

healthwatch

Derby



Maternity Focus Report

Aims

- To look at the Derby's maternity service as a whole, to get a snap shot of people's views.
- To look at individual sections of Derby's maternity services and hear the voices and experiences of the families that use them.

Information collecting

Healthwatch Derby produced a survey to which we had 67 responses.

From 22/03/18 to 19/07/18 Healthwatch Derby completed outreaches across the city, completing 58 surveys with mums and family members. Some surveys were not fully completed due to being called into appointments but their experiences have still been included in the report. The survey was available to complete online until the 20/09/18 and 9 people completed the survey.

Most outreaches were mostly conducted in the local baby weighing clinics, these were chosen due to:

- Parents attending being local to the Derby area.
- They had experienced all aspects of the maternity services from antenatal to postnatal care.

Notes

Full Comments to each question can be found in the appendices at the end of the report.

Everyone who completed the survey has used Derby maternity services within the last 2 years. Some spoke about their previous experiences of using the services over 2 years ago, these comments have been clearly noted in the appendices but not been used in the report.

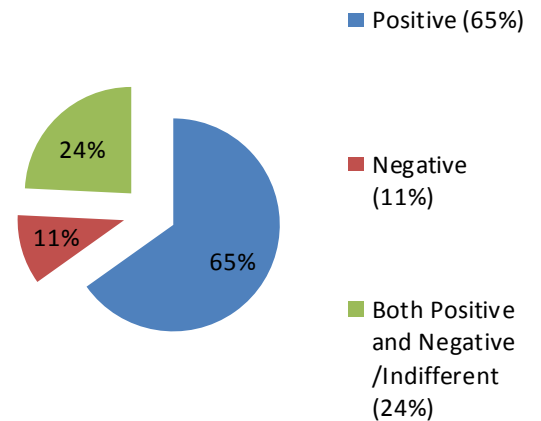


Antenatal Care Experiences

Key Messages

- Lots of positive comments about all areas of the antenatal services including: midwives, consultants, diabetics services and healthvisitors, with praise around care and support.
- A lack of consistency with seeing the same midwife.
- Communication issues from GP surgeries/ hospital.
- Heightened anxiety waiting for dates for pre-planned C-sections.

Type of Comments



"Brilliant, midwife really good, helpful"

"Had a positive experience throughout, always felt well looked after."

"Midwife I was assigned to was never there, always away, or on training, so I had 4 different midwives."

"Under consultant care - went to hospital and GP - alright, sometimes didn't explain things properly at the hospital - tell you one thing then do another"

"Excellent - gestational diabetes. Care I got, couldn't fault it - Midwife and consultant."

"Really good, nice, very helpful, supportive"

"Under consultant - fine. Had planned C-section, told from 20 weeks that I would be having a C-section and that I should be given a date, but didn't get told till around 34 weeks, it was making me anxious."

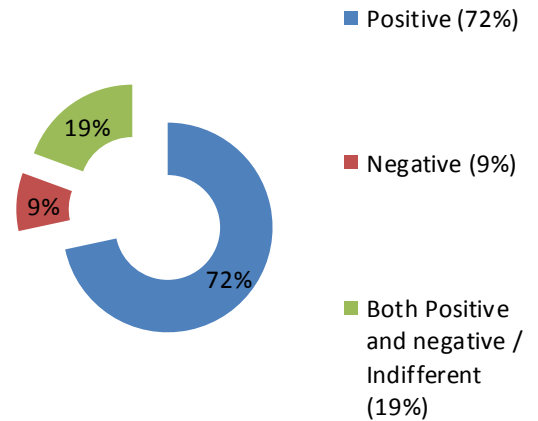
"I had 3 midwives in total, 1 was covering leave. The first one was nice but I didn't really click with. The 3rd one, I had towards the end of my care, she was lovely and explained everything well. I have seen her since and she was genuinely interested in me and my son."

Labour Care Experiences

Key Messages

- Positive comments were mostly about staff and were highly complimented for support, reassurances and overall care.
- Mums felt they knew what was happening during their labour and that things were explained.
- Some women thought they were sent home from hospital / or asked to stay at home inappropriately during their labour.
- Confusions of care notes which resulted in changes to birth plan.
- Waiting times - induction, discharge and buzzer responding.

Type of Comments



“Very quick. I had a water birth; Katherine the midwife was very helpful and reassuring. I hadn't even mentioned anything in my birth plan yet it was amazing how aware she was of everything I had written, including how queasy my husband is with blood etc. She was very sensitive to the fact in a not too obvious way.”

“Staff superb, had to be induced, can't fault the staff. What they do is massively underappreciated.”

“Good very, attentive, heart condition - overly attentive. Confusion - wanted a pool birth Dr said this was fine, midwives during labour read notes about heart condition and said I had to come out - lots of confusion.”

“Really good, no complaints, helpful. Rang hospital several times during labour - never made to feel like a nuisance”

“Was alright I felt like they didn't check me to see if I was fully dilated. Felt like I was pushing and pushing. 12.45 in afternoon I gave birth, didn't get moved to ward until 1am, didn't get any support during this period.”

“Bit stressful, at 17.30 was 3-4 cm and contractions every 45 secs, not 1 min so sent home, during rush hour traffic, waters broke in car and had to rush back, baby pooped so couldn't go in pool, got back at 18.30 gave birth at 19.00, as it was shift change so no-one wanted to check me.”

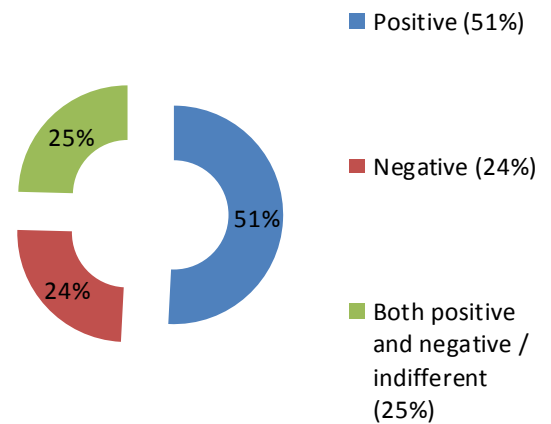
All midwives were really nice, had to be on anti-biotics, they never left the room, reassuring, really good until I went to surgery. Anaesthetist - really good, reassuring.”

In-patient (maternity ward) Experiences

Key Messages

- The majority of positive comments were compliments to the ward and to staff: patients described staff as being: helpful, supportive, understanding, friendly and giving good breastfeeding support.
- Issues around waiting times after pressing “buzzer/nurse call” for support.
- Not being given medication when in pain.
- A lack of support emotionally and/or with breastfeeding.
- Discharge –some mums feeling they were discharged too soon or having to wait a long time to be discharged.
- Communications problems between staff and patients.
- Issues around noise and not being able to rest.
- Wanted own room but not available.

Type of Comments



“3-4 nights - brilliant, nurses would pop in and give breastfeeding advice.”

“Staff were kind and friendly, explained everything thoroughly, the need to watch a DVD when you really need to sleep wasn't useful.”

“There for 7 days - didn't enjoy it. Noisy and couldn't sleep. Nurses really good, helped me have a shower.”

“2 days - depressing, got emotional, had episiotomy, weren't good at giving medication on time, was in pain. Did say something but told "making their way round the ward". Had catheter, night time staff did help when I couldn't get out of bed. Not supported emotional.”

“Whilst on the maternity ward after I gave birth by c section staff looked demoralised. At one point we activated the nurse's call and it took over 45 minutes for the midwife to attend.”

“Brilliant, really good, helpful. Left me too it, but there if I need”

“Stayed for 1 night, really good due to meconium, baby had to be checked every 2 hours even though they were busy, they made time for me.”

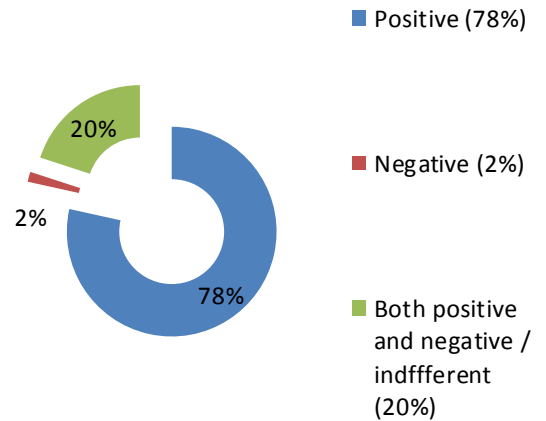
“Went back in after 2 week with infection. Partner allowed to stay. They were all very understanding and made it a better environment. Wasn't much communication around when being discharged, told getting paperwork ready but then 13 hours later told I wasn't going.”

Post-natal Care Experiences

Key Messages

- Positive comments were made about all aspects of post-natal care including community midwives, healthvisitors, breastfeeding support and the Colman's centre.
- Mums gave compliments about how they were supported, given good advice and receiving extra support when needed.
- Communication – Receiving conflicting advice, responding back to messages and/or paperwork issues.
- A lack on continuity of staff.

Types of Comments



“Excellent - very supportive”

“Midwife came once, Healthvisitor - in the start they were good, I have rang and left messages a few times but they didn't get back to me, so I had to change, which was really maddening.”

“Been great - advice, support, general wellbeing”

“Never had the same midwife twice which was disappointing as had to explain everything to each midwife visiting. Care was great no complaints.”

“The midwives we saw regularly at Coleman Street were so helpful (we were there a lot checking baby's jaundice level). We never felt rushed and felt that they always had the time to listen to any concerns we had.”

“Had midwife, had extra midwife come out due to baby not feeding - really good”

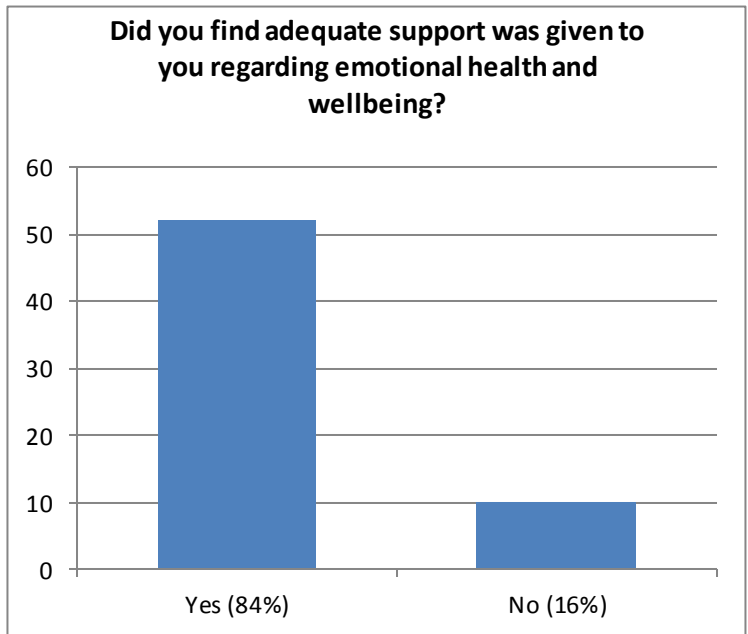
“Advice given so conflicting”

Emotional Health and Wellbeing

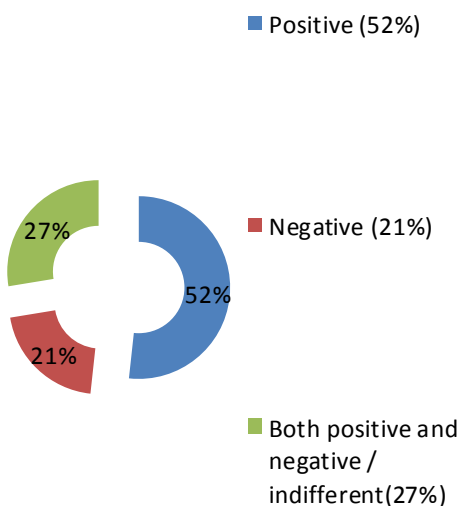
The majority of women felt adequate support was given regarding their emotional health and wellbeing. Of the mums that answered the original question 29 made further comments around this question.

Key messages

- Most comments were compliments given to all different staff members that make up maternity support network –Midwives, GPs, breastfeeding team, healthvisitors and baby clinic staff. They were complimented on their support and listening skills.
- Lack of emotional support from some health professionals.
- How mental health was initially discussed -it was like a tick box exercise.
- Some staff member’s approaches were un-empathetic.



Type of Comments



“I don’t know, had a few days where it’s been difficult, I spoke to the healthvisitor and she just told me “that’s normal”. These things are very hard for me to say to someone. I need someone to ask me more, may be because I didn’t see the same healthvisitor.”

“Our midwife in the community was mature and would listen to you.”

“My health visiting team have supported me through times of difficulty and I feel lucky to be in an area with such good postnatal support.”

“Was with community midwife, not so much in hospital. But that’s my own fault for not asking. Under consultant but never saw consultant.”

“Healthvisitor really good, kept asking me different things and what to look out for.”

“Midwives were great! Infant feeding team were militant and unsupportive of my choices. They didn’t consider my mental health at all.”

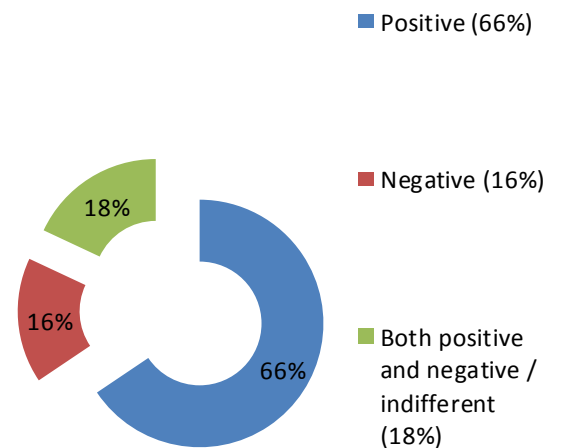
“Not really, they ask but people aren’t really ready to say if something is wrong, more like ticking a box.”

Breastfeeding Support Experiences

Key messages

- Comments were mostly positive and complimenting about the breastfeeding support they got from staff including, midwives, healthvisitors, infant feeding teams and breastfeeding support workers.
- Unhappy with breastfeeding support/lack of support in hospital.
- Happy with breastfeeding support in hospital.
- Felt pressured to breastfeed.
- Didn't feel pressured to breastfeed.
- Given different advice.
- No support/advice for bottle feeding.

Type of Comments



There were areas which there were conflicting comments – breastfeeding support in hospital and feeling pressured/ not pressured to breastfeeding.

“1 midwife in maternity ward - been a midwife for 40 years. She was like the baby whisperer.”

“Stated from beginning I wanted to bottle feed, although I wanted baby to have first colostrum. They assisted with that then went straight to bottles. No pressure made at all. Felt very comfortable”

“Really well, breastfed first baby, this time lots better.”

“I felt the breastfeeding support in the hospital was non-existent.”

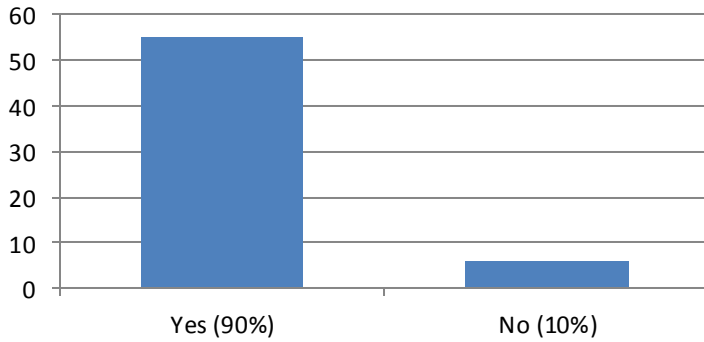
“Found lots of pressure to breastfeed, lady from breastfeeding support - felt massively pressured, like if I didn't I'd failed him (baby). Makes you feel like your crap if you can't do it, certainly not want you need when you hormonal.”

“They are very supportive, but didn't work for me, different opinions - given different advice.”

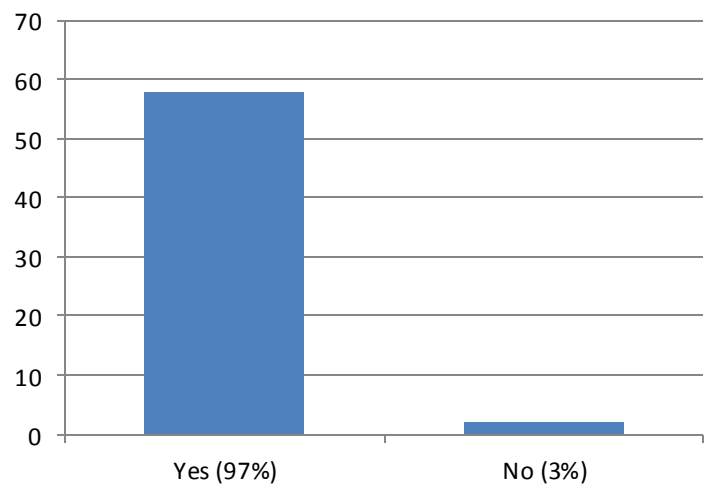
“Had maternity support worker on day 3, concerned due to milk not coming, she was really positive and lovely, made you keep going.”

Overall using Derby's Maternity Services:

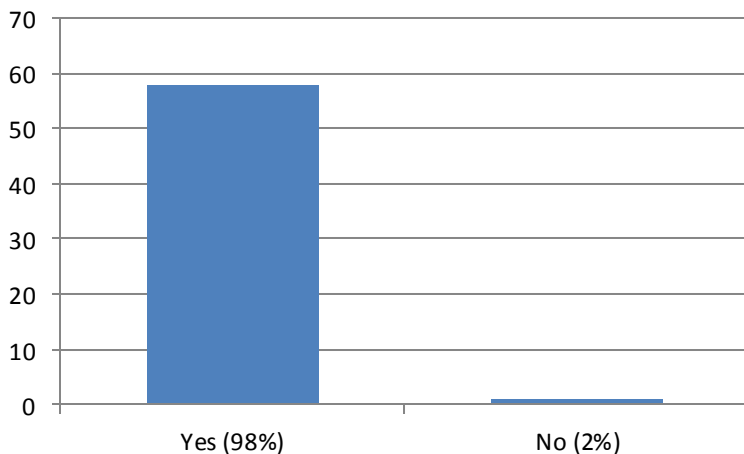
If you ever had concerns or needed more information did you feel listened too?



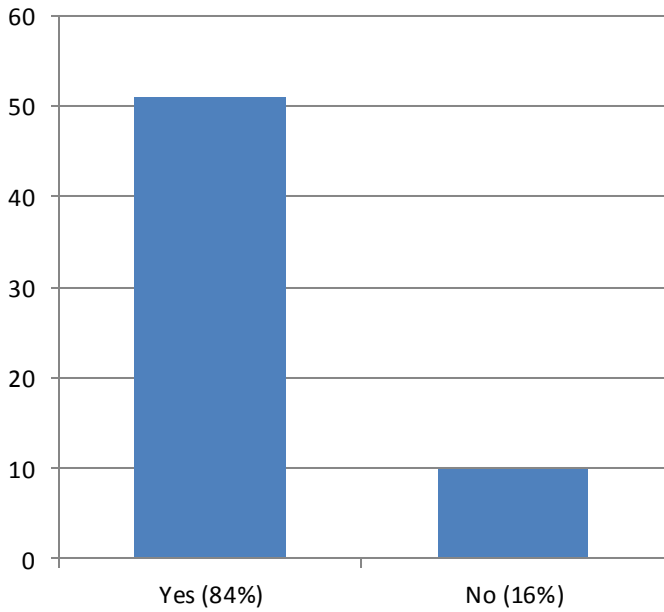
Did you feel safe?



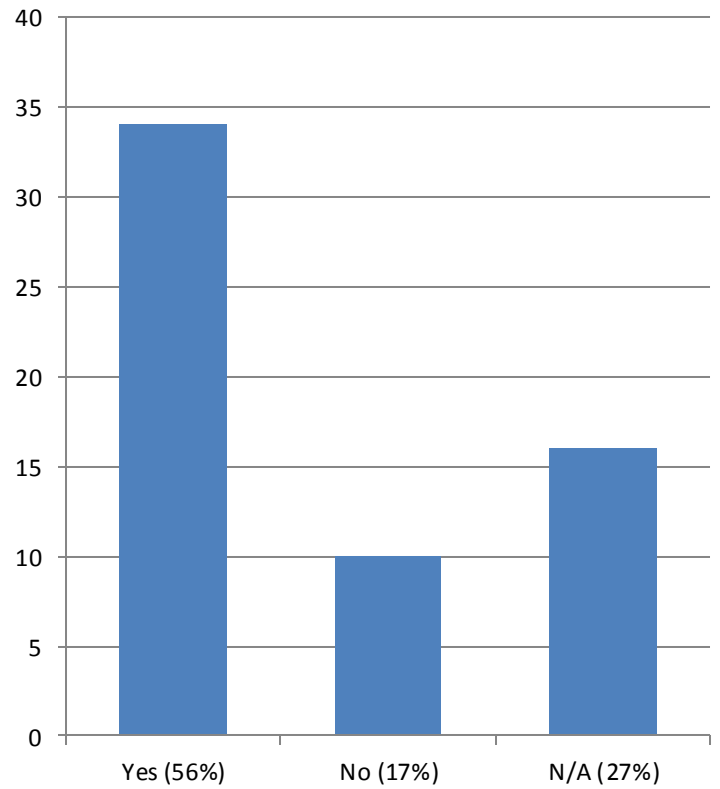
Was your partner/family kept involved?



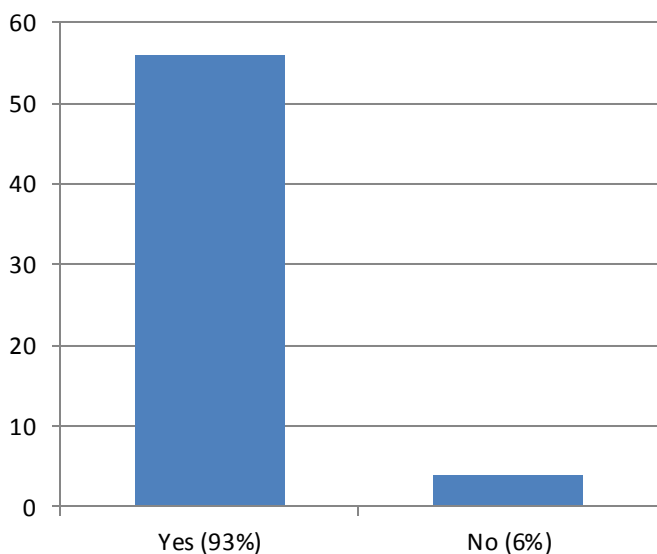
Did you feel you received enough information and support about how to care for your baby such as bathing etc.?



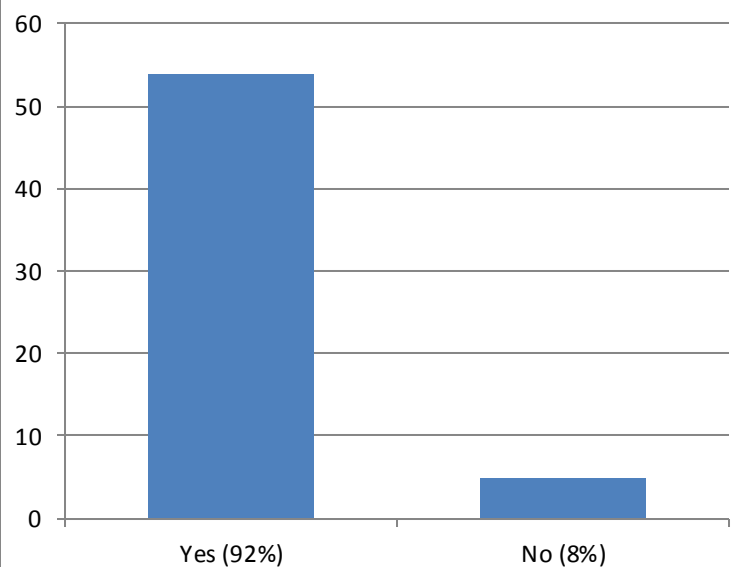
Did they follow your birth plan?



Did you feel confident of what steps to take in an emergency?



Did you feel supported?



Any other experiences about GPs, Health Visitors, midwives, hospital, WIC, A&E, ambulance, PAU or any other services.

Key messages

- Most of the comments were positive, giving compliments to all aspects of maternity services and other health services including, (Pregnancy Assessment Unit) P.A.U, hospital, healthvisitors, infant feeding team, NCT, postnatal care and 111 service.
- **Other areas that have not been previously raised in the report:**
- Negative comments about the videos watched during hospital stay – finding there is not enough information or unable to take in information when tired.
- Wanting more support around how to care for baby such as bathing baby.
- Communication problems towards fathers.

“Midwife - prenatal / Labour was excellent, felt really supported.”

“Staff at children centre are lovely.”

“Was all good until the maternity ward. Dad was struggling to feed baby and was told "well you're going to have to learn one day"

“Excellent service by all community. Health visitors and midwives very informative and supportive.”

“Hospital makes you watch video after video.”

“They didn't show me how to bath baby, I had to repeatedly ask.”

“Did NCT classes, don't think I would of known enough without them”

Individual Experiences

“Young parents aren't listened to as much.”

“When breastfeeding - was told in hospital that I could take Idopuren but GP told me not too, so I stopped using even though community midwife said it was ok, didn't know who to believe. PAU - very helpful.”

“Everything was fine, would be better to have one more scan - around 30 weeks to stop worrying.”

“Went to GP following positive pregnancy test. Told to book midwife appointment, who would explain everything. Receptionist refused to book appointment, saying no booking appointments before 10 weeks, therefore no antenatal advice at all for first trimester for first pregnancy.”

“Suffers from reflux and waiting for referral to hospital for 11 weeks - been very stressful. Baby not putting on weight. - Now has appointment.”

“Post-natal care - left to your own devices, they have checks and self-assessment but it's not individual. To get a new mum to self-assess that's tired and unsure is unfair and unrealistic.”

Key Messages

The majority of feedback received was highly complimentary of all aspects of the maternity services.

Most of the compliments were towards staff in regards to the care, support and advice they received.

Negative key messages:

There were not many negative messages, though there is always potential for improvements, this report highlights some of these areas based on people's experiences.

This report shows that across all of the services involved there were some issues around:

- Communication
- Support and advice
- Waiting times
- Continuity of care.

Some people did raise issues around medical care but Healthwatch Derby are unable to give opinion as staff are not medically trained, but see these issues as communication problems as patients experiences showed that they didn't understand the processes or why things were done in the manner they were.

(Patients were given sign-posting advice if they wished to take any issues further)

“Thank you to Derby
hospitals and
community team, my
baby boy is here and
we’re both healthy



Note: comments underlined and in red are experiences from over 2 years ago.

Appendices 1 :Tell us about your antenatal experience:

- Had classes at Beckett Street, paid for private as well - just wanted more information.
- Not much of it - saw healthvisitor and midwife
- Fine, no complaints: had a few issues during pregnancy and always felt supported.
- Told midwife led care then told at hospital under consultant led.
- Midwife appointment - didn't really pick up with things, (Charnwood) but hospital did.
- So good, paid good attention to me, checked blood.
- No bad things to say, midwives really professional. Saw symptoms of liver issues and booked in for induction.
- Good.
- Good experience.
- Came to England when 6 months pregnant - midwife so helpful, taught me so much I didn't know.
- Midwife I was assigned to was never there, always away, or on training, so I had 4 different midwives (Boulton lanes surgery)
- Went ok, find it ok.
- Was ok, general doctor check ups.
- Under consultant care - went to hospital and GP - alright, sometimes didn't explain things properly at the hospital - tell you one thing then do another
- No-problem - just midwife (Haven medical).
- Very good, regular (St Thomas /derby open access centre) midwife really good.
- Didn't get much support - went every week for scans (as bruises from DV) but didn't really get any other support. Had a support worker. Midwife were aware but didn't get any extra support but had to be very careful how they did things
- Quite poorly, saw different midwife every time, was meant to have one but only saw that midwife twice in my last 2 appointments (Lister House)
- Midwife - really good.
- My midwife was wonderful (Osmaston surgery) couldn't of asked for better. - anti-natal classes - Colman's street - very good.
- Fine - Sinfon GP- midwife great.
- Under consultant - fine. Had planned C-section, told from 20 weeks that I would be having a C-section and that I should be given a date, but didn't get told till around 34 weeks, it was making me anxious.
- Good.
- Fine.
- Fine, doctors in Spondon, saw same midwife, straight forward. Nice seeing the same person, was nice.
- Fine - no problems.
- Really good, midwife and healthvisitors - really good. All my questions were answered.
- Breastfeeding group - really good. Consultant led care - could ring when needed advice.
- Really good, midwife was always there for questions. The team was good for getting back with questions. 34 weeks checked blood pressure every week.
- Really good, no problems. Spent few days in hospital with reduced movement then discharged - admitted 1 day later with Pre-eclampsia.
- Good.
- Had the same midwife for 1st and 2nd child. Offered scan at 32 weeks, meant to see consultant after, lost my paperwork and waited for 2 hours. Found paperwork but no apology. Consultant asked if was anorexia - which was rude.
- Good, helpful.
- Midwife - really good.
- Not great, had 2 year old which had to take with me, one time he fell and she had a go at me for bringing him. (not in Derby) In Derby - good midwife very nice.
- Seems to reduce the amount your seen (from previous experience)- midwife was great.
- My midwife was amazing - never got signed up for home visit from healthvisitor.
- Excellent - gestational diabetes. Care I got, couldn't fault it - Midwife and consultant.
- No midwife at my GP (Lister house) so had to go to another surgery and they couldn't see me at certain time (had to go to Colman's Street). Midwife was ok once seen.
- Brilliant, midwife really good, helpful.
- Happy.
- Pregnancy - really healthy. Midwife - really good, 2 week before found out baby was breached
- Midwife – happy.
- Lister House Surgery - midwife – good.
- Very good .
- Really good, nice, very helpful, supportive (vicarage centre).
- Good, helpful, under consultant led, was nice - had more contact, peace of mind.
- In Birmingham - transferred care over.
- Really good, had to have extra scans due to medical. Really good bedside manor
- Midwife was very good. At the end I had someone different who wasn't helpful, to the point I had contractions during a midwife appointment and

asked her if they were and she asked me if I thought they were? - was in a lot of pain.

- Really good.
- Ended up having private midwife as I wasn't really happy. [Had miscarriage before pregnancy and the service I got - I think I was dealt with unsympathetic and lacking compassion. Midwife was very flippant. Most traumatic experience](#)
- Had hyperemesis – [1st child to hospital for fluids](#), 2nd went to unit every day to be injected with fluids.
- Had different midwives - was not good consistency (Charnwood)
- Good, midwife was good but expected a bit more
- Really good, midwife really good. Had gestational diabetes - went to clinic.
- Alright.
- Supportive consultant.
- Had a positive experience throughout, always felt well looked after.
- With second child, I was told from the beginning (and prior to even being pregnant again) that I was able to have an elective c section. (due to fourth degree tear) Although consultant led they wouldn't book my date until over 36 weeks. I felt very anxious as they wouldn't book prior and even one registrar even asked about giving birth naturally. I felt like they hadn't even looked at notes. I had to beg for a section at 38 weeks as my

first came naturally at 38 weeks and I had a cervical stitch in so was very scared if I were to wait until 39 weeks my baby might come early and potentially rupture my cervix. After begging and a lot of tears they booked at 38 weeks.

- I had 3 midwives in total, 1 was covering leave. The first one was nice but I didn't really click with. The 3rd one, I had towards the end of my care, she was lovely and explained everything well. I have seen her since and she was genuinely interested in me and my son.
- Lots of care and extra scans due to some difficulties. I thought the PAU and it's staff was fantastic.
- Midwife didn't think I was in labour even though I told her I had waited at home until contractions were five minutes apart, but said she would examine me to be on the safe side. 7cm dilated. Went to birth centre.
- Had hyperemesis gravidarum and hospital were great but GP was pretty clueless and didn't understand the condition.
- Brilliant, community midwife and consultant care was great.
- I called the labour ward and spoke with the same lady throughout early labour. She advised me on taking pain killers and a bath which helped a lot.

Appendices 2: Tell us about your labour experience:

- 3 weeks early, water broke went in for induction, baby breached, emergency C-section, traumatic but things explained.
- Only thing is how quick you were in and out. Staff really good.
- Fine.
- Very different, difficult - no consistency. Broke waters without telling me. C-section, felt out of the loop in decision. Midwife wrote in notes "difficult patient". Wanted birthing centre, wouldn't make labour room like birth room.
- Induction ward - 30 hours - alright, didn't get checked on that often; felt like I knew what was going on. Ended up having a C-section, emergency - really good.
- They wanted me to stay at home with labour cramps as much as possible in the end I was rushed in, I had emergency C-section. It was ok.
- Went to hospital, after 2 hours baby born. Staff good.
- Induction at 37 weeks. Labour was painful - staff were professional, bad memories about lady breaking water - too much.
- Planned - C-section (issues during pregnancy) - everything explained.
- Natural - supported, looked after (premature).
- Horrible - difficult labour - emergency C-section - felt looked after.
- Induction - was alright, one time told to walk around as no doctors around, when I pressed the buzzer it took 30 minutes for someone to come. Labour - was ok, standard labour ward.
- Induced - couldn't off asked for better care.
- Was alright I felt like they didn't check me to see if I was fully dilated. Felt like I was pushing and pushing. 12.45 in afternoon I gave birth didn't get moved to ward until 1am, didn't get any support during this period.
- Had planned C-section, but turned into emergency- explained and supported, done it before.
- Complicated - the staff were fantastic, couldn't off asked for better care.
- Really good, thought it worse than it was - quite peaceful.
- Was fine. With other son had horrendous care.
- All midwives were really nice, had to be on antibiotics, they never left the room, reassuring, really good until I went to surgery. Anaesthetist - really good, reassuring.
- Exciting - really good, 5 star treatment. Went to pool, offered food, morning staff not as friendly as night.
- Staff superb, had to be induced, can't fault the staff. What they do is massively underappreciated.
- C-section - fine.
- Amazing, calm, 3rd on the list, brilliant, home the next day.
- Ok - induced - explained. Ok - labour ward.
- Fine - induced.
- It stressful, at 17.30 was 3-4 cm and contractions every 45 secs, not 1 min so sent home, during rush hour traffic, waters broke in car and had to rush back, baby pooped so couldn't go in pool, got back at 18.30 gave birth at 19.00, as it was shift change so no-one wanted to check me.
- Good, really good.
- Good, really supportive. Felt really looked after, lovely, at ease.
- Induction - after previous induction was anxious (was really busy and waited for ages) but seen really fast. Asked to have same midwife. Given C-section due to baby heart rate, care was really good.
- Really good. Dealt with everything straight away. Blood pressure high put straight to labour ward.
- Really good, went in early, no problems, really supportive.
- Planned C-section - all went ok.
- Great, consultant seen but didn't sign me off so couldn't use the labour suite, had to use labour room.
- Really good, no complaints, helpful. Rang hospital serval times during labour - never made to feel like a nuisance.
- Good.
- Good very attentive, heart condition - overly attentive. Confusion - wanted a pool birth, Dr said this was fine, midwives during labour read notes about heart condition and said I had to come out - lots of confusion.
- Can't complain, midwife was helpful, when first went in, waited a long time, contractions really strong.
- Midwives was amazing - staff delivery - brilliant
- Induction - room on own. Labour - care - couldn't fault it, midwife very good.

- Really good, midwife really good. Checked - 3cm, told to go home, soon as I got home had to come back.
- Induction ward - given 4pm appointment on Friday, sat for 8 hours in waiting room, not seen, Husband said he was going to take me home then seen. Induction started at 12am. (No bed so put on HDU) 2am taken to labour ward. Labour ward fine. Putting complaint in with PALS.
- Nice.
- Booked in for C-section. Really nervous, worst part was epidural - had training guy - couldn't get it in right place so had to do it again. Not as bad as I thought it would be.
- Helpful.
- Very good - very helpful-nurses and Doctors.
- Very painful, staff friendly, ok.
- Really good, helpful.
- Brilliant - staff amazing.
- Brilliant - no-one else there, really calming.
- Reasonably positive.
- Labour was pretty quick, the midwife I had was very good although I didn't feel quite at ease with her, she did keep pushing for me to have some pain relief which I had already stated I did not want nor need. However once another midwife came in and helped out I felt more at ease. Care during and after labour was always what I expected.
- The actual c section experience was amazing. Very organised and calm and every single staff member were brilliant, very supportive and caring.
- Planned c section went smoothly - my consultant was fantastic.
- I was in labour 34hrs in total and ended with a C-section. The first time I went in I had been having contractions about 12hrs, I was only 1/2cm dilated so given a sweep and sent on my way. The next time was 8hrs after, still not very dilated 1-2cm so sent away again. I went in 24hrs after my first contraction and told them I was staying in and didn't want to go home. I was checked and only 2-3cm. It was only then I was told my baby was back to back. He was in a perfect position all the way through. I had been in a lot of pain but just told to take paracetamol and have a bath. I was so uncomfortable I couldn't sit down or get in the bath, so I was told to have a shower! I was ran a bath in a room in the birthing centre and given oramorph, my waters went in the bath. When I got out of the bath I was checked to see if all my waters had gone. I was still only 4cm dilated. My sons heartrate was erratic so I was wheeled into the labour ward and finally given gas and air. I had to have a foetal blood monitoring samples, because I was wanting to push it took 5 attempts and they didn't get a result. My son still has the scars on the back of his head. I was taken into theatre for a C-section. My uterus had torn, I'm not sure if its because I was trying not to push. Luckily I didn't need a transfusion.
- Lovely - birthing centre. Room staff was lovely - really quite when I was in.
- Send home after examinations, but ward was empty, told 2 ½ centimetres. Went home and had heavy bleed. Once I arrived and they realised how much blood id lost I was put under consultant led care and everything was fantastic.
- Couldn't of been better
- Had home birth - but ended up going to labour ward - was lovely.
- [1st child - pre-mature - 5 weeks early, was planned C-section, was only 20 at the time and felt like I wasn't listened too.](#) 2nd child - planned C-section.
- Midwife was lovely - supportive, encouraging.
- Amazing – midwife.
- Induced - dark, good. Had breakfast. Had to get husband to get food. Labour - good. 2 midwives were great, midwife was great (C-section and I was scared).
- Gave birth very quickly- discharged fast.
- Midwife broke my waters, really very quick after that! Birth plan followed.
- Very quick. I had a water birth, Katherine the midwife was very helpful and reassuring. I hadn't even mentioned anything in my birth plan yet it was amazing how aware she was of everything I had written, including how queasy my husband is with blood etc. She was very sensitive to the fact in a not too obvious way.
- Emergency c section so not great, but staff at hospital were amazing!
- Couldn't follow my birth plan due to reduced movements and gestational diabetes, but staff took care of me.

Appendices 3: Tell us about your in-patient care (maternity ward)

- There for a week, found it ok.
- There for 5 hours, felt discharged a bit soon.
- Only for 1 day, had all the support when I needed it
- They were awful. Was in a lot of pain and felt ignored. Left day after C-section against medical advice.
- There for 7 days - didn't enjoy it. Noisy and couldn't sleep. Nurses really good, helped me have a shower.
- I was there for 3 days - they didn't tell me I had to get my own breakfast (to encourage me to walk) was kept hungry for a long time.
- There 3 days, didn't wee so kept in. so good
- Room was too warm, didn't manage to get private room. Stayed 1 night, didn't find it good. Staff ok, only lady on phone and coming back after smoking. Was 6th in line for private room.
- Left after 1 1/2 days, felt sick, felt like they were ready for me to go.
- Stayed 3 days - good, everything explained.
- Stayed in 4-5 days - very good.
- 1 night stay - when you pushed the button had to wait an hour or so, partners slept on the floor, wasn't told to go home.
- Stayed in for 2 days - looked after, taken care off
- Couple days stayed - alright, pretty noisy. Felt like they wouldn't leave you alone to sleep, forever checking blood pressure.
- 3 days stay - nice, peaceful and quite, lovely.
- Stayed 3-4 nights - no problems.
- 1 night, staff was very good, prefer having own room - not bad.
- Stayed 1 day - ok. With older child - meant to be on double dose of morphine, was given 1 paracetamol, took catheter out and told me to walk to toilet. Kept asking them to call the doctor but they wouldn't. Doctor came after 3 days and was furious. because of the aftercare I was there for a week.
- Went back in after 2 week with infection. Partner allowed to stay. They were all very understanding and made it a better environment. Wasn't much communication around when being discharged, told getting paperwork ready but then 13 hours later told I wasn't going.
- Straight home.
- Under a week, checking every couple of hours
- Stayed in - fine, helpful. Only staff, midwife, pulled curtain back and took my baby to the window saying "he needs sunlight because he's Jaundice," the way she did it was abrupt, asked her to give me my baby back. Nurses offered to swap staff if I wasn't happy.
- Brilliant, really good, helpful. Left me too it, but there if I need.
- 1 night – ok.
- Came back same day.
- Stayed for 1 night, really good due to meconium, baby had to be checked every 2 hours even though they were busy, they made time for me.
- Stayed 1 night – fine.
- Alright, but noisy, not that that can be helped. Supported with breastfeed.
- Stayed for 2 days - letting Dads stay, but there talking very loudly. Felt uncomfortable. Had C-section, bleeding and trying to breastfeed, felt really conscious and kept up. Asked to have own room but told no
- Fine, midwives brilliant, there for a week, got consultant to look at me.
- 1 night - really good, no concerns.
- 1 night – good.
- Straight home.
- Straight home.
- All good.
- 2 days - was in HDU - very good. Maternity ward - felt they didn't given me much support as it was my second child. Breastfeeding - didn't really help.
- 2 days - depressing, got emotional, had episiotomy, weren't good at giving medication on time, was in pain. Did say something but told "making their way round the ward". Had catheter, night time staff did help when I couldn't get out of bed. Not supported emotionally.
- Was really bad - baby was high care, rang buzzer and no one came to help for 45 minutes. My fella went to go find somebody and they were all in the tea room. I'd had a spinal, couldn't move.
- Had night on HSU then moved to maternity. I was high care and it was too much, need something in-between. No continuity of care, with change of staff. Very poorly and having to explain everything again, very uncomfortable and feeling alone.
- 1 night - asked for my own room, 1st child on ward and too noisy.
- Stayed 2 nights - 1 night brilliant, everyone really helpful. After that there was too many people coming in and out. Lots of noise, not very restful.
- Doctor sent there - happy .
- 2 days stay - was alright, wouldn't say it was great, when you want something you would have to wait 20 minutes. The service was not good.
- 1 night - was good.
- 2 days - very nice.

- 4 days - very good.
- 2-3 day - really good.
- Really supportive – really quiet, offered me to stay in to support with breastfeeding.
- 3-4 nights - brilliant, nurses would pop in and give breastfeeding advice.
- Straight home.
- HDU - 1 night Maternity Ward 1 night. Everyone was good, regular checking. 1 lady was unbelievable at breastfeeding, spent 1 hour with me and he was off. But I did have to ask. Well looked after. Waited forever to be discharged- took a whole day.
- 4 days- really good.
- Brilliant.
- Really good, explained everything.
- 1 week - can't fault them, but on night treatment.
- 1 good.
- 3 days - some staff were friendlier than others. I had C-section, husband hurt his back, got told off for changing baby on bed. Some forgot to tell us where breakfast was, some stern, overall good.
- Whilst on the maternity ward after I gave birth by c section, staff looked demoralised. At one point we activated the nurse's call and it took over 45 minutes for the midwife to attend.
- Felt a little rushed to be honest. had only just gotten to the ward when a midwife said I could go home even though baby hadn't been checked over by doctor or had hearing test. Partner was told he couldn't stay even though it was 630a.m. and so had to leave and come back at 8a.m. felt this was a bit pointless.
- Excellent. All staff helpful and were there when needed.
- The midwives always responded to my buzzer when I needed them. I felt I didn't get any breastfeeding support. I was told my son hadn't fed in 24hrs so give him the milk I had brought. I was told to try and hand express and that was that. The lady in the bay next to me had a volunteer, la leche (sp?) trained volunteer, come and talk to her. I could have asked but I was so overwhelmed with what had happened I just got on with it.
- Not good. I was discharged too early and had to be readmitted 24 hours later and a manual evacuation performed. I was rushed to leave by the midwife in charge and not listened to that I didn't feel ready. I was then kept in for another 3 days which affected my breastfeeding due to stress and time apart from baby. Luckily I kept going through it.
- Delivered around 5am, home for lunch. Stayed on birth centre. Left in peace for a bit to have a shower and welcome our new arrival to the family.
- Very good apart from breast feeding advice. With my first I was inexperienced and encouraged/forced to breast feed even though my baby wouldn't latch for 3 days. C section, Inverted nipples and tongue tie do not mix!
- Staff were kind and friendly, explained everything thoroughly, the need to watch a DVD when you really need to sleep wasn't useful.
- I had a private room which was massively welcomed as I had a catheter in, it made getting up and down to feed baby much easier in private. Pleasant midwives and doctors, even the lunch lady was very cheery. My only gripe was with the cleaners who would come in to empty the bins and leave the lids to slam shut with a bang, waking baby up every time.

Appendices 4 : Tell us about your post-natal care:

- Had midwife, had extra midwife come out due to baby not feeding - really good.
- Not much of it, but there is placed you can go.
- Fine - all the support I needed.
- Brilliant - little bit of lack of consistency (told different things by healthvisitors and midwives)
- Family nurses - good. Midwife visit - given good advice.
- Healthvisitor very supportive.
- So good.
- 1st time was ok, second time (Beckett street) midwife not professional.
- That was good as baby lost more weight so came every day.
- Hospital – helpful.
- Very good.
- Everything fine.
- All new to me - all straight forward.
- Alright.
- Fine.
- No problems.
- Good, came quite often - listening to questions. Baby had colic and didn't understand what was going on.
- Healthvisitor after been amazing.
- Normal.
- Midwife came once, Healthvisitor - in the start they were good, I have rang and left messages a few times but they didn't get back to me, so I had to change, which was really maddening. (Standley road).
- Really helpful, baby poorly. Went in to hospital - really helpful after at home, helping with feeds
- Really thorough, midwife noticed Jaundice and got sent to Colman's street. Offered choices of where to be seen - home or surgery.
- Fine - went to them.
- Fine - midwife came round once then went to them.
- Really good, had extra support - breastfeeding
- Good.
- Really good - trying to breastfeed so had visit every day.
- Quick to be signed from midwife to healthvisitor, though think when they signed me over I wasn't ok.
- Really good, just been discharged.
- Good support.
- Really good.
- Good, not seen the same healthvisitor twice, I'm not bothered.
- Really good.
- All very good - any concerns they would advice.
- Good.
- Healthvisitor did come for 2 weeks no issues afterwards.
- Very good. Follow up appointment very good.
- Advice given so conflicting.
- Midwife - came regularly, really good.
- Happy.
- That was good, really helpful, giving information out.
- Midwife came 3-4 times at home. Healthvisitor visited - they brought interpreter, good experience.
- Very nice.
- Very informative, friendly/helpful.
- Really good.
- Great - all came when they said they would, put my mind at ease.
- Excellent.
- Lovely - one Healthvisitor I had was patronising when speaking about mental health issues, she was condescending and patronising.
- Fine - healthvisitor giving emergency advice
- Really good, community midwife told us that babies notes would go to GP for registration but didn't happen.
- Went back to private, saw healthvisitor after 2 weeks, very happy with that.
- Good.
- Been great - advice, support, general wellbeing.
- Excellent - very supportive.
- Really good, midwife brilliant.
- Good, Alison came round - nice level of care, not too much.
- So far so good.
- Again was well looked after and felt supported when needed and left to get on with it when I wanted.
- The midwife that visited the day after was so lovely and helpful. My 10 day check we ended up having to go to Coleman street, luckily my husband was around to drive me otherwise I would have struggled to get there.

- Excellent. Healthcare and community midwife team are brilliant and very caring.
- Came back into hospital for checks on baby. All conducted efficiently. Was disappointed that the infant feeding team still visited even though I had asked for them not to in my notes.
- Hospital stay was fine apart from being forced to breastfeed, midwives good on visits.
- Never had the same midwife twice which was disappointing as had to explain everything to each midwife visiting. Care was great no complaints.
- The midwives we saw regularly at Coleman Street were so helpful (we were there a lot checking baby's jaundice level). We never felt rushed and felt that they always had the time to listen to any concerns we had.

Appendices 5: Did you find adequate support was given to you regarding emotional health and wellbeing?

- Not really, they ask but people aren't really ready to say if something is wrong, more like ticking a box.
- Doctor - Brilliant (Vernon Street).
- My midwife and GP really.
- Definitely, they understood. Breastfeeding lady helped - saw me crying 5 times that day.
- Was good.
- As long as I asked for it.
- Healthvisitor really good, kept asking me different things and what to look out for.
- Not sure - given leaflets, asked at 6 weeks check, mostly baby focused.
- Was in community midwife, not so much in hospital. But that's my own fault for not asking. Under consultant but never saw consultant.
- I don't know, had a few days where it's been difficult, I spoke to healthvisitor and she just told me "that's normal". These things are very hard for me to say to someone. I need someone to ask me more, may be because I didn't see the same healthvisitor.
- Healthvisitor was lovely.
- Not really - very weepy.
- I was bad with baby blues, baby underweight, some healthvisitors not very empathic which added to the pressure. I feel like I'm ok now, will seek support if needed.
- Good.
- Baby clinic - was asked about my feelings, was rang a few times to check how I was.
- Definitely.
- By the doctor that I made an appointment with for myself, not by the healthvisitor.
- Difficult - always being asked, self-assessment. 6-8 weeks check with GP was pointless, asked "are you depressed?" .
- Not in the beginning no.
- I was a single mum and SEND child; I just didn't know where to go, only being sent on a course, long time to get diagnosis.
- Some staff were good. Struggled a bit in hospital. I sat there and cried, she (midwife) tried to find a room but couldn't.
- Sit down chat on a day I was feeling down (Infant feeding clinic)
- Our midwife in the community was mature and would listen to you.
- Always asked how I was not just how baby was.
- Pre and post-natal the community team were excellent (both midwife and health visitor)
- My health visiting team have supported me through times of difficulty and I feel lucky to be in an area with such good postnatal support.
- Midwives were great! Infant feeding team were militant and unsupportive of my choices. They didn't consider my mental health at all.
- Midwives and health visitor visited and checked on well-being.
- My health visitor at the 6-8 week check asked me to fill in a questionnaire to check I wasn't suffering with post-natal depression. The ladies at weighing would try to encourage me to attend breast feeding club too, I think just for support. I never did attend but the support was there if I had chosen to take it. I knew I was just sleep deprived.

Appendices 6: Did you feel you received enough information and support about how to care for your baby such as bathing etc.?

- No - wasn't really shown but had family to help.
- Yes - but no one told me about tummy time, so only just doing it now.
- No - did NCT classes.
- No - didn't give information about how to bath baby.
- Yes - on computer DVD.
- Yes - DVD at hospital, but very tired to take in.
- No - did NCT .
- Yes - hospital DVD.

Appendices 7: What was the support like for breastfeeding, please share your experience:

- Not enough - need more on this.
- Perfect.
- 1 nurse really tried, others told me what to do and just left me. Didn't feel pressured.
- Good. I was new to breastfeeding.
- Good support.
- Healthvisitor - referred to breastfeeding clinic, some came to my house, learnt how to express - they were a great help.
- Not in the hospital, when she lost more weight after going home, midwives was still coming - healthvisitor sent breastfeeding support - it was ok.
- Yes supported.
- I didn't do it - wasn't planning on doing it.
- Had tongue tie so expressing and bottle feeding - felt a bit pressured.
- Breastfed for 5 days but no milk baby lost lots of weight, spoke to midwife and went on to bottle.
- Been good, been to 1 class but was helpful. Talked though it in hospital.
- Good, a little bit in hospital, got a little bit with healthvisitor, didn't feel like she was getting enough so switched to bottle.
- Support worker helped me massively, not so much the midwife.
- Explained in DVD, combi feeding - mum supported.
- Had Breastfeeding lady come round, she was good, in hospital kept telling me how to do it.
- Found lots of pressure to breastfeed, lady from breastfeeding support - felt massively pressured, like if I didn't do failed him (baby). Makes you feel like your crap if you can't do it, certainly not what you need when your hormonal.
- Didn't breastfeed but didn't push it. Have information about bottle feeding.
- Good.
- Didn't breastfeed, given support about bottle feeding.
- Had maternity support worker on day 3, concerned due to milk not coming, she was really positive and lovely, made you keep going.
- Good support.
- Midwives weren't pushy, noticed I had infection and got treated.
- Really good, got on to breastfeed straight away. In the end I chose to bottle feed. Find all support is for breastfeeding.
- Been confident with it they pointed me in the right direction.
- Really well, breastfed first baby, this time lots better.
- Encouraged and tried, supported but didn't take.

- Really good. Now bottle-feeding and found they was no support and no advice. Understand meant to breastfeed but bottle feeding mums need support as well
- Really hard - started to pump 2-3 days, they came and helped and suggested a pump that worked.
- Midwives and healthvisitors supported me
- Could off been better at the hospital, I was struggling, giving formula, felt they could of helped or encouraged me more.
- Circumstances - mum on pethidine and "out of it" for a few days.
- Son was tongue tied, felt it was pushed on me, I had surgery, blood transplant and tongue tied baby, need to be realistic that it's not right for some. Baby re-admitted after 5 days, me as a mum felt very down about it.
- Saw different people, got told something different, got infection.
- Had problems breastfeeding, all you here is breast is best - difficult, added pressure, I ended up going private, having a lactation support. Asked everyone in hospital if it was correct and just told its fine but they didn't seem to know what they were looking for.
- No problems.
- Breastfed for 6 weeks got a lot of support from healthvistor.
- Midwife came and told me how to do it - home visit.
- Midwife/doctor in hospital and home helped me.
- They are very supportive, but didn't work for me, different opinions - given different advice.
- Good, had help in hospital.
- Really good - at hospital. 1 midwife really helpful.
- Excellent in hospital - Healthvisitor really good with advice, lots of support offered.
- Done before - I was getting on ok so didn't need any.
- 1 midwife in maternity ward - been a midwife for 40 years. She was like the baby whisperer.
- Really good at hospital and home .
- Okay.
- I did struggle with breastfeeding this time round but a midwife came out to me and checked how I was doing. She found that everything was fine as baby latched on that time. Still struggled and again was helped by a midwife I saw at Coleman Street H/C always felt supported even with my decision to bottle feed with expressed milk as long as I could before formula feeding.
- Stated from beginning I wanted to bottle feed, although I wanted baby to have first colostrum. They assisted with that then went straight to bottles. No pressure made at all. Felt very comfortable.
- I felt the breastfeeding support in the hospital was non-existent.
- The breastfeeding support worker in the community rang while I was in hospital and I explained I was in hospital still so was happy I'd get help. My milk never came in so never breastfed; maybe if I had been more persistent then it might have got it to work!
- EXCELLENT I had a councillor that came out numerous times to help me and I'm still exclusively breastfeeding now at 6 months.
- See answer13 (Midwives were great! Infant feeding team were militant and unsupportive of my choices. They didn't consider my mental health at all.)
- Not great. As above. (Hospital stay was fine apart from being forced to breastfeed, midwives good on visits.)
- Encouraged to breastfeed after birth, correct latch found after visit from lactation nurse.
- I had a call from the infant feeding team once discharged from hospital to check how things were going. They rang I think once a week for a while. They were really helpful with talking through any concerns I had and offered a visit at home if needed. As it was I didn't need a home visit as the Midwives at Coleman Street managed to advise me on how to latch better etc.

Appendices 8: Would you like to share any experiences about GPs, Health Visitors, midwives, hospital, WIC, A&E, ambulance, PAU or any other services during your maternity journey:

- 111 - Really helpful, great.
- PAU - very good.
- At hospital - only had video and healthvisitors help me to learn how to look after baby.
- They didn't show me how to bath baby, I had to repeatedly ask.
- Called 111 - (for my 1 year old) high temperature, shaking, said ambulance was coming in 30 minutes, after 2 hours no ambulance, they rang me and they asked if I could go in car to hospital. Went to A & E children's. Checked and discharged in 3 hours.
- Everything was fine, would be better to have one more scan - around 30 weeks to stop worrying.
- Everything was fine, any issue was resolved, they offered support with my anxiety (at 6 week review) but times for appointments offered is when my baby sleeps and when I tried to catch up with my sleep. So I've been asked to go to the doctors if any other issues.
- Happy.
- Healthvisitor - telling me what to do - so helpful.
- GP issues - been treated for thrush 3 times but still hasn't cleared. Asked for swab but no issues - speaking to healthvistor today. Suffers from reflux and waiting for referral to hospital for 11 weeks - been very stressful. Baby not putting on weight. - Now has appointment.
- Bit unsure when to go to hospital, all quite fast - very good support.
- All good.
- Staffs at children centre are lovely.
- Just good.
- Everything fine.
- Infant feeding team - really good, gave advice about latch, I had that support it allowed me to carry on.
- Not a lot of playgroups/toddler groups in Spondon.
- Did NCT classes, don't think I would of know enough without them.
- Only negative was midwife in Slough telling me off.
- Hospital makes you watch video after video.
- Felt like as mum was living with new mum she didn't need as much support. Was all good until the maternity ward. "dad was struggling to feed baby and was told "well you're going to have to learn one day". Family have put in a complaint to PALS.
- Was expecting bit more support from maternity ward regarding feeding and bathing.
- Much happier with labour and midwives this time.
- On induction - 8 hours, asked if I could go, told needed to be around to see Doctor. They were reluctant to let you go when we wanted to get something to eat.
- Happy with treatment.
- Mother-in-law helping.
- Midwife - every midwife very good. Completely happy with all services.
- Very helpful, very satisfied.
- Really good.
- Maternity ward was excellent - everyone was amazing.
- Midwife - prenatal / Labour was excellent, felt really supported.
- Post-natal care - left to your own devices, the have checks and self-assessment but it's not individual. To try to get a new mum to self-assess that's tired and unsure is unfair and unrealistic.
- When breastfeeding - was told in hospital that I could take ibuprofen but GP told me not too, so I stopped using even though community midwife said it was ok, didn't know who to believe. PAU - very helpful.

- Women who have miscarriages need to be treated differently - staff treated harshly and uncaring (gynaecology)
- Young parents aren't listened to as much; sickness went to doctors, lost 1 1/2 stone and took 15 weeks to start treatment.
- Happy overall, especially from hospital.
- Stiches put in to tight - midwife put in complaint with consultant.
- Excellent service by all community. Health visitors and midwives very informative and supportive.
- Went to GP following positive pregnancy test. Told to book midwife appointment, who would explain everything. Receptionist refused to book appointment, saying no booking appointments before 10 weeks, therefore no antenatal advice at all for first trimester for first pregnancy.
- Health visitor was disrespectful to my partner with comments like "fathers can be fully

involved in childcare these days" Lots of advice fired at us without taking the time to ask what advice was needed. Treated us like a pair of teenagers who had gotten pregnant by accident as opposed to two mature professionals.

- The midwives at the GP throughout pregnancy were a nightmare. I never saw the same person and things were missed for that reason in my opinion. For example I should have had a urine sample check at one point due to a UTI I had early on with no symptoms, yet that was missed. I had a trainee take my blood pressure at one point and I felt like my arm was about to explode. My fingers were swollen and red afterwards and I had severe pins and needles. One midwife I saw I felt rushed through the questions that I had for her, yet spent the last few minutes of the appointment complaining about the Surgery receptionists, her workload and Donald Trump.

Appendices 9: Other comments

- Called PAU twice once I got home. Dramatic birth baby had cranial osteopath - we researched on line and went private - PAU just told us it was normal crying, didn't explore anything else.
- Family medical Dr is good but appointment is difficult. I wanted a pregnancy test but they kept asking me to do one at home instead. (Which I did) so I asked to be referred to midwife and was told I need to wait 10 weeks.
- Thank you to Derby hospitals and community team, my baby boy is here and we're both healthy 😊👉👶
- Overall experience of birth centre very positive. Midwife was friendly. Cup of tea was much appreciated and really liked how we were left to bond with our baby for a while.
- I feel that more advice on what to do once baby is here would be great. For example what amount of sleep baby should have, how best to put baby down for naps, ways to entertain baby once they're a little bit older etc.

UNIVERSITY HOSPITALS OF DERBY AND BURTON NHS FOUNDATION TRUST RESPONSE.

Antenatal Services

It was very reassuring to see overall very positive comments regarding the Antenatal services, including clinic, Pregnancy Assessment Unit (PAU) and the specialist midwives.

General comments regarding communication

We will look at communication within antenatal services and work within the multidisciplinary team to improve communication within the department.

Waiting times

Whilst it is difficult to ascertain whether these are within the antenatal clinic, scan department, PAU or at Community midwifery clinics, we will continue to monitor the time women are waiting within these areas to identify opportunities for streamlining services in order to reduce unnecessary waiting times.

Booking of an elective Caesarean section

There was one specific comment regarding the timing of the booking of an elective Caesarean section – this appears to have been an isolated incident. The elective LSCS booking process has recently been reviewed and is working well. We also provide patient information leaflets regarding elective LSCS, including information regarding the timing of booking, which explain the whole process for elective LSCS. This information is given to women at the point that the decision for elective LSCS is made.

Whilst a decision may be made by the obstetric team at any stage in care that an elective caesarean is indicated the provision of a date is not offered until the woman's 38th week of pregnancy with surgery planned for the 39th week. The booking of elective caesarean sections by this method minimises the need to alter planned dates due to capacity. For women who require a caesarean section before their 39 week of pregnancy or for those women with more complex needs a decision is made through discussion between the Obstetrician and the woman.

Maternity Care pathway

There are circumstances where women who are initially booked for consultant led care may be suitable for Midwifery led care during their pregnancy and or labour. When the discussion has been had with the woman and a decision is agreed with the obstetric team this should be clearly documented in both the woman's maternity hand held records and within our IT system to ensure effective communication and avoid unnecessary delay when admitted in labour.

Early labour

Many women attend our maternity services in the very early stages of labour and the early stage of labour can vary for in length and nature considerably for individual women. National guidance recommends that the best place for women in early labour is in their home environment. For women that attend the Royal Derby hospital maternity services in the early stage of labour discussion would take place as to whether they felt happy to return home with an agreed plan for contacting the hospital should they require further guidance or support or when their labour progresses. However we recognise for some women they may wish to remain within the hospital setting for support in these circumstances.

Breastfeeding support

All women admitted to the postnatal ward (314) are supported with their feeding choice, for many women the first few days of having a new-born baby can be both emotionally and physically demanding. Feeding advice and support is readily given by both midwives and appropriately trained maternity support staff. At times feeding advice needs to be adapted to the changing feeding needs of the baby, which can result in having to adapt to feeding advice. This may cause confusion with some mothers/partners. In addition we acknowledge during times of high activity women can feel they may not receive appropriate amounts of time and support with feeding concerns. We also have volunteer feeding support workers who work alongside our maternity staff on the postnatal ward to provide additional support for women and we ensure that all women are provided local feeding support contacts as part of their discharge information.

Noise on ward 314 (postnatal)

Ward 314 is a 47 bedded in patient maternity ward with a multidisciplinary team which includes midwives, doctors, hostesses, receptionists, cleaners and students. The ward staffs do try to keep noise levels to a minimum when at all possible and we do expect patients to consider other patient's privacy. We now request that mobile phones are silenced at night by women and their overnight supporters. Overnight support is kept to a minimum of one person. Strict visiting times are in place to allow rest periods for women and their babies. All staff endeavours to answer call bells within a reasonable timely response taking into account any other prioritising emergency situations.

Community Midwifery

It was really good to read overwhelmingly positive comments about Community Midwifery in Derby, there are also some learning points for us.

Lack of consistency with seeing the same Midwife – as an organisation staff movement from caseloads is tracked and monitored in order to avoid women having numerous changes of midwife

and long term sickness is always covered with the same Midwife wherever possible. We acknowledge that a lack of continuity can impact on a woman's maternity experience so we strive to minimise this however in situations of short term absence or annual leave it is unavoidable at times. The national driver of continuity of carer reflects the importance and impact on outcomes for women and their babies and Derby are currently involved in developing pilot models to improve this. It was disappointing to read about conflicting advice being given to women regarding postnatal care. This will be addressed through staff training and update sessions. Advice and care plans can change throughout a woman's pregnancy/postnatal care and this may be perceived as conflicting advice.

Mental health checklist

We do actively encourage midwives to avoid using the mental health screening tool as a tick box exercise however the time constraints of the antenatal appointment and the format can unfortunately lead to these questions being asked in this way. To help resolve this issue the template this has been redesigned in the new maternity handheld records which will be launched during February 2019.

No support/advice for bottle feeding

The message that there is no support/advice for bottle feeding is already being addressed with an increase in the information given to staff on their annual feeding update.

If you would like to share your experience of accessing health and social care services in Derby, we would like to hear from you, contact us via:

Email: info@healthwatchderby.co.uk

Telephone: 01332 643988

Write to us at: Healthwatch Derby
1st Floor
Council House
Corporation Street
Derby, DE1 2FS

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