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: -; 2015: 97; 2017: -; 2018: -; 2019: 109; 2021: 111; 2022: 116; 2023: 140; 2024: 101; 2025: 91

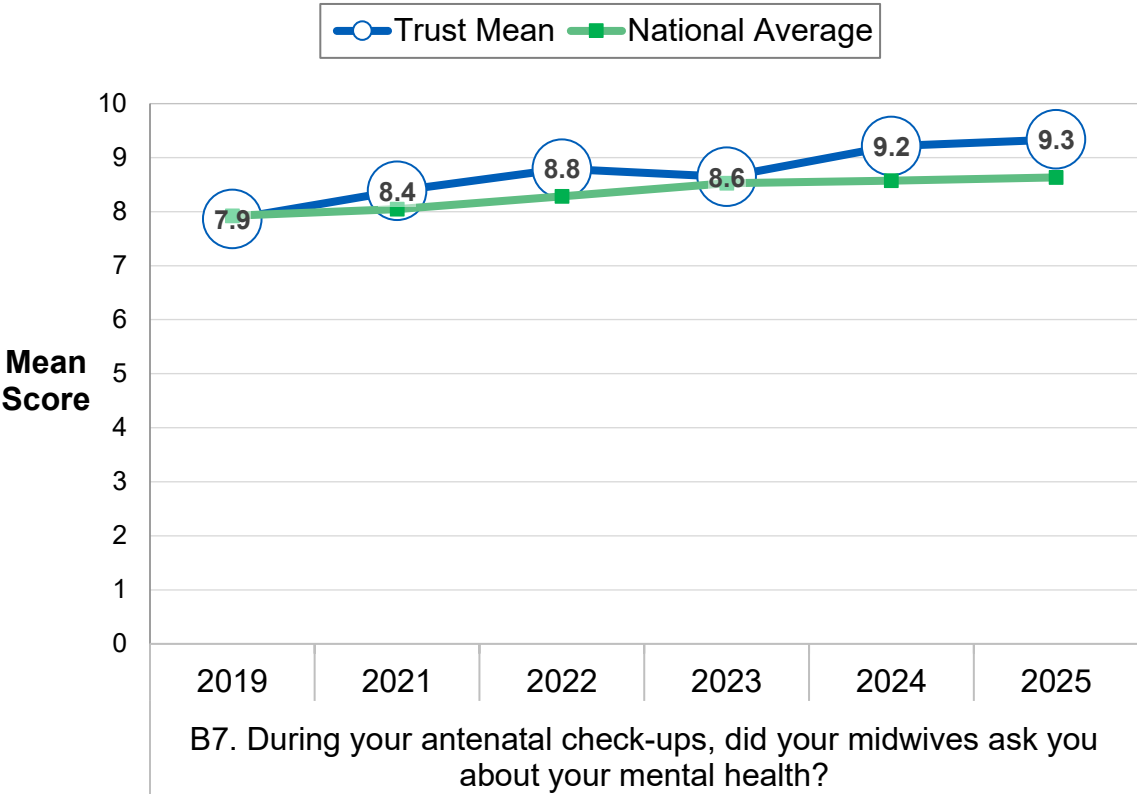
Section 1. Antenatal Care

Antenatal check ups



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2013: -; 2015: 97; 2017: -; 2018: -; 2019: 109; 2021: 111; 2022: 117; 2023: 141; 2024: 102; 2025: 91

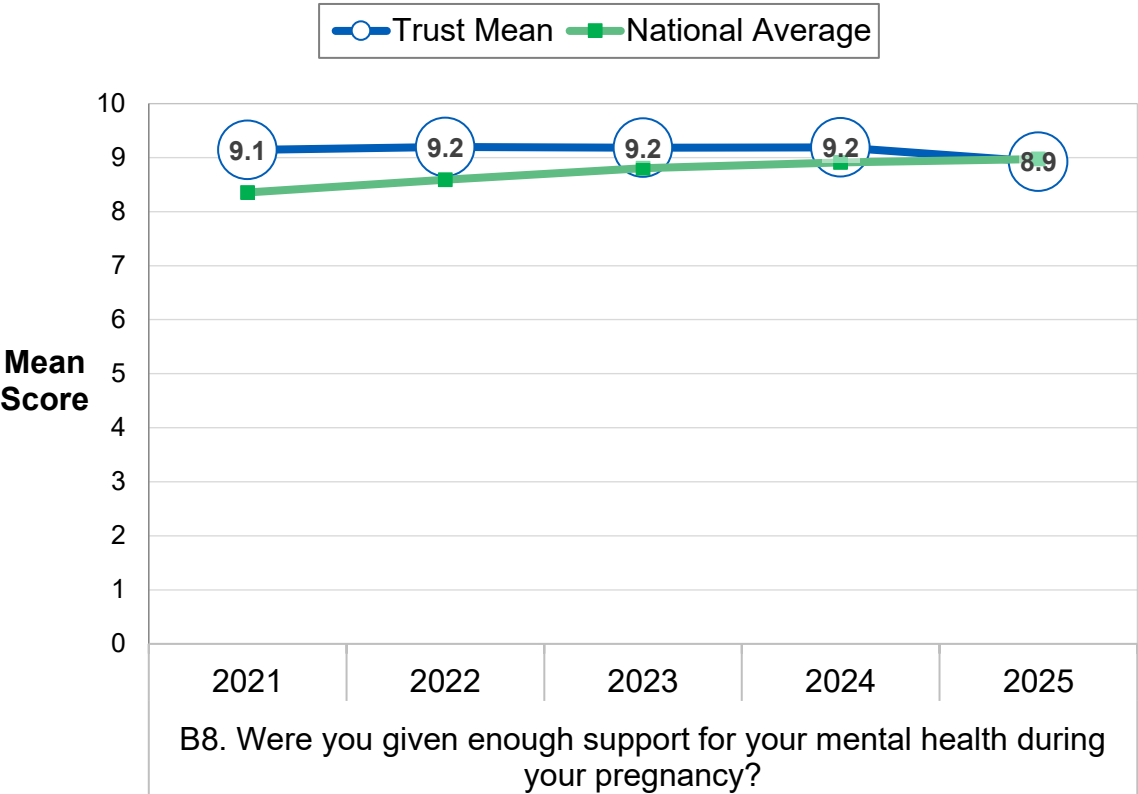


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2019: 108; 2021: 110; 2022: 118; 2023: 141; 2024: 102; 2025: 91

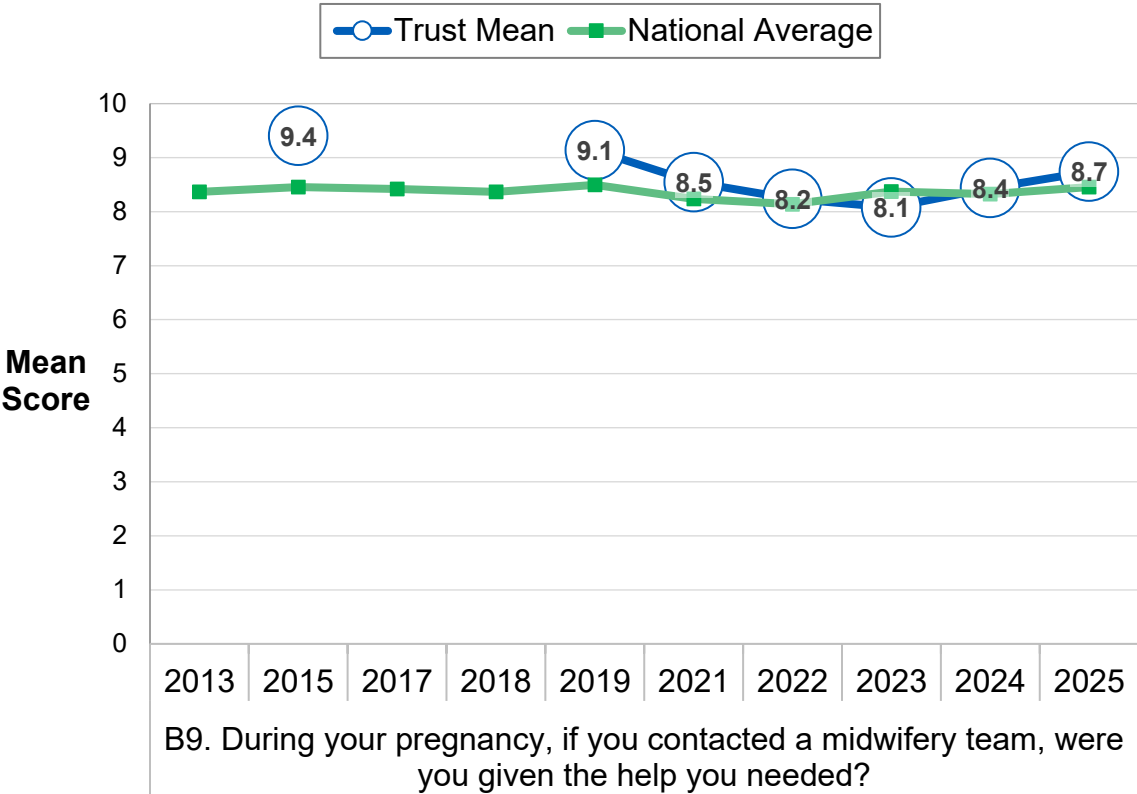
Section 1. Antenatal Care

During your pregnancy



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember or did not want or need support have been excluded.
 Number of respondents: 2021: 65; 2022: 68; 2023: 84; 2024: 72; 2025: 57

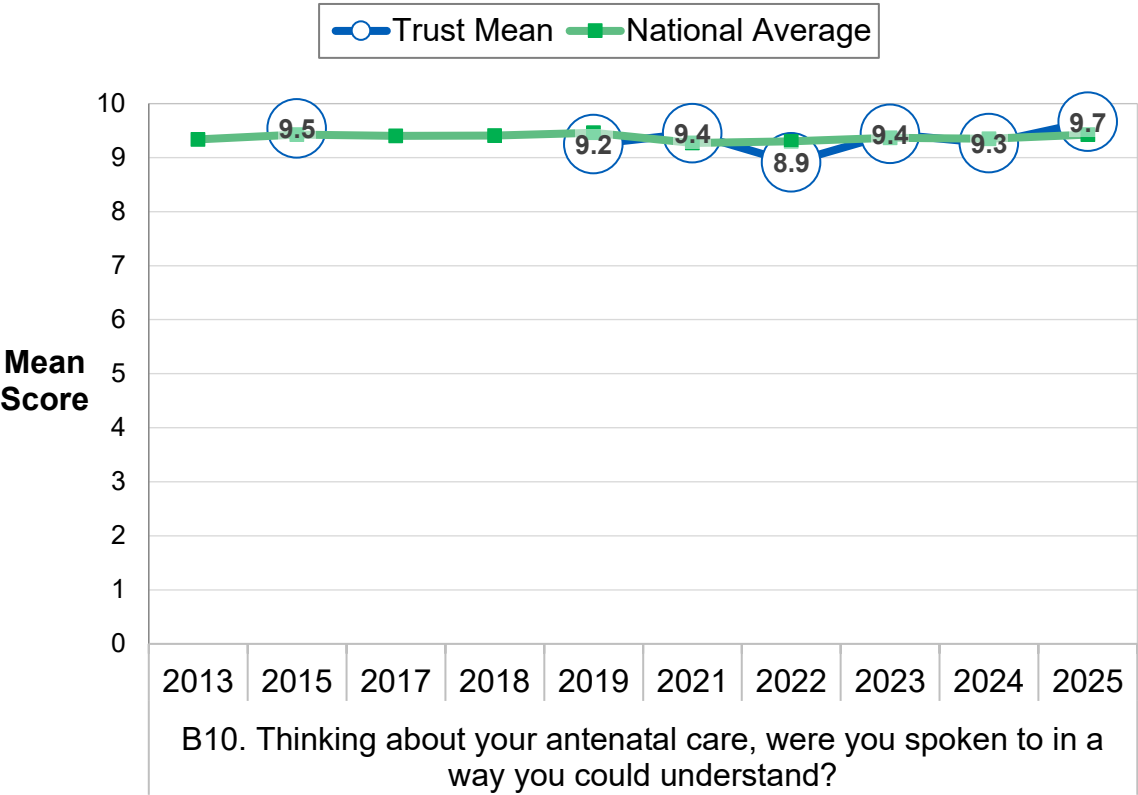


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they did not contact a midwifery team have been excluded.
 Number of respondents: 2013: -; 2015: 71; 2017: -; 2018: -; 2019: 88; 2021: 103; 2022: 110; 2023: 127; 2024: 99; 2025: 88

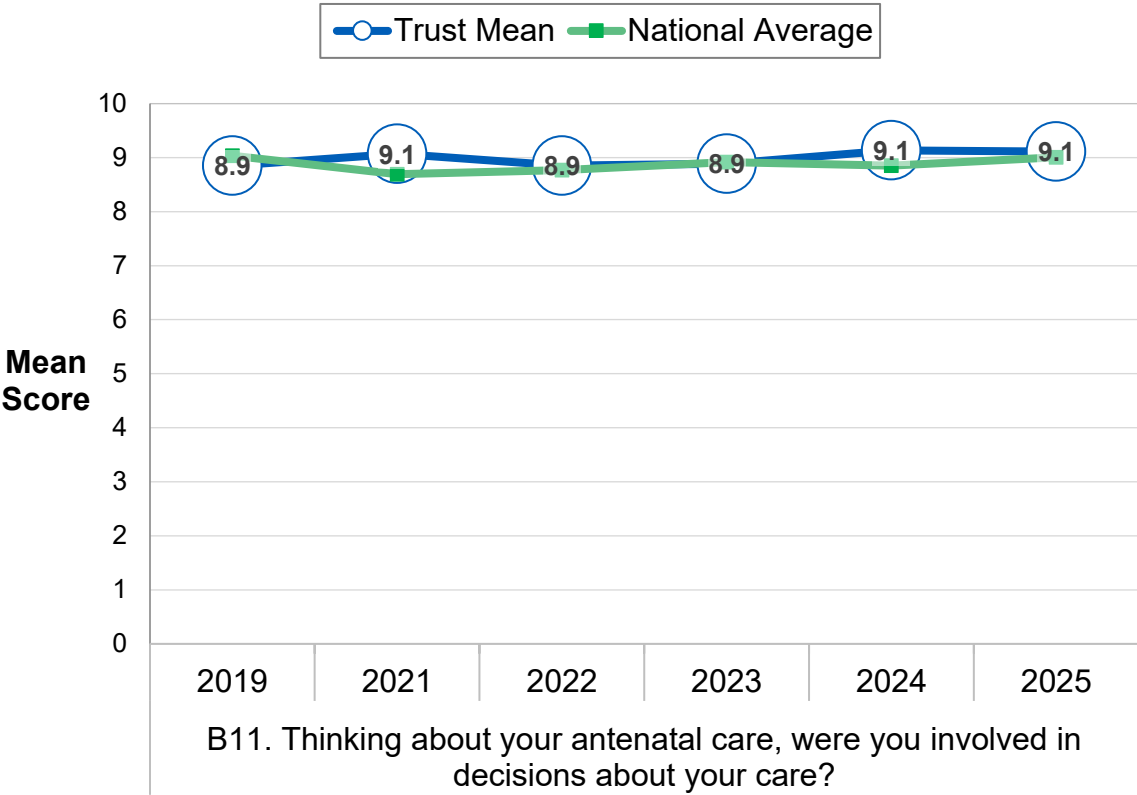
Section 1. Antenatal Care

During your pregnancy



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2013: -; 2015: 96; 2017: -; 2018: -; 2019: 109; 2021: 110; 2022: 118; 2023: 141; 2024: 101; 2025: 91

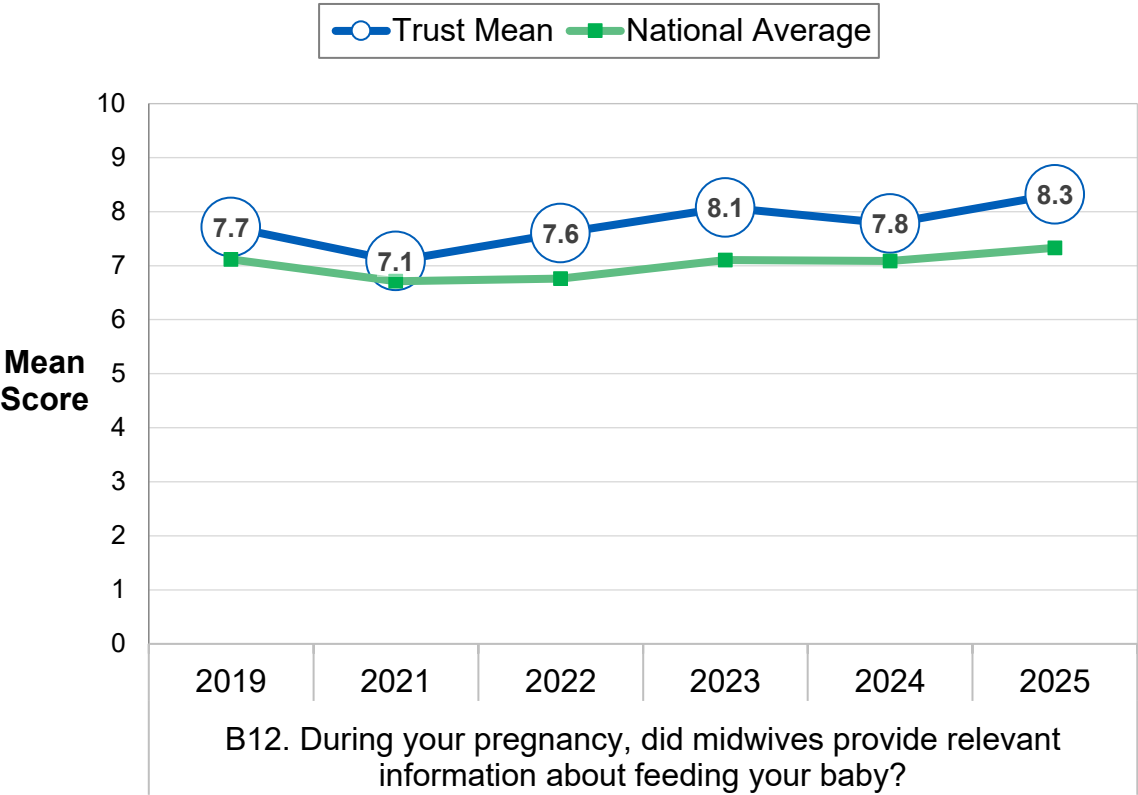


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember or did not want or need to be involved have been excluded.
 Number of respondents: 2019: 107; 2021: 108; 2022: 116; 2023: 140; 2024: 100; 2025: 89

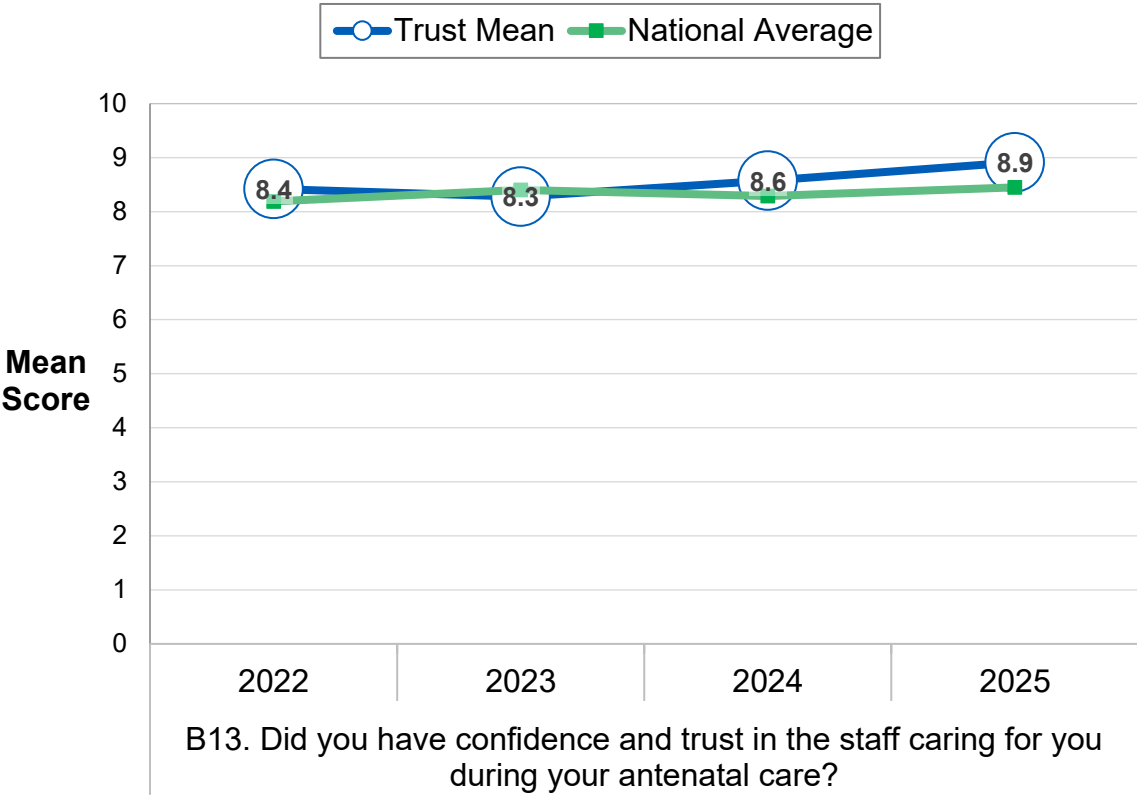
Section 1. Antenatal Care

During your pregnancy



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2019: 108; 2021: 111; 2022: 117; 2023: 137; 2024: 102; 2025: 91

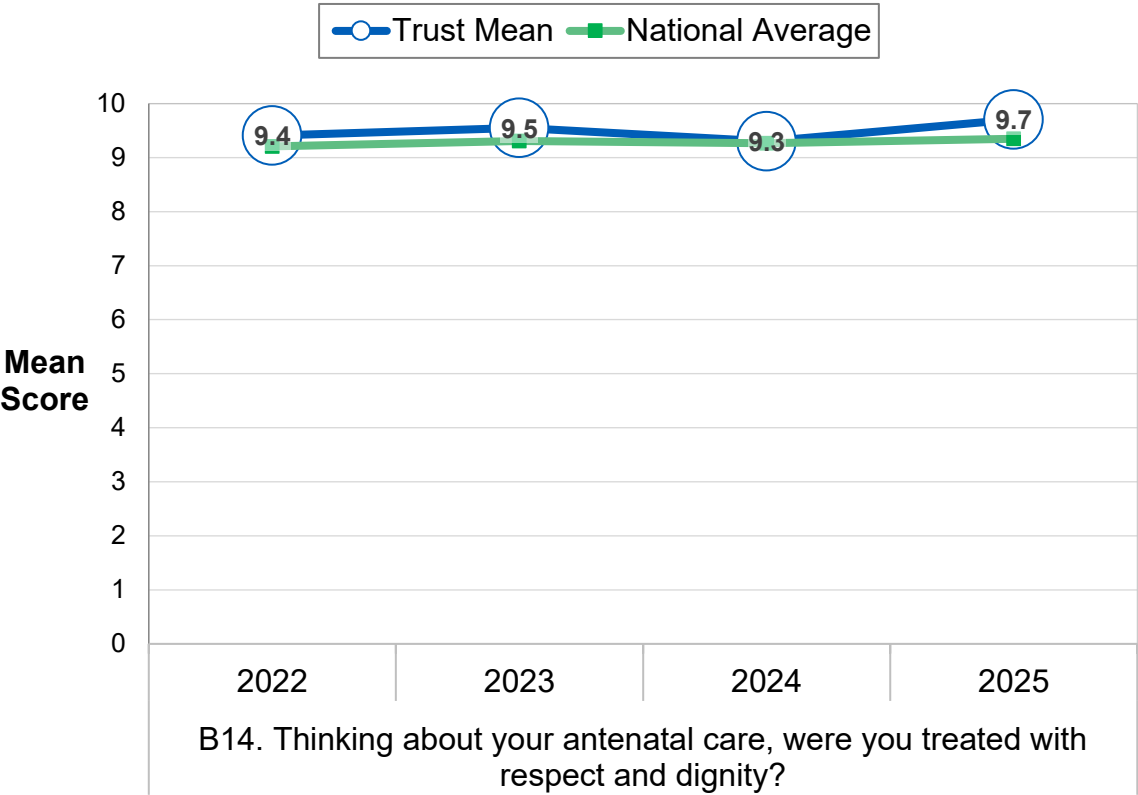


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2022: 118; 2023: 141; 2024: 101; 2025: 91

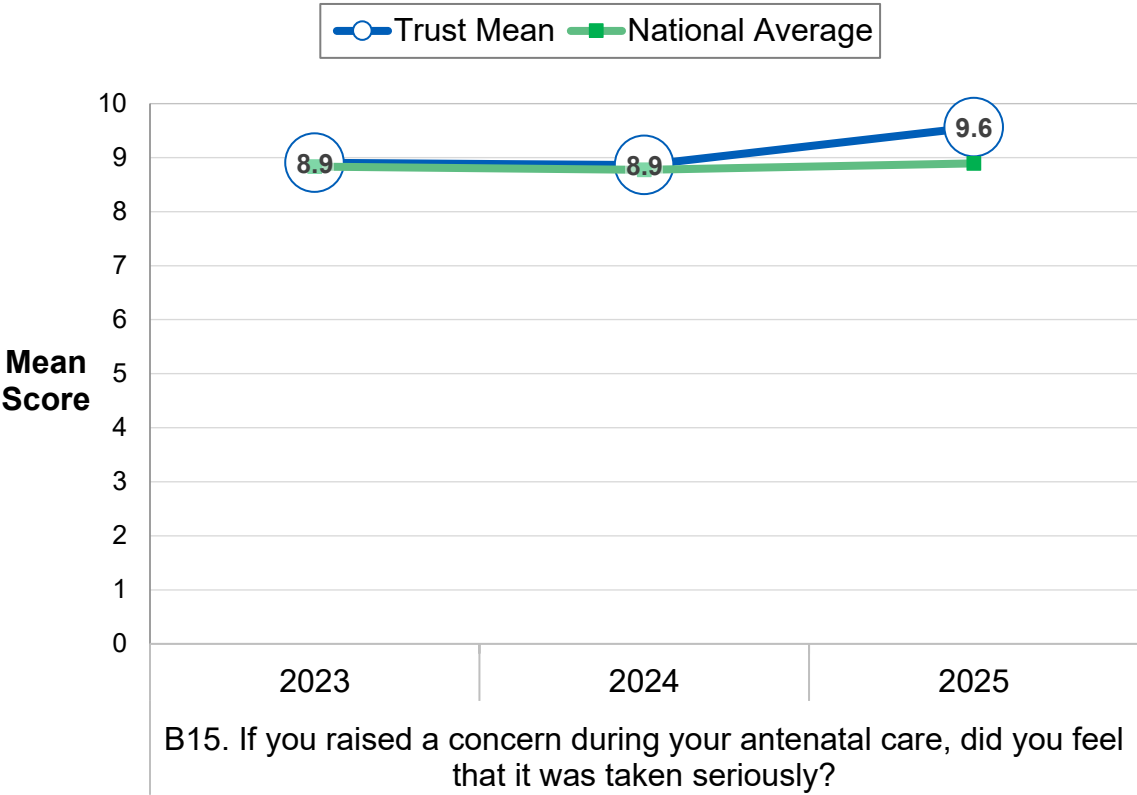
Section 1. Antenatal Care

During your pregnancy



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2022: 118; 2023: 140; 2024: 102; 2025: 91

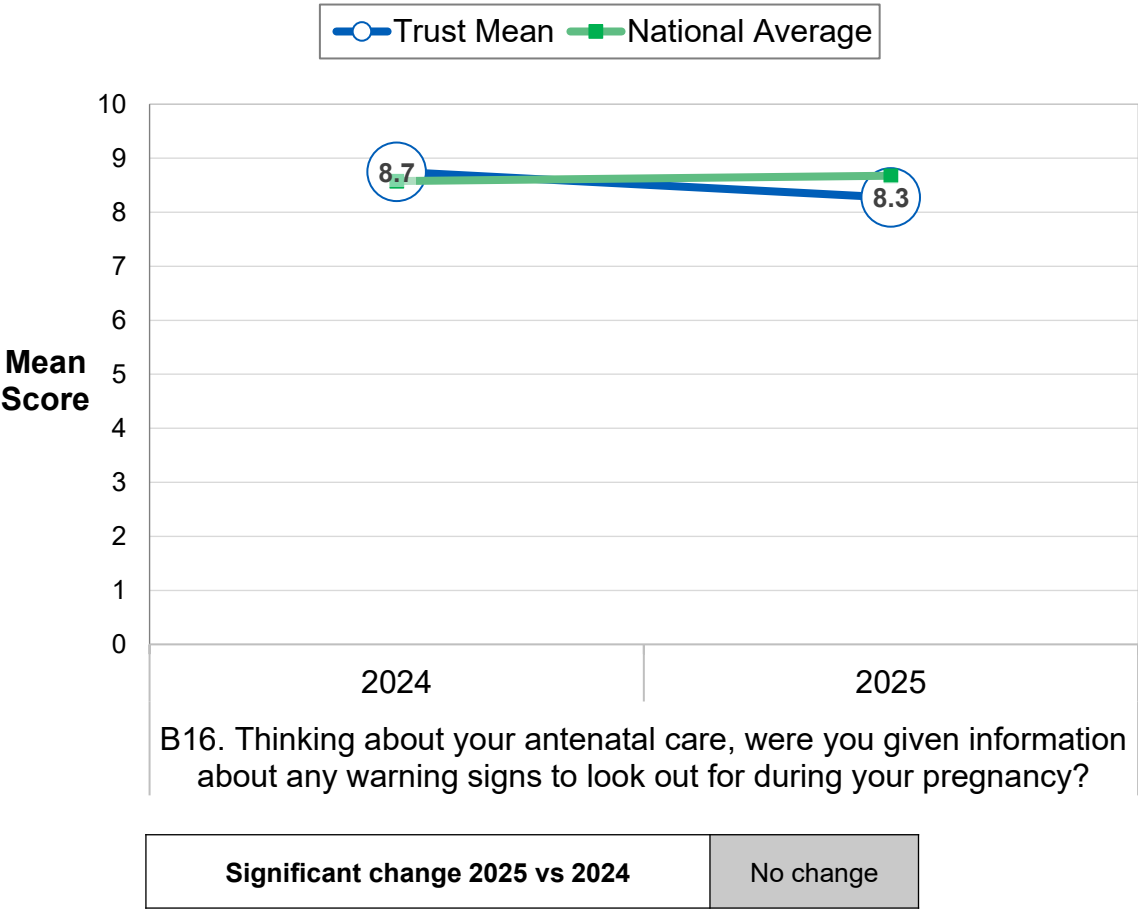


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't raise any concerns have been excluded.
 Number of respondents: 2023: 111; 2024: 75; 2025: 69

Section 1. Antenatal Care

During your pregnancy



Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 101; 2025: 91

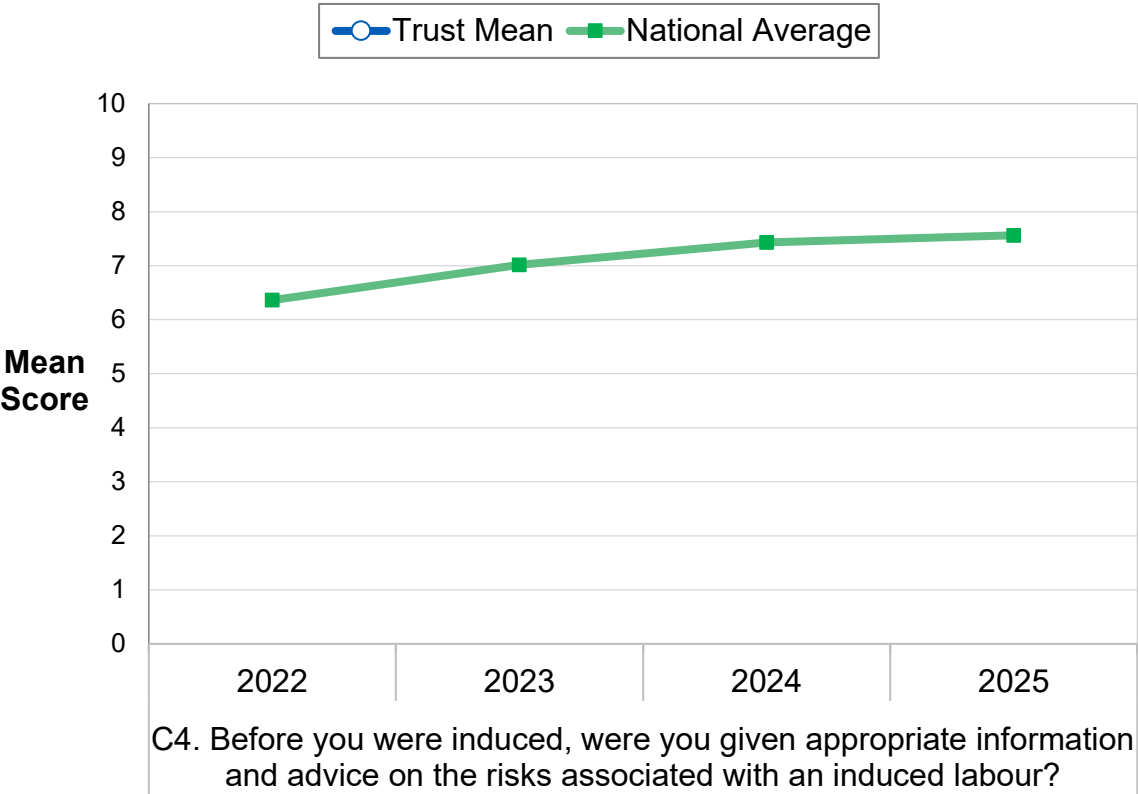
Change over time

Section 2: Labour and Birth



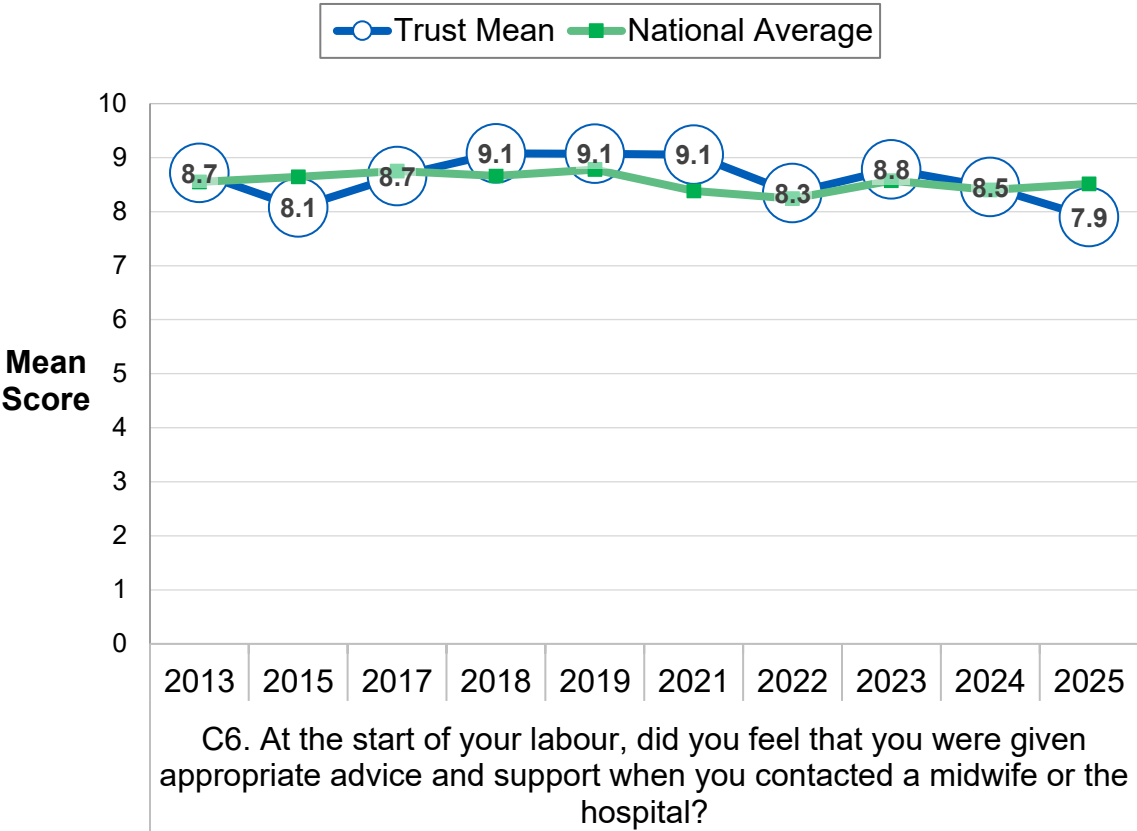
Section 2. Labour and Birth

Your labour and birth



Significant change 2025 vs 2024	-
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Answered by those who were induced. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2022: -; 2023: -; 2024: -; 2025: -

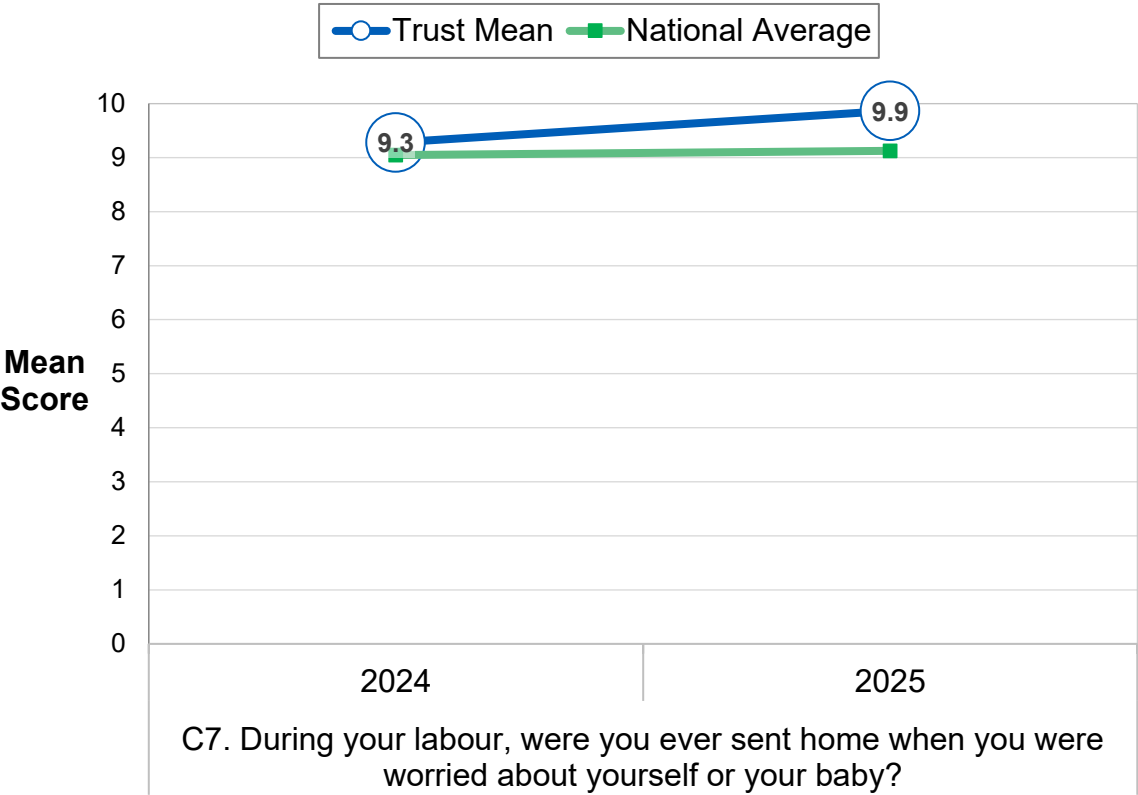


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by those who went into labour. Respondents who stated that they did not contact a midwife or the hospital have been excluded.
 Number of respondents: 2013: 109; 2015: 75; 2017: 82; 2018: 68; 2019: 71; 2021: 83; 2022: 99; 2023: 96; 2024: 71; 2025: 61

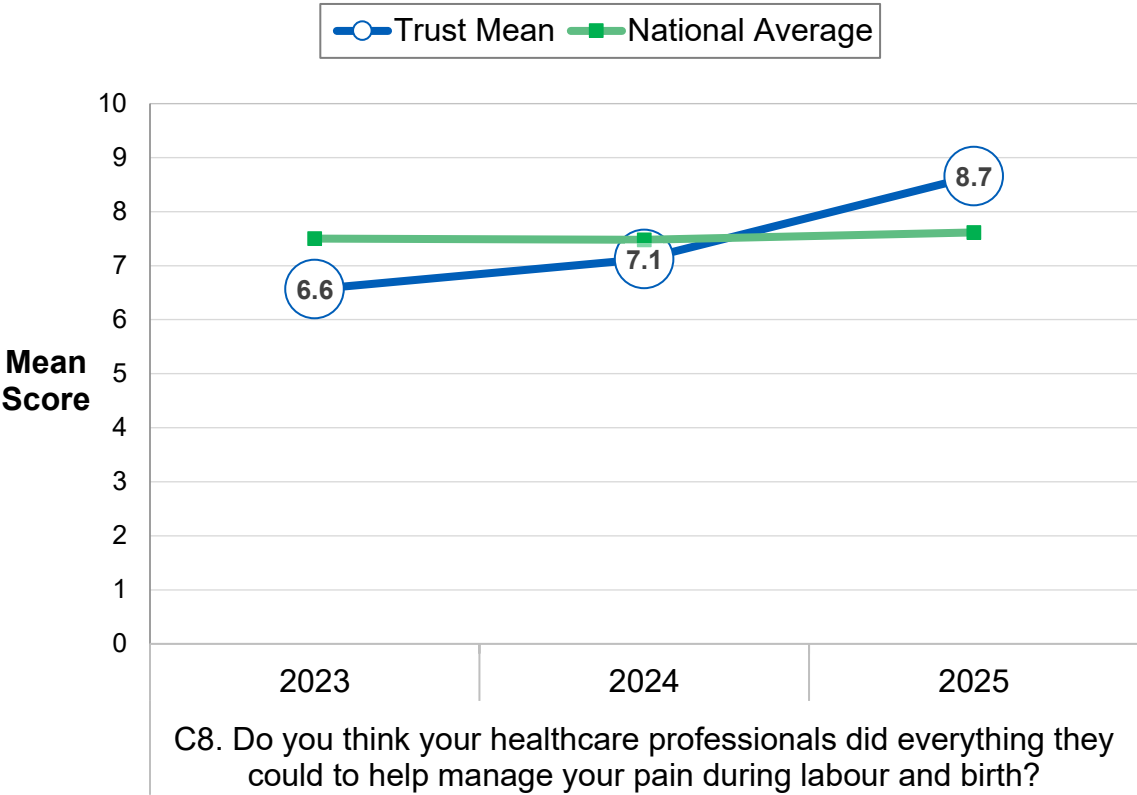
Section 2. Labour and Birth

Your labour and birth



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by those who went into labour. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 81; 2025: 70

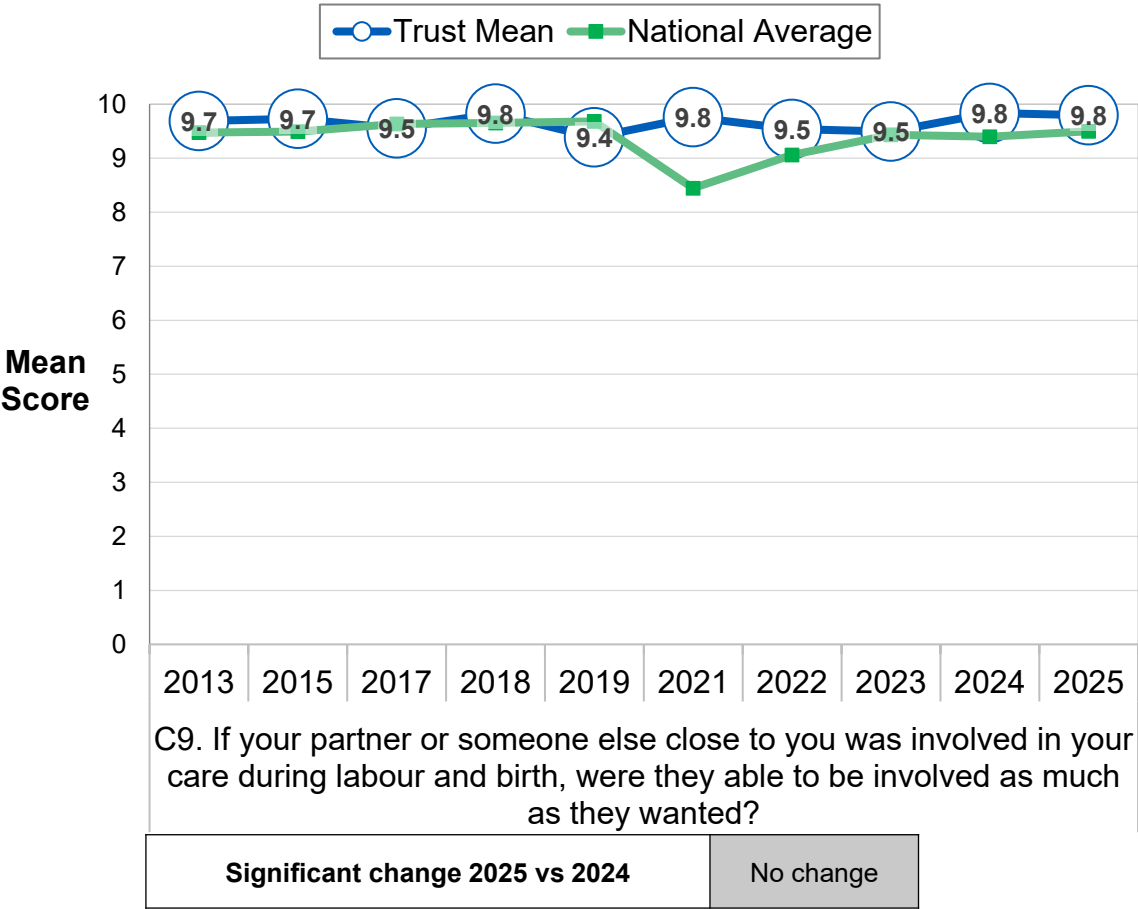


Significant change 2025 vs 2024	Increase
---------------------------------	----------

Answered by those who had a labour. Respondents who stated that they didn't know or couldn't remember, or did not need any help with pain relief have been excluded.
Number of respondents: 2023: 107; 2024: 79; 2025: 60

Section 2. Labour and Birth

Your labour and birth

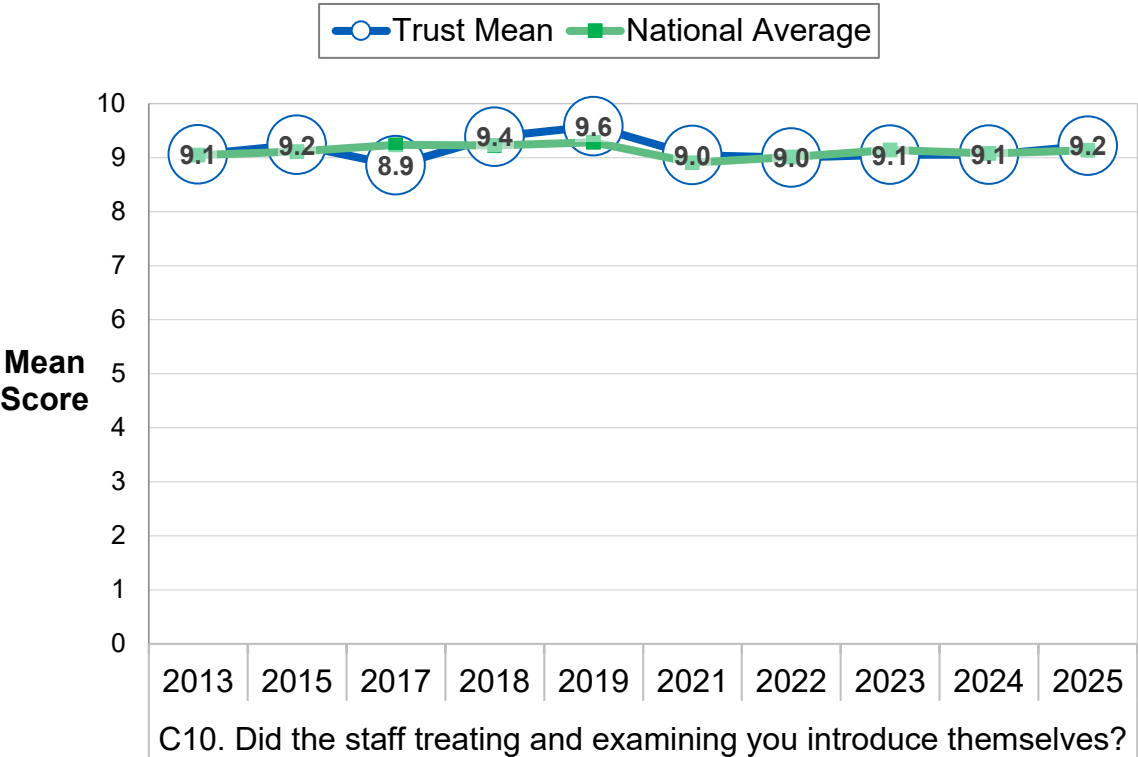


Answered by all. Respondents who stated that they did not have a partner or companion with them, did not want their partner or companion to be involved, or that their partner or companion did not want to or could not be involved have been excluded.

Number of respondents: 2013: 139; 2015: 102; 2017: 105; 2018: 105; 2019: 109; 2021: 106; 2022: 127; 2023: 142; 2024: 105; 2025: 93

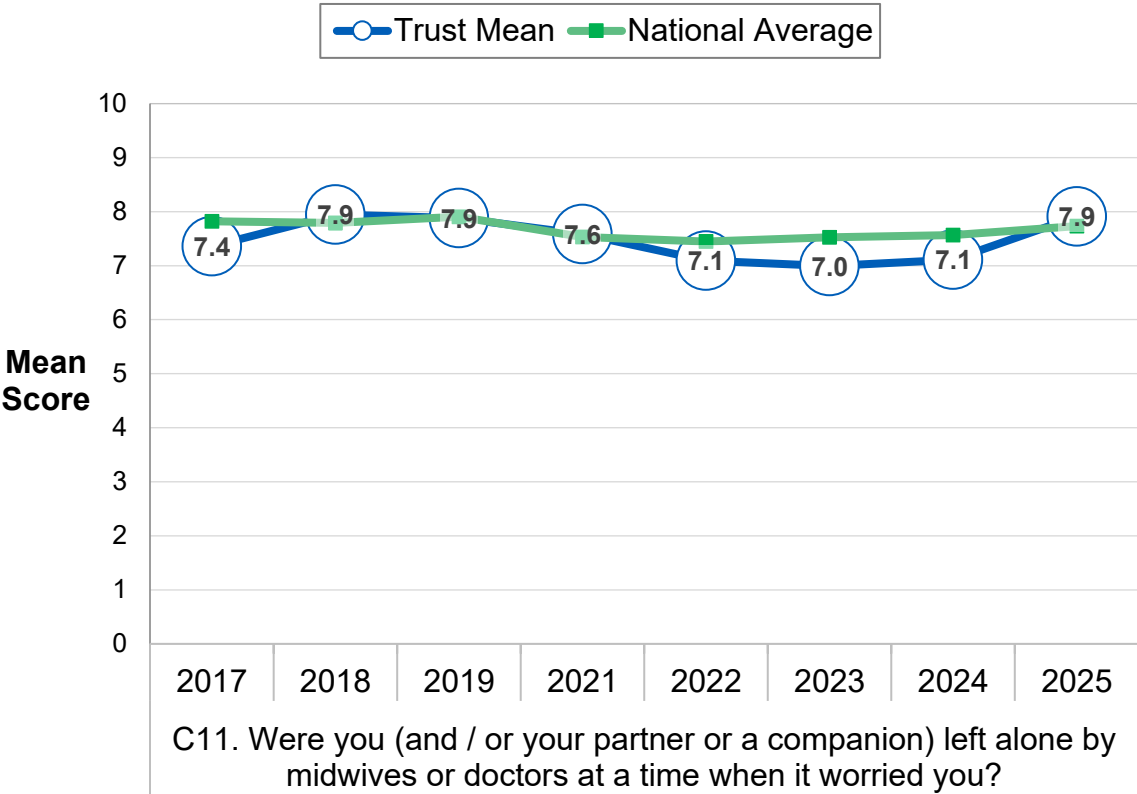
Section 2. Labour and Birth

Staff caring for you



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: 141; 2015: 99; 2017: 108; 2018: 105; 2019: 107; 2021: 112; 2022: 127; 2023: 143; 2024: 107; 2025: 96

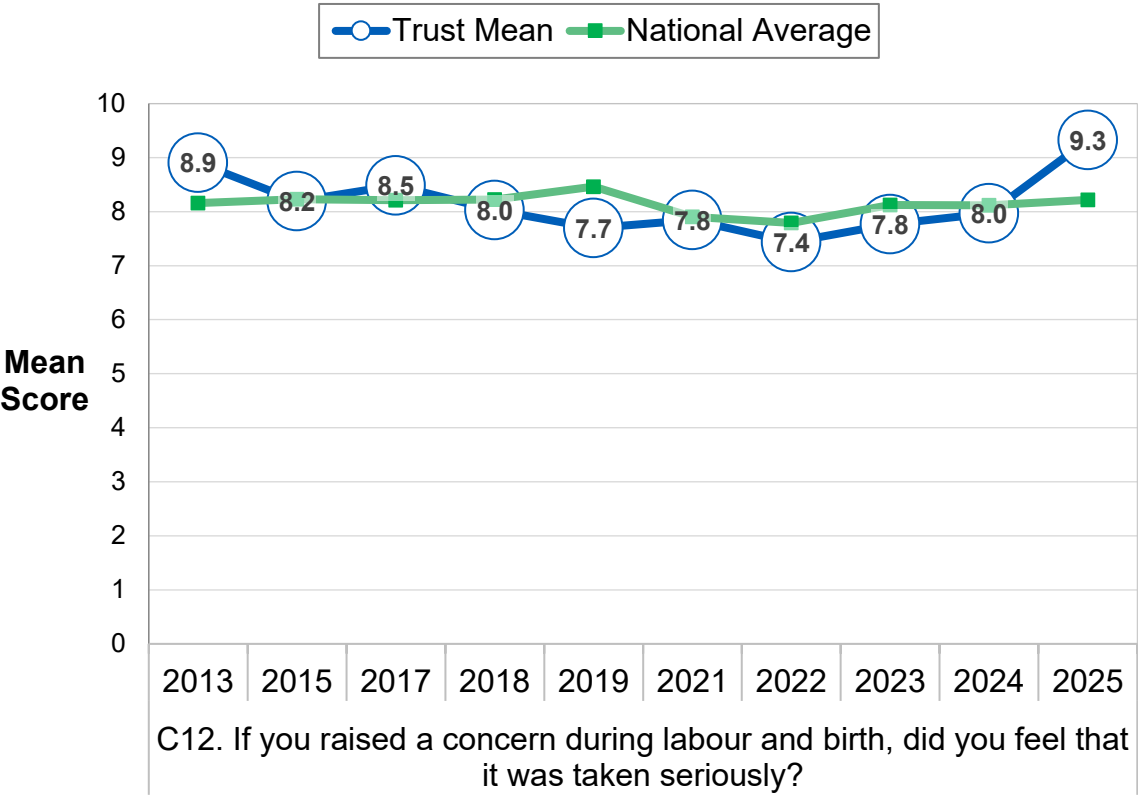


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all.
Number of respondents: 2017: 109; 2018: 92; 2019: 107; 2021: 114; 2022: 131; 2023: 144; 2024: 108; 2025: 98

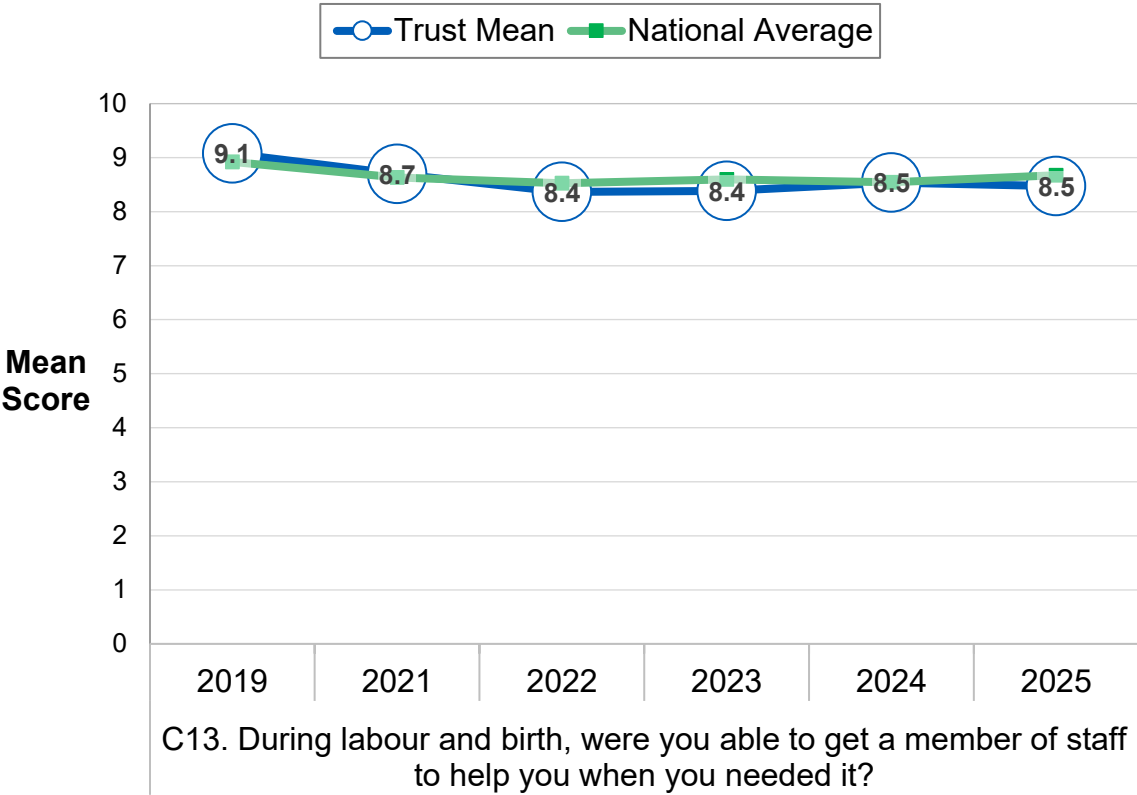
Section 2. Labour and Birth

Staff caring for you



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't raise any concerns have been excluded.
Number of respondents: 2013: 83; 2015: 63; 2017: 61; 2018: 62; 2019: 66; 2021: 73; 2022: 80; 2023: 89; 2024: 68; 2025: 60

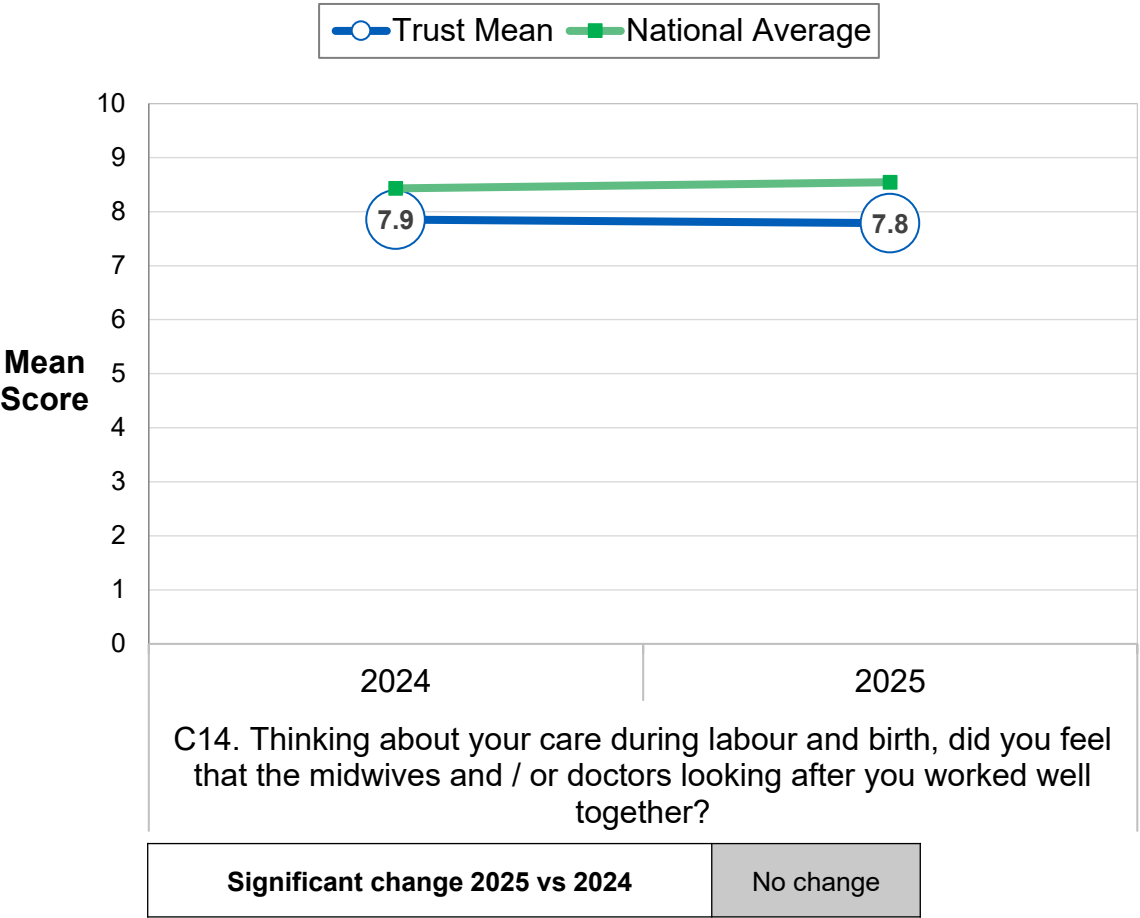


Significant change 2025 vs 2024	No change
---------------------------------	-----------

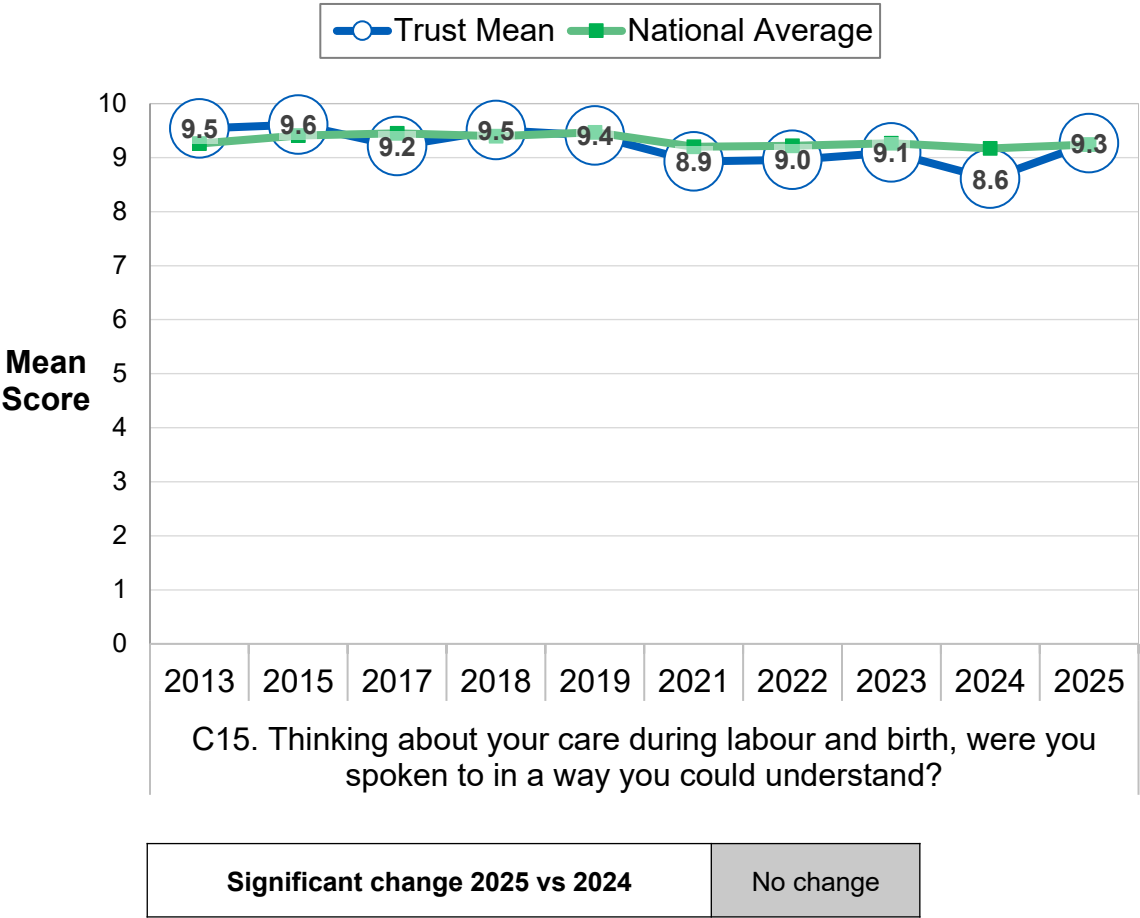
Answered by all. Respondents who stated that they didn't know or couldn't remember or did not want or need this have been excluded.
Number of respondents: 2019: 108; 2021: 109; 2022: 128; 2023: 138; 2024: 108; 2025: 98

Section 2. Labour and Birth

Staff caring for you



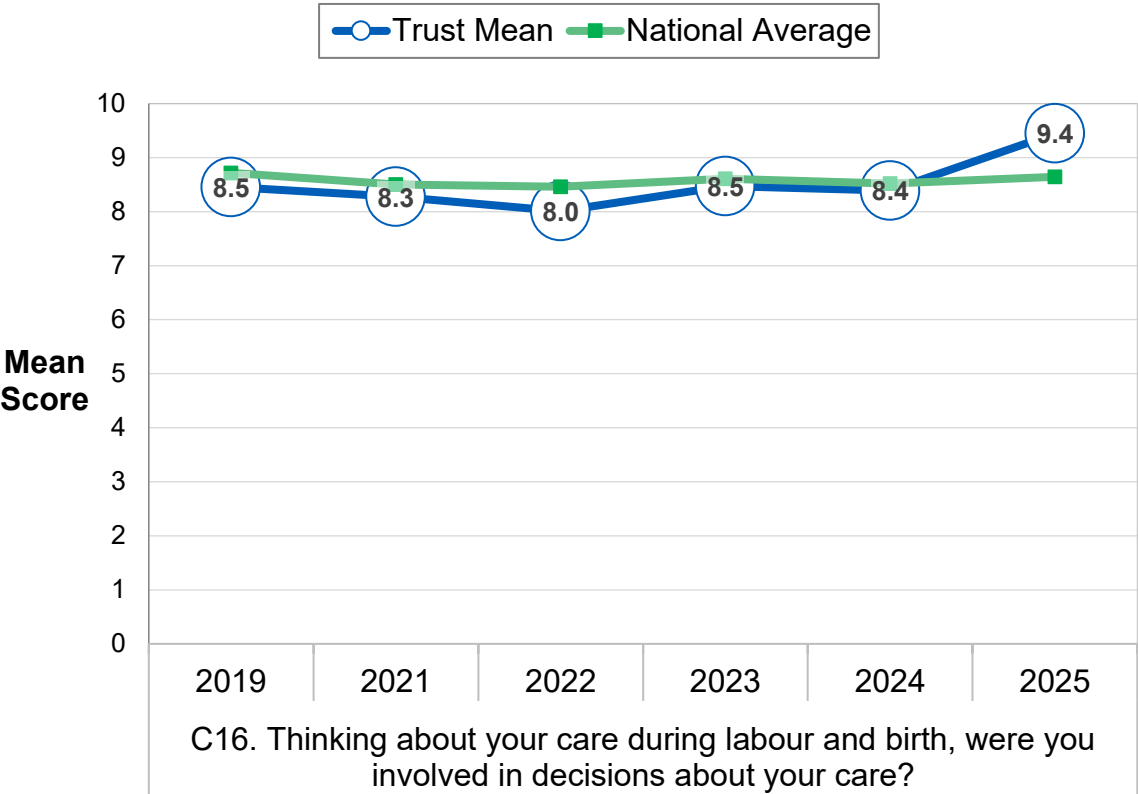
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 106; 2025: 97



Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: 147; 2015: 102; 2017: 105; 2018: 106; 2019: 108; 2021: 112; 2022: 130; 2023: 146; 2024: 108; 2025: 98

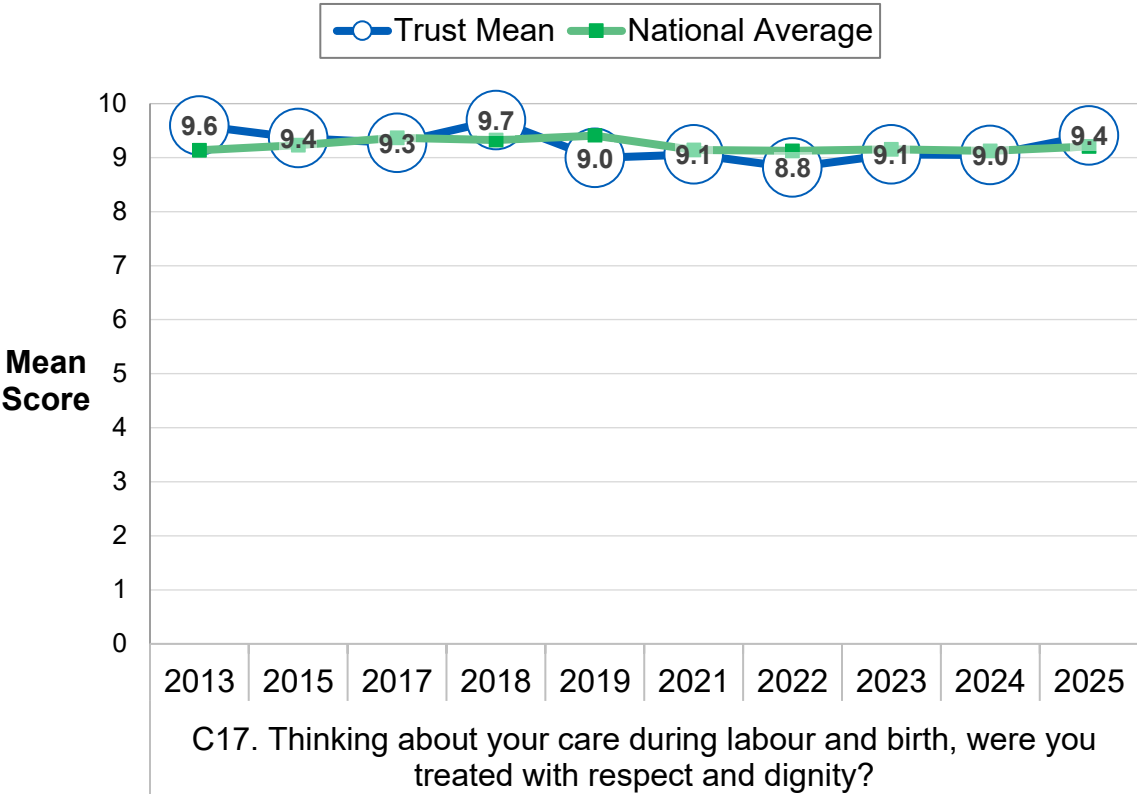
Section 2. Labour and Birth

Staff caring for you



Significant change 2025 vs 2024	Increase
---------------------------------	----------

Answered by all. Respondents who stated that they didn't know or couldn't remember or did not want or need to be involved have been excluded.
Number of respondents: 2019: 104; 2021: 113; 2022: 130; 2023: 141; 2024: 105; 2025: 96

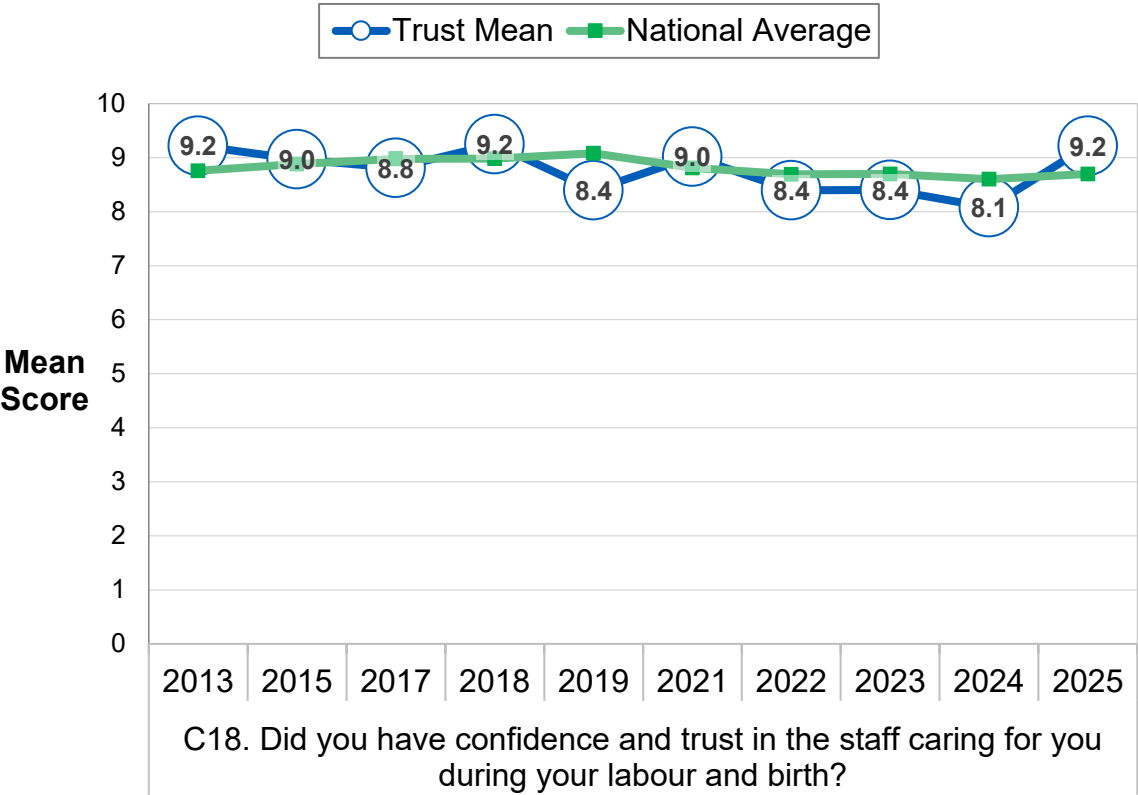


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: 146; 2015: 102; 2017: 108; 2018: 105; 2019: 108; 2021: 114; 2022: 131; 2023: 146; 2024: 105; 2025: 96

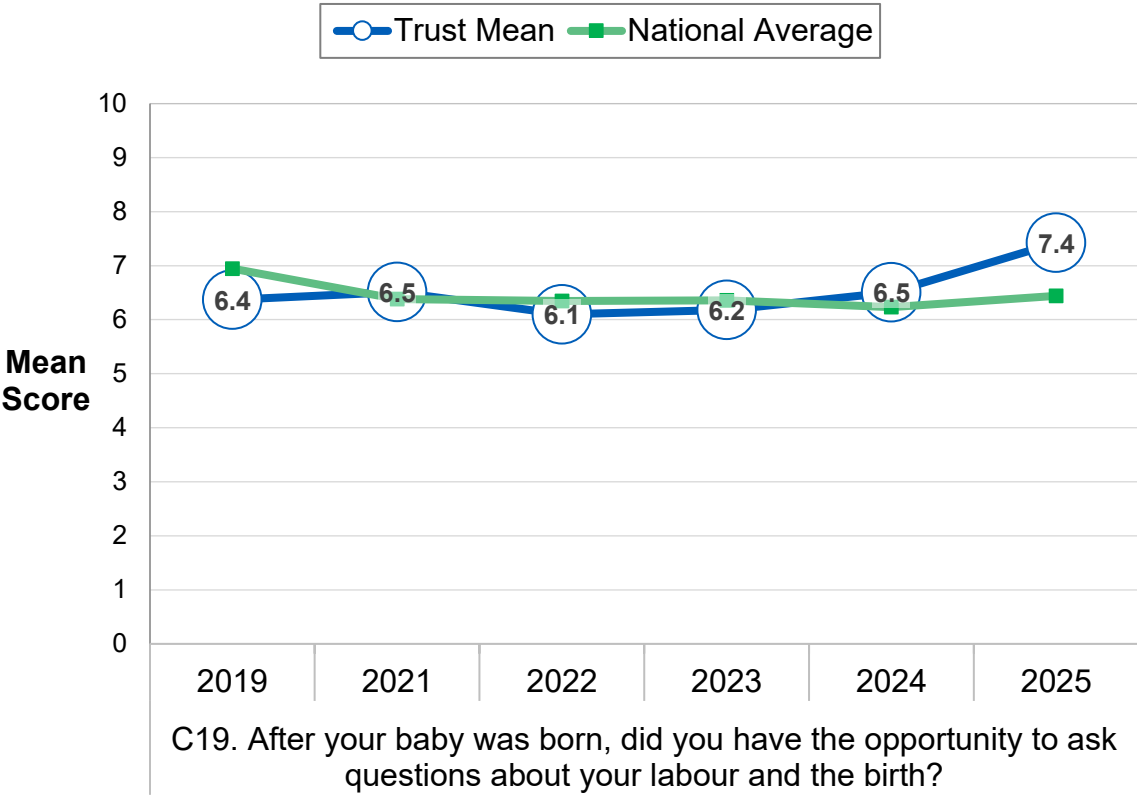
Section 2. Labour and Birth

Staff caring for you



Significant change 2025 vs 2024	Increase
---------------------------------	----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: 147; 2015: 102; 2017: 106; 2018: 107; 2019: 108; 2021: 114; 2022: 131; 2023: 145; 2024: 107; 2025: 97

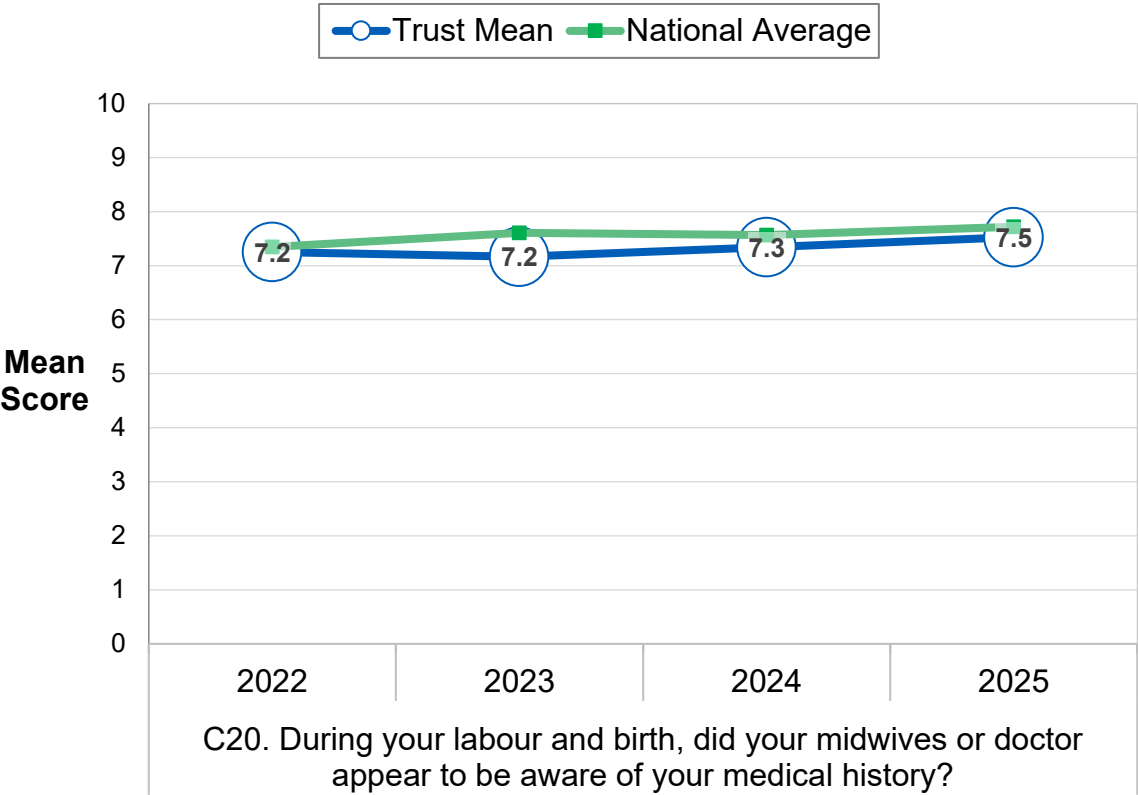


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember or that they did not want or need this have been excluded.
Number of respondents: 2019: 95; 2021: 102; 2022: 112; 2023: 130; 2024: 93; 2025: 83

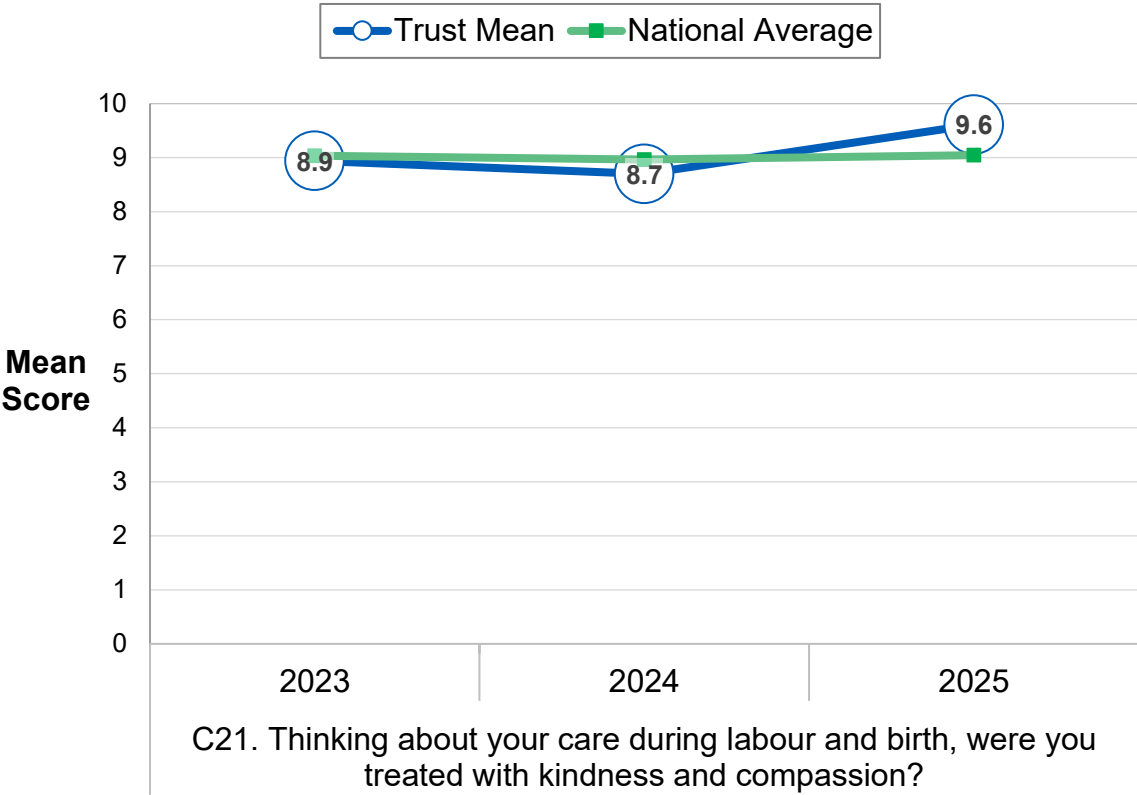
Section 2. Labour and Birth

Staff caring for you



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2022: 116; 2023: 133; 2024: 96; 2025: 87



Significant change 2025 vs 2024	Increase
---------------------------------	----------

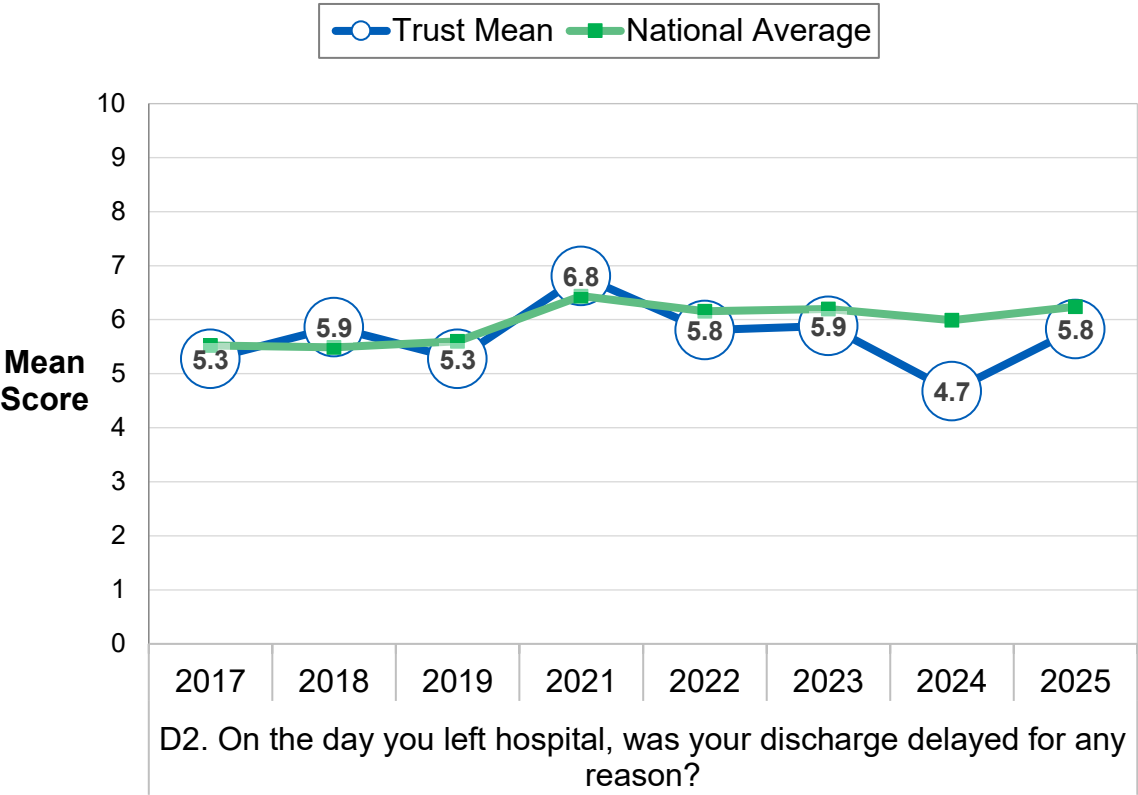
Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2023: 145; 2024: 108; 2025: 97

Change over time

Section 3: Care in the ward after birth

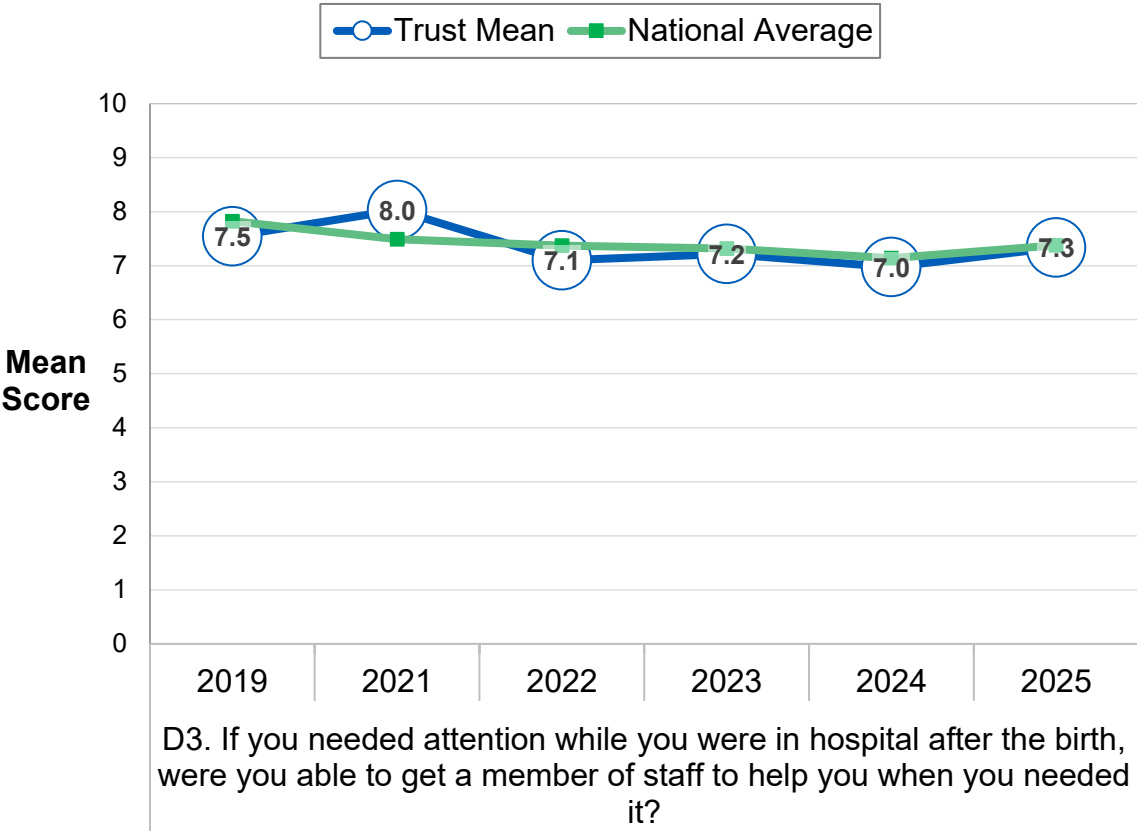


Section 3. Care in the ward after birth



Significant change 2025 vs 2024	No change
---------------------------------	-----------

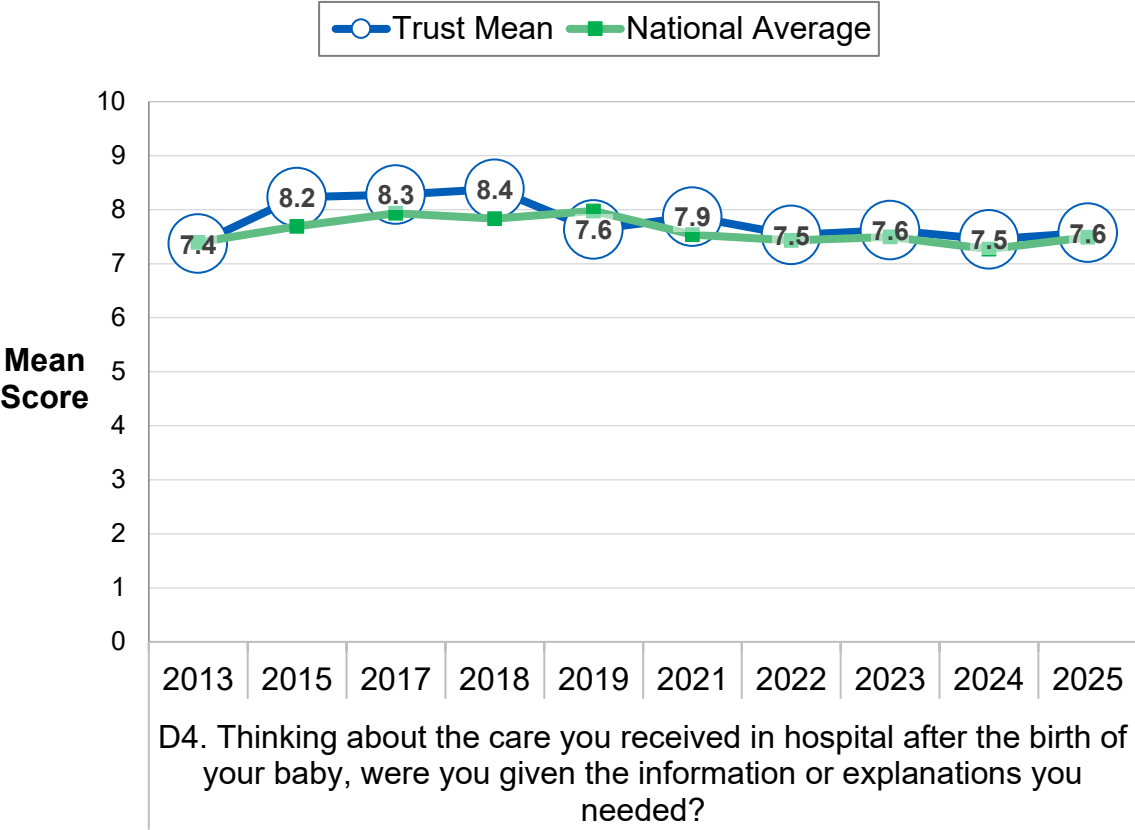
Answered by those who stayed in hospital after the birth or required hospital care after a home birth.
 Number of respondents: 2017: 109; 2018: 105; 2019: 104; 2021: 112; 2022: 131; 2023: 144; 2024: 105; 2025: 98



Significant change 2025 vs 2024	No change
---------------------------------	-----------

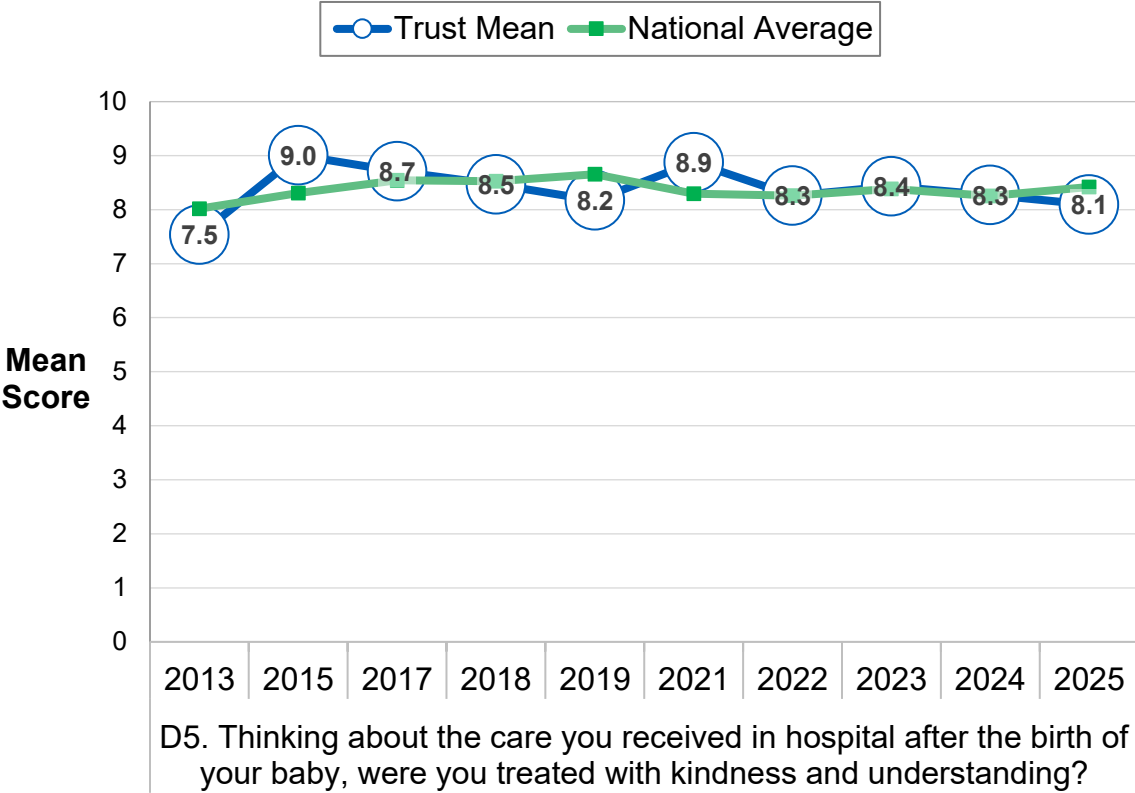
Answered by those who stayed in hospital after the birth or required hospital care after a home birth.
 Respondents who stated that they didn't know or couldn't remember or did not want or need this have been excluded.
 Number of respondents: 2019: 101; 2021: 108; 2022: 118; 2023: 135; 2024: 102; 2025: 86

Section 3. Care in the ward after birth



Significant change 2025 vs 2024	No change
---------------------------------	-----------

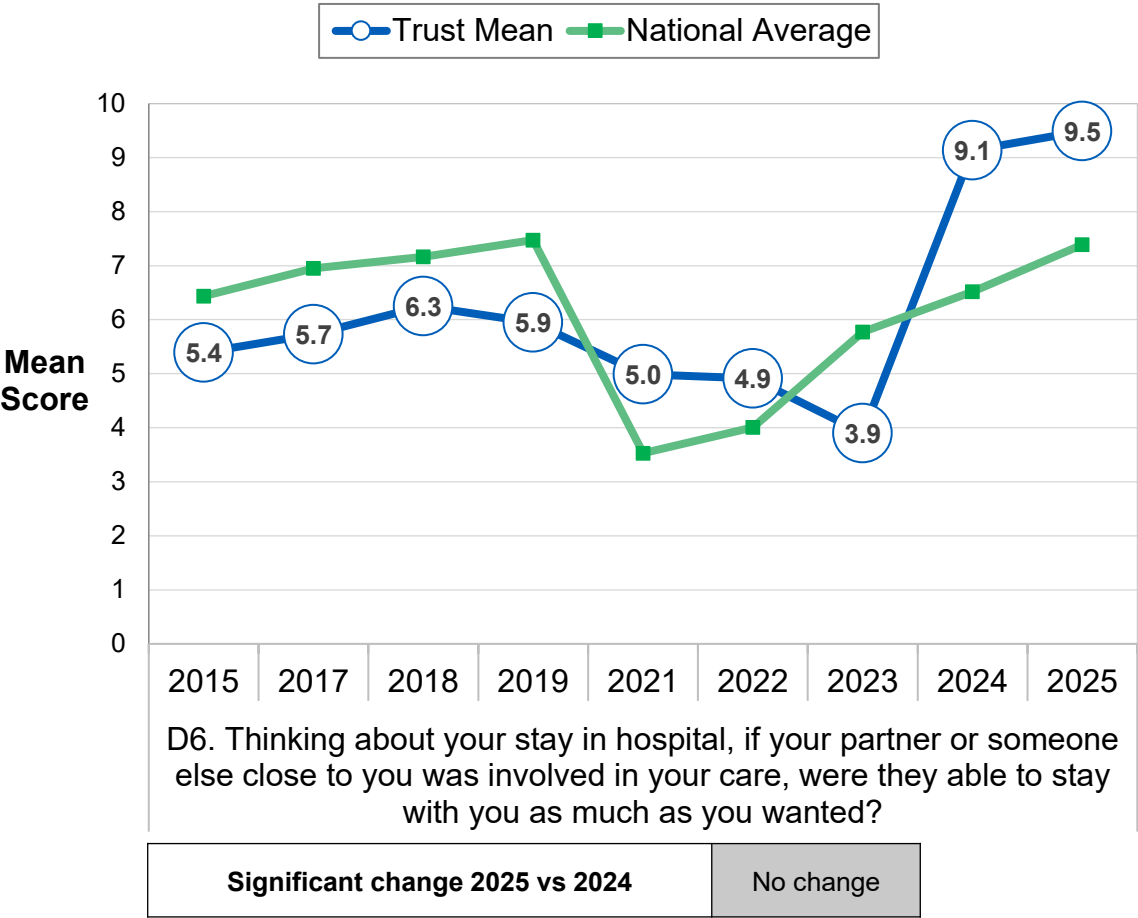
Answered by those who stayed in hospital after the birth or required hospital care after a home birth. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2013: 144; 2015: 103; 2017: 108; 2018: 104; 2019: 105; 2021: 111; 2022: 128; 2023: 142; 2024: 104; 2025: 98



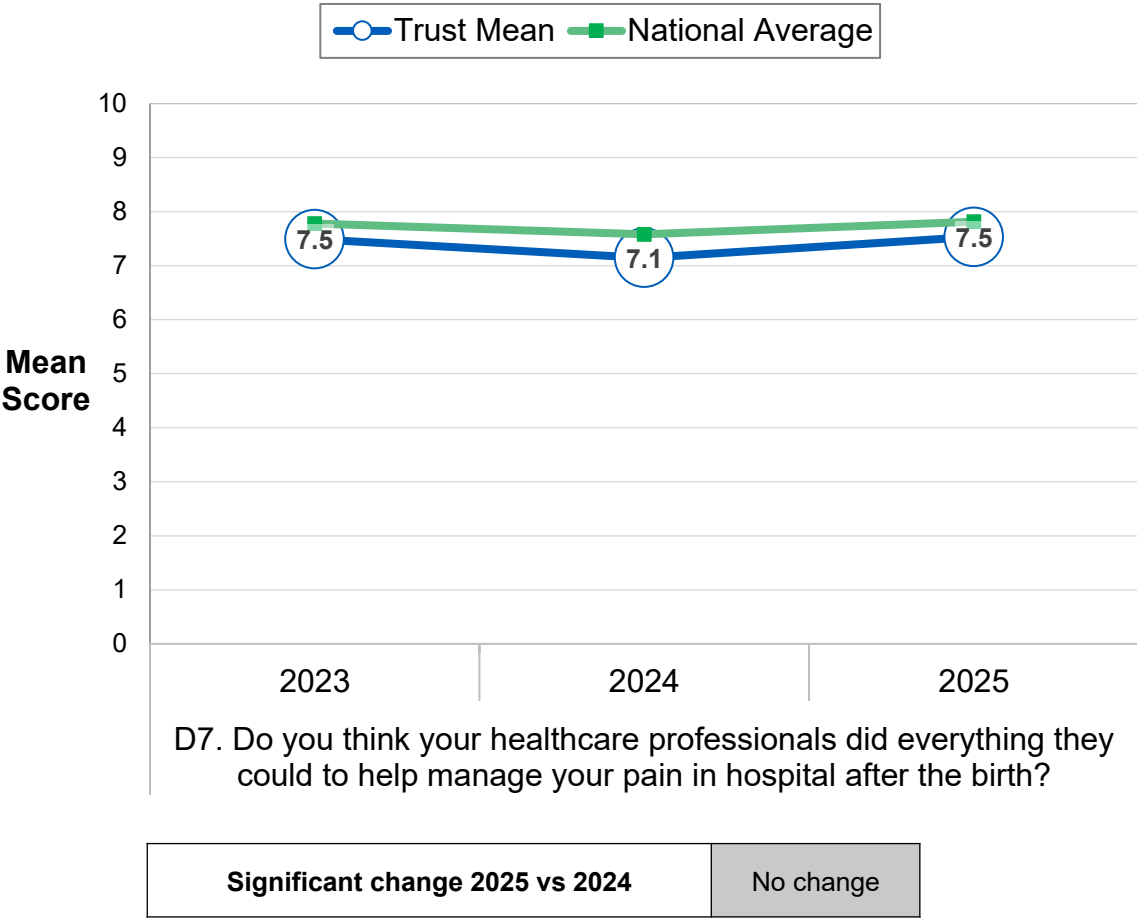
Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by those who stayed in hospital after the birth or required hospital care after a home birth. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2013: 145; 2015: 103; 2017: 108; 2018: 103; 2019: 105; 2021: 112; 2022: 131; 2023: 142; 2024: 105; 2025: 96

Section 3. Care in the ward after birth



Answered by those who stayed in hospital after the birth or required hospital care after a home birth.
Number of respondents: 2015: 98; 2017: 105; 2018: 100; 2019: 100; 2021: 103; 2022: 124; 2023: 140; 2024: 96; 2025: 91



Answered by those who stayed in hospital after the birth or required hospital care after a home birth.
Respondents who stated that they didn't need any help with pain relief or didn't know or couldn't remember have been excluded.
Number of respondents: 2023: 124; 2024: 98; 2025: 92

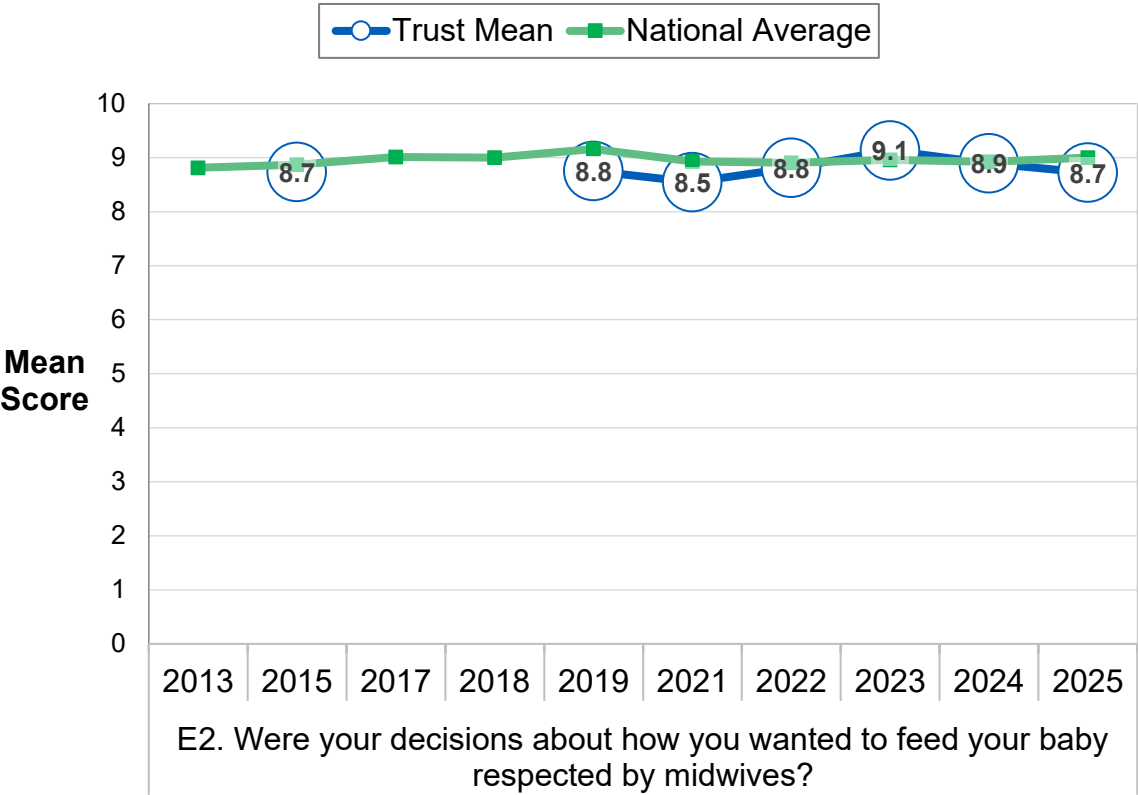
Change over time

Section 4: Postnatal Care



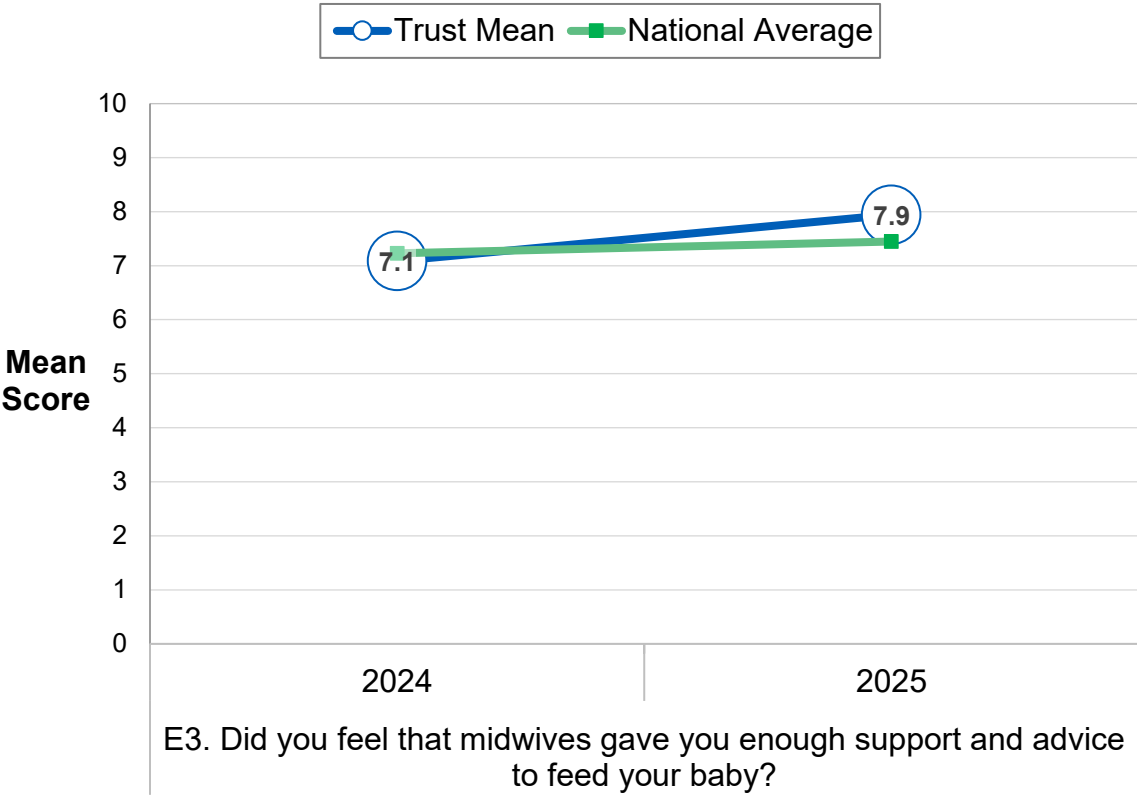
Section 4. Postnatal Care

Feeding your baby



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
 Number of respondents: 2013: -; 2015: 101; 2017: -; 2018: -; 2019: 104; 2021: 110; 2022: 123; 2023: 143; 2024: 104; 2025: 94

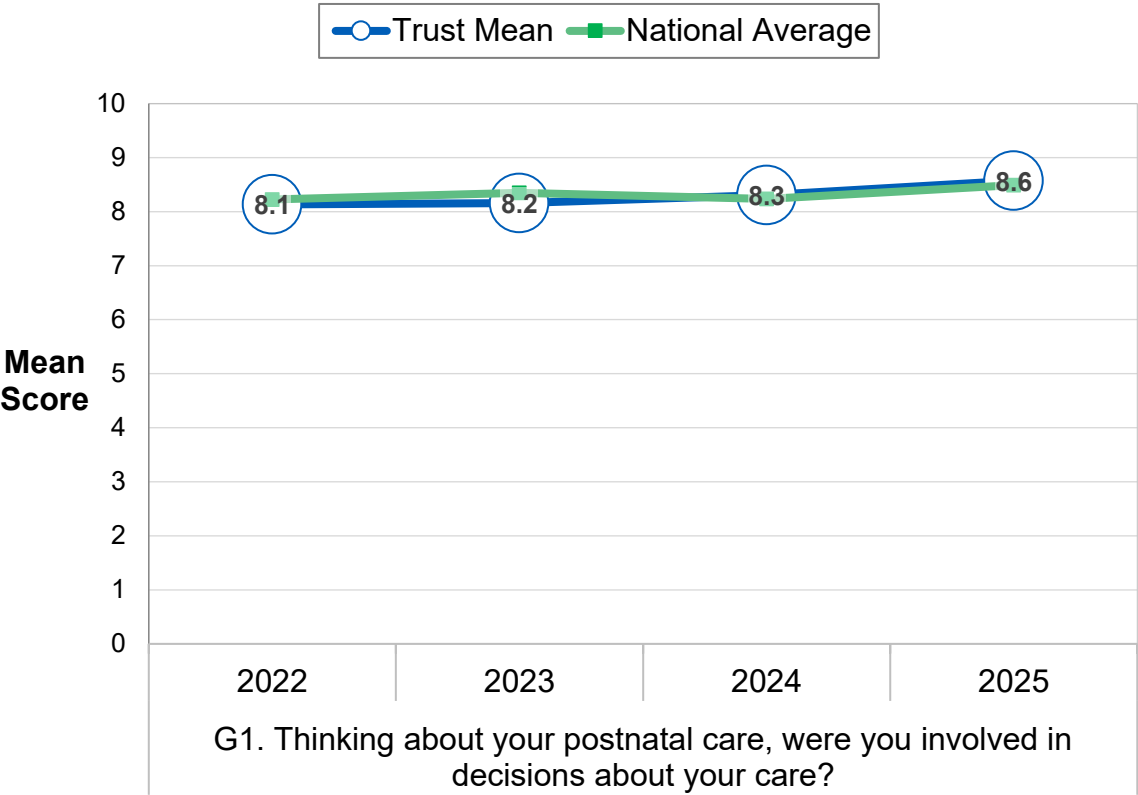


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember or did not want or need this have been excluded.
 Number of respondents: 2024: 100; 2025: 87

Section 4. Postnatal Care

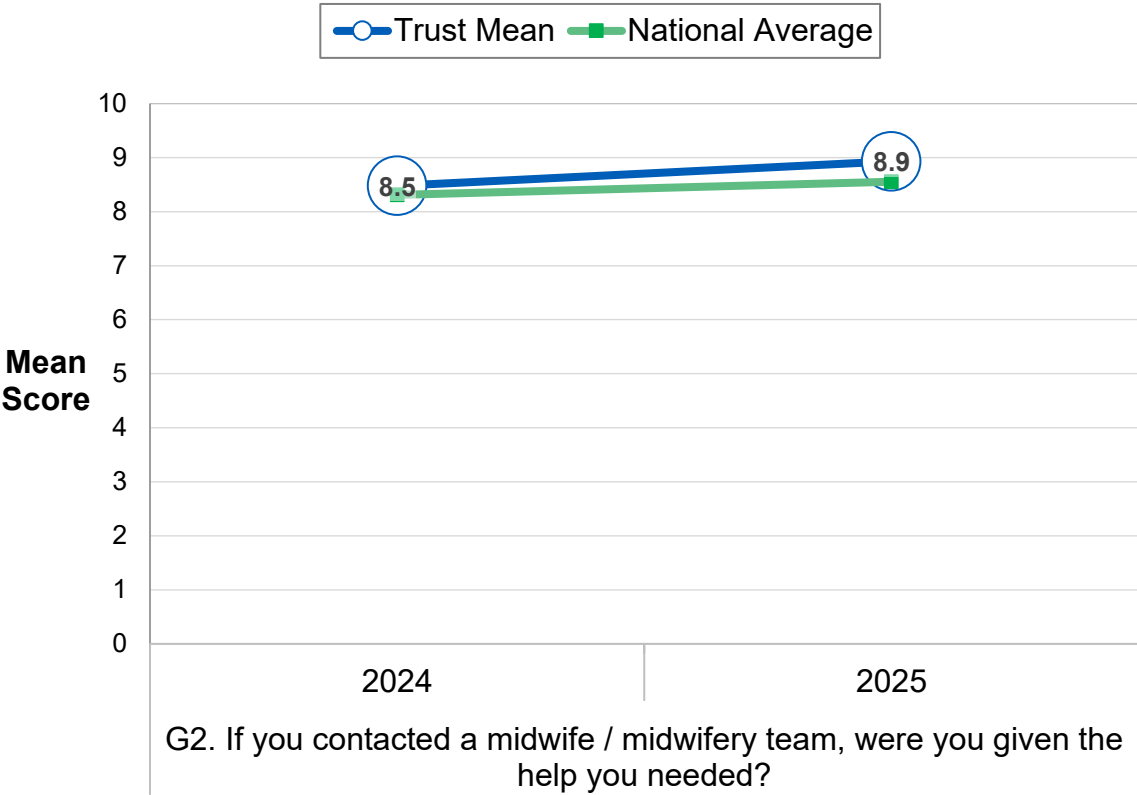
Care at home after birth



Significant change 2025 vs 2024

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember or did not want or need to be involved have been excluded.
Number of respondents: 2022: 120; 2023: 134; 2024: 101; 2025: 93



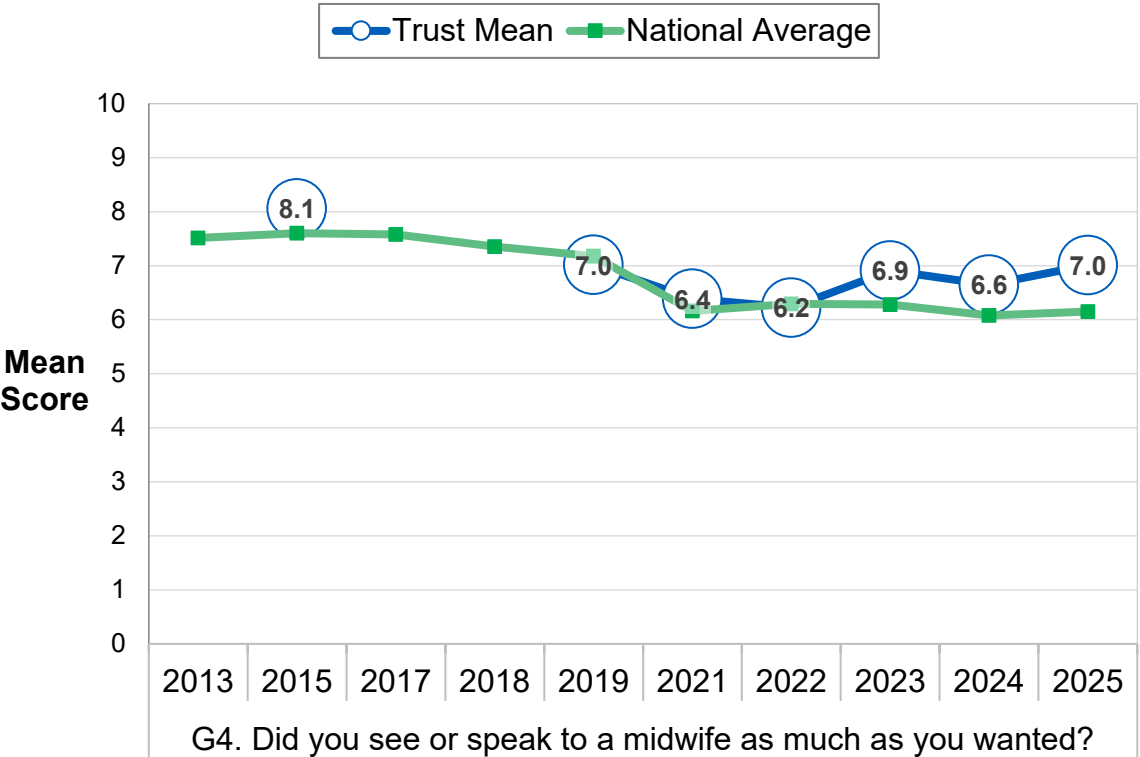
Significant change 2025 vs 2024

No change

Answered by all. Respondents who stated that they did not contact a midwife or midwifery team have been excluded.
Number of respondents: 2024: 95; 2025: 84

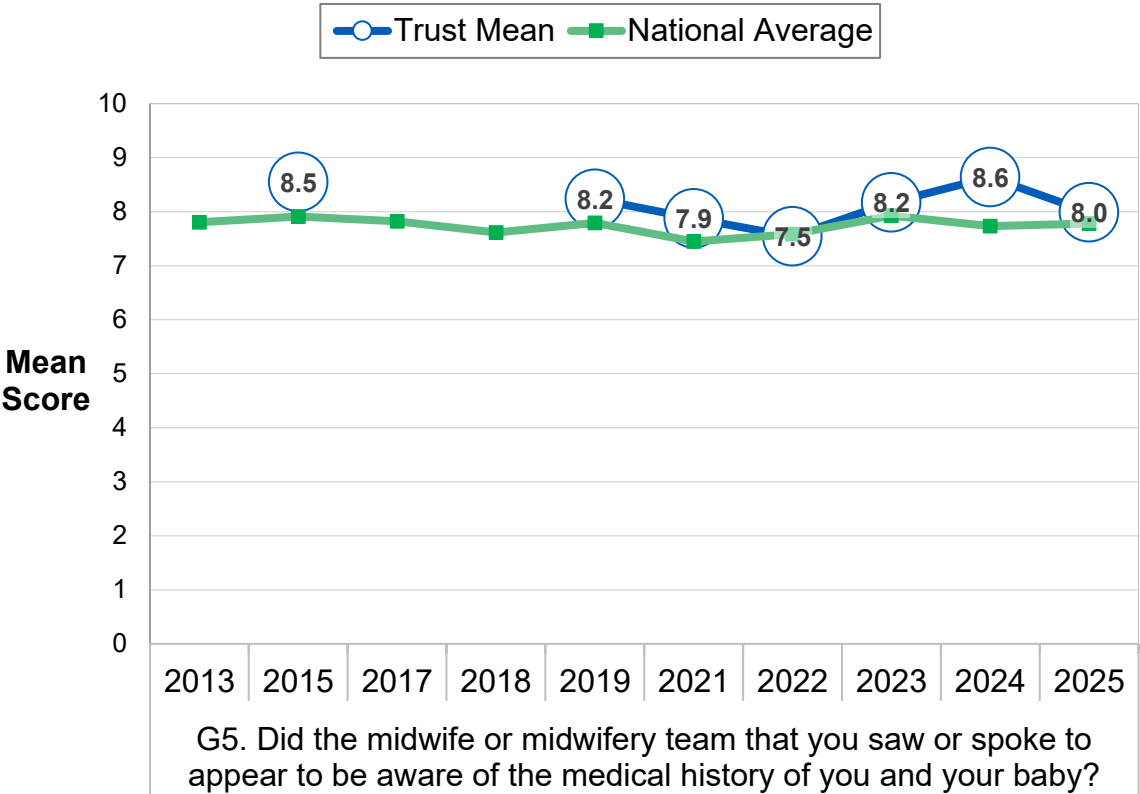
Section 4. Postnatal Care

Care at home after birth



Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all.
Number of respondents: 2013: -; 2015: 100; 2017: -; 2018: -; 2019: 103; 2021: 109; 2022: 123; 2023: 137; 2024: 103; 2025: 94

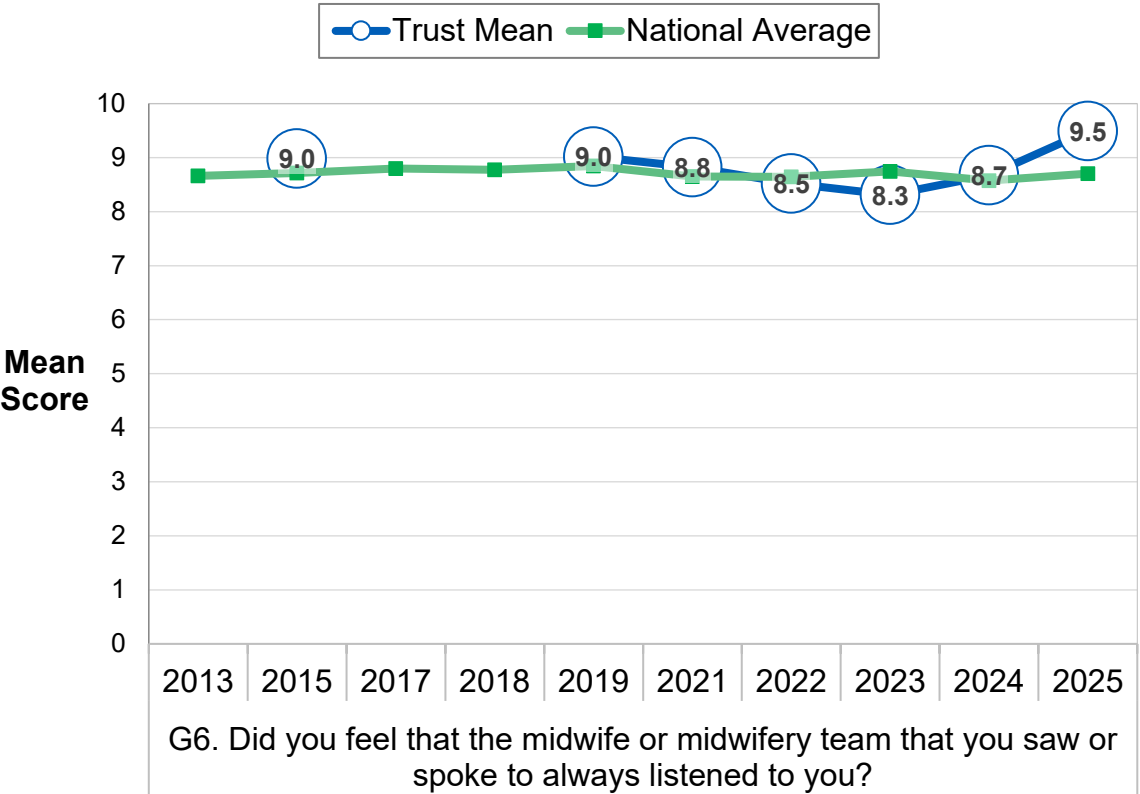


Significant change 2025 vs 2024	No change
---------------------------------	-----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: -; 2015: 93; 2017: -; 2018: -; 2019: 99; 2021: 101; 2022: 108; 2023: 113; 2024: 95; 2025: 89

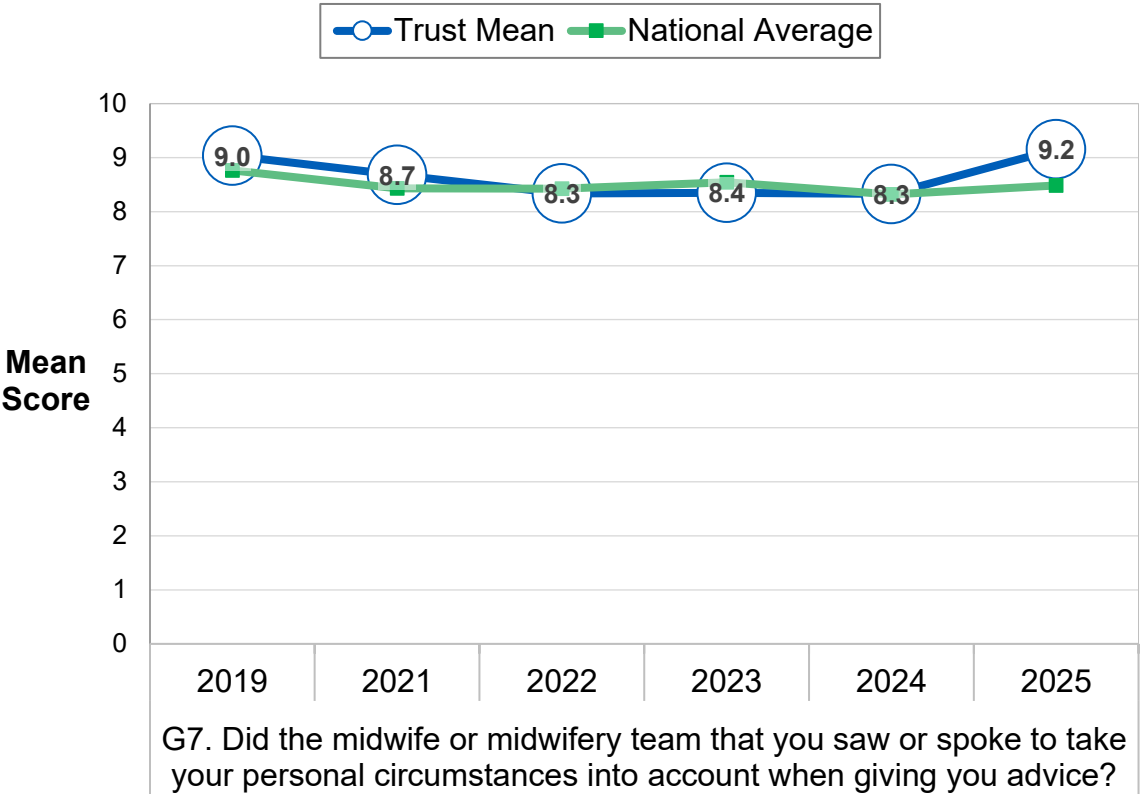
Section 4. Postnatal Care

Care at home after birth



Significant change 2025 vs 2024	Increase
---------------------------------	----------

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: -; 2015: 101; 2017: -; 2018: -; 2019: 104; 2021: 109; 2022: 123; 2023: 136; 2024: 103; 2025: 94

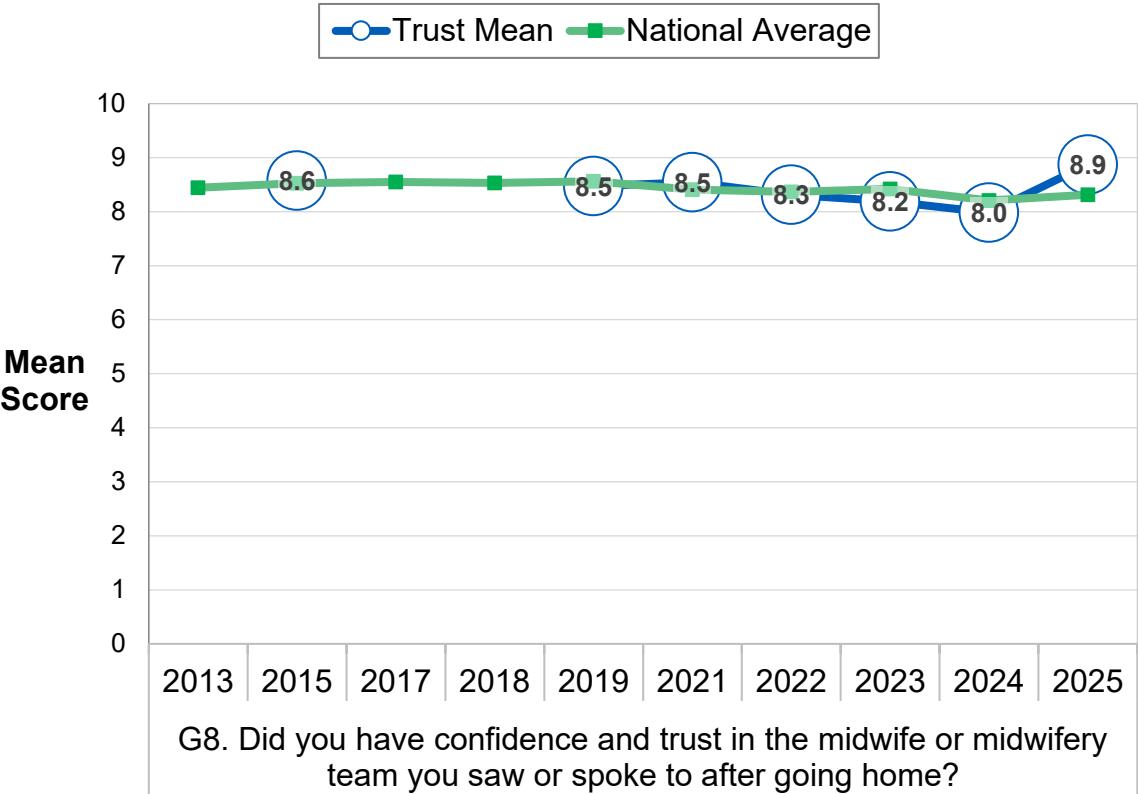


Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2019: 103; 2021: 104; 2022: 118; 2023: 130; 2024: 97; 2025: 90

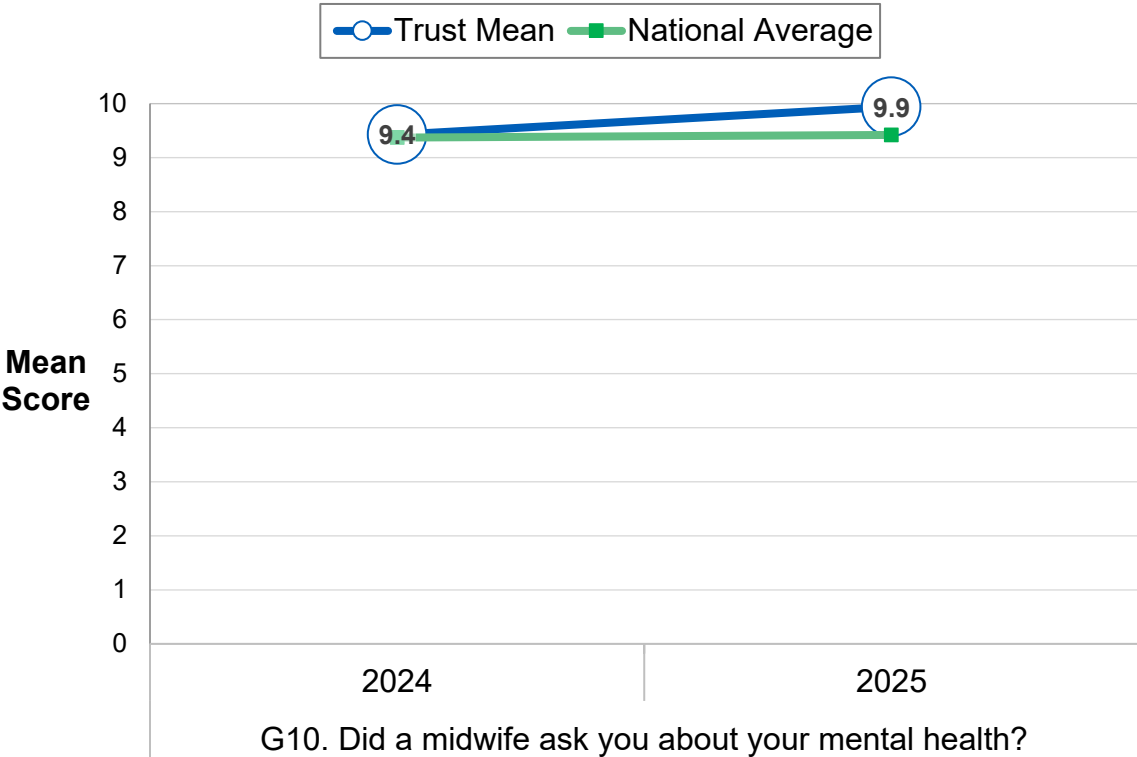
Section 4. Postnatal Care

Care at home after birth



Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2013: -; 2015: 98; 2017: -; 2018: -; 2019: 103; 2021: 108; 2022: 123; 2023: 137; 2024: 103; 2025: 94

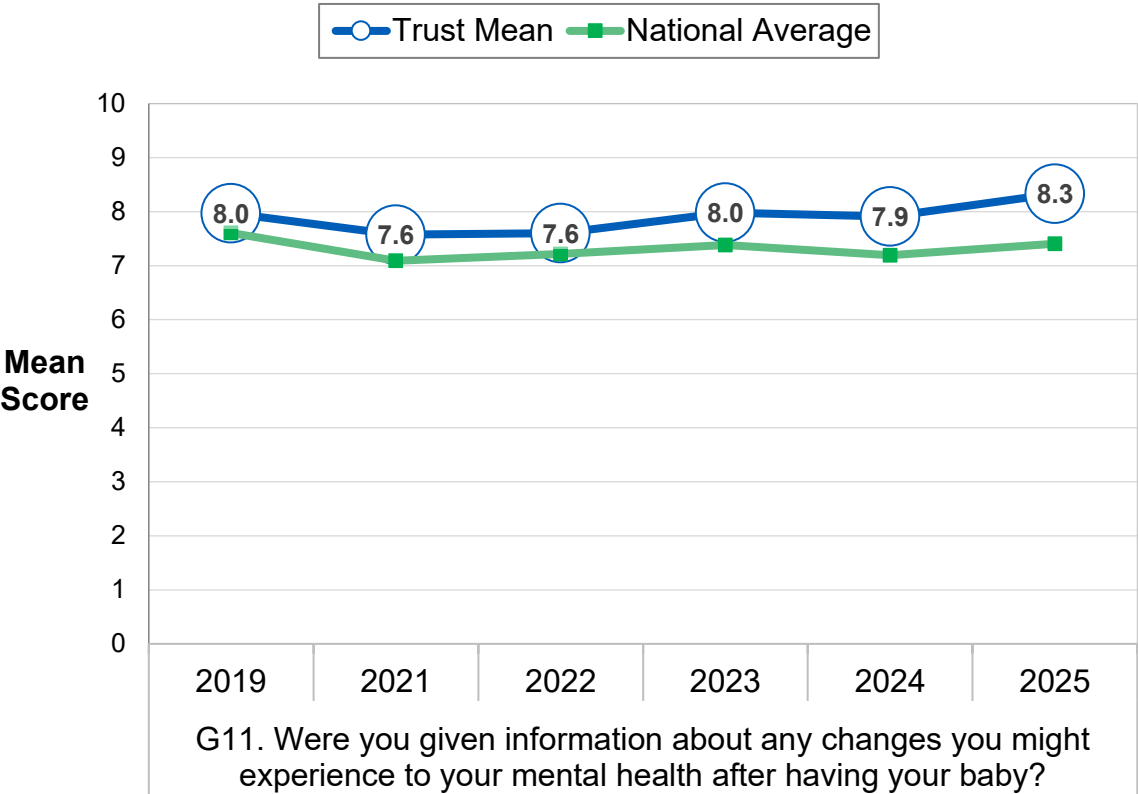


Significant change 2025 vs 2024	Increase
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Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 101; 2025: 94

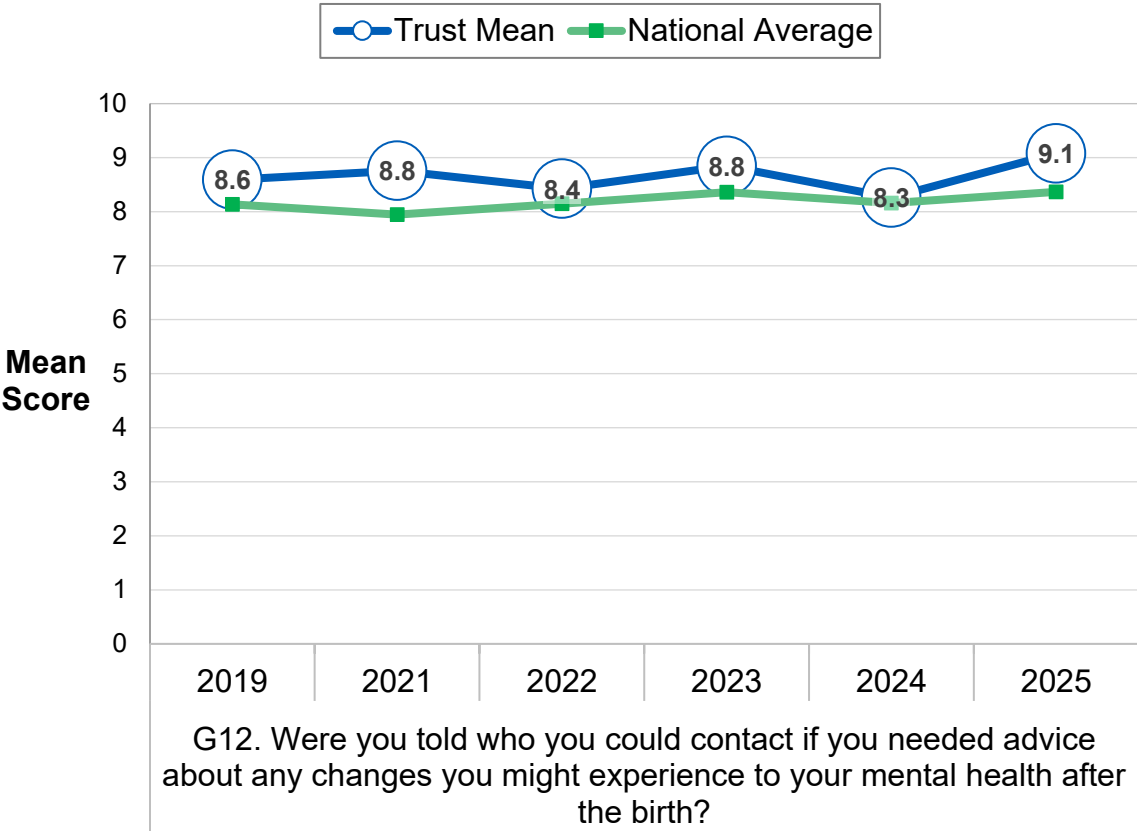
Section 4. Postnatal Care

Care at home after birth



Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2019: 97; 2021: 107; 2022: 117; 2023: 140; 2024: 100; 2025: 93

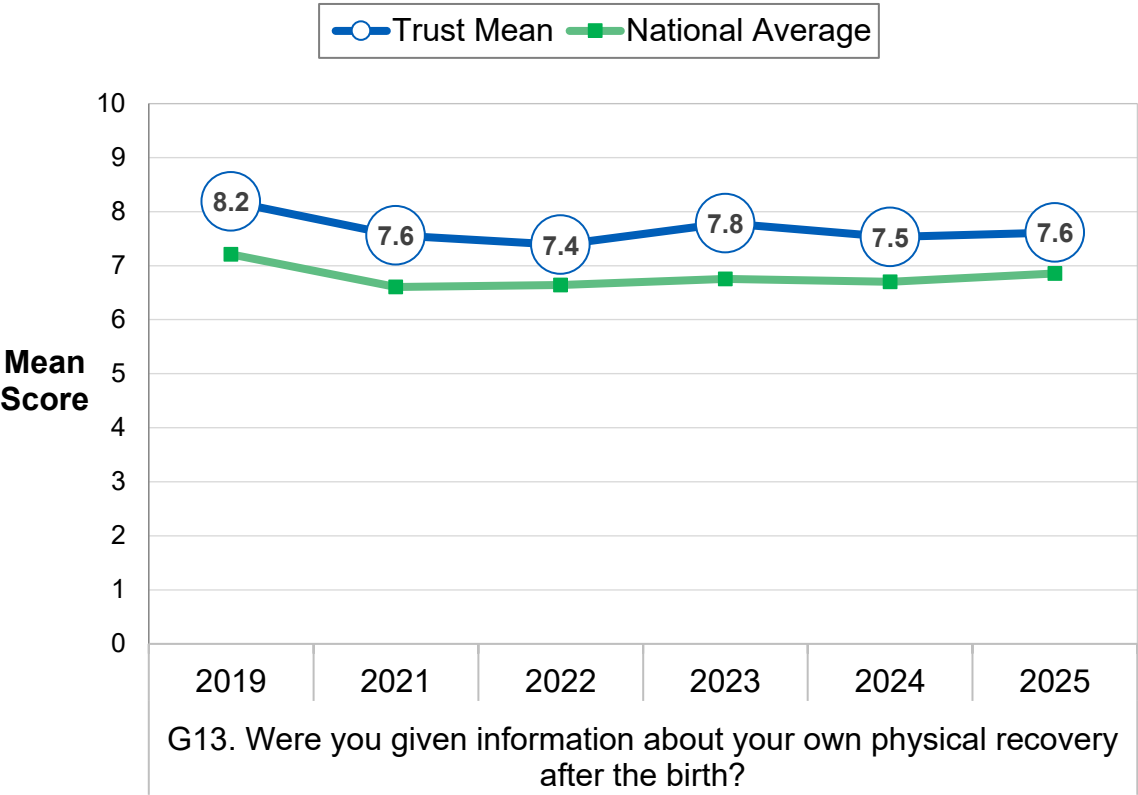


Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2019: 95; 2021: 97; 2022: 111; 2023: 127; 2024: 97; 2025: 89

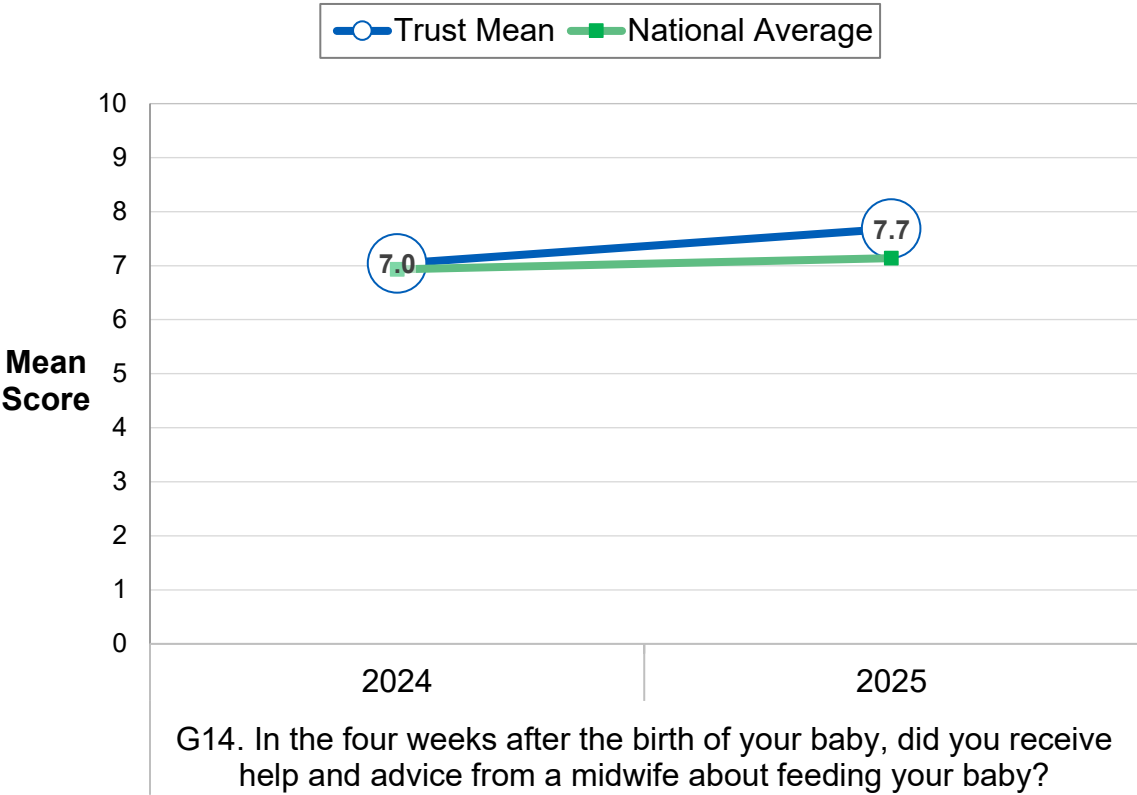
Section 4. Postnatal Care

Care at home after birth



Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember or did not need this information have been excluded.
Number of respondents: 2019: 103; 2021: 109; 2022: 121; 2023: 141; 2024: 103; 2025: 91

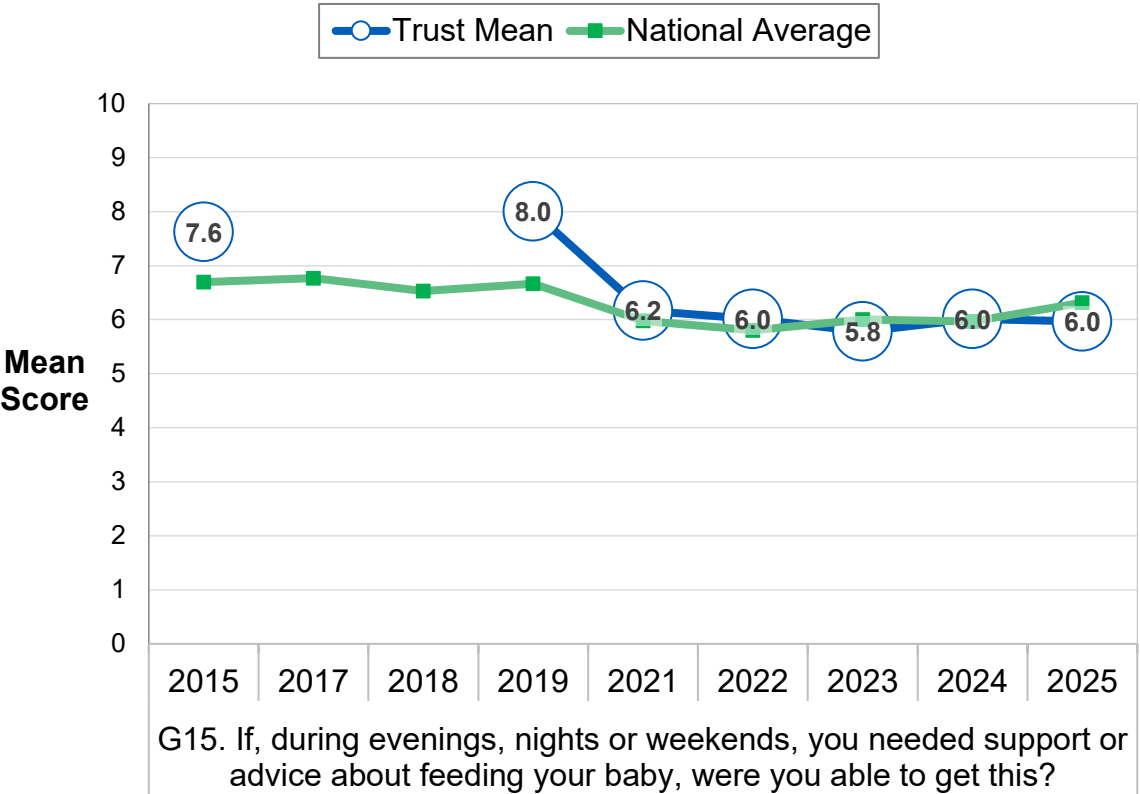


Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember or did not need any help and advice have been excluded.
Number of respondents: 2024: 91; 2025: 79

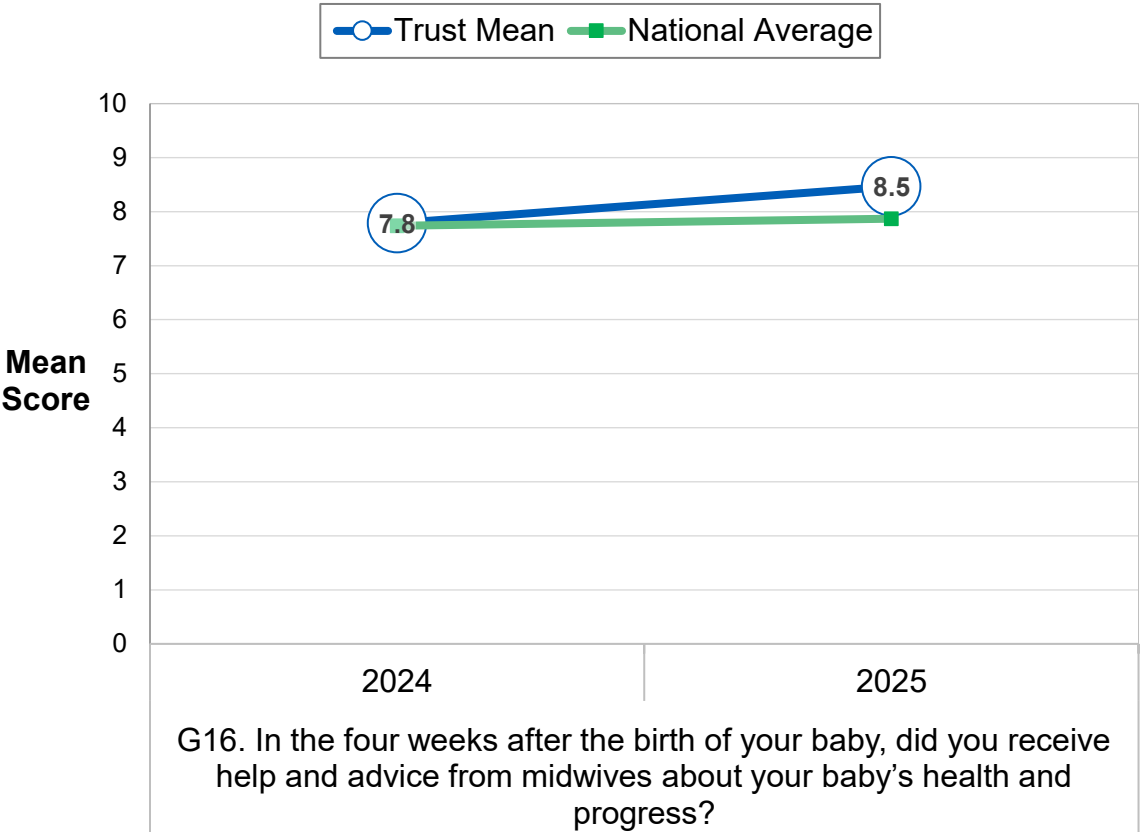
Section 4. Postnatal Care

Care at home after birth



Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember or did not need support or advice about feeding their baby have been excluded.
Number of respondents: 2015: 35; 2017: -; 2018: -; 2019: 35; 2021: 46; 2022: 46; 2023: 50; 2024: 56; 2025: 32



Significant change 2025 vs 2024	No change
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Answered by all. Respondents who stated that they didn't know or couldn't remember or didn't need any help and advice have been excluded.
Number of respondents: 2024: 96; 2025: 85

Change over time

Section 5: Triage: Assessment and Evaluation

Section 5. Triage: Assessment and Evaluation

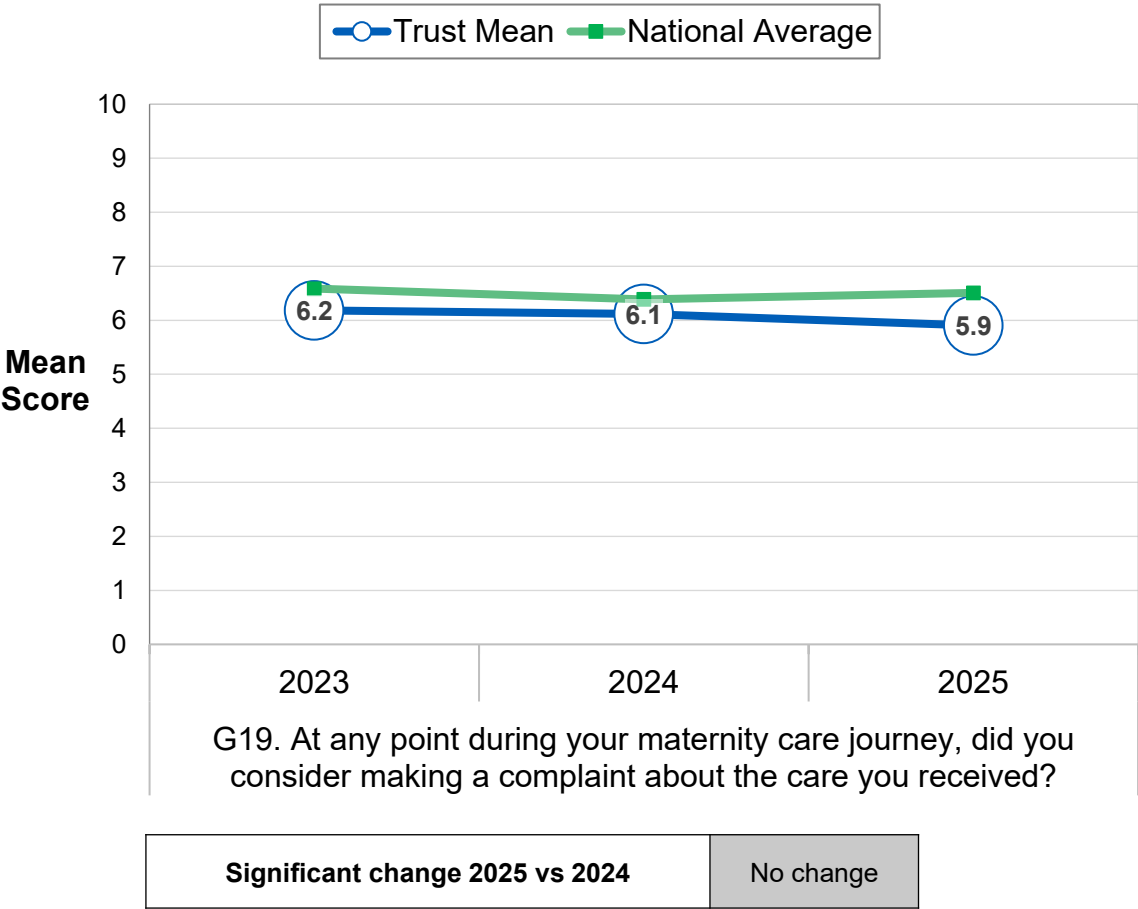
Please note, no data is available for this section as the questions have been revised for 2025 and are no longer comparable to previous year's data.

Change over time

Section 6: Complaints



Section 6. Complaints



Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2023: 143; 2024: 105; 2025: 97

Comparison to Other Trusts



Comparison to other trusts

The questions where your trust has performed much better when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Much better than expected

- C7. During your labour, were you ever sent home when you were worried about yourself or your baby?
- C12. If you raised a concern during labour and birth, did you feel that it was taken seriously?
- C16. Thinking about your care during labour and birth, were you involved in decisions about your care?
- G6. Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you?
- G10. Did a midwife ask you about your mental health?

Comparison to other trusts

The questions where your trust has performed better than compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Better than expected

- B5. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- C8. Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?
- C21. Thinking about your care during labour and birth, were you treated with kindness and compassion?
- G11. Were you given information about any changes you might experience to your mental health after having your baby?
- 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?

Comparison to other trusts

The questions where your trust has performed somewhat better when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Somewhat better than expected

- B12. During your pregnancy, did midwives provide relevant information about feeding your baby?
- B14. Thinking about your antenatal care, were you treated with respect and dignity?
- B15. If you raised a concern during your antenatal care, did you feel that it was taken seriously?
- C19. After your baby was born, did you have the opportunity to ask questions about your labour and the birth?
- G7. Did the midwife or midwifery team that you saw or spoke to take your personal circumstances into account when giving you advice?
- G13. Were you given information about your own physical recovery after the birth?
- 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?

Comparison to other trusts

The questions where your trust has performed somewhat worse when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Somewhat worse than expected

- No questions for your trust fall within this banding.

Comparison to other trusts

The questions where your trust has performed worse compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Worse than expected

- No questions for your trust fall within this banding.

Comparison to other trusts

The questions where your trust has performed much worse when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Much worse than expected

- No questions for your trust fall within this banding.

For further information

Please contact the Survey Coordination Centre:
maternity@surveycoordination.com

