Walking the Patch

Royal Sussex County Hospital
October - November 2015

Feedback based on responses from 9 new mums on the postnatal ward and 19 at Children's centres across the city.
Demographics

- 22 first time mum's
- 6 subsequent babies, 1 set of twins
- 27 births at RSCH
- 1 PRH (ante-natal questions only)
- 13 natural birth, with 1 in water
- 4 emergency c-section
- 3 assisted
- 7 elective c-section
### Demographics

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<th>Age Range</th>
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Quantitative Feedback: Antenatal Care

Did you use the mypregnancymatters website?
- Yes: 57%
- No: 39%
- Other (not aware): 4%

Were you offered a choice of where to have your baby?
- Yes: 21%
- No: 79%

How useful did you find the mypregnancymatters website?
- Number of people: 0, 1, 2, 3, 4
- Rating out of 10: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10
Did you consider a home birth?

- Yes: 82%
- No: 18%

Would you have used a birth centre in Brighton?

- Yes: 75%
- No: 18%
- Other (I'm Australian where it is all Dr lead, not sure): 7%
Did you attend NHS antenatal classes?

71% Yes
29% No

How useful were the NHS classes for you?

- Number of people vs Rating out of 10
Did you see the same midwife throughout your pregnancy?

- 75%
- 21%
- 4%

Did you get a chance to talk about your feelings around caring for and feeding your baby, on a one to one basis?

- 75%
- 25%

How do you feel about your care in pregnancy?

- Number of people:
  - 12
  - 10
  - 8
  - 6
  - 4
  - 2

- Rating out of 10:
  - 10
  - 9
  - 8
  - 7
  - 6
  - 5
  - 4
  - 3
  - 2
  - 1

- Number of people:
  - 10
  - 9
  - 8
  - 7
  - 6
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  - 2
  - 1
Did you have screening during pregnancy?

100%

How do you feel about your screening experience?

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<th>Rating out of 10</th>
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Qualitative Feedback: Antenatal Care

- Been perfect - more regular check-ups.
- Classes went on too long 6.5 hours non stop in one go. Community midwife didn't do much I didn't learn much from her.
- Different midwives due to midwife's holiday.
- It was totally foreign to me seeing a midwife, when I saw the Doctor she hadn't read my notes.
- Offered classes too late. Diabetes clinic waiting too long, until they changed to 2 clinics where it improved.
- More information about what's going on.
- Too much for one day - antenatal classes.
- Saw several midwives as my allocated midwife only worked on Monday with bank holidays it was hard.
- I had to wait a bit for the scans.
Qualitative Feedback: Antenatal Care cont.

- Lack of communication with letters, a couple that I had to phone up and chase as letter hadn't arrived.
- Long waiting for appointments be good to communicate that you will be waiting - consultant clinic never saw same consultant.
- 20 week scan they were really rude, I asked the sex, told couldn't because baby was covered.
- 20 week scan they weren't very friendly.
- 2 previous c-sections. Planned a vbac and midwife referred to Head of midwifery to talk about risks etc. it wasn't until a couple of days before due date that I heard from her and due to risks discussed and advised she said that she would support me but I decided not due to the risks of c-section.
- For the scans they were really attentive.
Quantitative Feedback: Labour and Birth

How welcome were you made to feel in the maternity unit?

How do you feel about the care you received in labour?
Were you involved in decisions about your care?

Did you have a midwife with you all the time when you were in the labour room and/or when they were needed?

- Yes: 96%
- No: 4%
Qualitative Feedback: welcome in unit

• Traige room being more homely.
• I was left in a room for 4 hours, waters had broken, I was supposed to have antibiotics straight away (strep infection) 9 hours later given them, then was booked in for c-section 4 hours after coming in and was left waiting then told after 9 hours it wasn't going to happen due to emergency, was not given any information before this. Told then would be next morning, elective c-section but in labour with contractions. Was left, just had buzzer, given drip & morphine at 3am I was in agony. Consultant was very rude, told not having baby until next day that was it. Felt they were pushing me towards natural birth but I didn't want a natural birth.
• When we arrived had to wait in room for induction then no one came in for an hour.
• Back and forth, baby was back to back, slow labour induced after 3 days. Told to go home and have paracetamol.
• It was full, staff were great hospital was awful, so hot due to broken heating.
• I had to wait a long time in triage and it didn't seem that busy (I was only one there) they sent me home once.
Qualitative Feedback - welcome in unit cont.

• There wasn't room for me in the ward so in triage for 4 hours, when I went in they were changing shifts so not great.
• One midwife told me off for shouting.
• Triage too many people - no privacy.
• Told I was in very early labour, didn't examine me and told to go home, went back 3 hours later she then examined me I was 9cm's and she congratulated me for doing it at home.
• We rang a couple of times they kept saying no, eventually they said come in and my baby was born 50 minutes later.
• It was very busy.
• I had to go in due to back waters breaking, I had to wait as it was busy and a shift change.
Qualitative Feedback: labour and birth

- I was misdiagnosed given steroids when I shouldn't have, left for 60 hours after waters broken before I was induced, partly because of steroids, pushed me onto 36 hours. On evening I was going to be induced they were pushed onto divert so no delivery room and missed a dose of antibiotics.
- Faughtless - (Mark Paul - talked all way through operation he made it easier).
- when I read notes on leaving they hadn't recorded vit K so were going to give him another but only because my husband remembered.
- I was in labour for 36 hours, I'm grateful to midwife at the end, day before not great - they were nice I felt their presence just didn't go in the right direction but didn't have the confidence with what to do.
- The second midwife was supportive.
- 2 midwives nice and polite, one student made me push but slow.
- There were students they were not very sure about what they were doing - difficult about putting in spinal (student anaesthetist).
- We were told that I need to be induced I was there for 5 days with nothing happening, consultant then said one way or another you are having baby tomorrow either natural or c-section, next day another consultant wouldn't sign off c-section & said if breaking waters (couldn't) we would have to go home and wait for natural or induction once past 42 weeks.
- Initially I was stuck in a room in triage for hours, during labour midwife was brilliant.
Labour and birth cont.

• I had an intervention, I don't feel that I had a choice they rushed me into it, no time to speak to my partner - Dr's, midwives - 1/2 cm not fully dilated they said due to a full bladder - I hadn't drunk anything all day, I knew, they said I needed a catheter because a full bladder may be in the way of the baby, it didn't help at all. They were monitoring the baby around my belly, it wouldn't stay on so other way on his skull (I didn't want that but they said it wouldn't scar, it did, and it came off so it was done twice, had syntocinon drip then which caused a lot of pain.

• I wasn't offered any pain relief at the beginning, in the antenatal ward only bath, prior to active labour I had to ask for pethidene, once upstairs brilliant.
Qualitative Feedback: decisions about care

• Because c-section they knocked me out.
• Student got form to sign for c-section and said might be scar on babies head.
• It was so busy and I wasn't making a fuss they put me as a lower priority.
• The first midwife was young and seemed inexperienced she told me to push but nothing happened so she intervened which I didn't want. Second midwife was more experienced.
Quantitative feedback: postnatal care

How do you feel about the care that you have received since having your baby?

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Have you been given the support you need to feed your baby?

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Have you seen a breastfeeding peer supporter?

- Yes: 65%
- No: 27%
- Other (didn't need too, bottle feeding): 8%
Are you happy for Bounty reps visiting you whilst in hospital?

92%

Vaginal delivery: Would you consider a homebirth next time?

Yes: 76%
No: 18%
Other (due to baby not breathing): 6%
Other: 4%
What would help you to make a decision to have a homebirth/birth in a midwife led unit?

- Other (more knowledge about hypnobirthing, more information in an emergency)
- Attendance at specific antenatal classes (homebirth/h/unit)
- A midwife to come and see you in early labour and decide then
- A team of midwives that you know
- Support from your midwife
- More information in notes

Would you recommend the Royal Sussex County Hospital to your friends/family?

- Yes: 92%
- No: 8%
Qualitative feedback: postnatal care

- He has missed 2 lots of antibiotics - oversight.
- More regular check-ups, I got left because not first time mum.
- Didn't see midwife who is looking after us until 11am, came here at 5am.
- They were understaffed, they did try, but so hot and cot so high I couldn't move him back into cot following c-section. Also, my husband couldn't stay.
- I was breast feeding but didn't feel baby was getting enough so pushed to get formula.
- I had an appendicitis after birth it took a long time to diagnose & then wait for surgery midwives were brilliant.
- The state of the toilets there was blood on toilet seat and bin over flowing.
- Lots of advice for breast feeding, during night my mum wasn't allowed to be with me - I couldn't move.
- They always seemed really busy, I felt that I didn't want to bother them, in hind sight wish I had.
- They keep a closer eye on you, it did drag on.
Qualitative feedback: Support with feeding baby

- They haven't said anything to me about feeding her, because not my first baby.
- When I left I felt they had checked, when I got home I wasn't producing enough milk so perhaps they could have checked.
- I was left all day when I was told the midwife would come back to help and she didn't.
- I thought I had enough help, but due to being busy I didn't want to bother them.
Qualitative feedback: Voluntary breastfeeding peer supporters

- Any advise welcome, they were very approachable and understanding. Facebook group information for mums to be able to check information.
- Very friendly.
- Helpful.
- They were very good.
- They did well.
- Very good.
- They helped.
- I didn't need much support, but lady came was friendly and offered to check the latch.
- They were nice to chat too, I already had support.
Quantitative Feedback: Cleanliness and Friendliness
Qualitative feedback: Cleanliness and friendliness

- No body has wiped my table down or around my bed since I came in 4 days ago. One midwife Lucy has been back regularly to check on me.
- Dr's less friendly. Antenatal ward - there were hand marks down the wall. Midwife left wee sample in toilet.
- Carpet on level 11 is disgusting needs a good clean.
- Heat, it felt like an old hospital.
- Blood on toilet seat.
- There were a couple of people who weren't so friendly probably because it was so busy.
- Maternity wards were exceptionally clean, general parts of the hospital looked tired.
Qualitative feedback: Bounty

• Someone to talk too.
• I'm impressed with their packs.
• Happy to see her.
• They didn't really know what they were doing.
• She was really good.
• The packs are useful.
• Really nice having the photo.
• I feel that it is unnecessary.
• It was a bit intrusive.
Best thing about the care you received?

- Compassionate understanding of my situation, midwives & nursery nurses & TM been brilliant.
- Having our baby, who was breach so if it hadn't been for the support we wouldn't have had her.
- They care about us.
- Midwives and after care.
- Midwives.
- In labour they were very attentive and supportive midwives & student midwives.
- It was there, I never had a problem phoning, if I needed help it was there.
- Midwife during labour.
- Some of the midwives attention and care.
- Midwife when pregnant was amazing and visited me after birth.
Best thing about the care you received? cont.

- They were spot on with the drugs I needed all friendly and supportive, great advice.
- After giving birth well looked after.
- During pregnancy - community midwife.
- Midwife was really supportive both community and labour.
- Student and midwife during labour were excellent.
- How attentive everyone was.
- During the ceasarean section the Dr's did really well they explained everything, everyone was ready.
- The friendliness and reassurance.
- The availability of people always someone around.
Best thing about the care you received? cont.

• The support with breast feeding and checking her palate (previous cleft palate).
• Communication was excellent.
• Being able to go home.
• The way midwives handled in TM unit, no one panicked handled well.
If there was anything you could change about the care you received...

• Once out of hospital community midwife different every day, information not passed on and our notes got lost so I had to chase test results.
• More control during birth.
• More staff on post natal ward.
• Being in labour at home and they kept putting me off so eventually I went up on my own so ignoring the increase in pain but not time changes.
• The food in hospital.
• I wouldn't have agreed to the early induction due to second time of checking softer movements of our baby, but he had changed position, we were unaware this was why so agreed to the induction.
Anything else you’d like to add?

- Felt in safe hands.
- I found it overwhelming I didn't feel I had any support first 5 hours to get him to feed when I needed the help in recovery.
- It has been overwhelmingly positive.
- Recommended to other people that they are in safe hands.
- All good.
- The misinformation given by the consultant we would have liked a second opinion 2nd appointment same person, even though midwife had said the consultant was wrong. Her caring was not good.
- All patient focused, the decision is yours. Friendly, nurturing.
If there was anything you could change about the care you received...

- Waiting to be told ok to go in.
- Being allowed to stay in hospital not sent home in a lot of pain - triage.
- No chance to meet other mum's on ante natal course only way is NCT etc but they are expensive.
- Dr there for the birth because it was my first baby due to my older age, ivf baby.
- Cleanliness of hospital.
- The communication between the departments - in my case surgery and post natal, more examinations during pregnancy and post natal.
- My husband is Egyptian, would have been good for him to have literature to read through.
If there was anything you could change about the care you received...

- Parking facilities, can't park in car park so have to drive to seafront later stages of maternity somewhere designated to park.
- New consultant - consultant was very rude.
- More opportunity to speak to consultants post nataly, if under their care ante natal should be able to see them post natal.
Anything else you’d like to add?

- We are grateful to everybody what they've done for us.
- Post natal has been a problem, I presumed that I would get help. It took a lot of time to get help through gp.
- Overall it was ok to be seen by a specialist - my medical history due to previous medical history midwife told me to see consultant at hospital this didn't happen until late into pregnancy as it was documented that I had seen a consultant but I hadn't so not until late, when I eventually saw her, it wasn't a proper examination just asked me questions. Seemed strange - maybe because I was 6 months and had not had any problems. Had appendectomy post birth.
- We told them lots of time that we had moved address at 6 months and still this wasn't updated on their systems so letters sent to old address.
- Community midwife was great both ante natal and when visited post natal.
- Give them a pay rise.
- It's important to care after labour - post natal but they thought not necessary.
- When giving birth I had aromatherapy massage it was amazing.
- My experience was excellent all staff friendly and know what they are doing.
Qualitative Feedback: Children's centres

- They are a life saver.
- Brilliant really good.
- Centres provide a very valuable service especially for vulnerable families.
- More help and advice for combined feeding.
- They are good generally I come to baby and you every week all nice and lots of information.
- All really good.
- Interacting with others really good to have these services.
- Everyone had been really great so far.
- Brilliant.
- Really good, they should advertise more in early day.
- Really good, baby and you group brilliant & weaning workshop.
Qualitative Feedback: Children's centres cont.

• Different advise from health visitors regarding combination of bottle & breast feeding on volume of formula. Checked me but didn't have gloves so I had to provide. Checked my daughter's nappy then washed hands and used teatowel to dry hands.

• It's really good, I like their classes and breast feeding support.

• Been really good.