

# NHS Maternity Services Survey 2024 Benchmark Report

University Hospital Southampton  
NHS Foundation Trust

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		<b>Section 4: Complaints</b>		

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 2024 Maternity Survey
- a description of key terms used in this report
- navigating the report

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# 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 2024 Maternity Survey will be the eleventh 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 2024 Maternity Survey

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

A total of 46,687 maternity service users were invited to participate in the survey across 120 NHS trusts.

Completed responses were received from 18,951 maternity service users, an adjusted response rate of 41.2%.

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 29 February 2024. If there were fewer than 300 people within an NHS trust who gave birth in February 2024, then births from January were included. Full sampling criteria can be found in the [sampling instructions](#).

Fieldwork took place between May and August 2024.

## Trend data

In 2021, the Maternity Survey transitioned from a solely paper-based methodology to both paper and online. This dual approach was continued in 2022, 2023 and 2024.

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 with previous years, 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. Where there are insufficient data points for historical trends, significance testing has been carried out against 2023 data.

## 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 Patient 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 four sections that ask questions about:

- Antenatal care
- Labour and birth
- Postnatal care
- Complaints

It is possible that some maternity service users may have experienced the first three stages of care in different trusts. This may be for many reasons such as moving home, 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 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 across all 120 NHS trusts

that took part in the survey.

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 2024, all of the 120 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.

## Limitations of this approach

Data is provided voluntarily. In 2024, 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 [Comparison to Other Trusts](#) 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 [‘An example of scoring’](#) 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 on the ‘Analysis and Reporting’ section of the 2024 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.
- **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. Only 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.

- **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 2023 mean score. This allows you to see if your trust has made statistically significant improvements between survey years.
- **Comparison to Other Trusts** – includes additional data for your trust.

## 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; technical document: <https://www.cqc.org.uk/publications/surveys/maternity-survey>
- National and trust-level data for all trusts who took part in the 2024 Maternity Survey <https://nhssurveys.org/surveys/survey/04-maternity/year/2024/>. 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: [www.cqc.org.uk/content/surveys](http://www.cqc.org.uk/content/surveys)
- Information about how CQC monitors hospitals: <https://www.cqc.org.uk/what-we-do/how-we-use-information/using-data-monitor-services>

# 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

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# 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.



**393** invited to take part



**167** completed



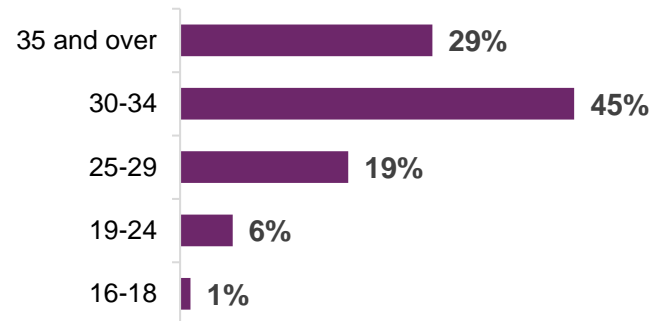
**43%** response rate

41% average response rate for all trusts

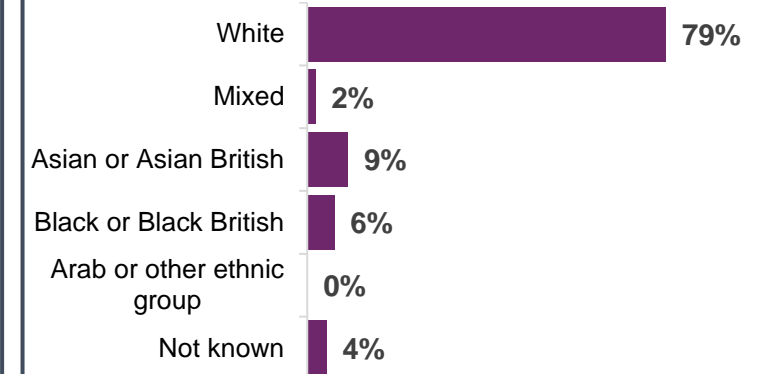
35% response rate for your trust in 2023



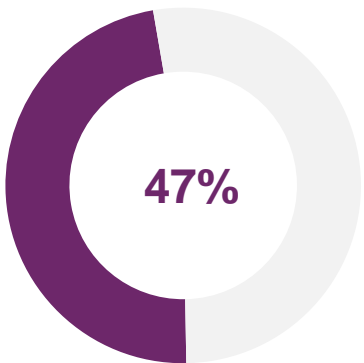
## Age



## Ethnicity



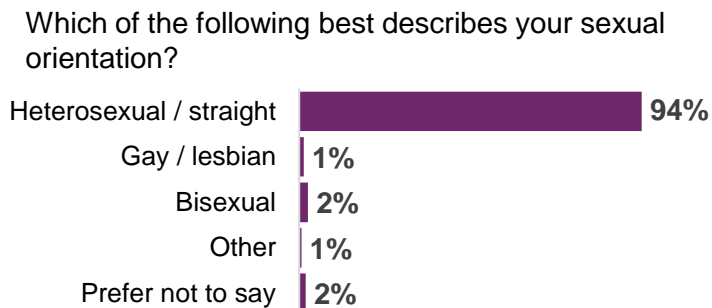
## Parity



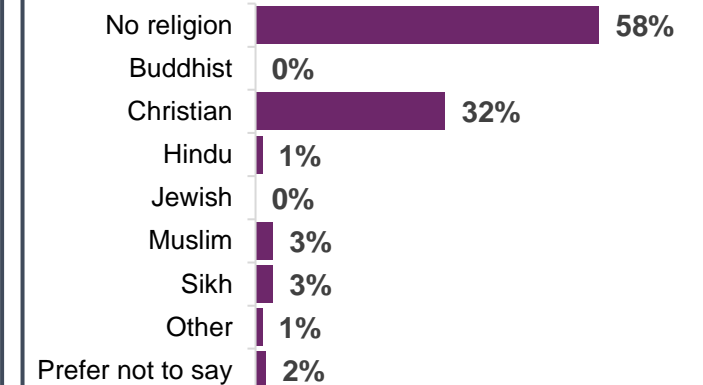
of respondents gave birth to **their first baby**.



## Sexuality

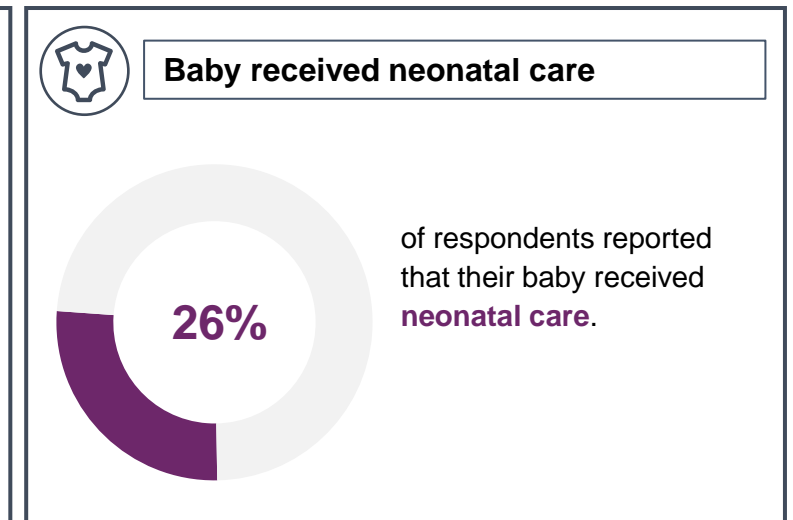
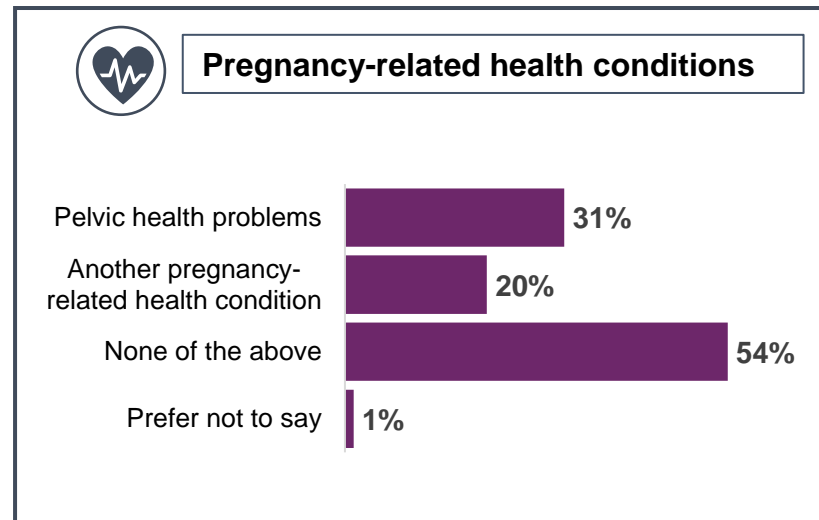
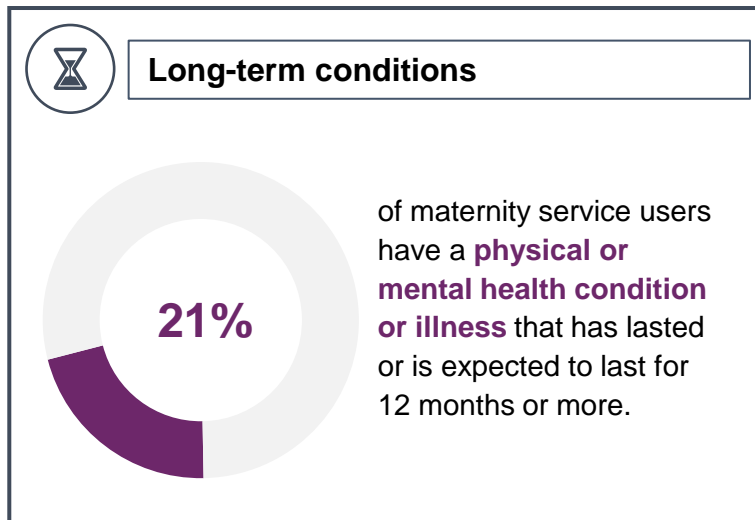
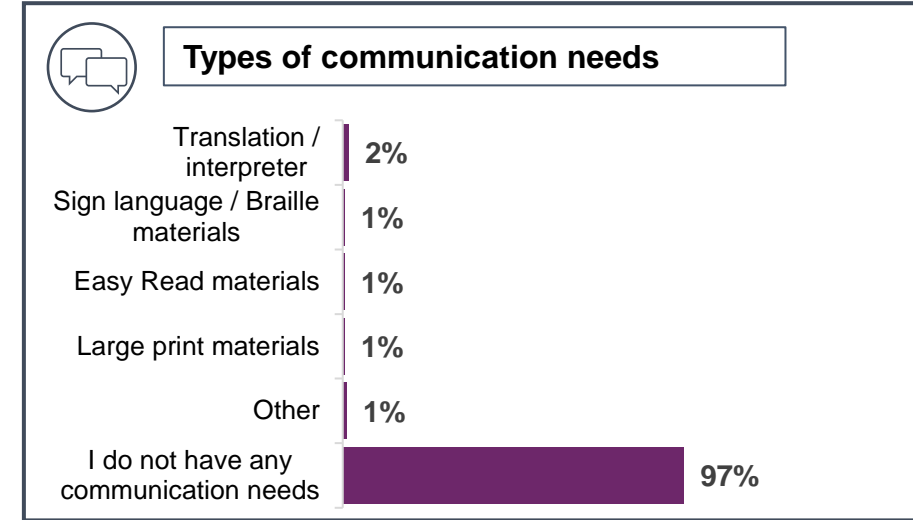
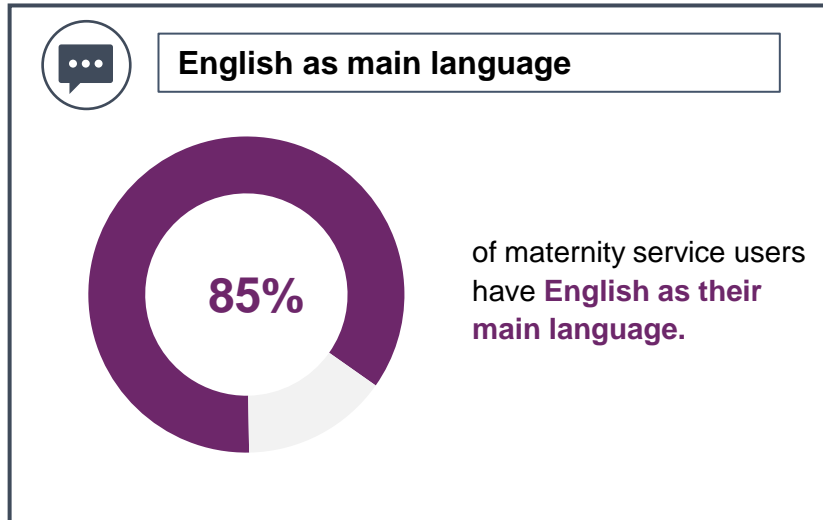


## Religion



## 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.



# 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, 2024 vs 2023.



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 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.

## Top five scores (compared with national average)

■ Your trust score

■ National average

0.0 2.0 4.0 6.0 8.0 10.0

**Labour and Birth: Your labour and birth**  
c5. Were you involved in the decision to be induced?

8.4

**Antenatal Care: The start of your care during pregnancy**  
b4. Did you get enough information from either a midwife or doctor to help you decide where to have your baby?

7.6

**Antenatal Care: Antenatal check ups**  
b6. During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?

7.8

**Antenatal Care: During your pregnancy**  
b17. If you raised a concern during your antenatal care, did you feel that it was taken seriously?

9.4

**Antenatal Care: Antenatal check ups**  
b9. During your antenatal check-ups, did your midwives ask you about your mental health?

9.2

## Bottom five scores (compared with national average)

■ Your trust score

■ National average

0.0 2.0 4.0 6.0 8.0 10.0

**Postnatal Care: 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?

4.1

**Postnatal Care: Care at home after birth**  
f4. Would you have liked to have seen or spoken to a midwife...

4.8

**Postnatal Care: Care at home after birth**  
f16. 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?

6.9

**Postnatal Care: Care in the ward after birth**  
d2. On the day you left hospital, was your discharge delayed for any reason?

5.3

**Postnatal Care: Care at home after birth**  
f14. In the four weeks after the birth of your baby did you receive help and advice from a midwife about feeding your baby?

6.4

## 2024 Maternity Survey

### Results for University Hospital Southampton NHS Foundation Trust

#### Where service user experience is best

- ✓ **Labour and Birth: Your labour and birth:** Being involved in the decision to be induced
- ✓ **Antenatal care: Start of your pregnancy:** Information from midwife or doctor to help service users decide where to have their baby
- ✓ **Antenatal care: Antenatal check ups:** Midwives or doctor aware of service user's medical history
- ✓ **Antenatal care: During your pregnancy:** If service users had concerns, they were taken seriously
- ✓ **Antenatal care: Antenatal check ups:** Being asked about mental health by midwives

#### Where service user experience could improve

- **Postnatal Care: Care in the ward after birth:** Partner or someone else close to service user was able to stay as much as the service user wanted
- **Care after birth:** Frequency of seeing or speaking to a midwife
- **Care after birth:** Receiving help and advice from a midwife about baby's health and progress in the 4 weeks after birth
- **Postnatal Care: Care in the ward after birth:** Delays to discharge on the day of leaving hospital
- **Care after birth:** Receiving help and advice from a midwife about feeding baby in the 4 weeks after birth

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 2024. Between May and August 2024, a questionnaire was sent to 393 recent service users who gave birth at University Hospital Southampton NHS Foundation Trust. Responses were received from 167 service users at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



# 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.

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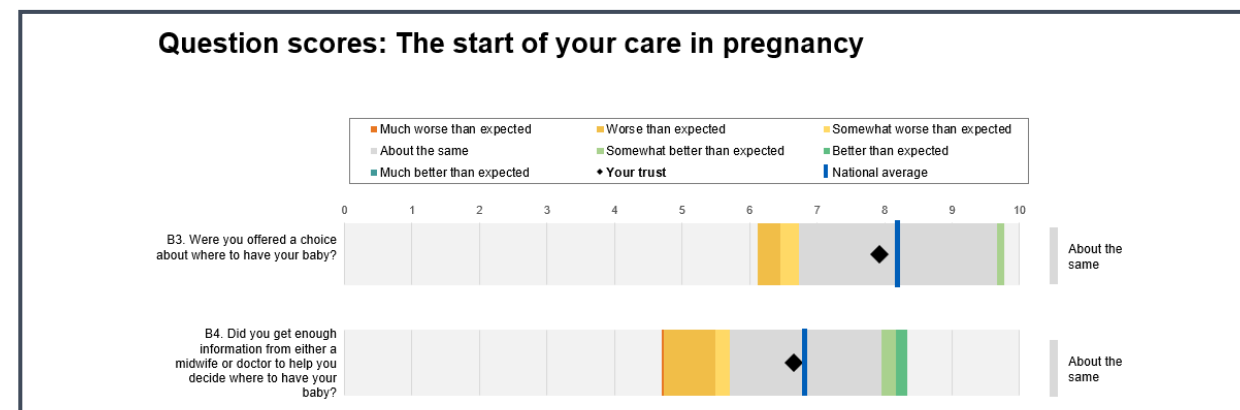
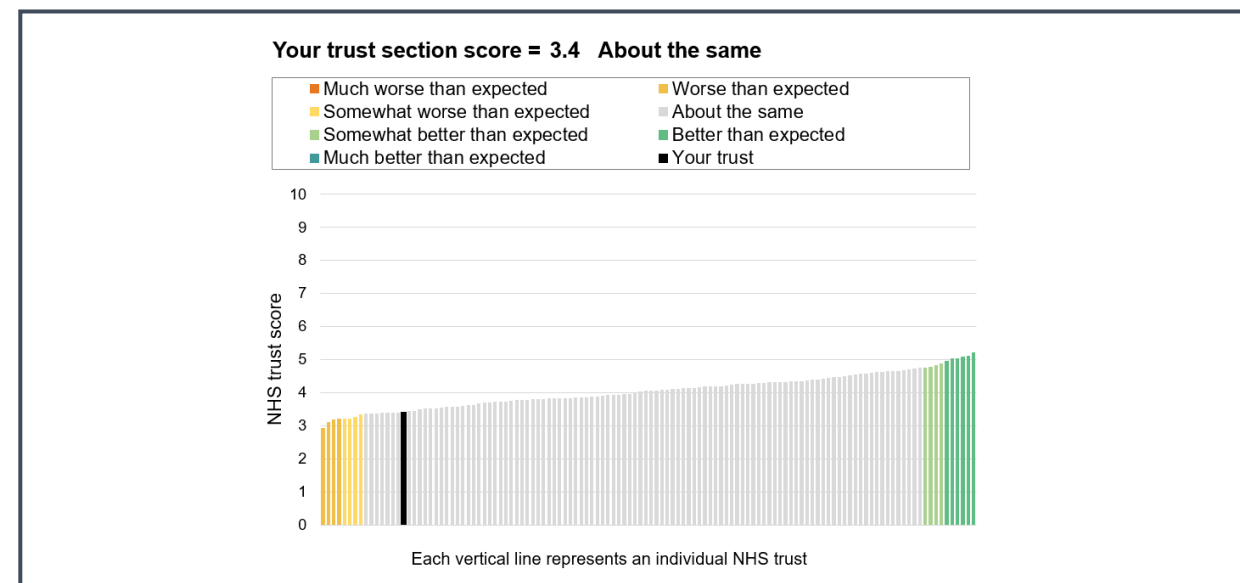
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# How to interpret benchmarking in this report

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 numbers of responses.

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



# An example of scoring

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 B11 "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.

# Benchmarking

## Section 1: Antenatal Care



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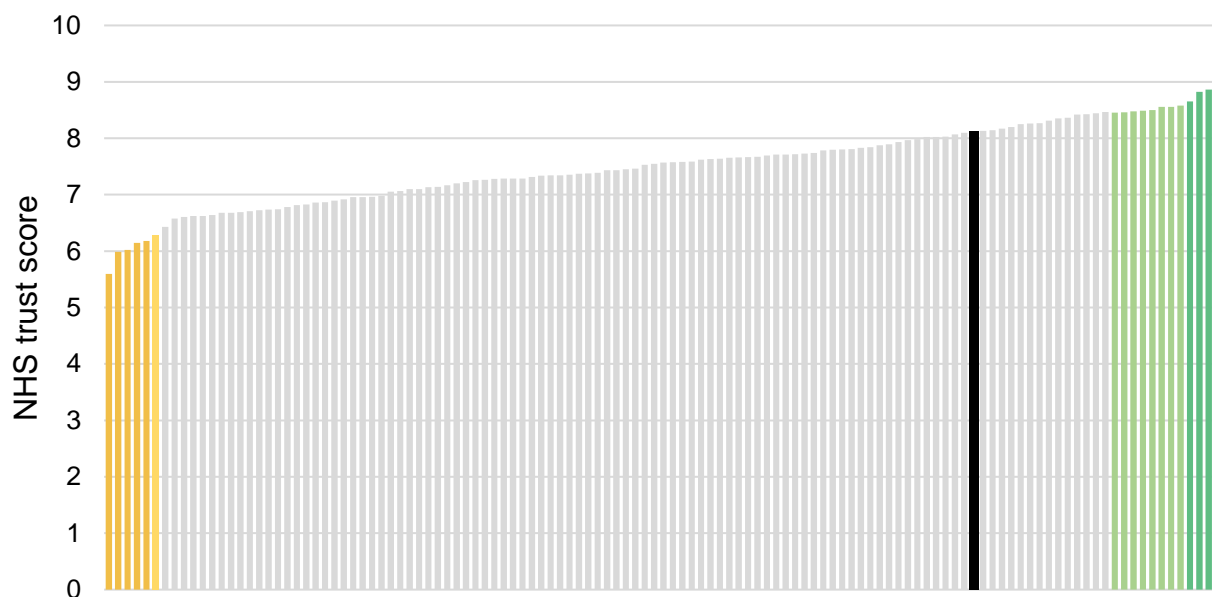
# The start of your care during pregnancy

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 during pregnancy' is calculated from questions B3 and B4. 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 = 8.1**

**About the same**

- |                                 |                        |
|---------------------------------|------------------------|
| ■ Much worse than expected      | ■ Worse than expected  |
| ■ Somewhat worse than expected  | ■ About the same       |
| ■ Somewhat better than expected | ■ Better than expected |
| ■ Much better than expected     | ■ Your trust           |



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

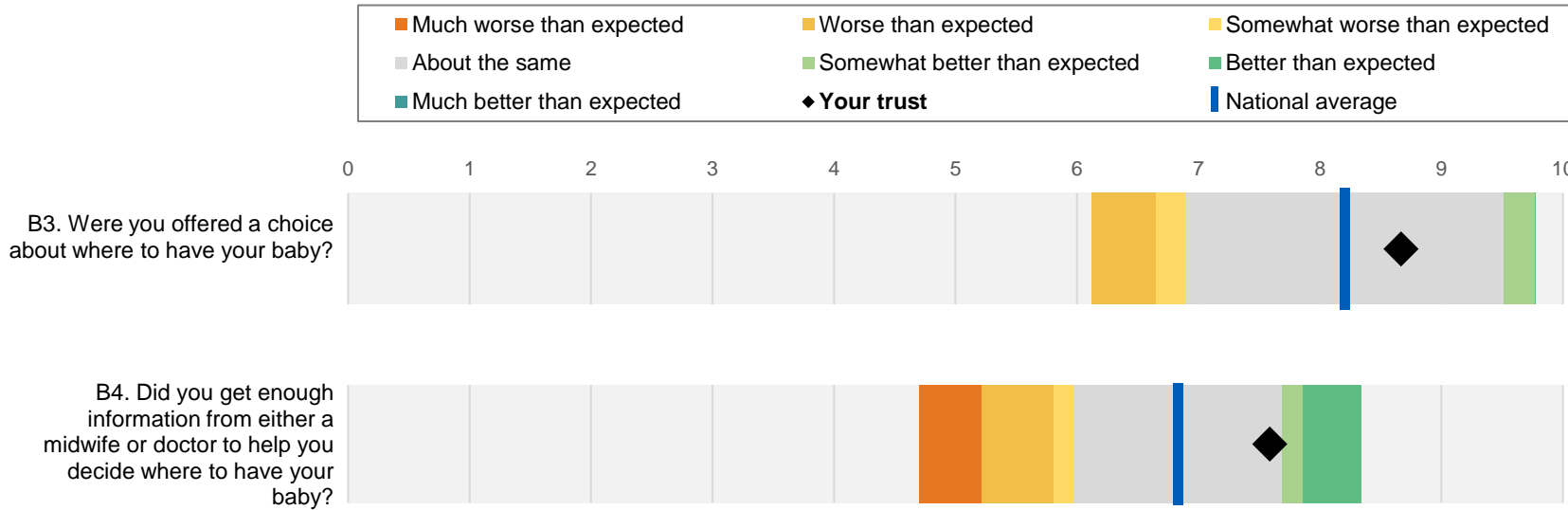
Oxford University Hospitals NHS Foundation Trust	8.8
Maidstone And Tunbridge Wells NHS Trust	8.7
East Sussex Healthcare NHS Trust	8.5
University Hospital Southampton NHS Foundation Trust	8.1
Hampshire Hospitals NHS Foundation Trust	8.0

### Trusts with the lowest scores

Isle Of Wight NHS Trust	6.6
Ashford And St Peter's Hospitals NHS Foundation Trust	6.9
Surrey And Sussex Healthcare NHS Trust	7.0
Buckinghamshire Healthcare NHS Trust	7.0
East Kent Hospitals University NHS Foundation Trust	7.2

# Section 1. Antenatal Care

## Question scores: The start of your care in pregnancy

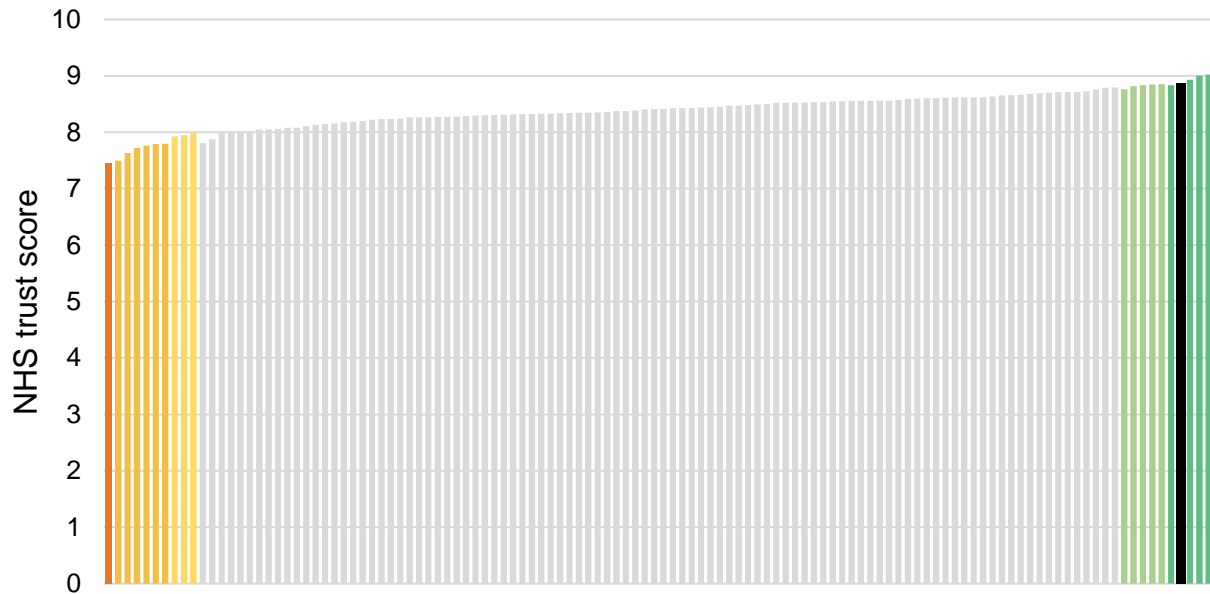
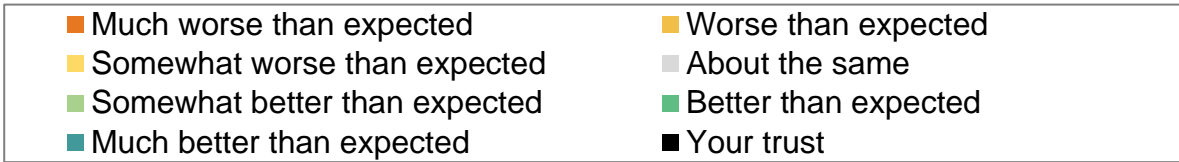


		All trusts in England		
Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
123	8.7	8.2	6.1	9.8
About the same				
148	7.6	6.8	4.7	8.3
About the same				

# 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 B6 to B9. 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 = 8.9**      **Better than expected**

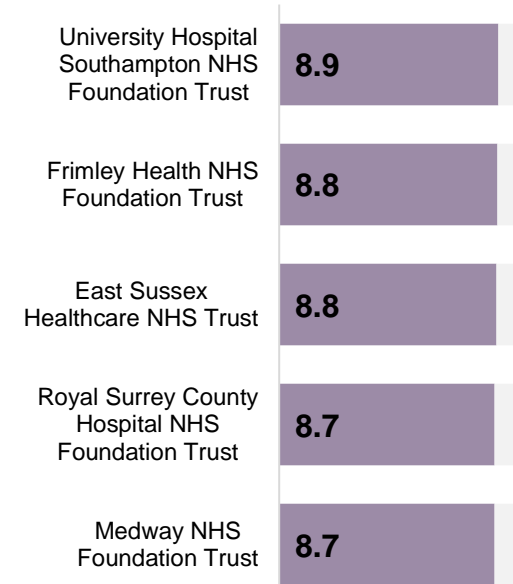


Each vertical line represents an individual NHS trust

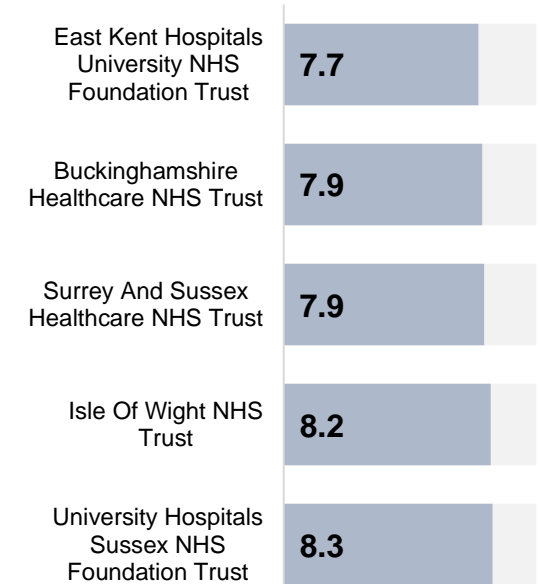
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

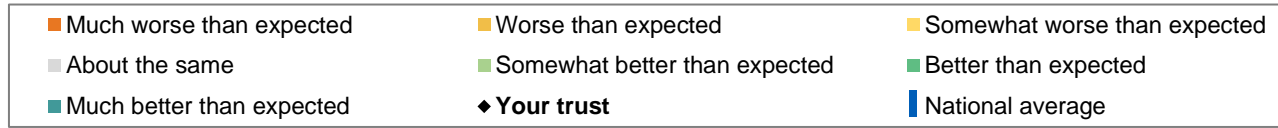


### Trusts with the lowest scores

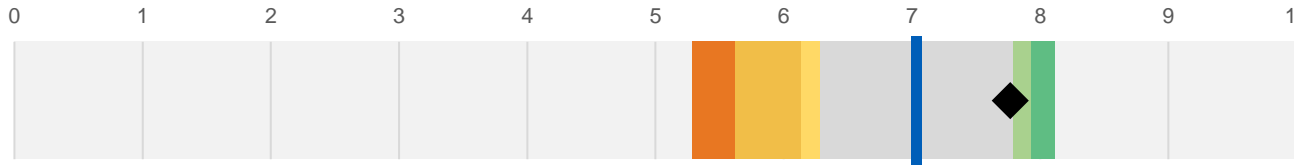


# Section 1. Antenatal Care

## Question scores: Antenatal check-ups



B6. During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
151	7.8	7.0	5.3	8.1

B7. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?



About the same

151	9.2	8.9	7.9	9.6
-----	-----	-----	-----	-----

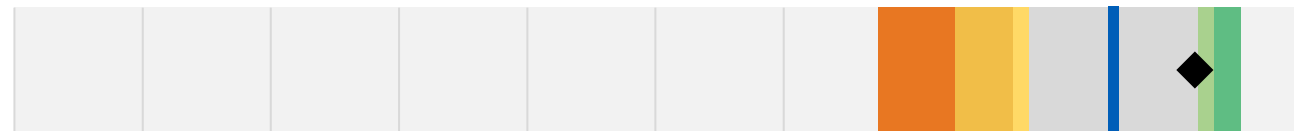
B8. During your antenatal check-ups, did your midwives listen to you?



About the same

152	9.3	9.1	8.2	9.8
-----	-----	-----	-----	-----

B9. During your antenatal check-ups, did your midwives ask you about your mental health?



About the same

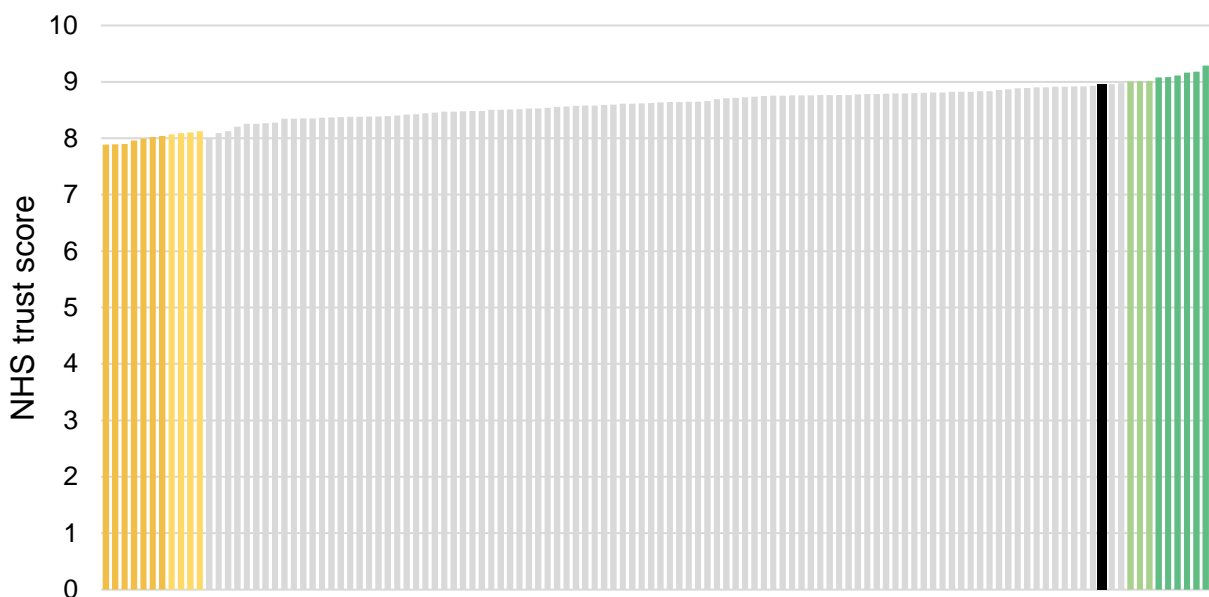
151	9.2	8.6	6.7	9.6
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# During your pregnancy

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 B10 to B18. 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**

- |                                 |                        |
|---------------------------------|------------------------|
| ■ Much worse than expected      | ■ Worse than expected  |
| ■ Somewhat worse than expected  | ■ About the same       |
| ■ Somewhat better than expected | ■ Better than expected |
| ■ Much better than expected     | ■ Your trust           |



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

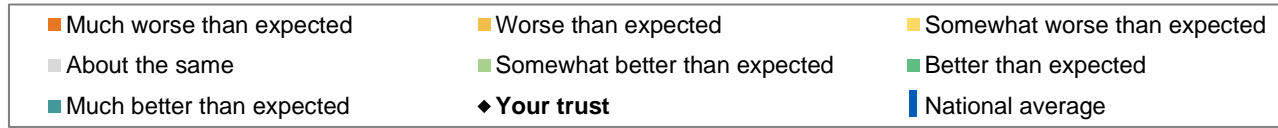
Royal Surrey County Hospital NHS Foundation Trust	9.0
University Hospital Southampton NHS Foundation Trust	9.0
Medway NHS Foundation Trust	8.9
Frimley Health NHS Foundation Trust	8.9
Royal Berkshire NHS Foundation Trust	8.9

### Trusts with the lowest scores

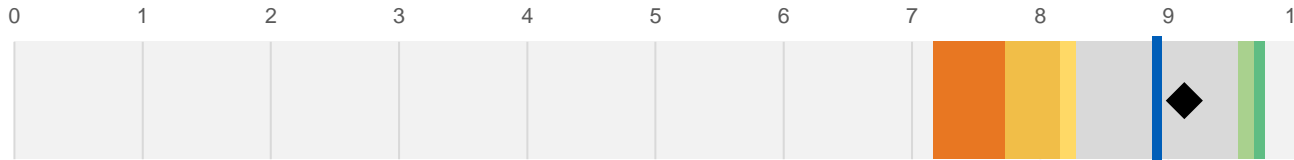
East Kent Hospitals University NHS Foundation Trust	7.9
Buckinghamshire Healthcare NHS Trust	8.0
Surrey And Sussex Healthcare NHS Trust	8.3
Isle Of Wight NHS Trust	8.5
Hampshire Hospitals NHS Foundation Trust	8.5

# Section 1. Antenatal Care

## Question scores: During your pregnancy



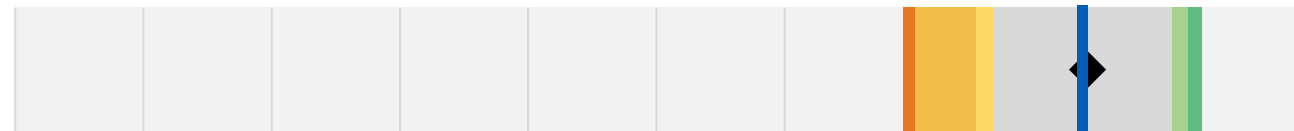
B10. Were you given enough support for your mental health during your pregnancy?



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
95	9.1	8.9	7.2	9.8

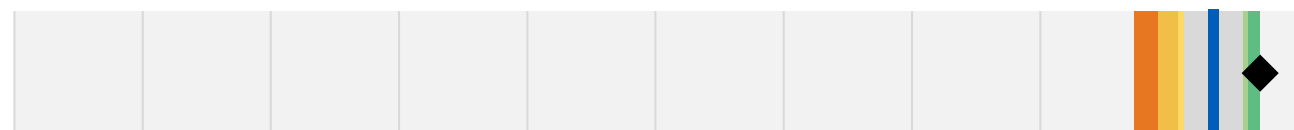
B11. During your pregnancy, if you contacted a midwifery team, were you given the help you needed?



About the same

Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
134	8.4	8.3	6.9	9.3

B12. Thinking about your antenatal care, were you spoken to in a way you could understand?



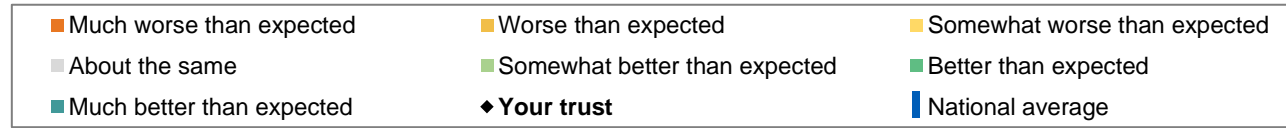
Better than expected

Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
151	9.7	9.4	8.7	9.7

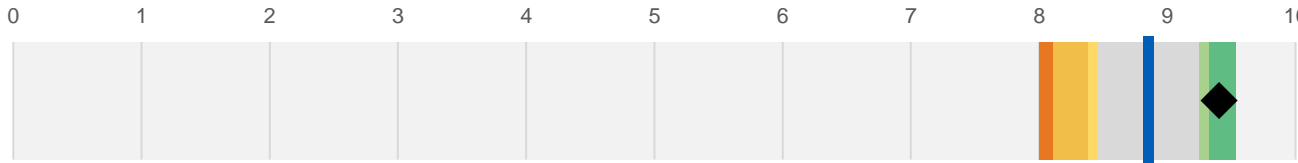


# Section 1. Antenatal Care (continued)

## Question scores: During your pregnancy



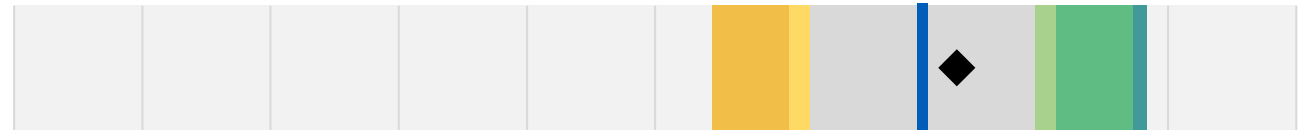
B13. Thinking about your antenatal care, were you involved in decisions about your care?



Better than expected

Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
151	9.4	8.9	8.0	9.5

B14. During your pregnancy did midwives provide relevant information about feeding your baby?



About the same

146	7.4	7.1	5.4	8.8
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B15. Did you have confidence and trust in the staff caring for you during your antenatal care?

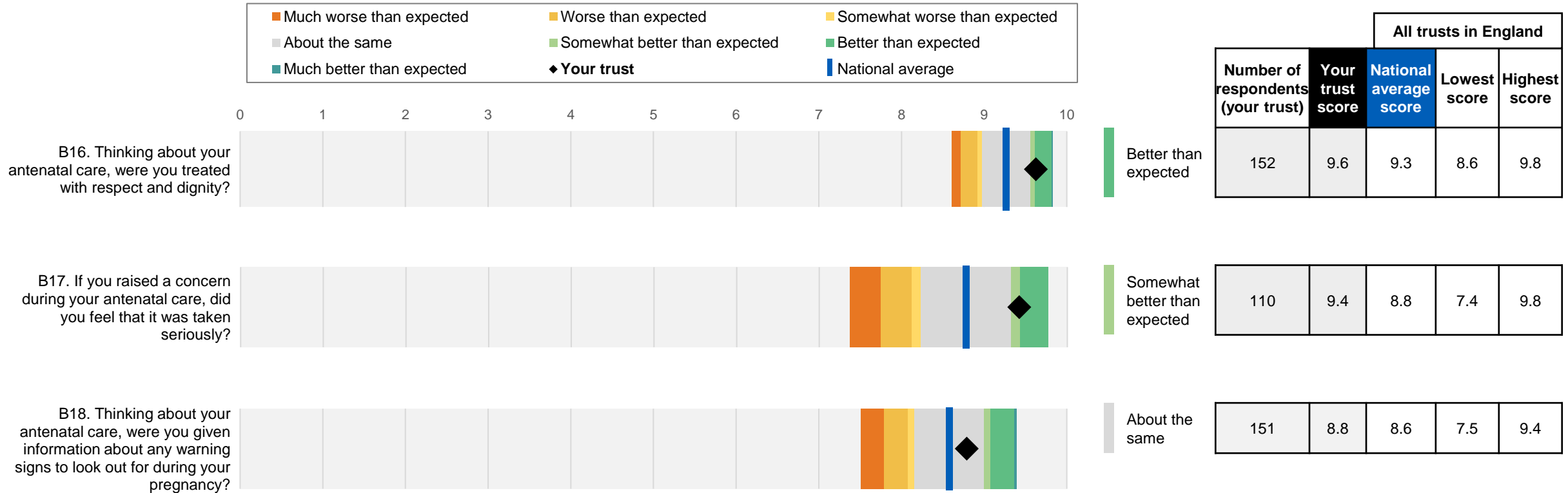


Somewhat better than expected

151	8.8	8.3	7.2	9.3
-----	-----	-----	-----	-----

# Section 1. Antenatal Care (continued)

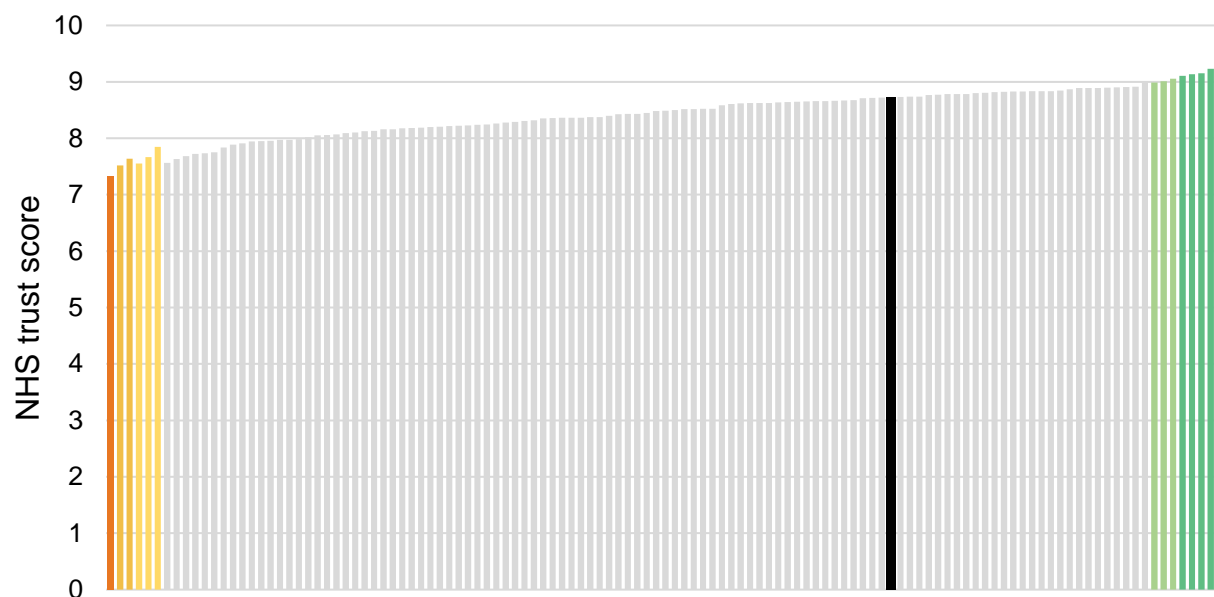
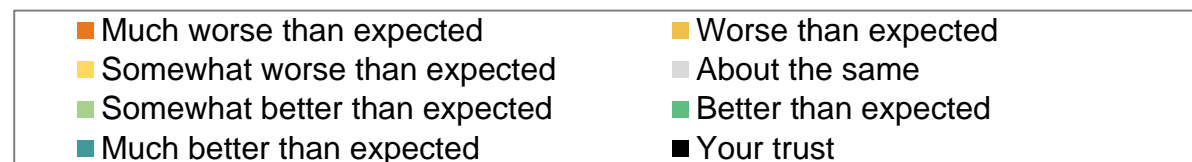
## Question scores: During your pregnancy



# Triage: Assessment and Evaluation

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, 'triage: assessment and evaluation' is calculated from question B20. 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**

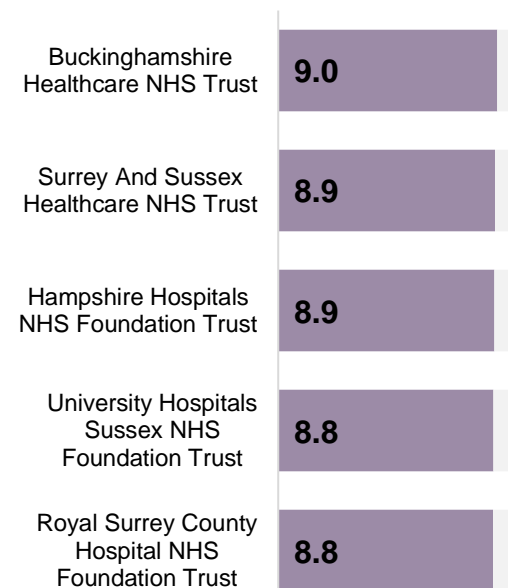


Each vertical line represents an individual NHS trust

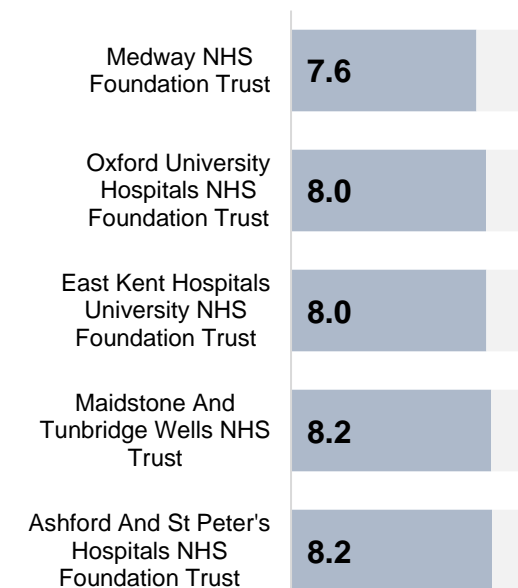
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



### Trusts with the lowest scores



# Section 1. Antenatal Care

## Question scores: Triage: Assessment and evaluation



Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
107	8.7	8.4	7.3	9.2

# Benchmarking

## Section 2: Labour and Birth



**NHS**



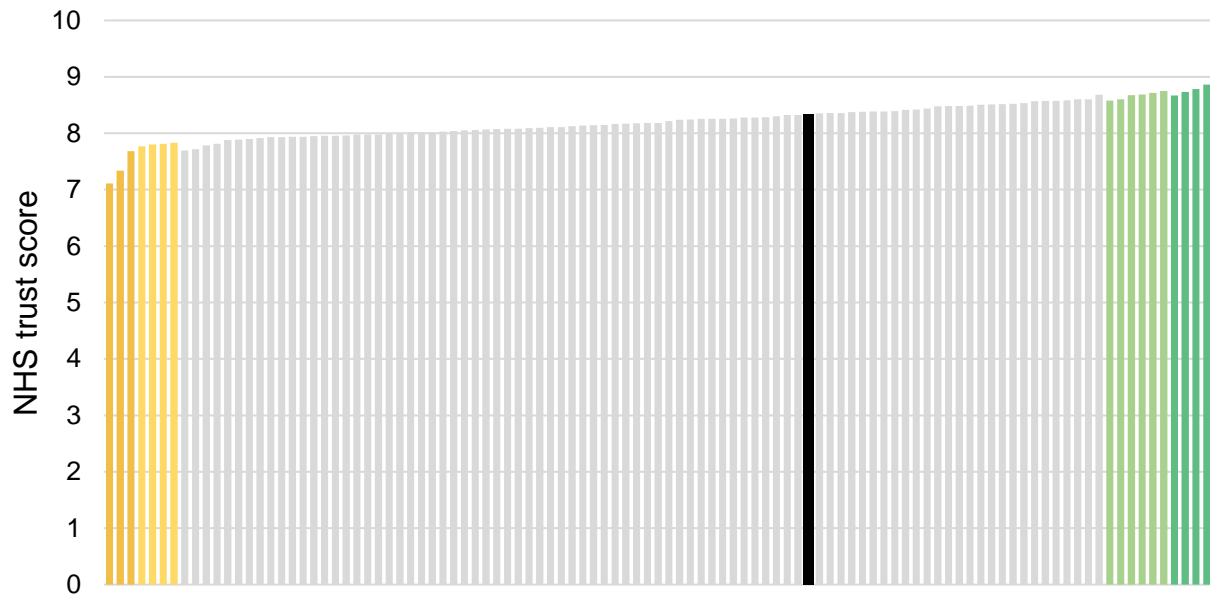
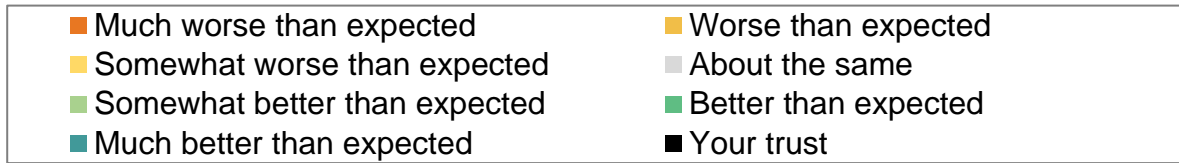
**CareQuality  
Commission**

**Survey  
Coordination  
Centre**

# 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 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.

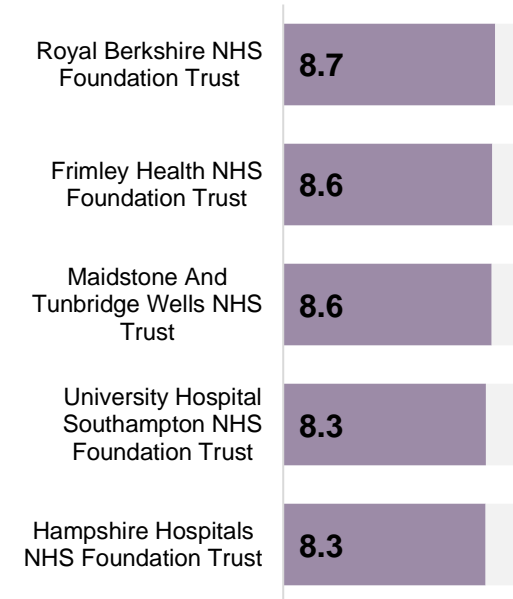
**Your trust section score = 8.3      About the same**



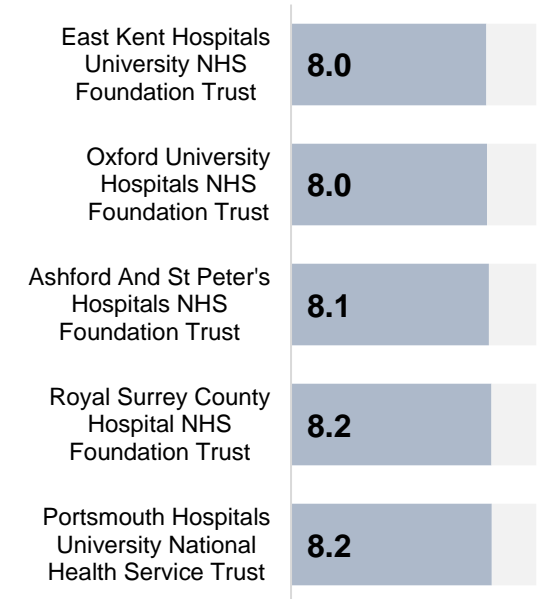
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

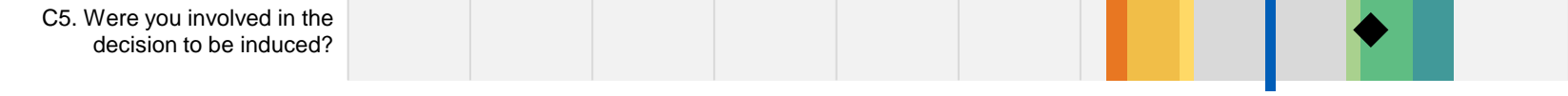
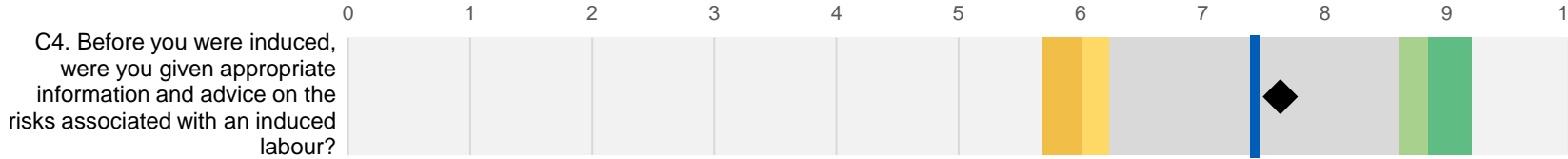
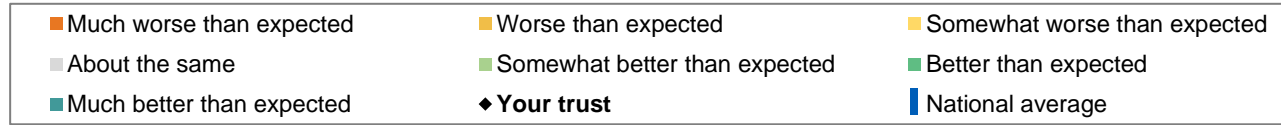


### Trusts with the lowest scores



# Section 2. Labour and Birth

## Question scores: Your labour and birth



		All trusts in England		
Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
45	7.6	7.4	5.7	9.2

About the same

45	8.4	7.6	6.2	9.1
----	-----	-----	-----	-----

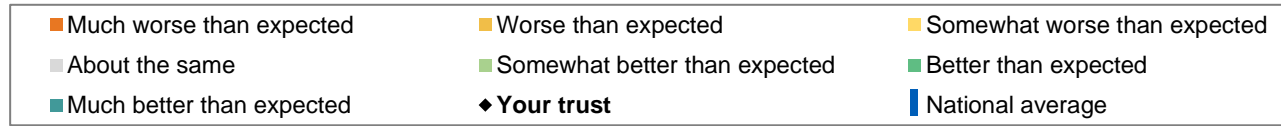
Better than expected

112	8.2	8.4	7.4	9.4
-----	-----	-----	-----	-----

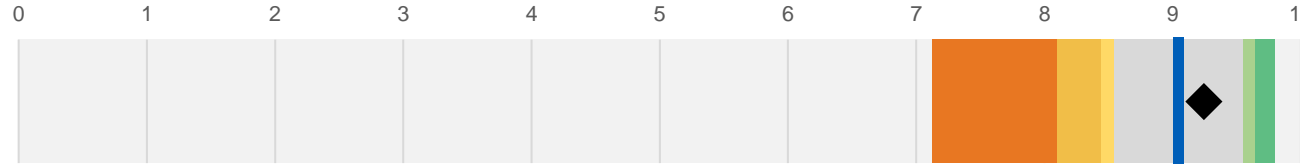
About the same

# Section 2. Labour and Birth (continued)

## Question scores: Your labour and birth



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



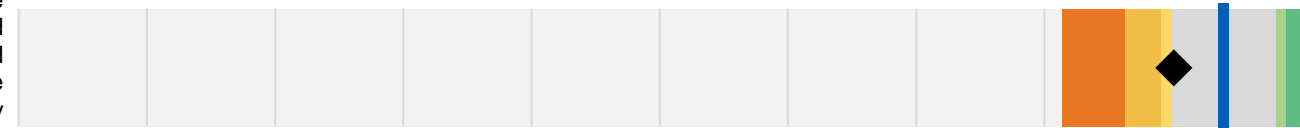
About the same

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



About the same

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?



About the same

		All trusts in England		
Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
132	9.2	9.0	7.1	9.8

126	7.5	7.5	5.8	8.7
-----	-----	-----	-----	-----

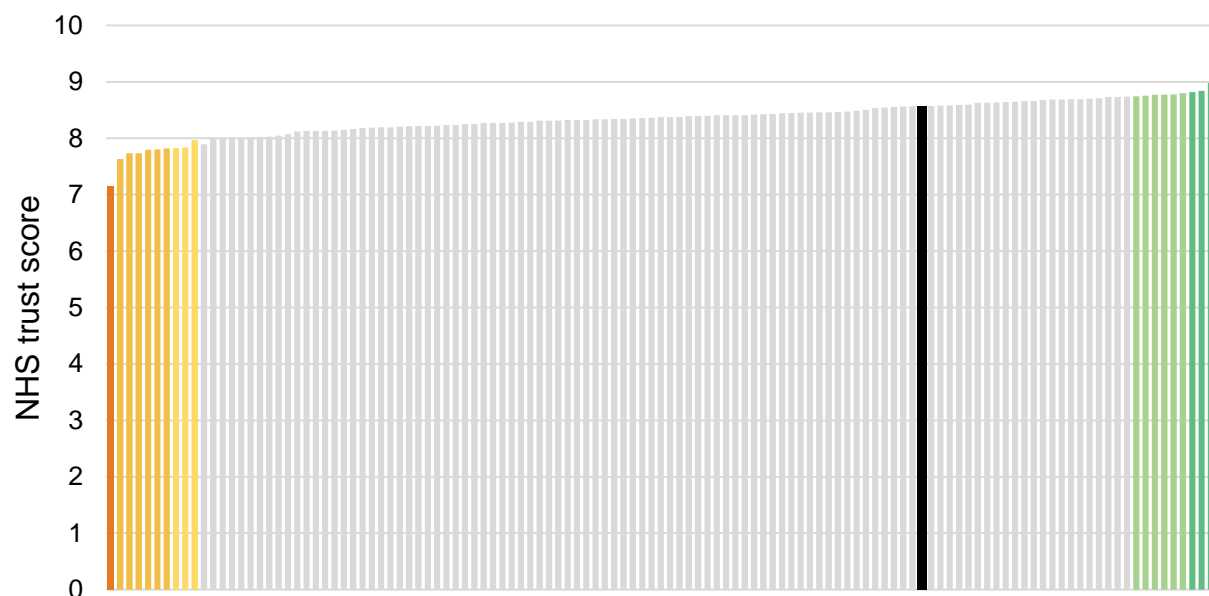
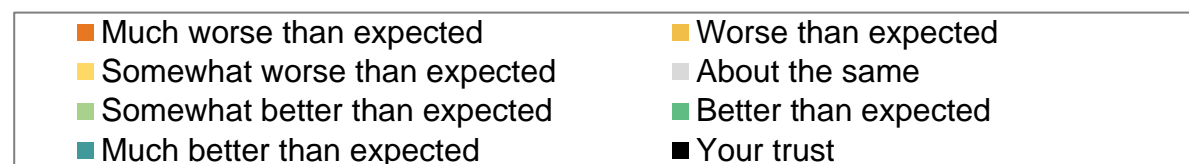
157	9.0	9.4	8.1	10.0
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# Staff caring for you

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.

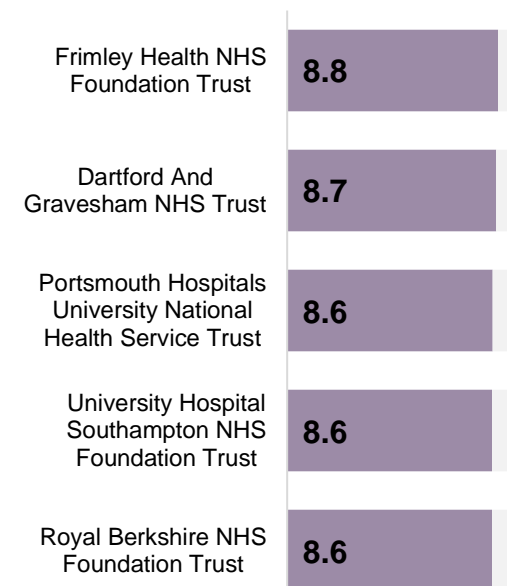
**Your trust section score = 8.6**      **About the same**



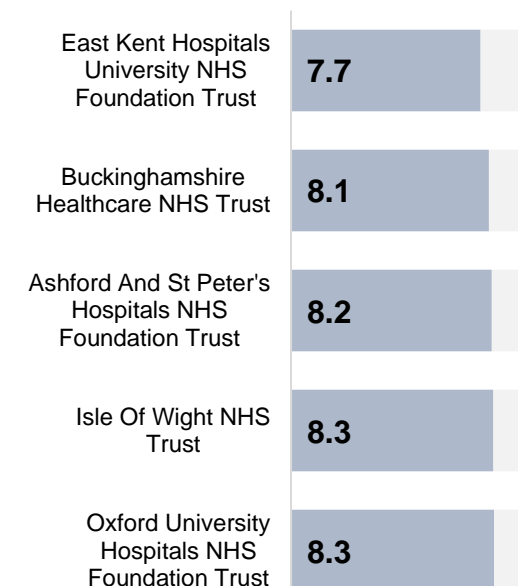
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

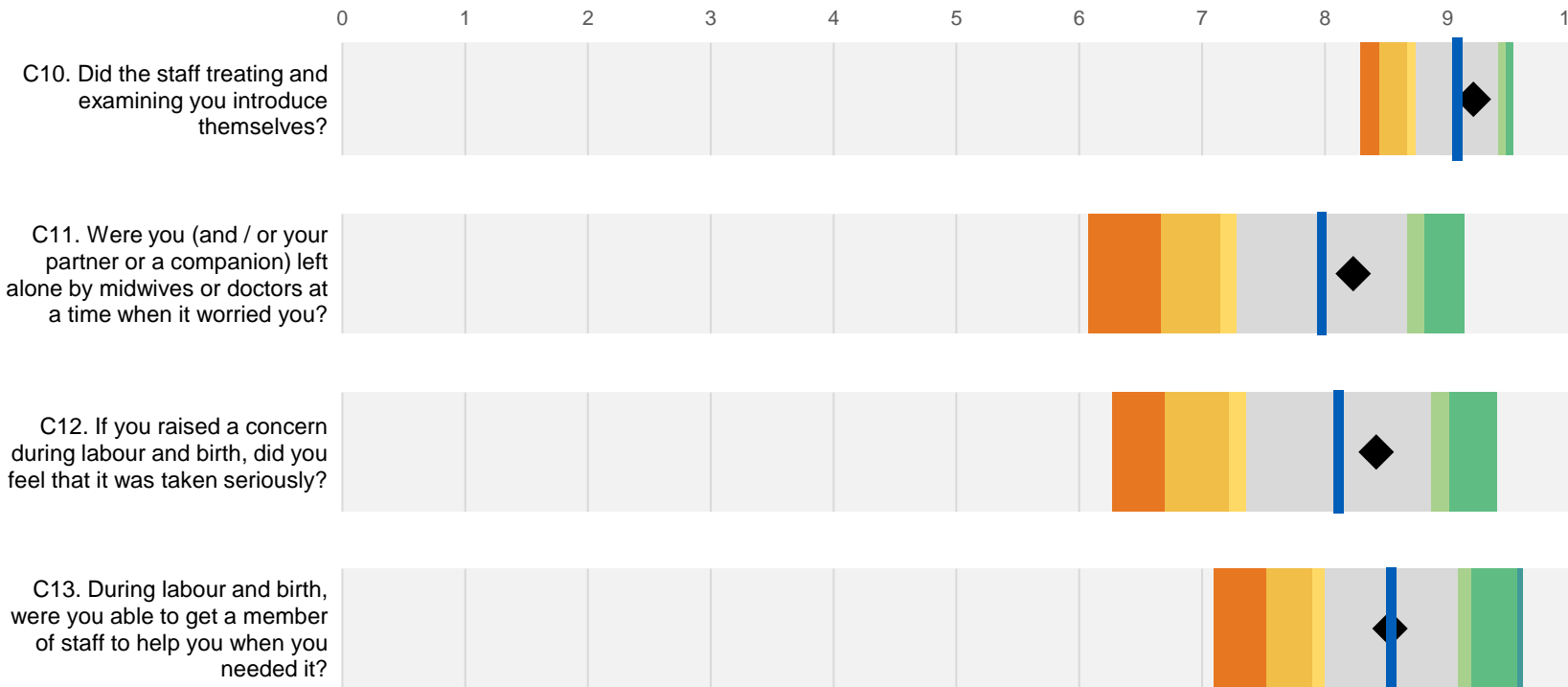
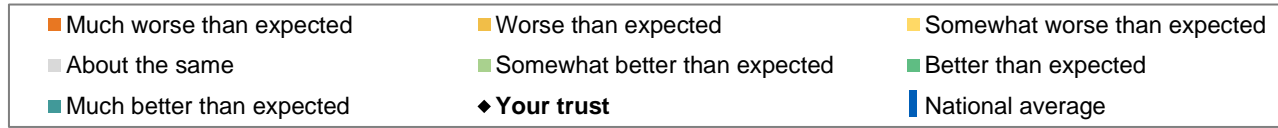


### Trusts with the lowest scores



# Section 2. Labour and Birth

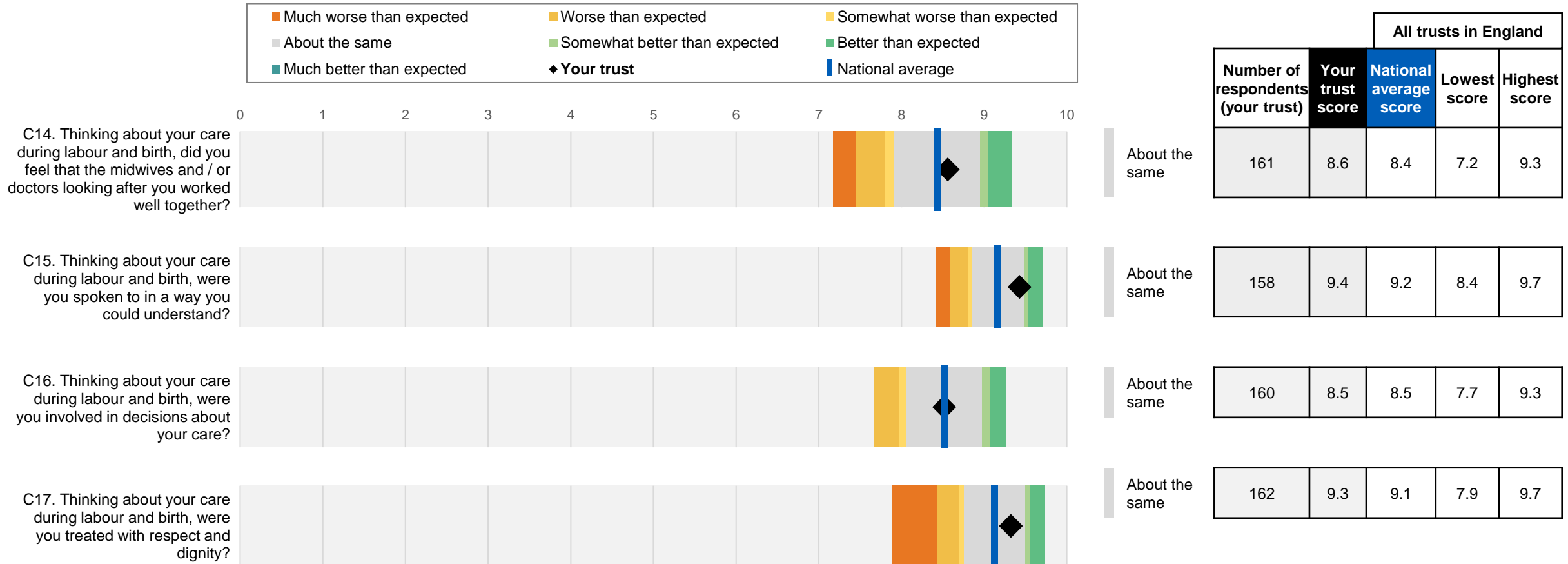
## Question scores: Staff caring for you



Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
161	9.2	9.1	8.3	9.5
157	8.2	8.0	6.1	9.1
104	8.4	8.1	6.3	9.4
162	8.5	8.5	7.1	9.6

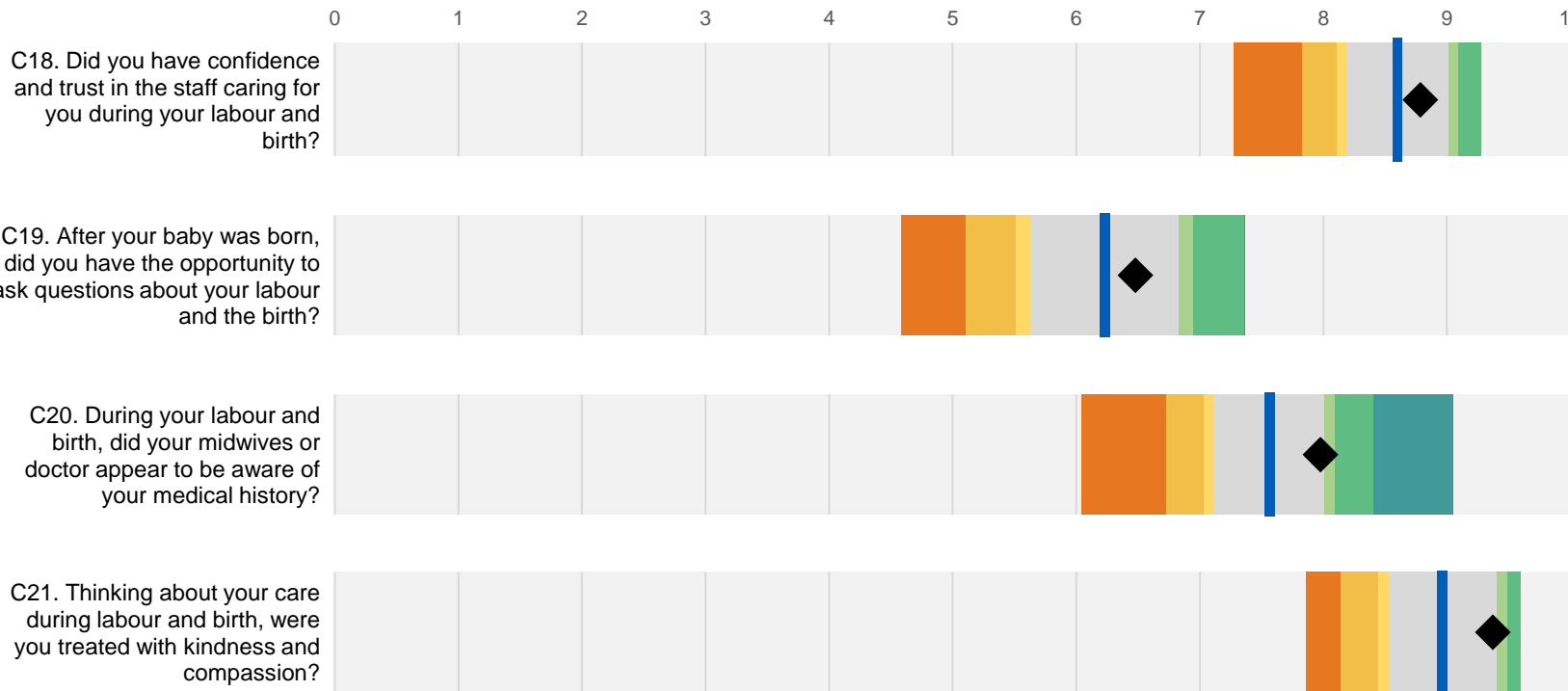
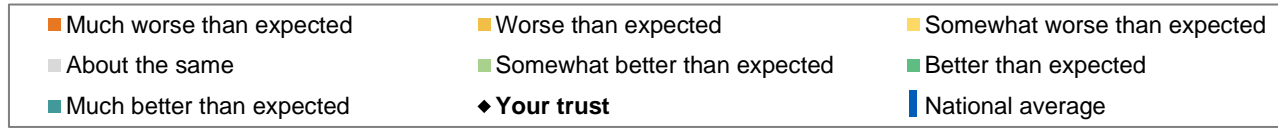
# Section 2. Labour and Birth (continued)

## Question scores: Staff caring for you



# Section 2. Labour and Birth (continued)

## Question scores: Staff caring for you



Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
163	8.8	8.6	7.3	9.3
143	6.5	6.2	4.6	7.4
143	8.0	7.6	6.0	9.0
163	9.4	9.0	7.9	9.6

# Benchmarking

## Section 3: Postnatal Care



**NHS**



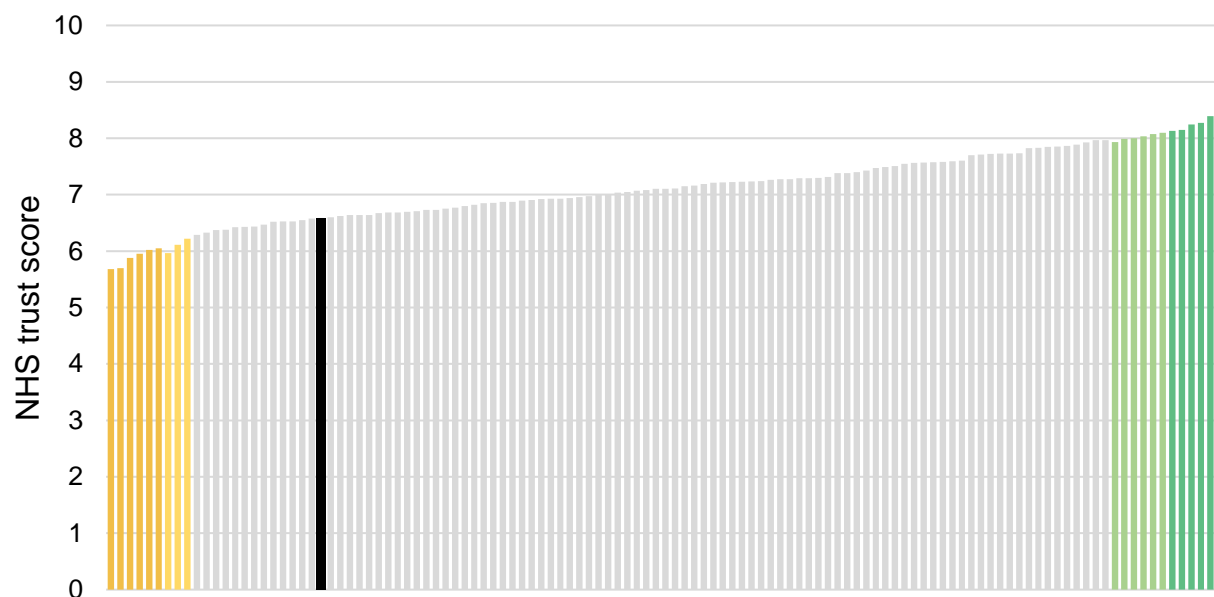
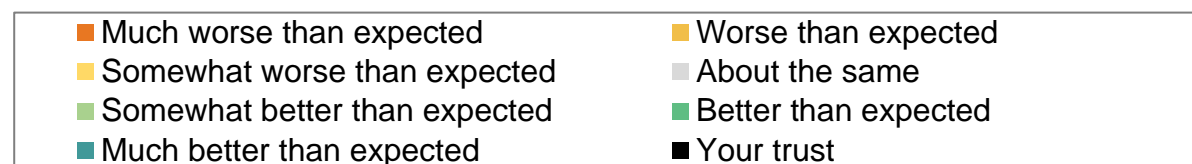
**CareQuality  
Commission**

**Survey  
Coordination  
Centre**

# 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 = 6.6**      **About the same**

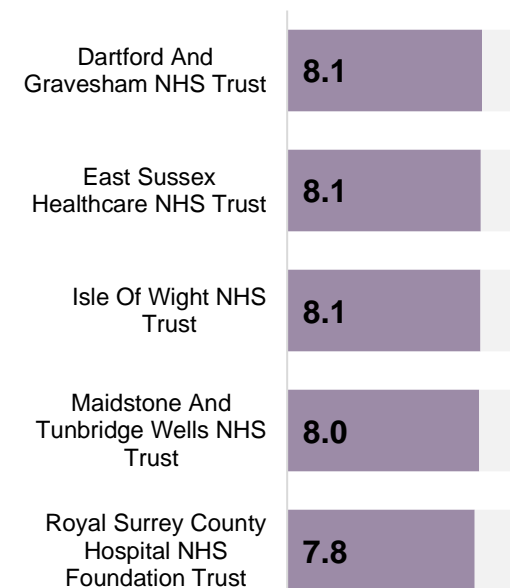


Each vertical line represents an individual NHS trust

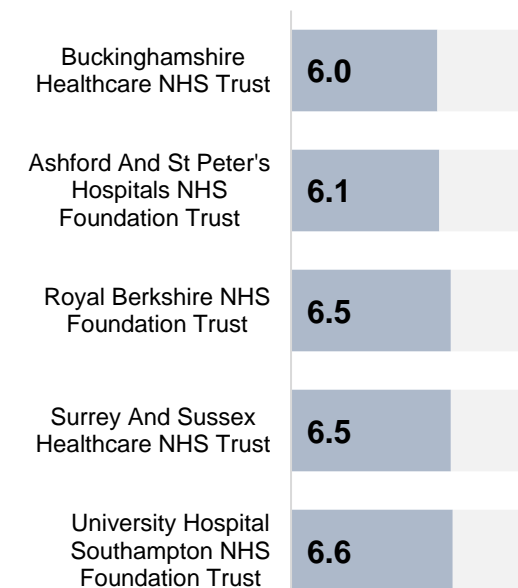
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

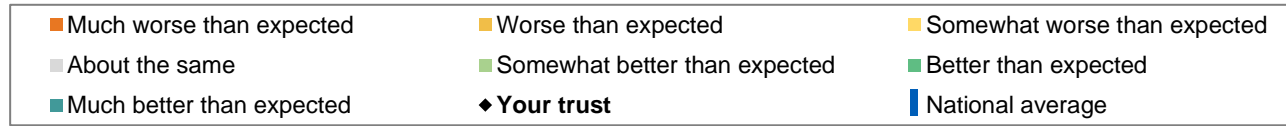


### Trusts with the lowest scores

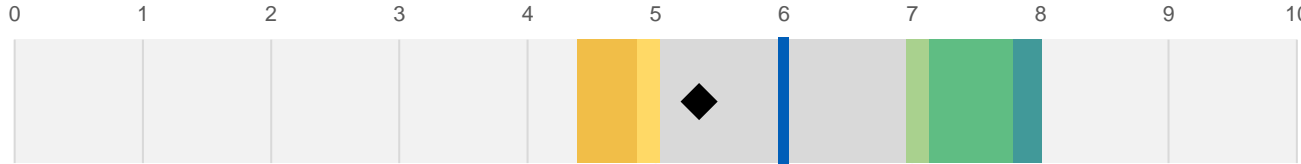


# Section 3. Postnatal Care

## Question scores: Care in the ward after birth



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



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
139	5.3	6.0	4.4	8.0

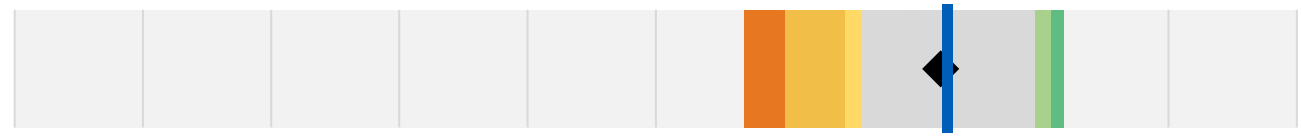
D3. If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you when you needed it?



About the same

Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
135	6.8	7.1	5.0	8.7

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

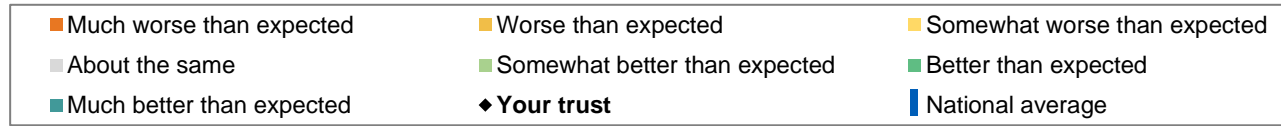


About the same

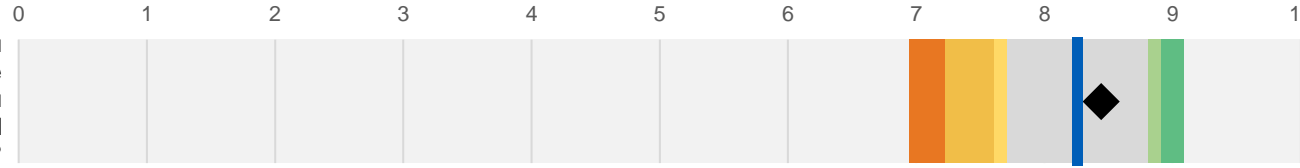
Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
137	7.2	7.3	5.7	8.2

# Section 3. Postnatal Care (continued)

## Question scores: 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?



About the same

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?



About the same

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



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
137	8.4	8.3	6.9	9.1

133	4.1	6.5	2.3	9.9
-----	-----	-----	-----	-----

134	7.6	7.6	5.9	8.8
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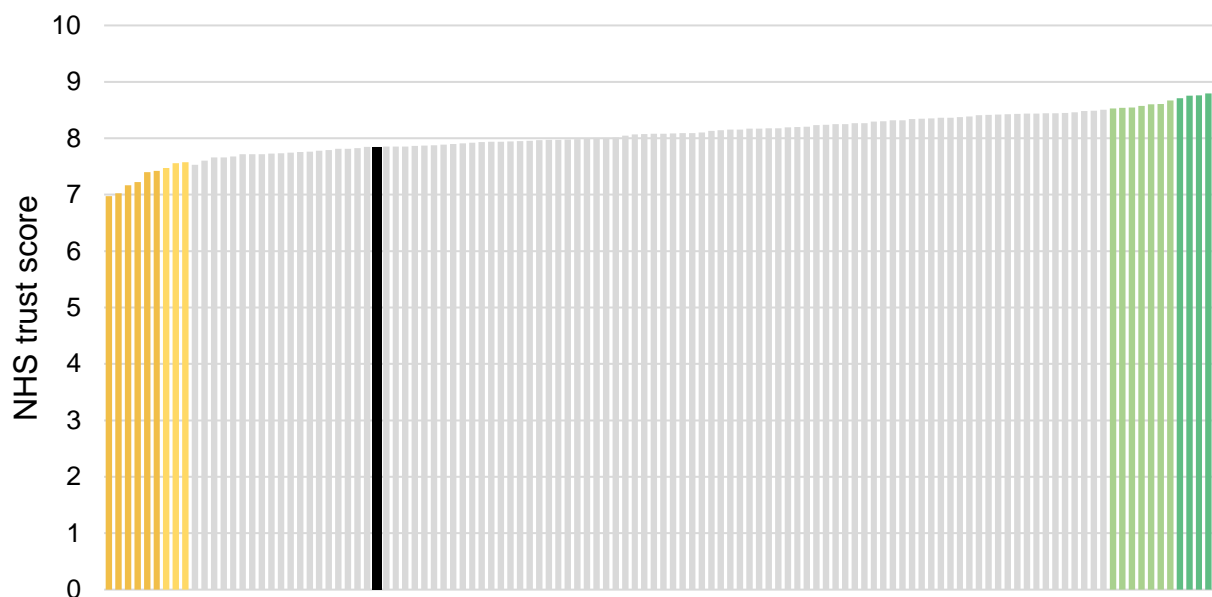


# Feeding your baby

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 = 7.8**      **About the same**

- |                                 |                        |
|---------------------------------|------------------------|
| ■ Much worse than expected      | ■ Worse than expected  |
| ■ Somewhat worse than expected  | ■ About the same       |
| ■ Somewhat better than expected | ■ Better than expected |
| ■ Much better than expected     | ■ Your trust           |

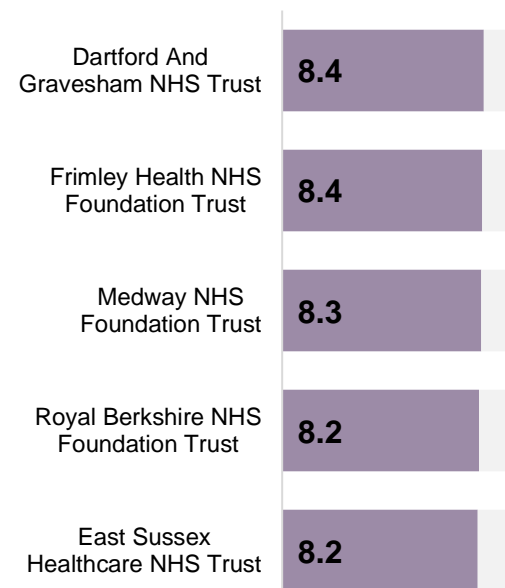


Each vertical line represents an individual NHS trust

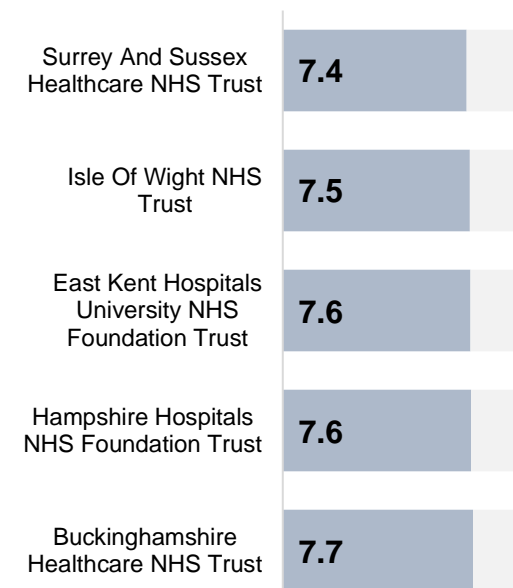
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

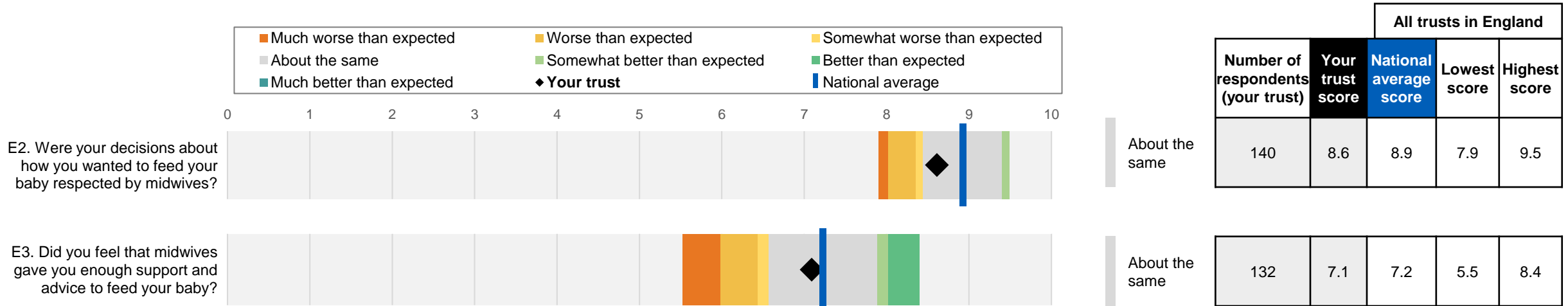


### Trusts with the lowest scores



# Section 3. Postnatal Care (continued)

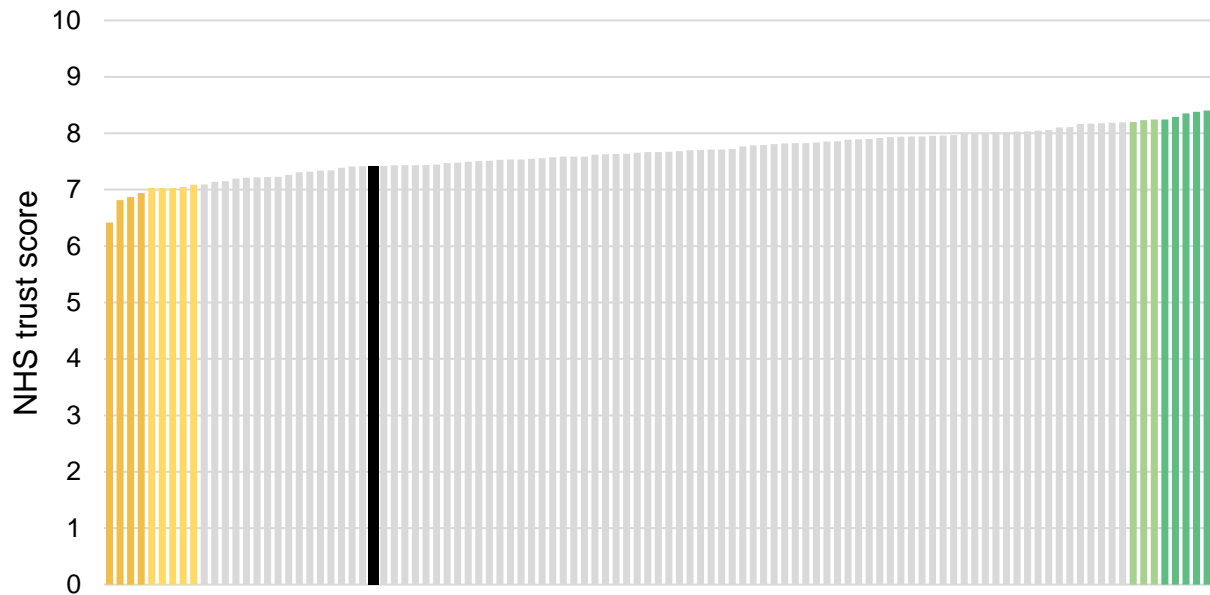
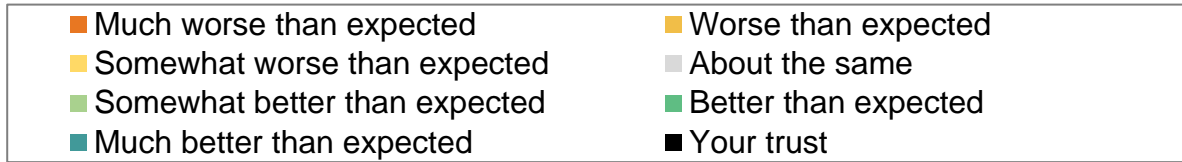
## Question scores: Feeding your baby



# 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 F1 and F2, F4 to F8, and F10 to F16. 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.

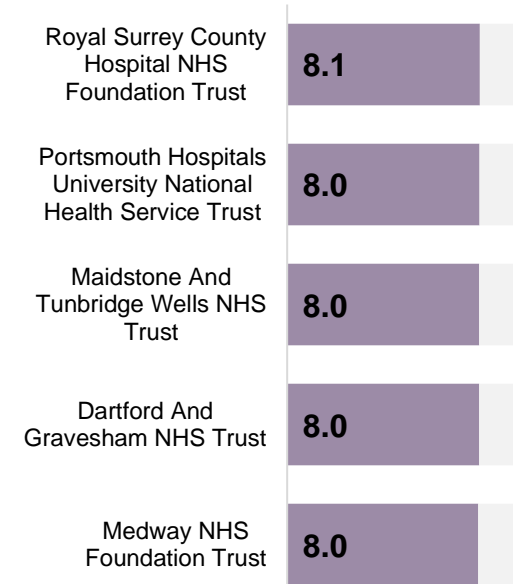
**Your trust section score = 7.4**      **About the same**



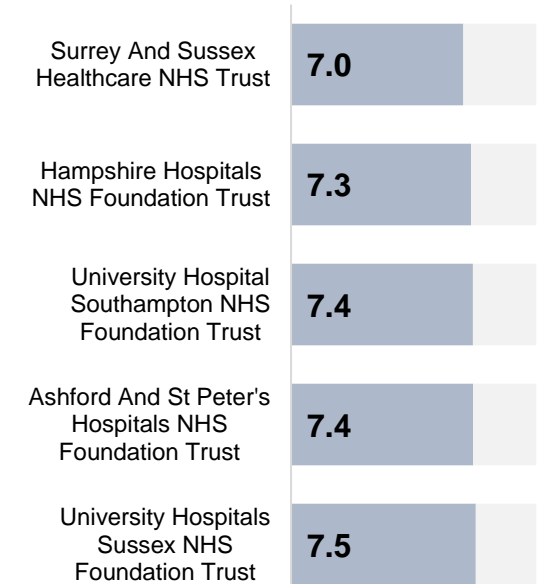
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

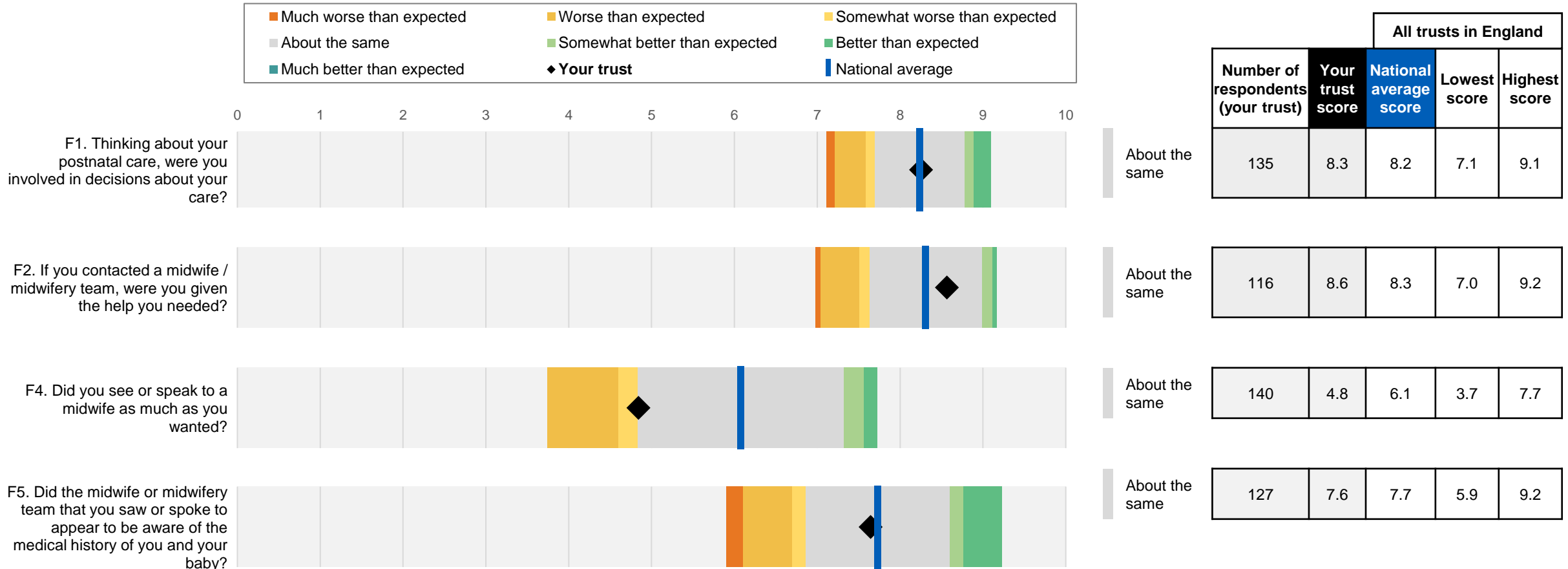


### Trusts with the lowest scores



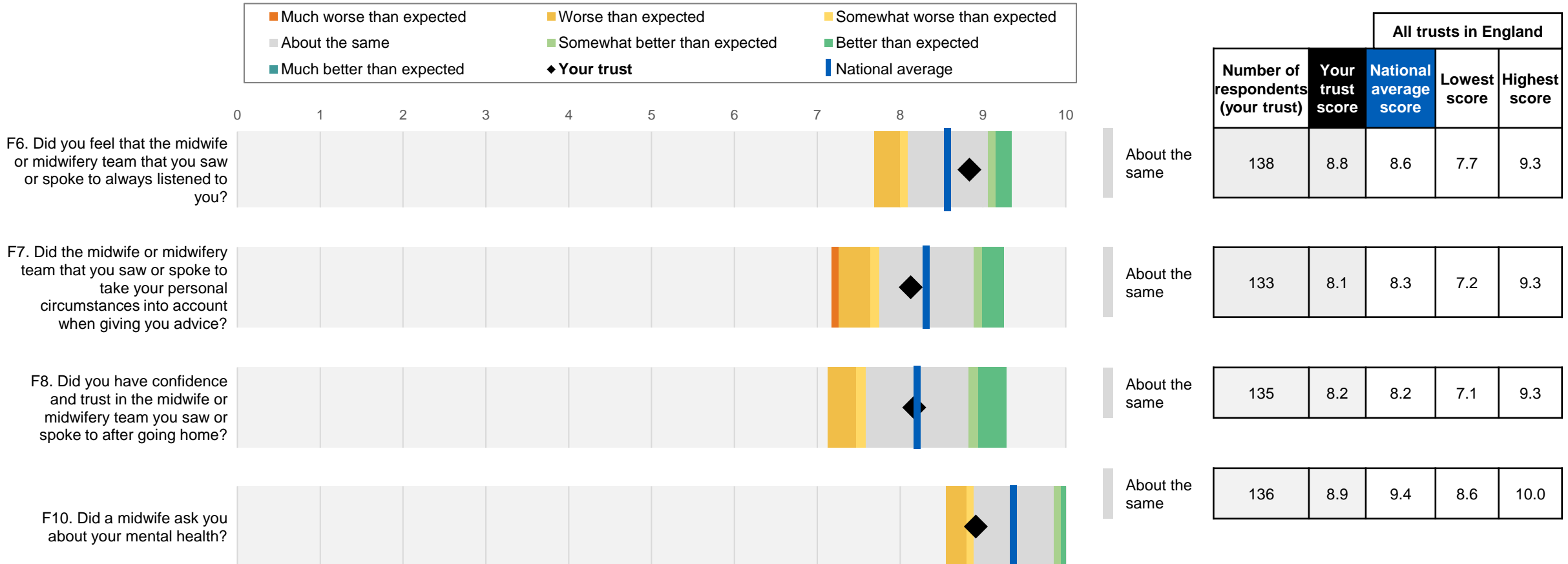
# Section 3. Postnatal Care

## Question scores: Care at home after birth



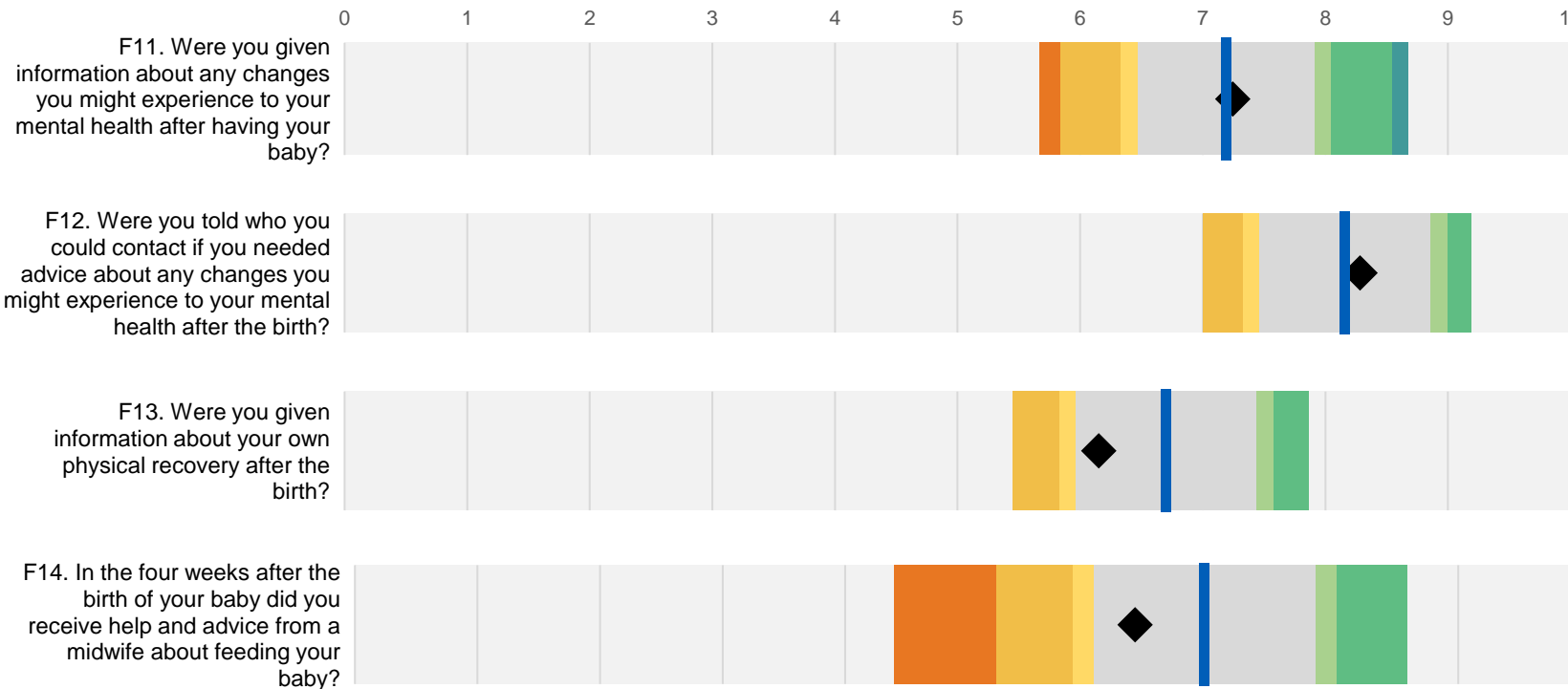
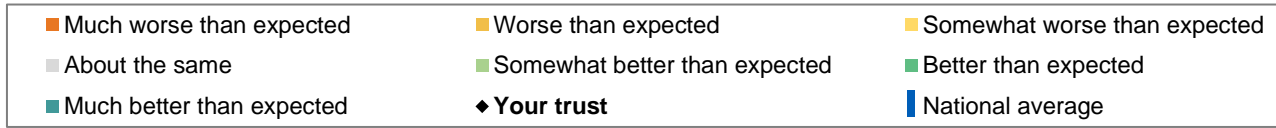
# Section 3. Postnatal Care (continued)

## Question scores: Care at home after birth



# Section 3. Postnatal Care (continued)

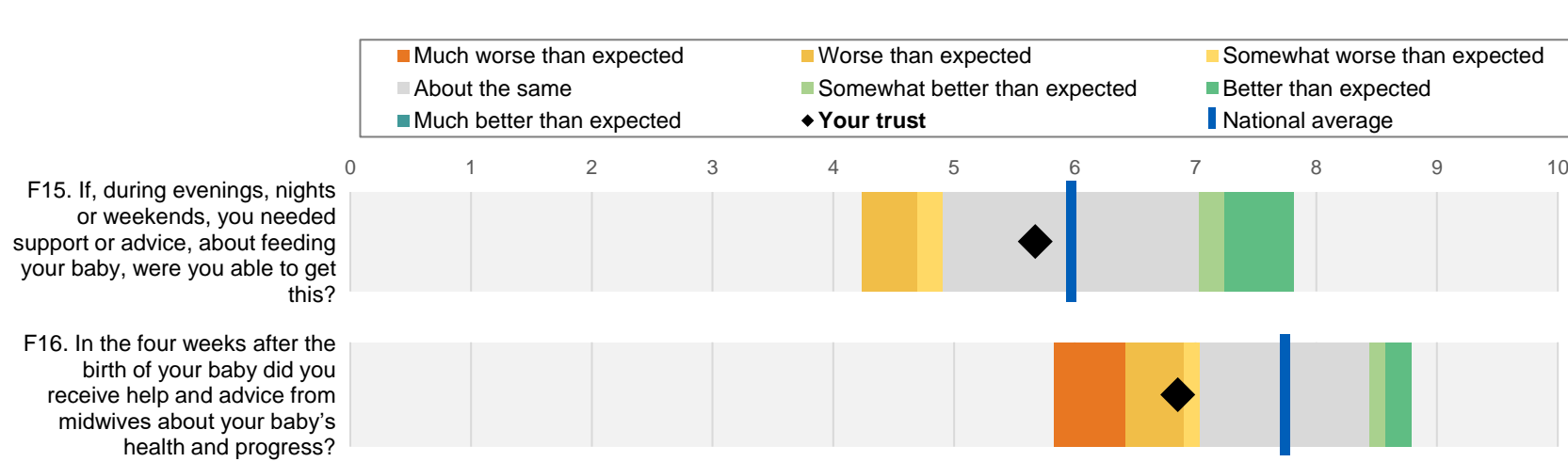
## Question scores: Care at home after birth



		All trusts in England		
Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
137	7.2	7.2	5.7	8.7
125	8.3	8.2	7.0	9.2
137	6.2	6.7	5.5	7.9
121	6.4	6.9	4.4	8.6

# Section 3. Postnatal Care (continued)

## Question scores: Care at home after birth



		All trusts in England		
Number of respondents (your trust)	Your trust score	National average score	Lowest score	Highest score
62	5.7	6.0	4.2	7.8
112	6.9	7.7	5.8	8.8

# Benchmarking

## Section 4: Complaints



**NHS**



**CareQuality  
Commission**

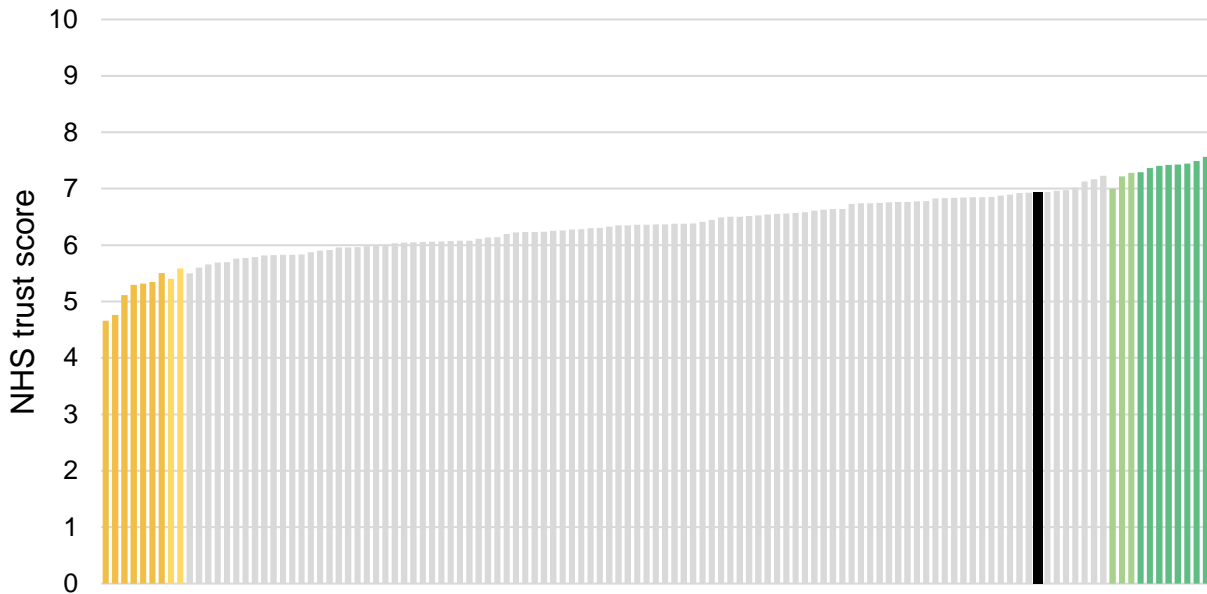
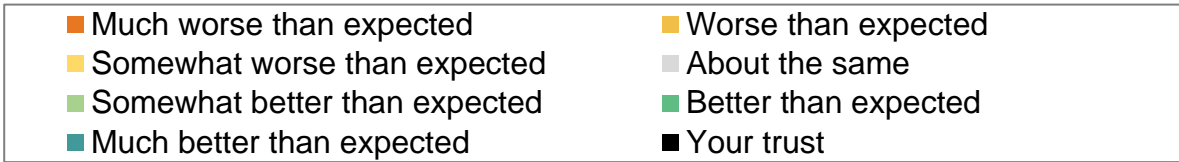
**Survey  
Coordination  
Centre**



# 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 F19. 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 = 6.9 About the same**

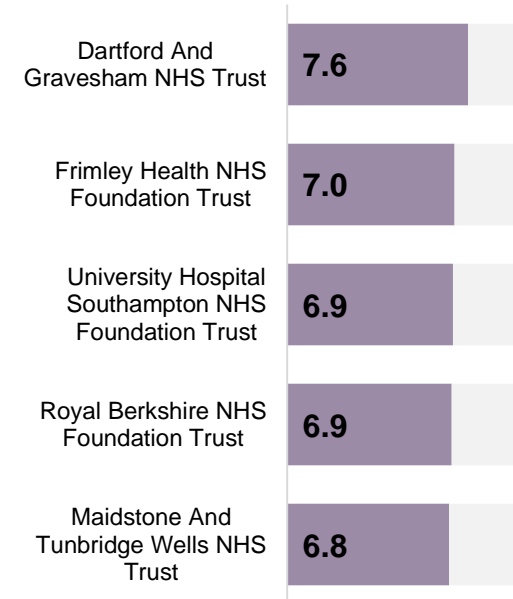


Each vertical line represents an individual NHS trust

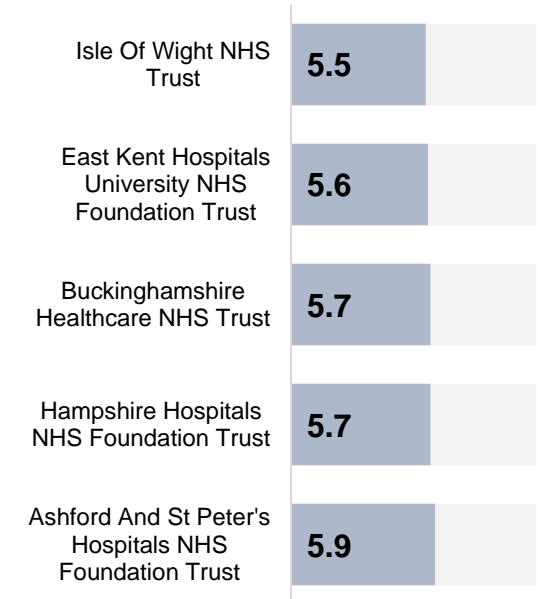
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

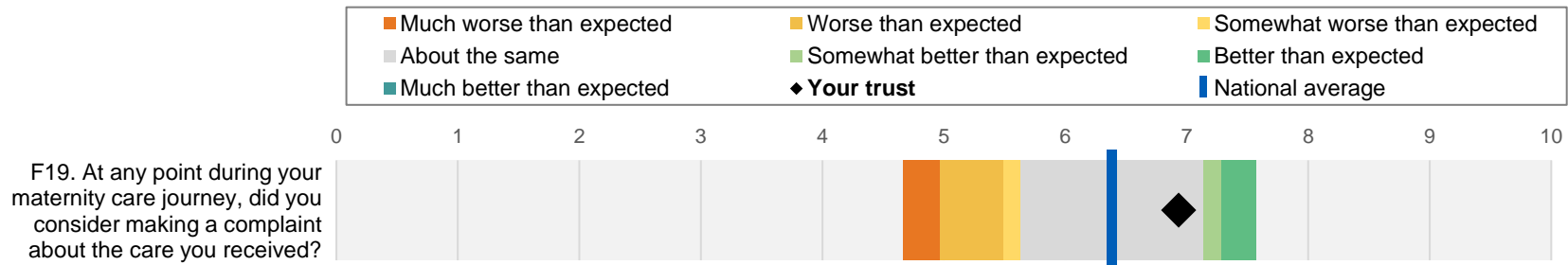


### Trusts with the lowest scores



# Section 4. Complaints

## Question scores



Number of respondents (your trust)	Your trust score	All trusts in England		
		National average score	Lowest score	Highest score
159	6.9	6.4	4.7	7.6

# 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 2023 and 2024 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 2024 and therefore are not included in this section: B3, B18, B20, C5, C7, C14, E3, F2, F10, F14, F16, G12.

The NHS logo, consisting of the letters 'NHS' in white on a blue rectangular background.The Care Quality Commission logo, featuring a stylized white 'Q' inside a circle followed by the text 'Care Quality Commission'.

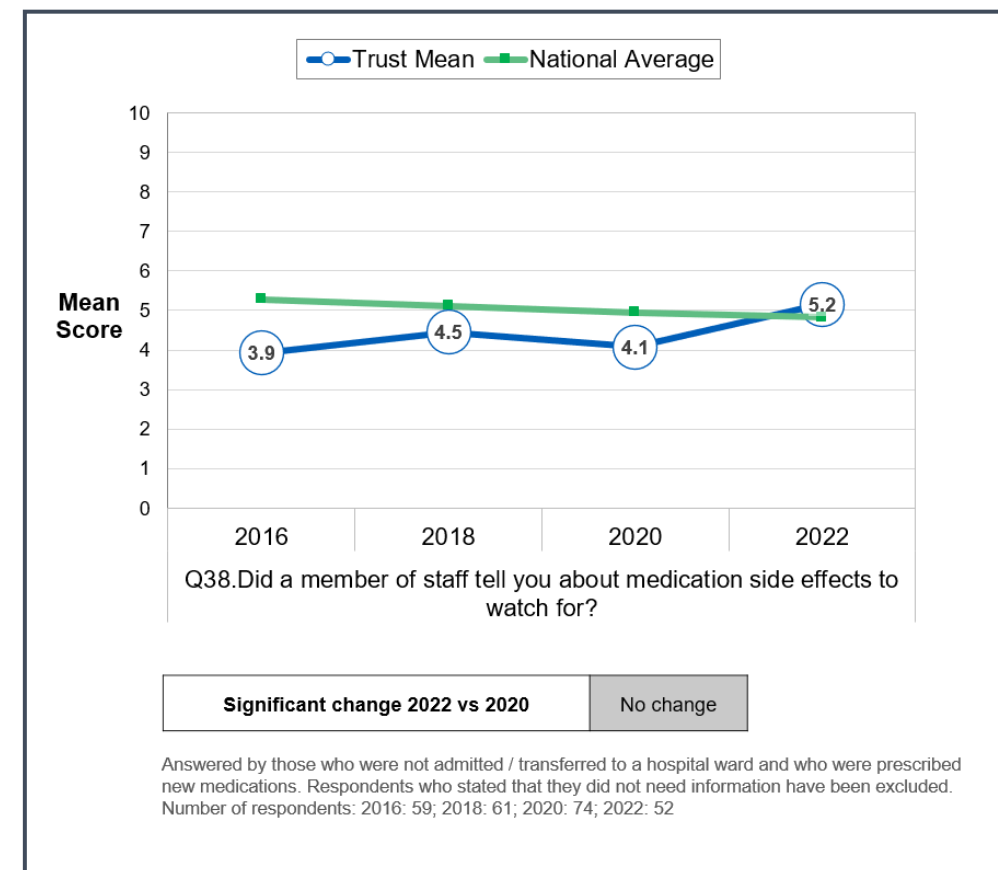
Survey  
Coordination  
Centre

# 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 2024 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, because the trust was not included in the survey that year, sampling errors or ineligibility.

Statistically significant changes are also displayed in tables underneath the charts, showing significant differences between this year (2024) and the previous year (2023). Z-tests set to 95% significance were used to compare data between the two years (2024 vs 2023). 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



**NHS**

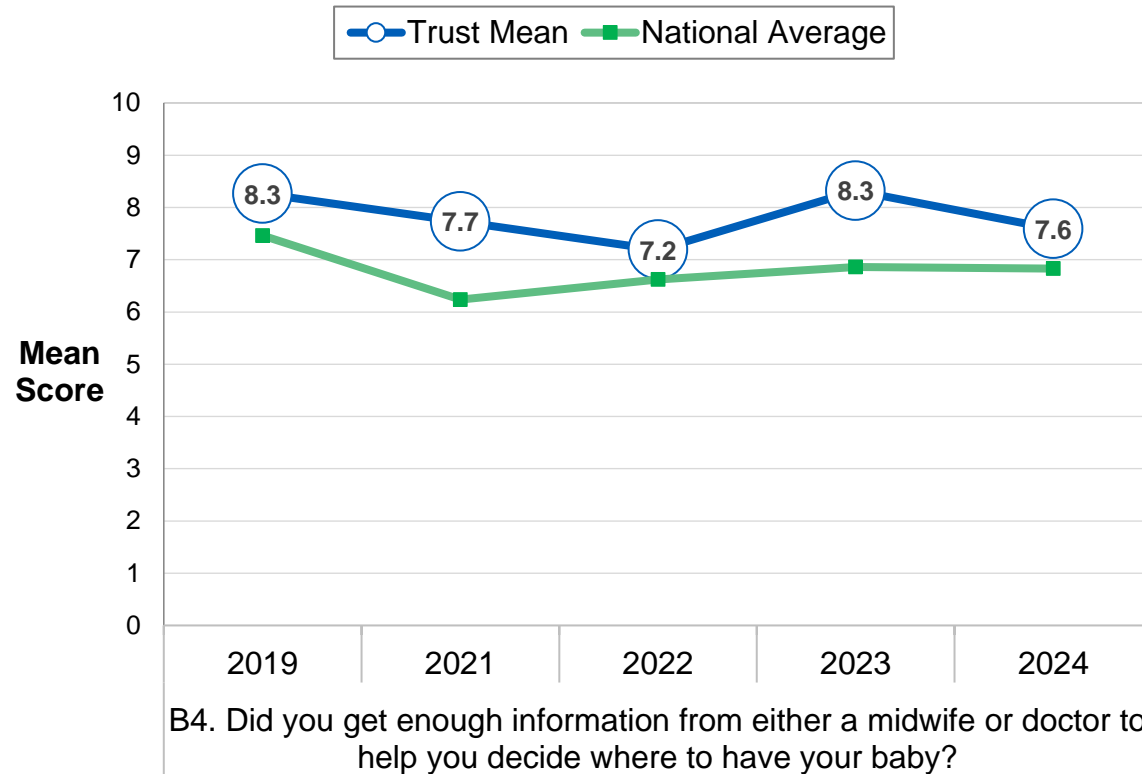


**CareQuality  
Commission**

**Survey  
Coordination  
Centre**

# Section 1. Antenatal Care

## The start of your care during pregnancy



**Significant change 2024 vs 2023**

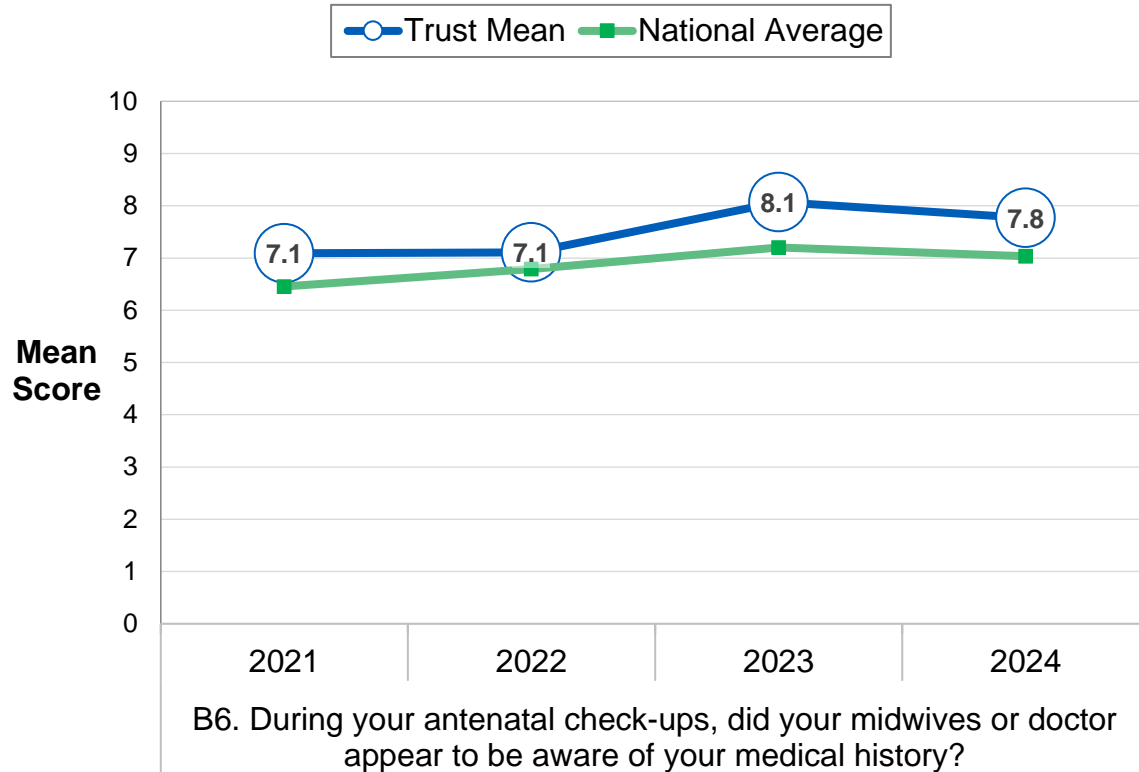
No change

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.

Number of respondents: 2019: 166; 2021: 187; 2022: 141; 2023: 143; 2024: 148

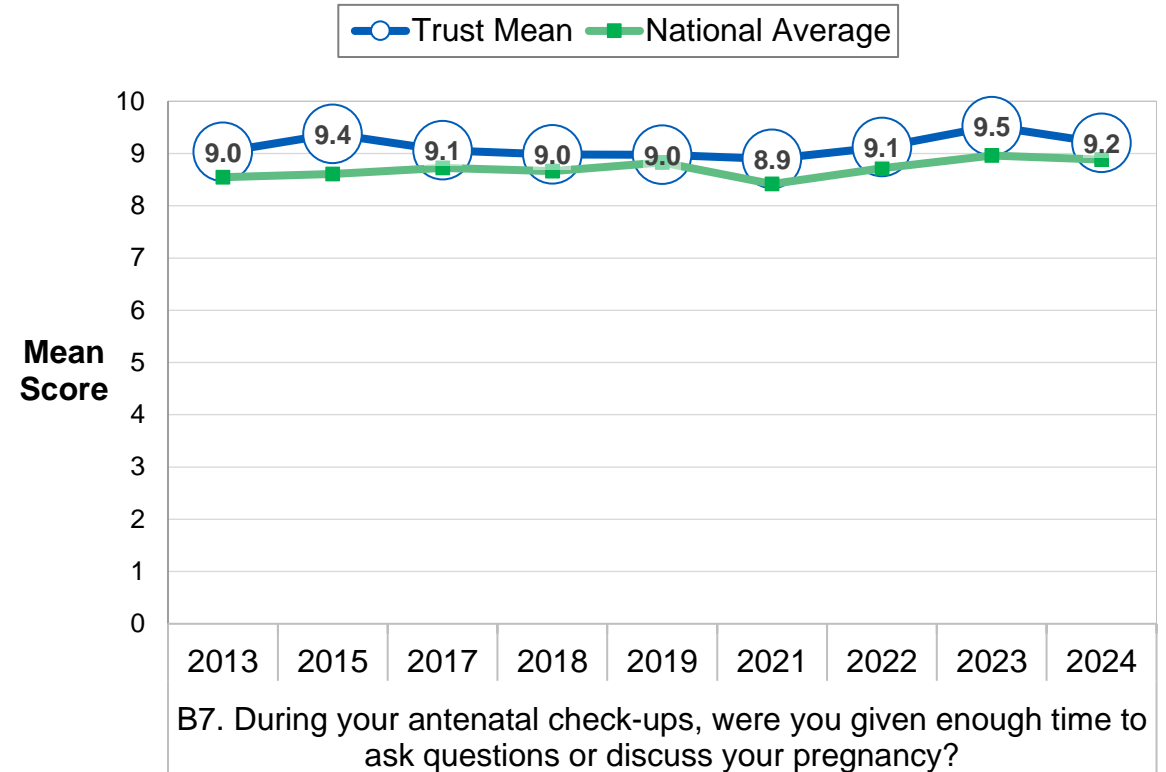
# Section 1. Antenatal Care

## Antenatal check ups



**Significant change 2024 vs 2023**      No change

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.  
 Number of respondents: 2021: 185; 2022: 140; 2023: 143; 2024: 151

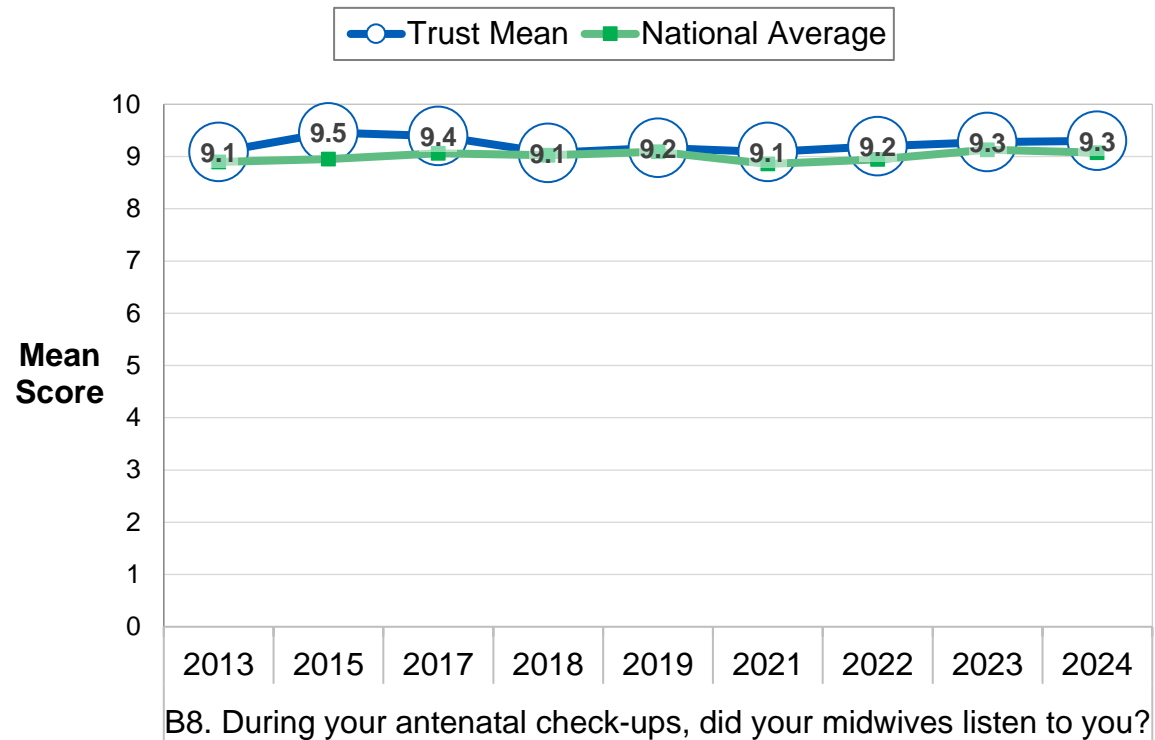


**Significant change 2024 vs 2023**      No change

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.  
 Number of respondents: 2013: 167; 2015: 183; 2017: 145; 2018: 161; 2019: 167; 2021: 190; 2022: 143; 2023: 144; 2024: 151

# Section 1. Antenatal Care

## Antenatal check ups

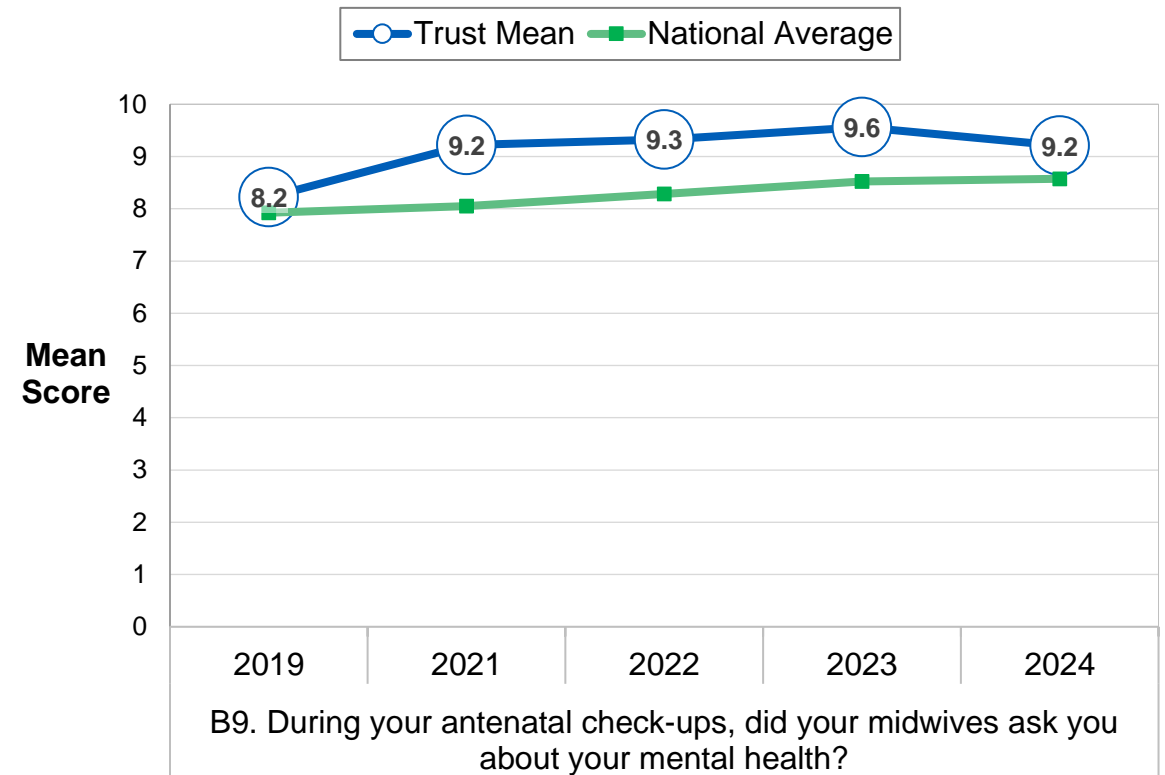


Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.

Number of respondents: 2013: 167; 2015: 183; 2017: 145; 2018: 162; 2019: 167; 2021: 190; 2022: 143; 2023: 143; 2024: 152



Significant change 2024 vs 2023

No change

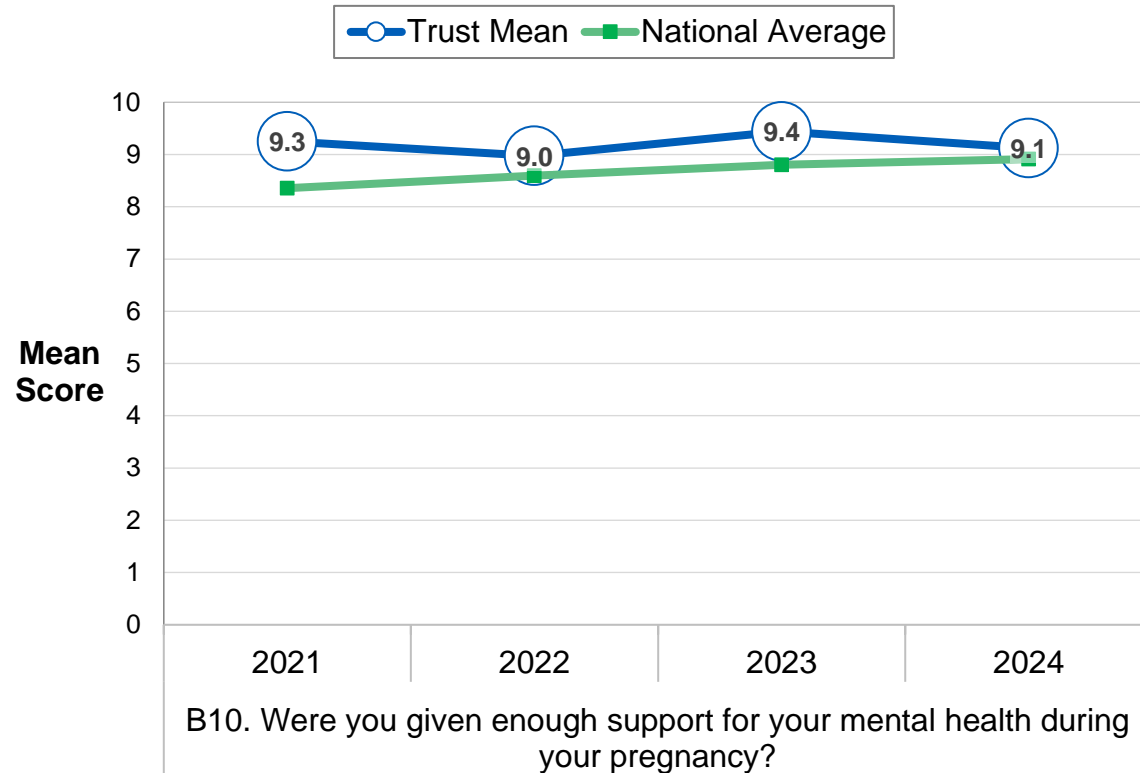
Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.

Number of respondents: 2019: 165; 2021: 189; 2022: 142; 2023: 142; 2024: 151



# Section 1. Antenatal Care

## During your pregnancy

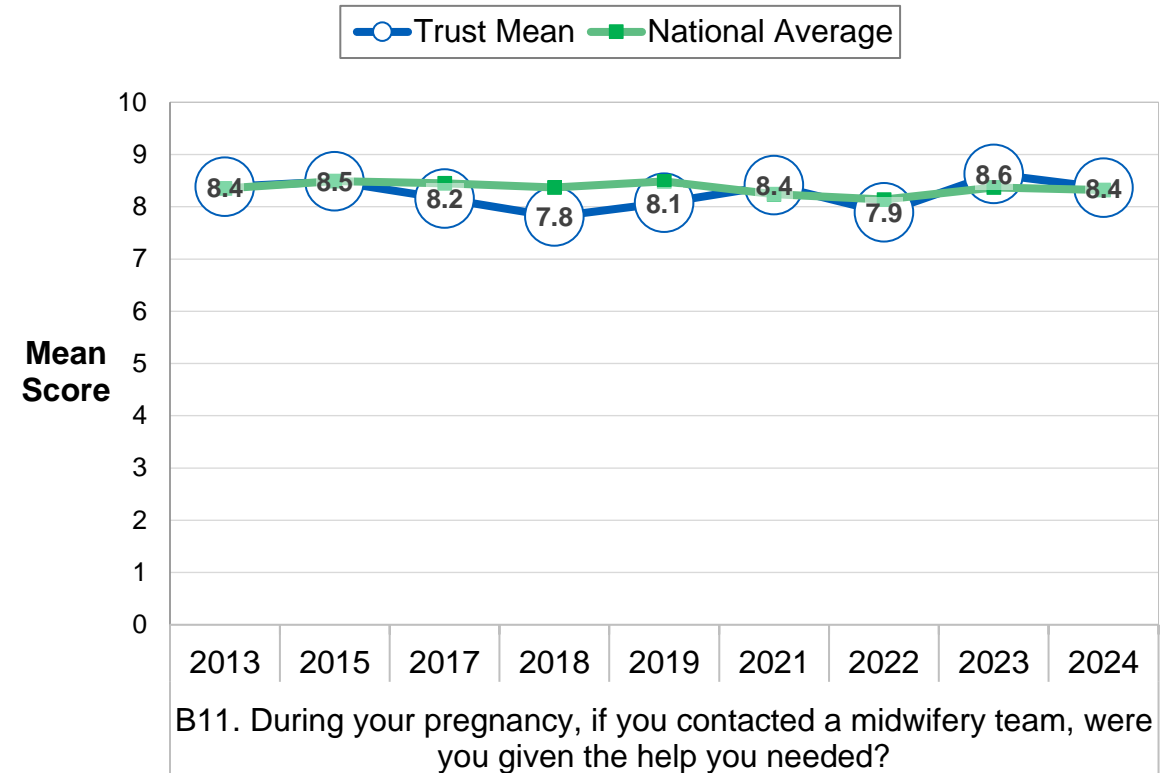


Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember or did not want / need support have been excluded.

Number of respondents: 2021: 139; 2022: 97; 2023: 104; 2024: 95



Significant change 2024 vs 2023

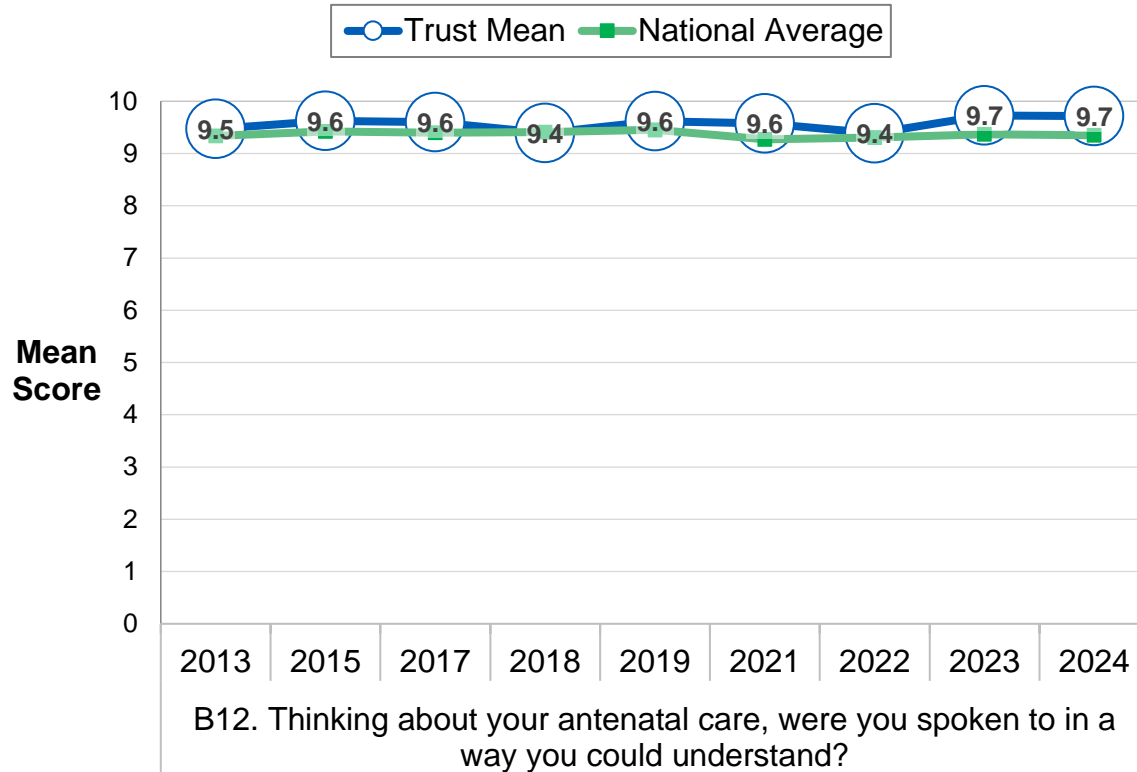
No change

Answered by all. Respondents who stated that they did not contact a midwifery team have been excluded.

Number of respondents: 2013: 141; 2015: 153; 2017: 123; 2018: 142; 2019: 138; 2021: 174; 2022: 127; 2023: 132; 2024: 134

# Section 1. Antenatal Care

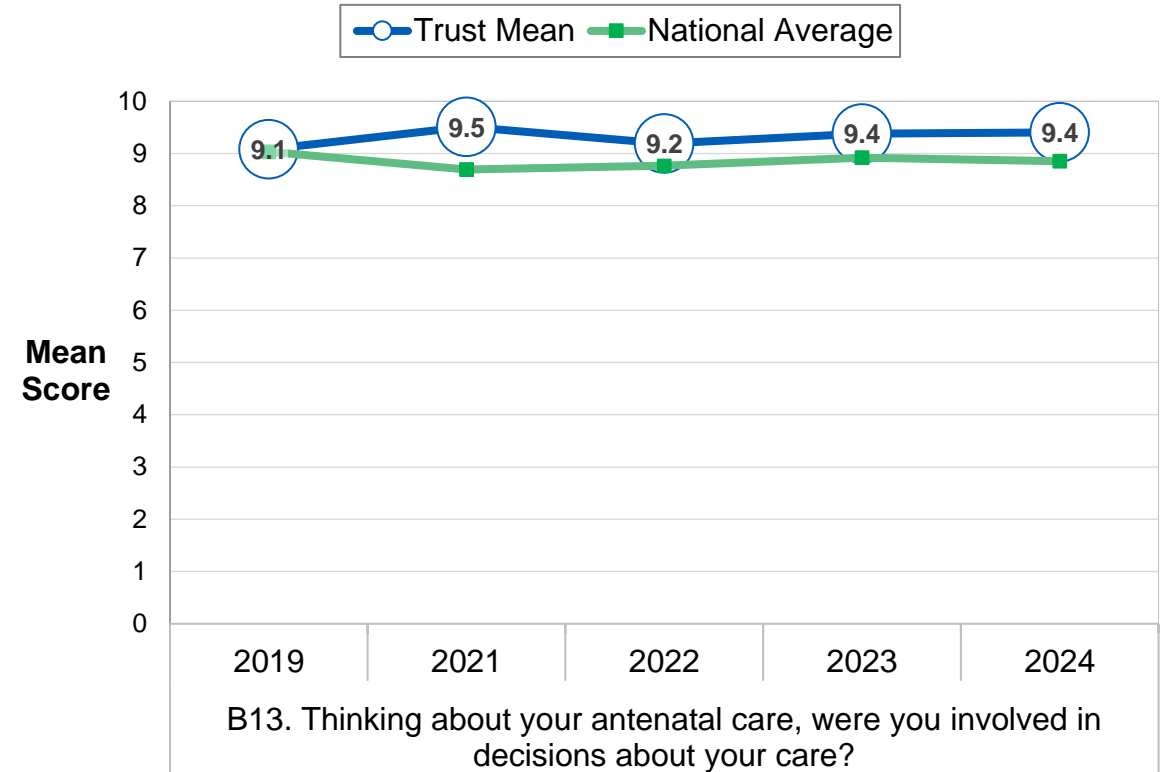
## During your pregnancy



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
Number of respondents: 2013: 167; 2015: 183; 2017: 145; 2018: 162; 2019: 167; 2021: 190; 2022: 143; 2023: 142; 2024: 151



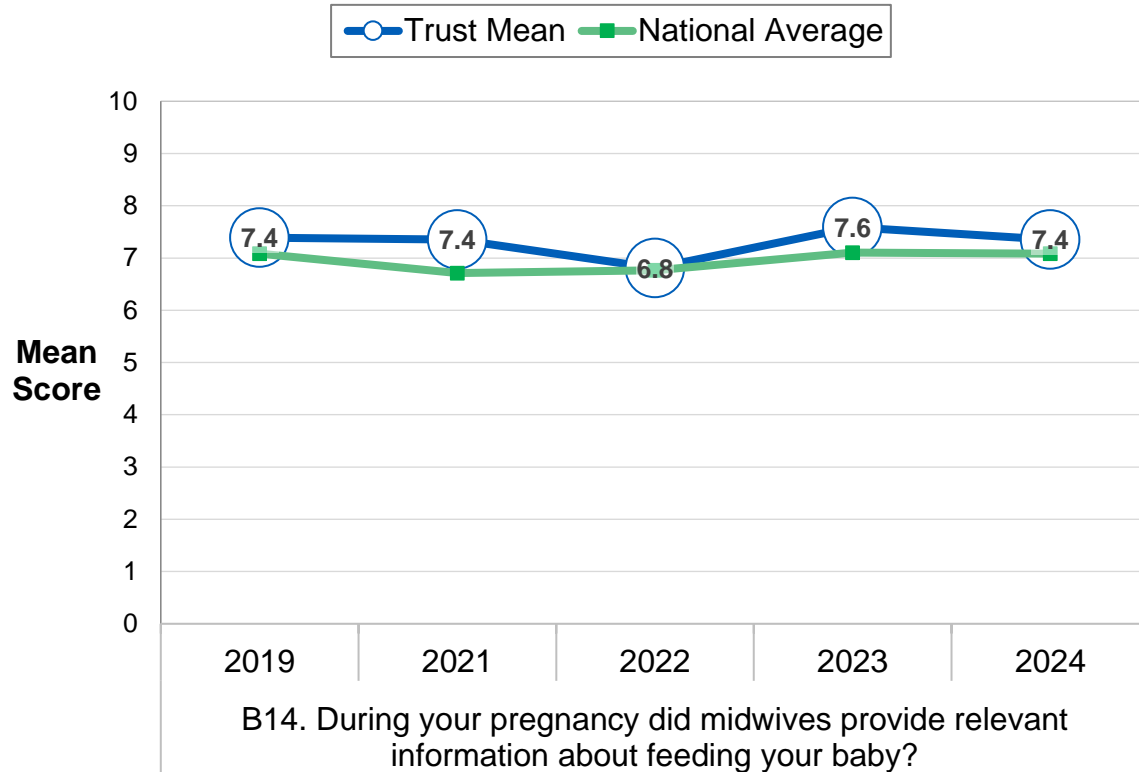
Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember or did not want / need to be involved have been excluded.  
Number of respondents: 2019: 165; 2021: 189; 2022: 142; 2023: 141; 2024: 151

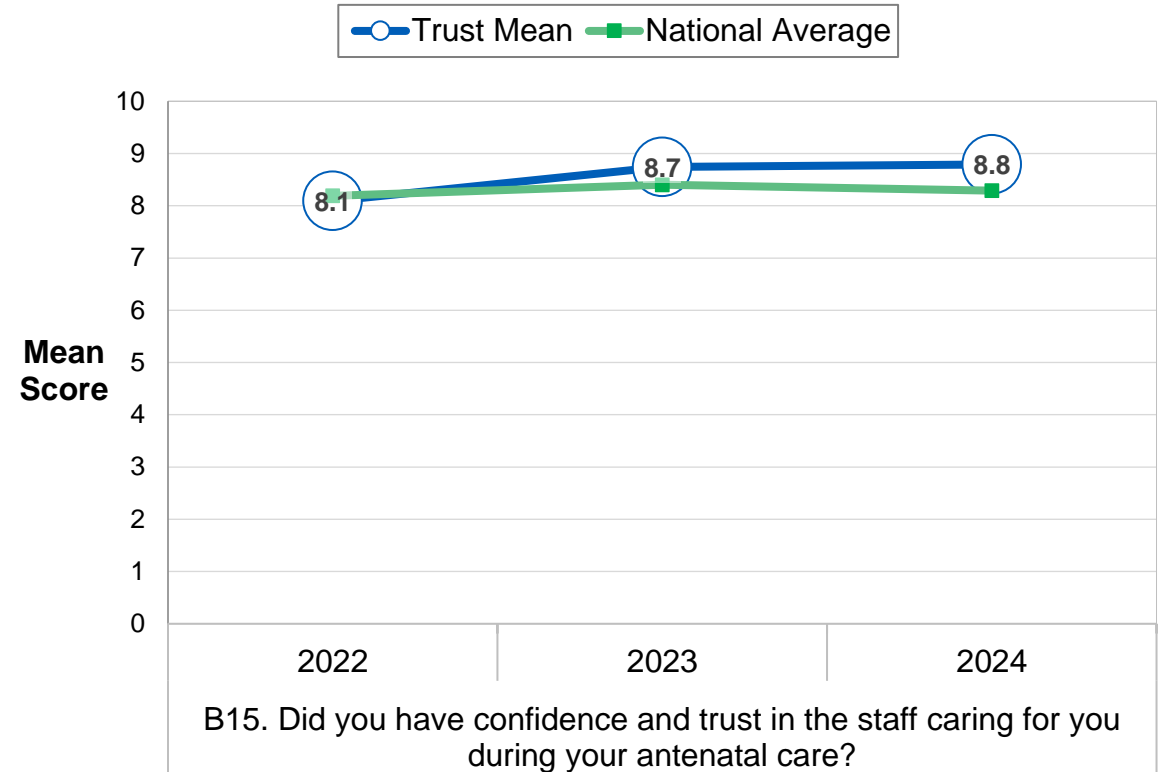
# Section 1. Antenatal Care

## During your pregnancy



**Significant change 2024 vs 2023**    No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
 Number of respondents: 2019: 163; 2021: 186; 2022: 143; 2023: 141; 2024: 146

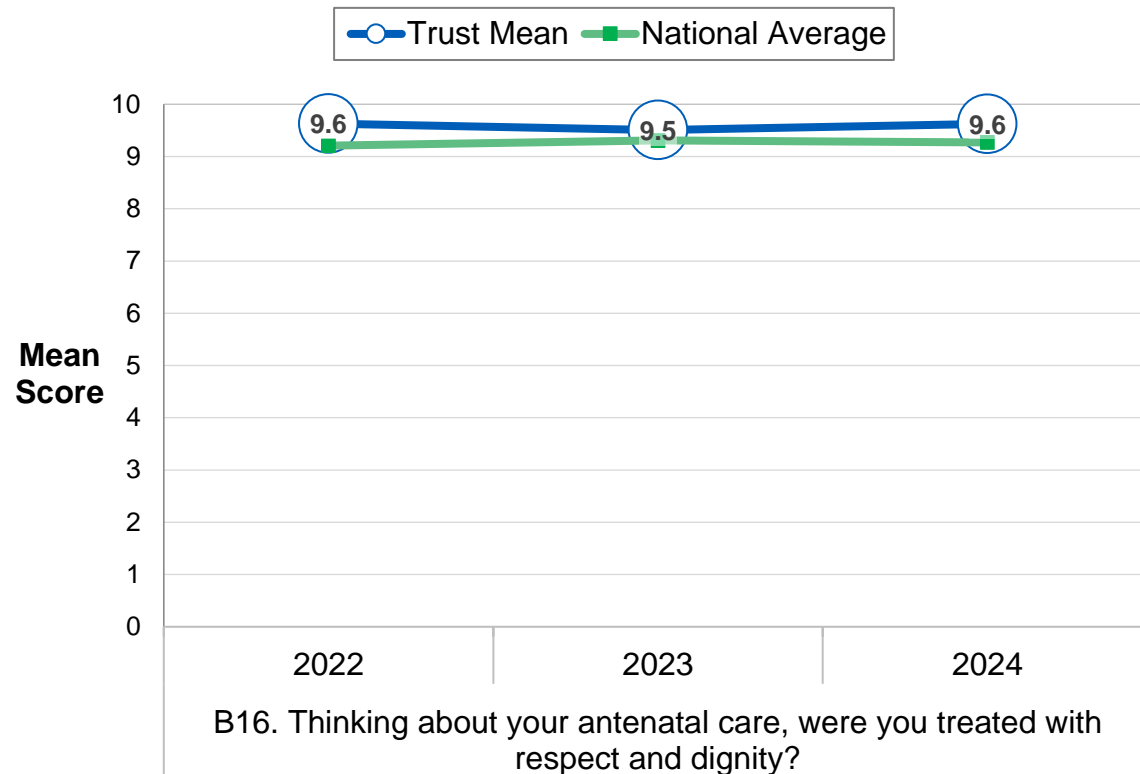


**Significant change 2024 vs 2023**    No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
 Number of respondents: 2022: 143; 2023: 144; 2024: 151

# Section 1. Antenatal Care

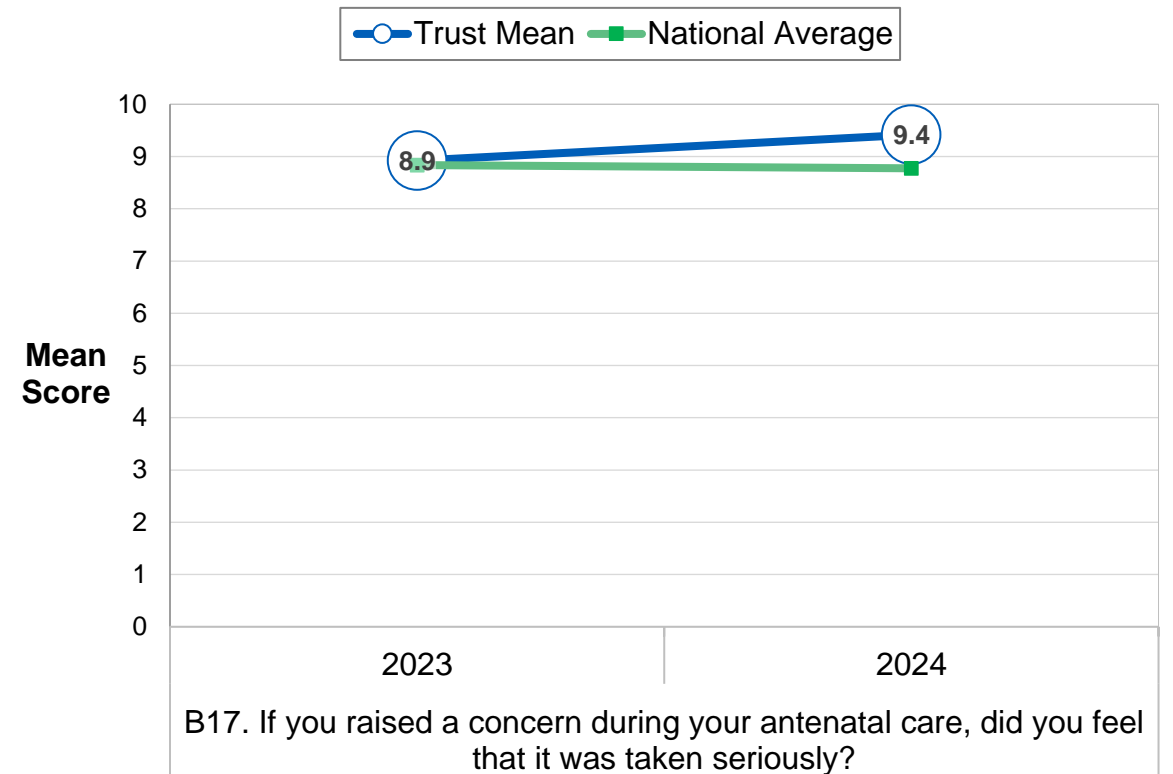
## During your pregnancy



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
Number of respondents: 2022: 143; 2023: 144; 2024: 152



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
Number of respondents: 2023: 113; 2024: 110

# Change over time

## Section 2: Labour and Birth



**NHS**

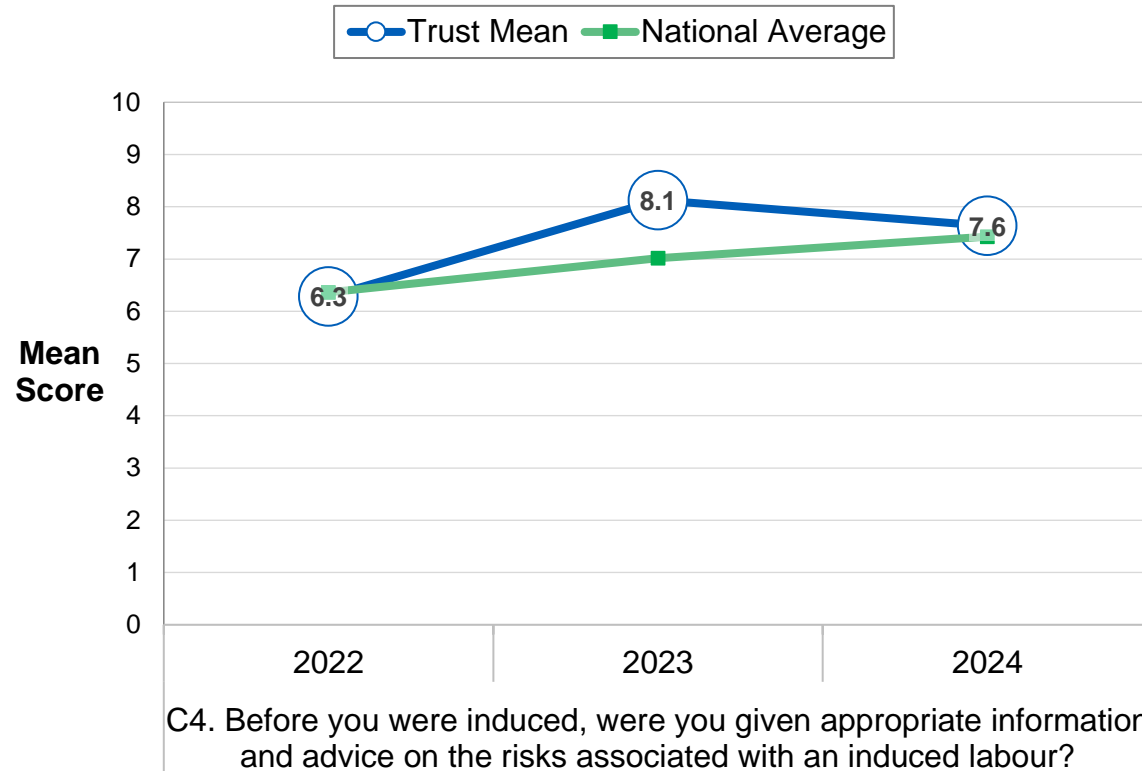


**CareQuality  
Commission**

**Survey  
Coordination  
Centre**

## Section 2. Labour and Birth

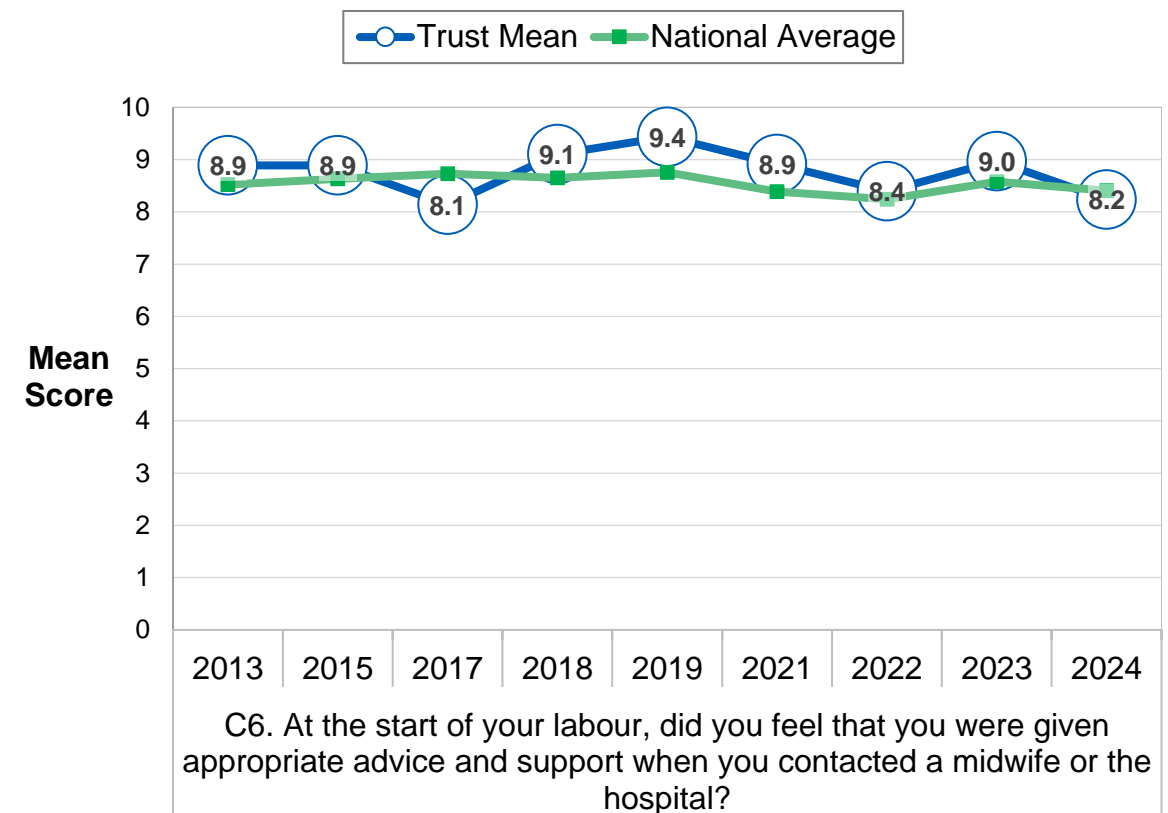
### Your labour and birth



Significant change 2024 vs 2023

No change

Answered by those who were induced. Respondents who stated that they didn't know or couldn't remember have been excluded. Note of caution when interpreting the trend data: The 2023 preceding question asking about information and advice on the benefits of an induced labour was removed. Number of respondents: 2022: 36; 2023: 42; 2024: 45



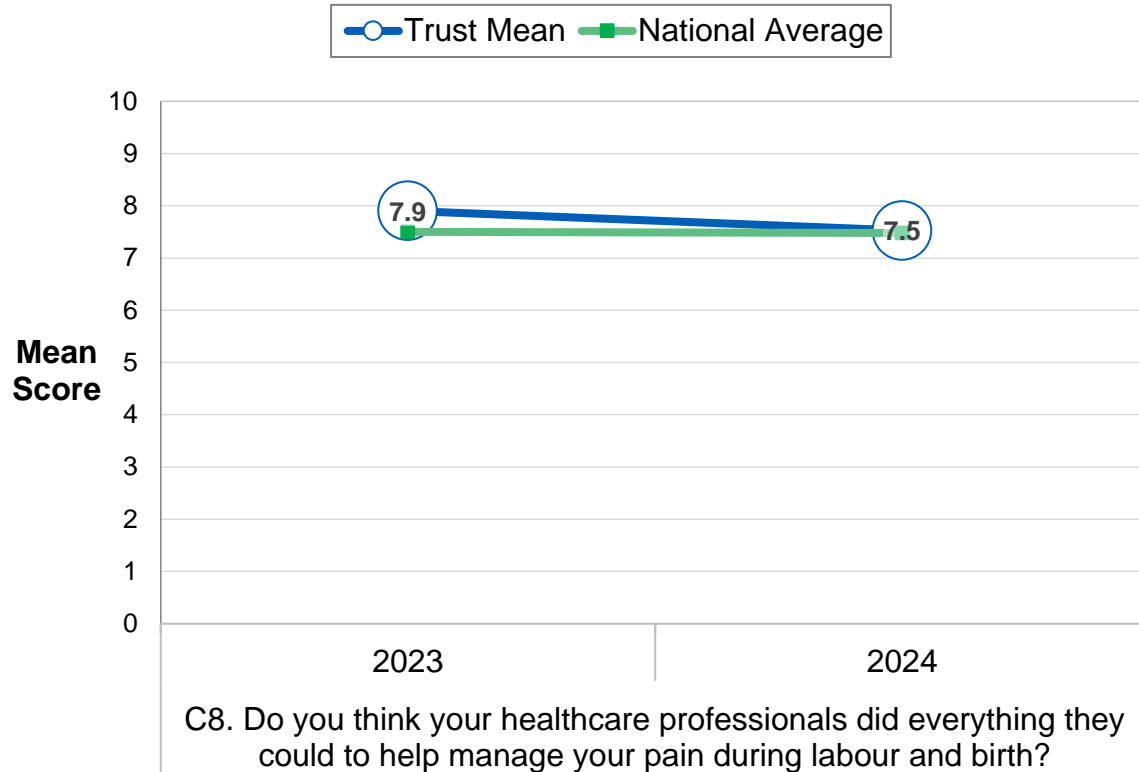
Significant change 2024 vs 2023

No change

Answered by those who went into labour. Respondents who stated that they did not contact a midwife / the hospital have been excluded. Number of respondents: 2013: 158; 2015: 160; 2017: 126; 2018: 120; 2019: 135; 2021: 147; 2022: 110; 2023: 104; 2024: 112

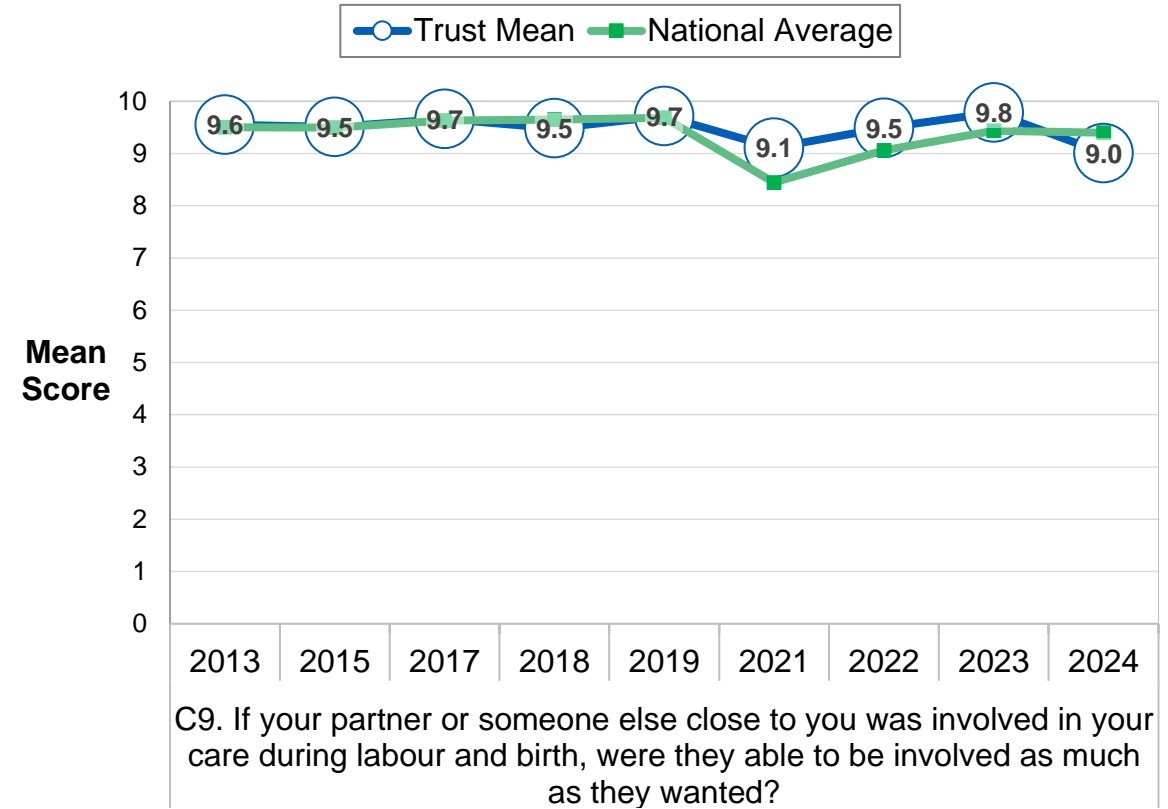
# Section 2. Labour and Birth

## Your labour and birth



**Significant change 2024 vs 2023**    No change

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: 121; 2024: 126

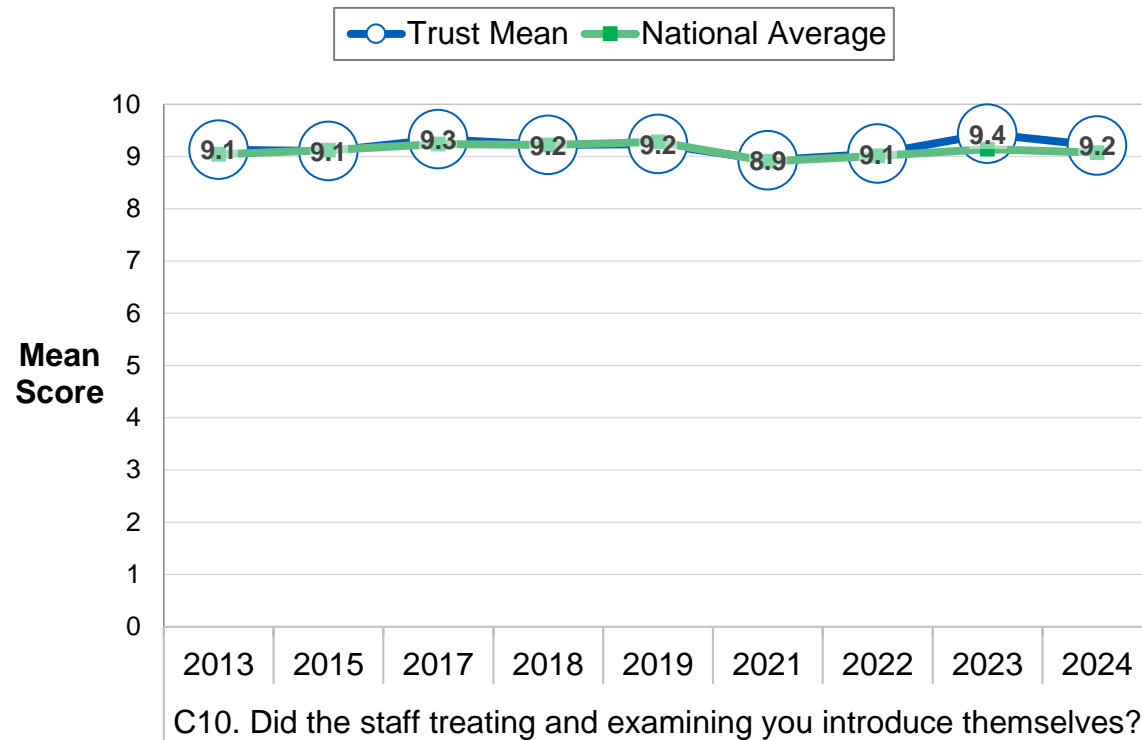


**Significant change 2024 vs 2023**    Decrease

Answered by all. Respondents who stated that they did not have a partner / companion with them, did not want their partner / companion to be involved, or that their partner / companion did not want to / could not be involved have been excluded.  
Number of respondents: 2013: 179; 2015: 195; 2017: 164; 2018: 162; 2019: 173; 2021: 197; 2022: 149; 2023: 168; 2024: 157

## Section 2. Labour and Birth

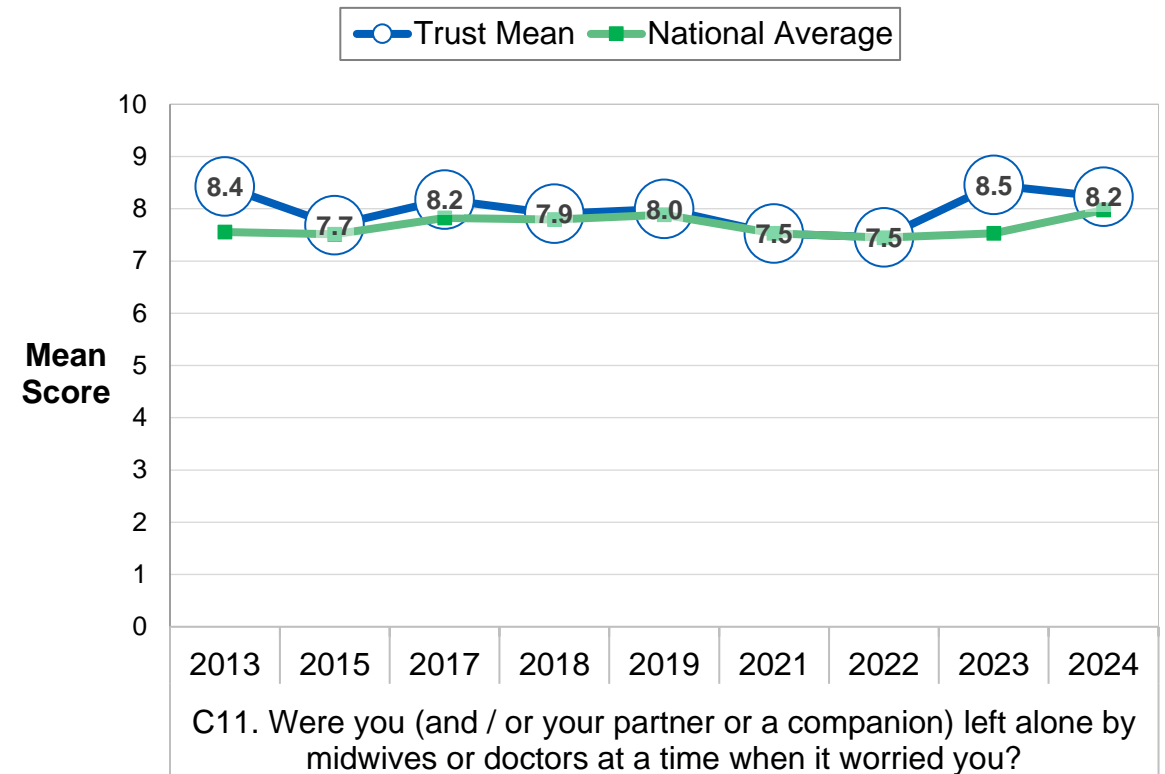
### Staff caring for you



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
Number of respondents: 2013: 181; 2015: 196; 2017: 160; 2018: 165; 2019: 174; 2021: 202; 2022: 150; 2023: 171; 2024: 161



Significant change 2024 vs 2023

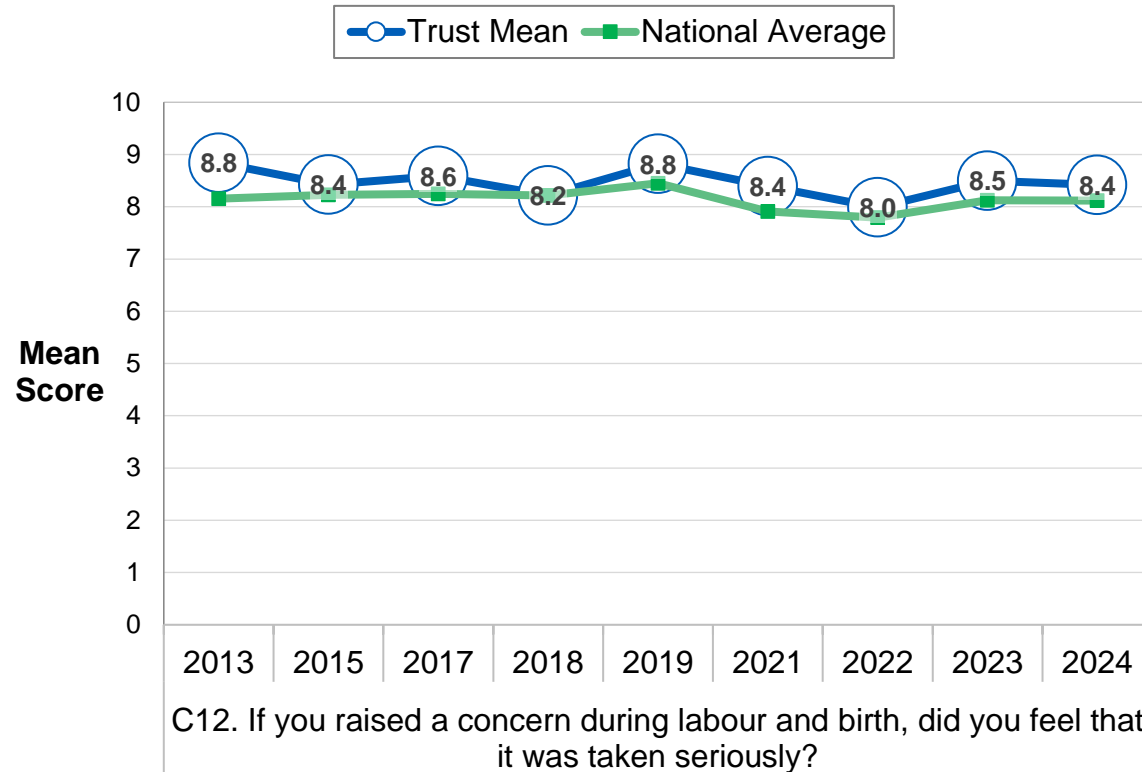
No change

Answered by all. Multiple response question: percentages may sum to more than 100.  
Number of respondents: 2013: 186; 2015: 199; 2017: 165; 2018: 166; 2019: 177; 2021: 204; 2022: 152; 2023: 173; 2024: 157



## Section 2. Labour and Birth

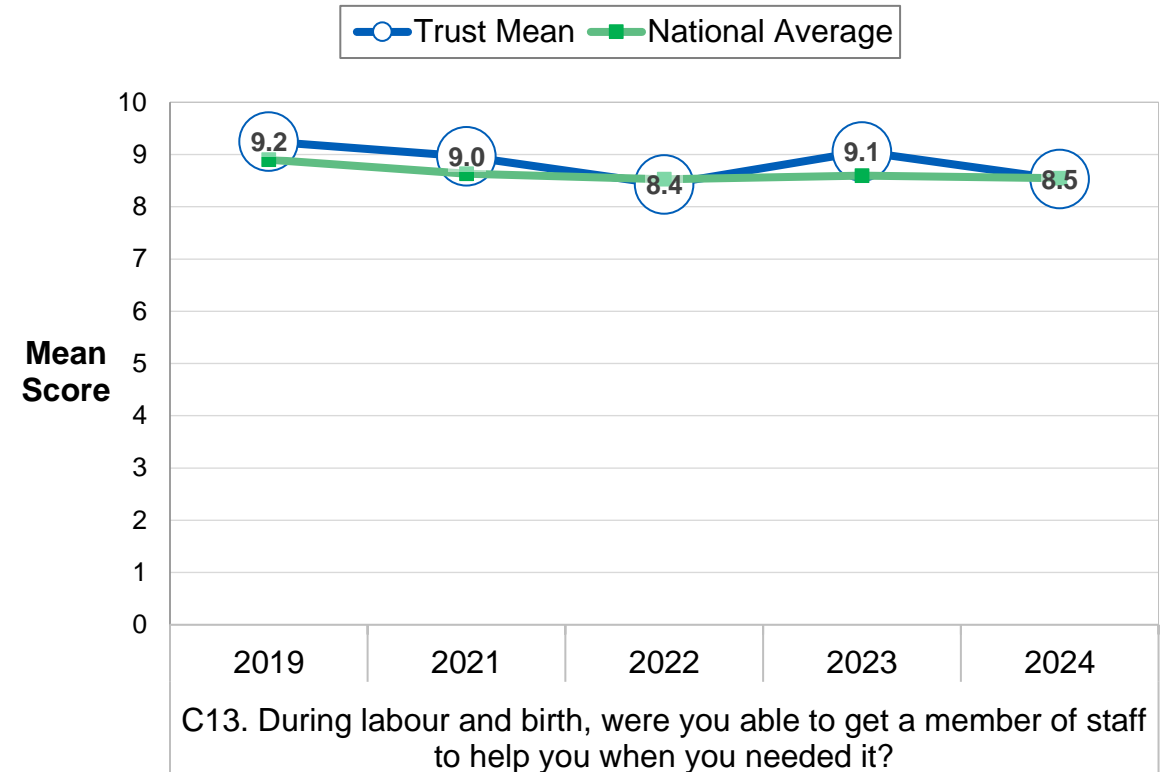
### Staff caring for you



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they did not raise any concerns have been excluded.  
Number of respondents: 2013: 108; 2015: 119; 2017: 98; 2018: 100; 2019: 103; 2021: 132; 2022: 97; 2023: 123; 2024: 104



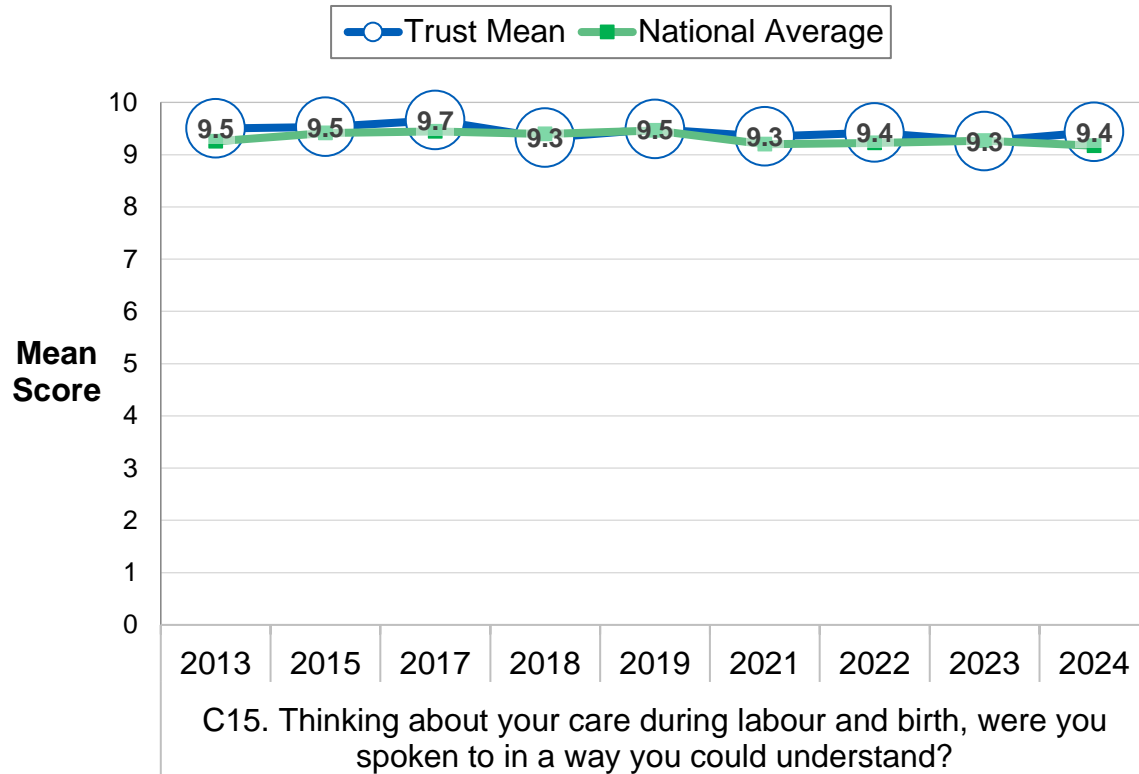
Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember or did not want / need this have been excluded.  
Number of respondents: 2019: 165; 2021: 198; 2022: 146; 2023: 168; 2024: 162

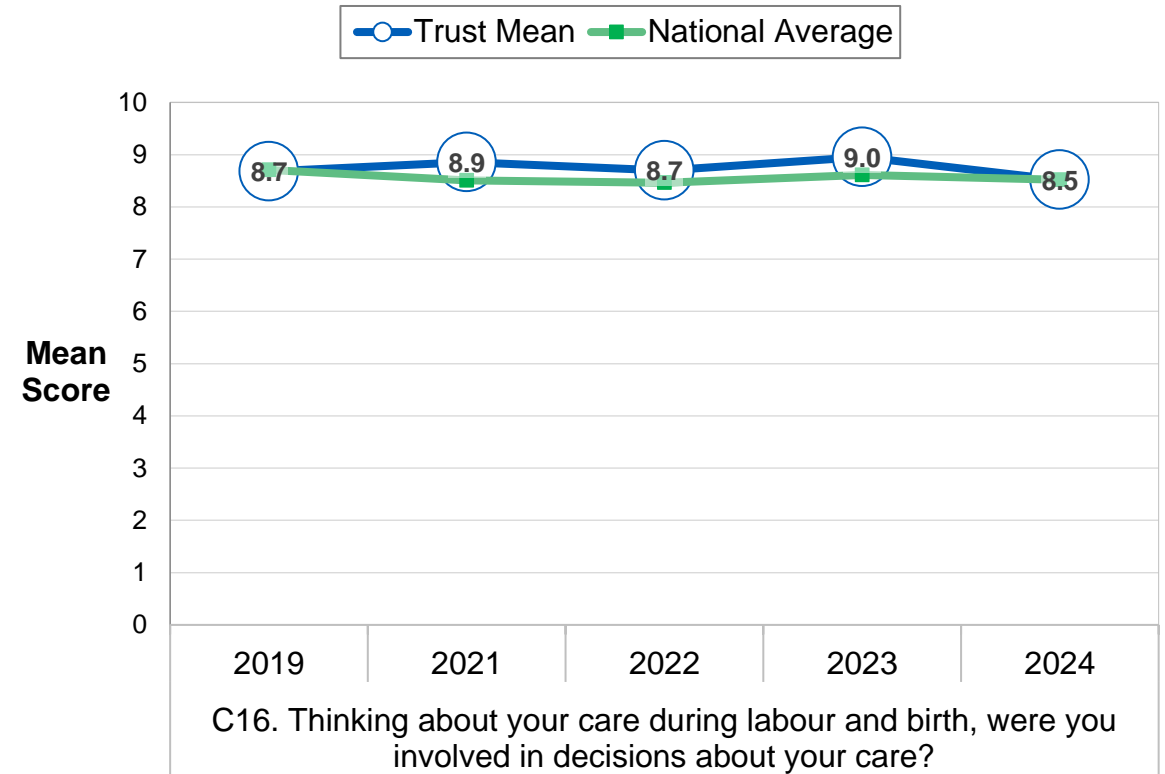
# Section 2. Labour and Birth

## Staff caring for you



**Significant change 2024 vs 2023**      No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
 Number of respondents: 2013: 187; 2015: 198; 2017: 165; 2018: 166; 2019: 176; 2021: 203; 2022: 152; 2023: 174; 2024: 158

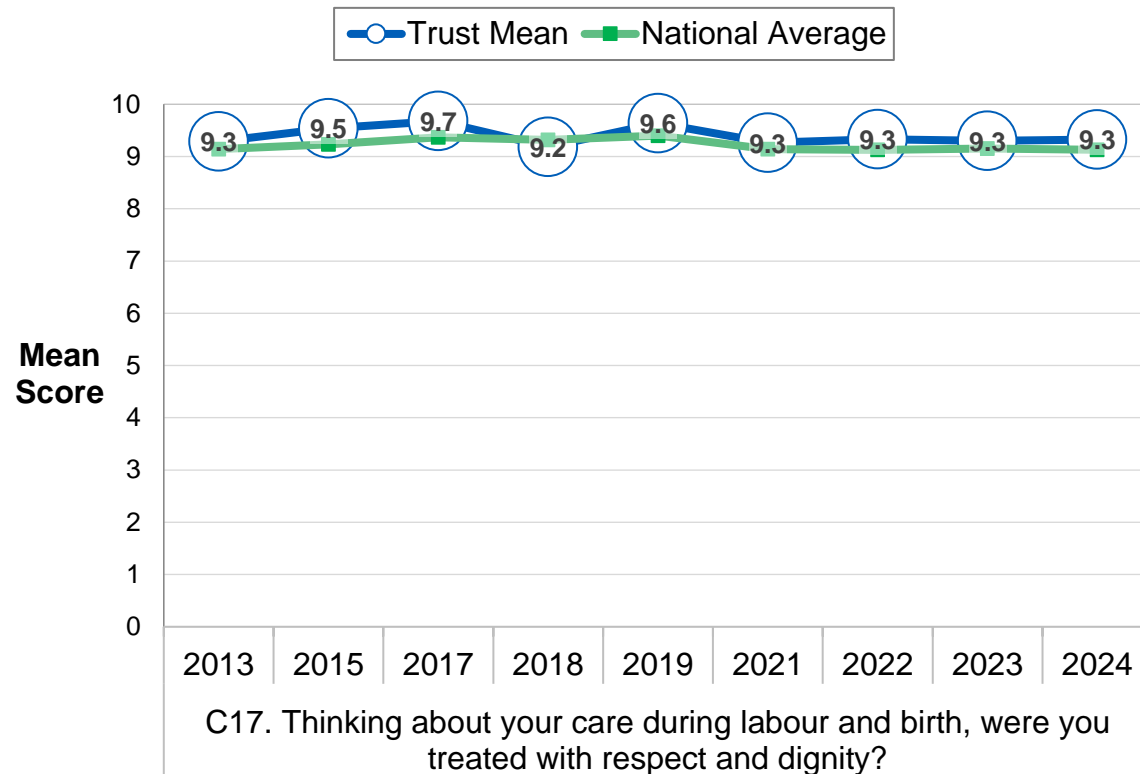


**Significant change 2024 vs 2023**      No change

Answered by all. Respondents who stated that they didn't know / couldn't remember or did not want / need to be involved have been excluded.  
 Number of respondents: 2019: 174; 2021: 200; 2022: 151; 2023: 174; 2024: 160

## Section 2. Labour and Birth

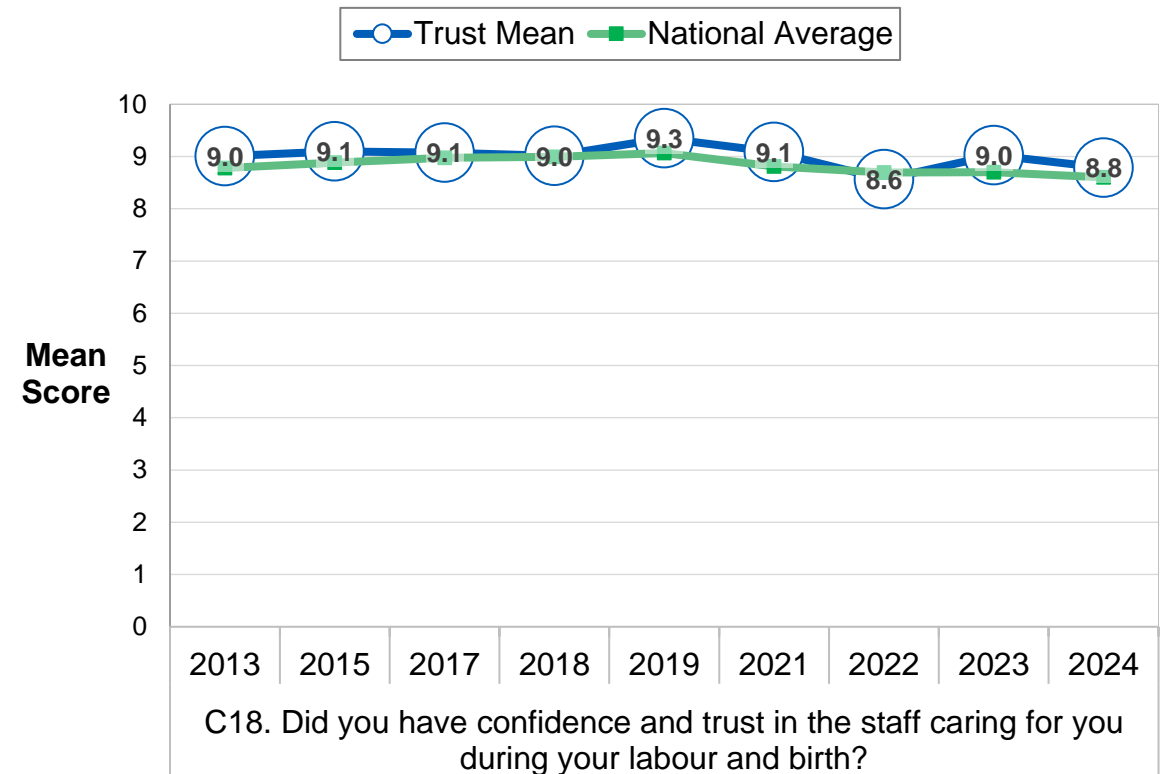
### Staff caring for you



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
Number of respondents: 2013: 185; 2015: 198; 2017: 166; 2018: 164; 2019: 178; 2021: 203; 2022: 151; 2023: 173; 2024: 162



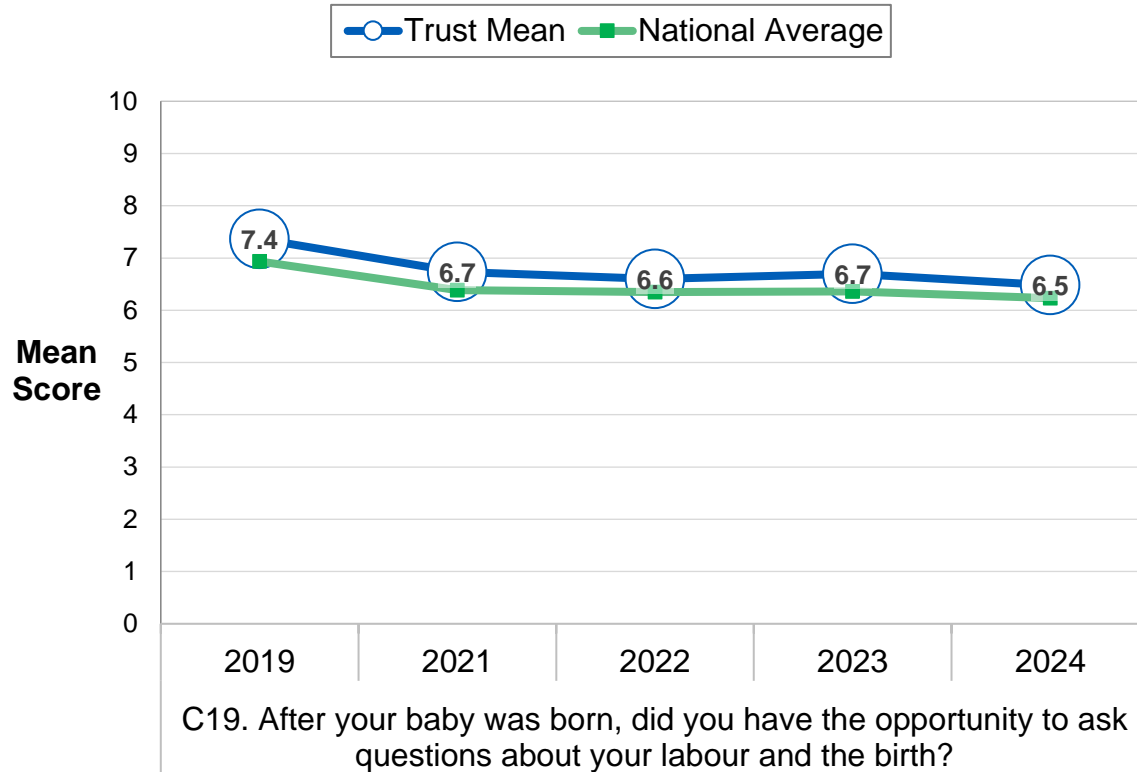
Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
Number of respondents: 2013: 185; 2015: 198; 2017: 165; 2018: 168; 2019: 178; 2021: 204; 2022: 152; 2023: 174; 2024: 163

## Section 2. Labour and Birth

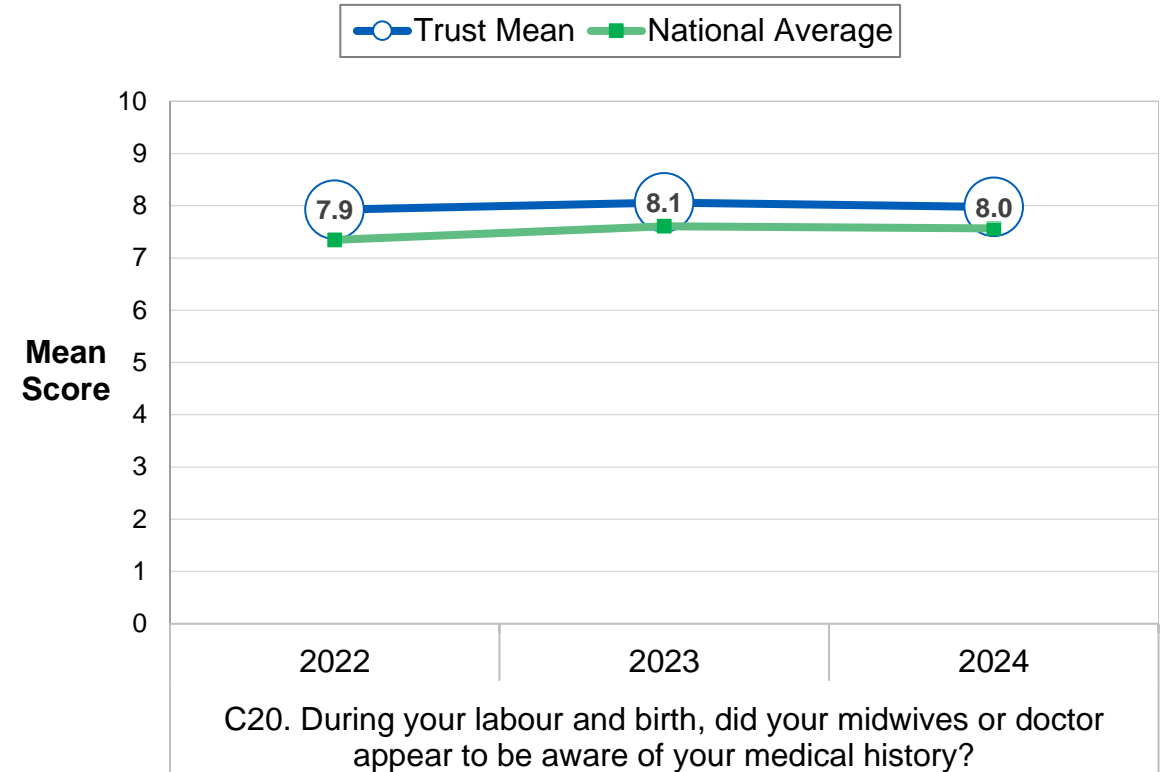
### Staff caring for you



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember or that they did not want / need this have been excluded.  
Number of respondents: 2019: 155; 2021: 181; 2022: 139; 2023: 143; 2024: 143



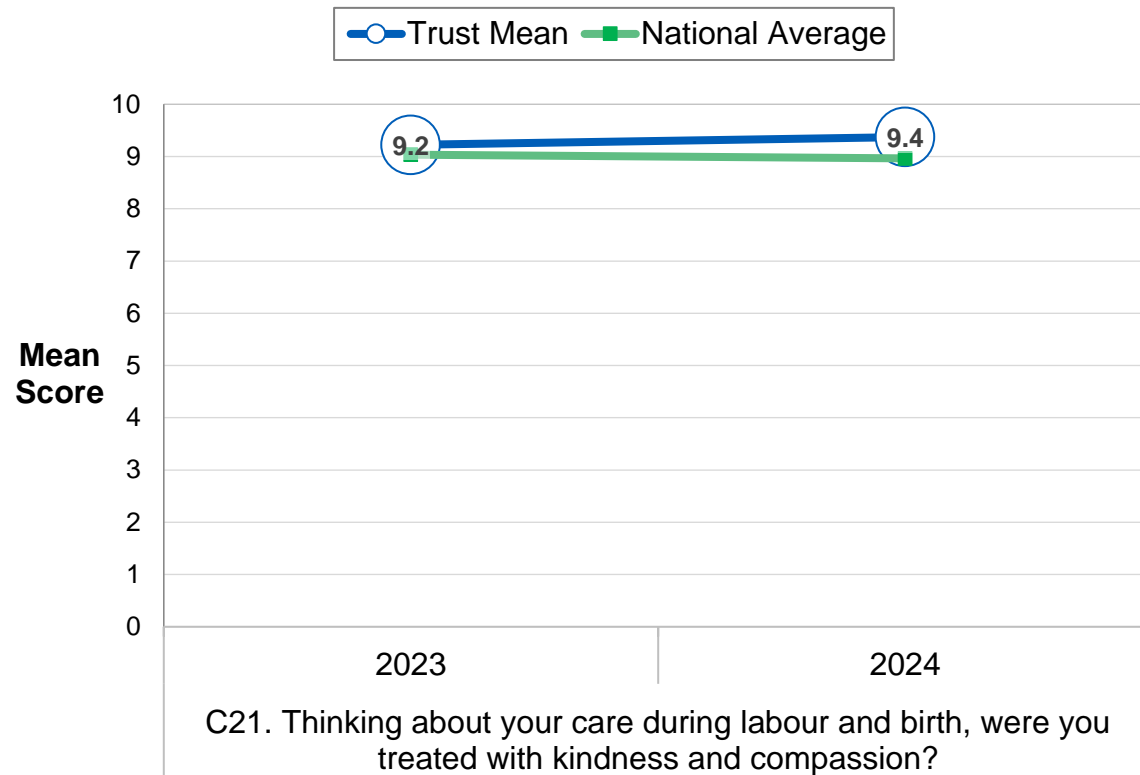
Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.  
Number of respondents: 2022: 142; 2023: 161; 2024: 143

## Section 2. Labour and Birth

### Staff caring for you



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2023: 174; 2024: 163

# Change over time

## Section 3: Postnatal Care



**NHS**

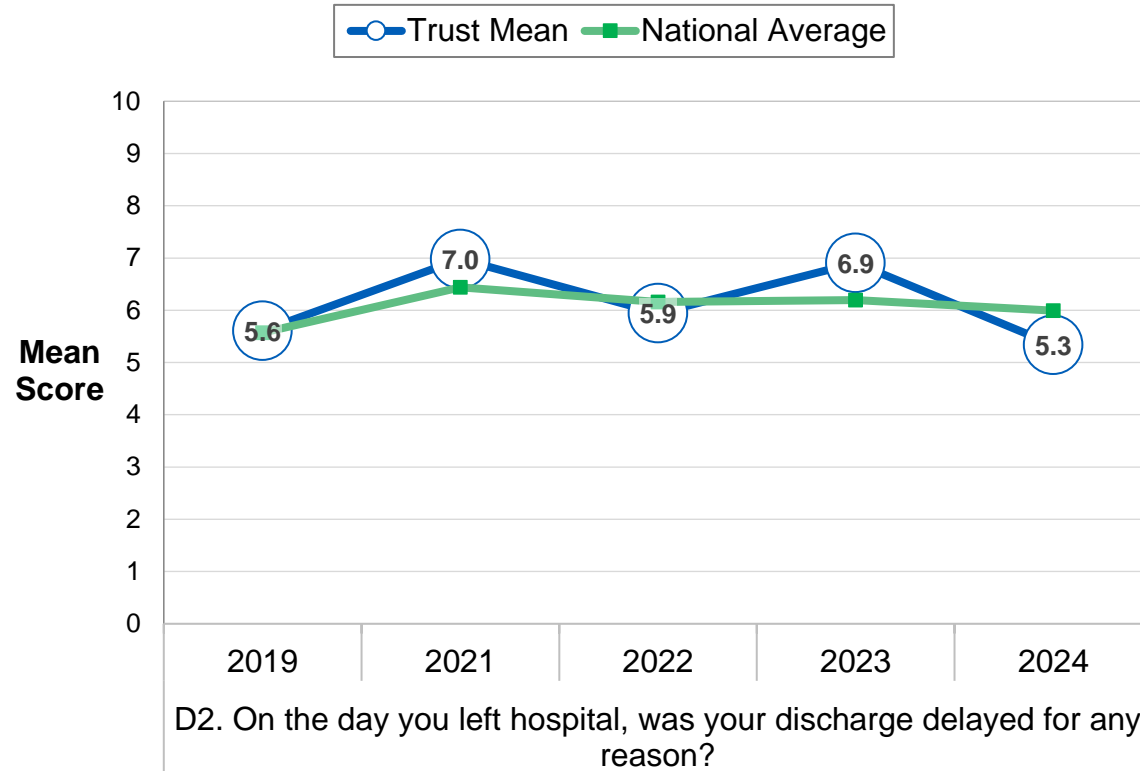


**CareQuality  
Commission**

**Survey  
Coordination  
Centre**

## Section 3. Postnatal Care

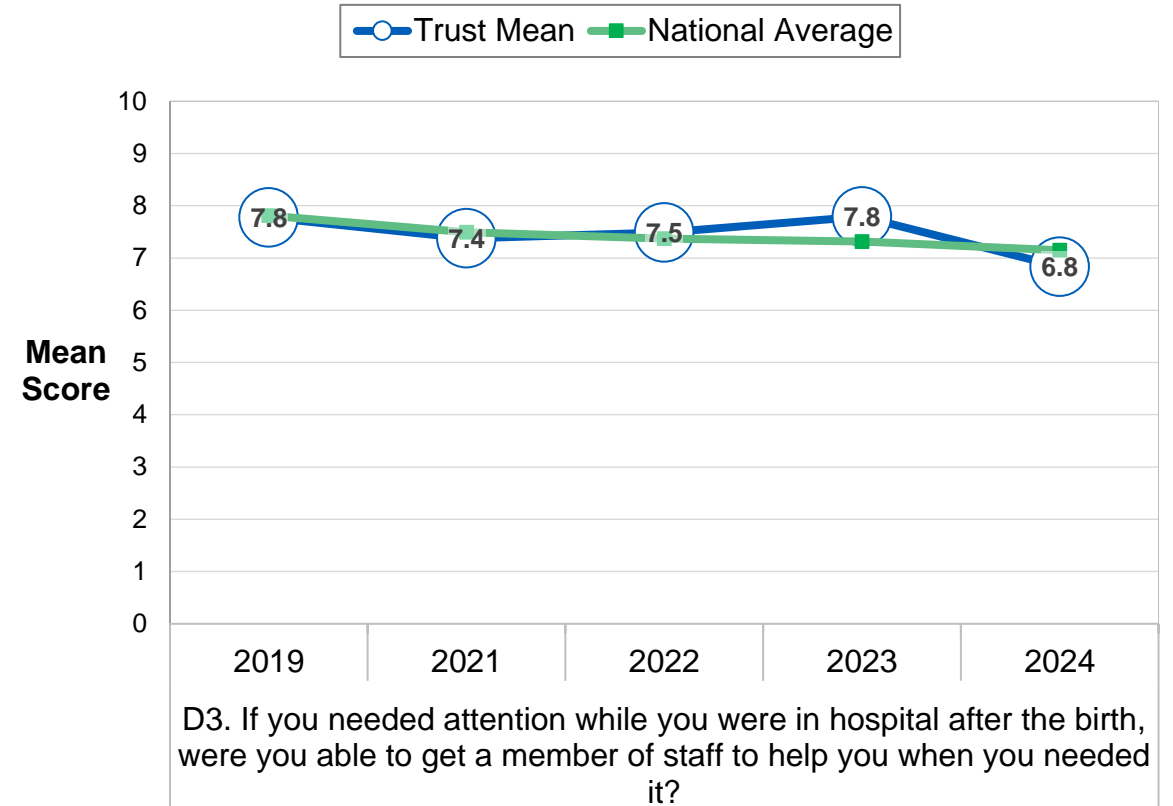
### Care in the ward after birth



Significant change 2024 vs 2023

Decrease

Answered by those who stayed in hospital after the birth or required hospital care after a home birth.  
Number of respondents: 2019: 176; 2021: 200; 2022: 150; 2023: 172; 2024: 139



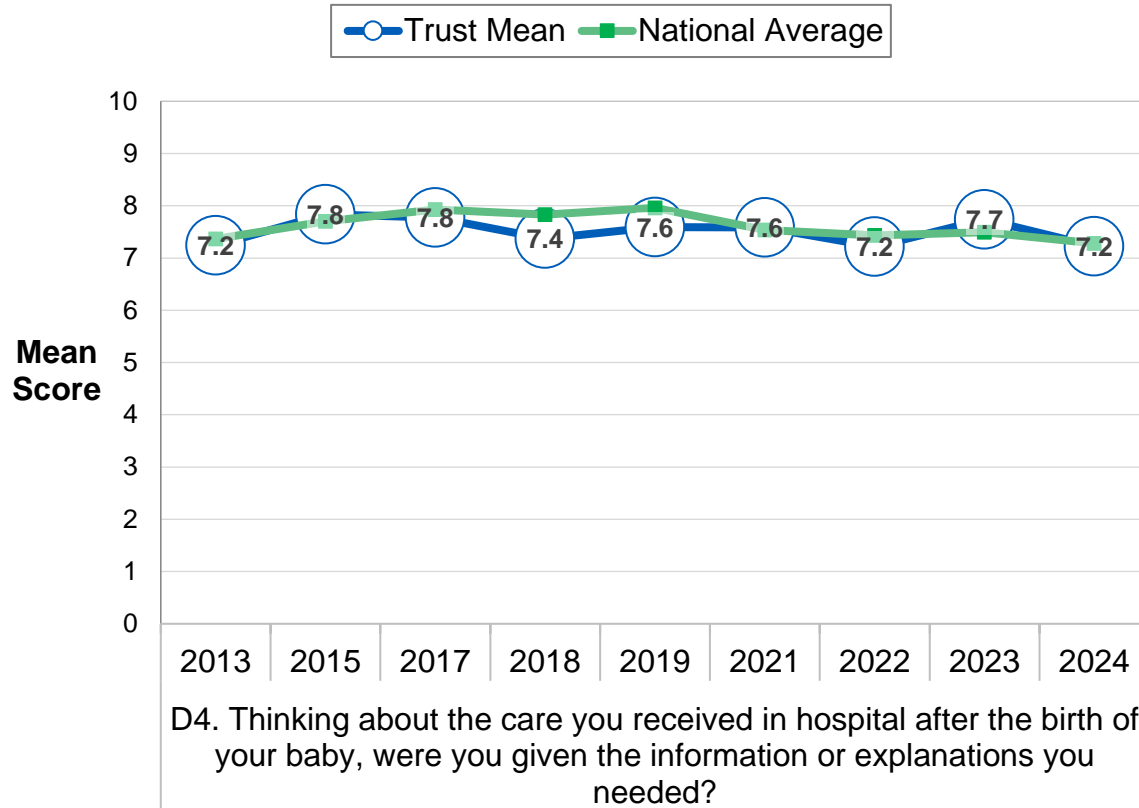
Significant change 2024 vs 2023

Decrease

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 / couldn't remember or did not want / need this have been excluded.  
Number of respondents: 2019: 167; 2021: 194; 2022: 150; 2023: 165; 2024: 135

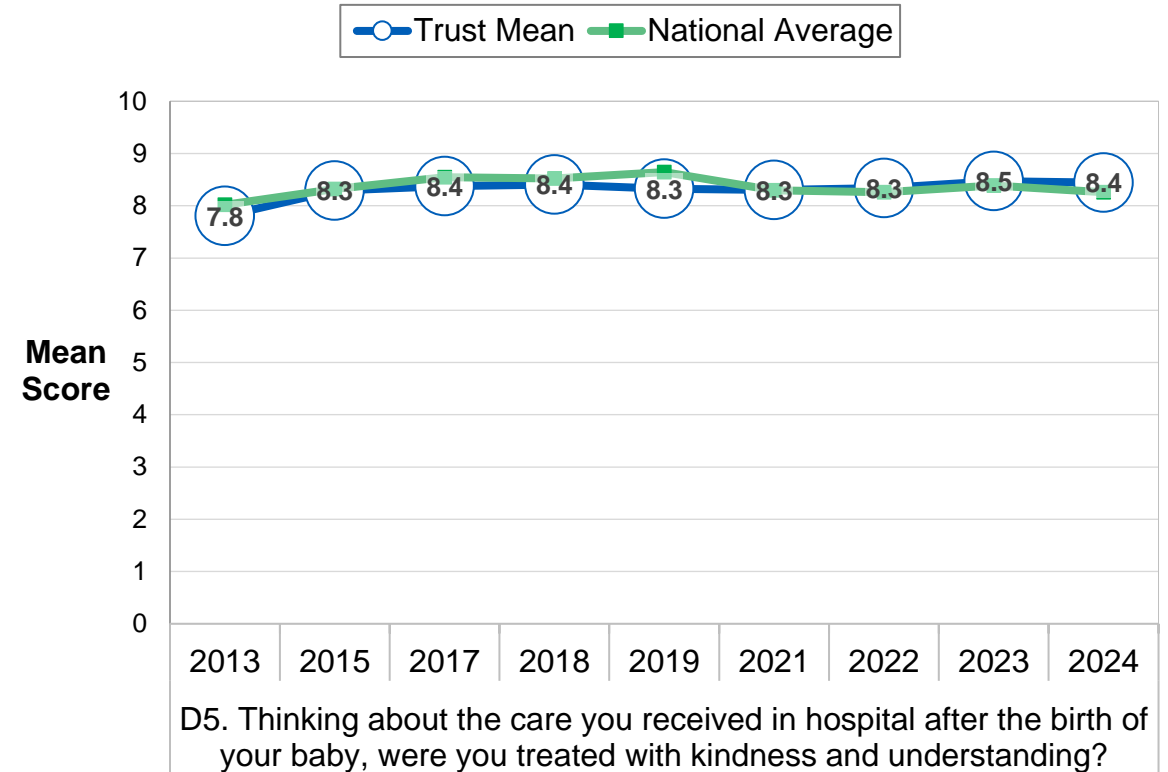
# Section 3. Postnatal Care

## Care in the ward after birth



**Significant change 2024 vs 2023**      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 / couldn't remember have been excluded. Number of respondents: 2013: 183; 2015: 194; 2017: 165; 2018: 163; 2019: 174; 2021: 200; 2022: 151; 2023: 172; 2024: 137



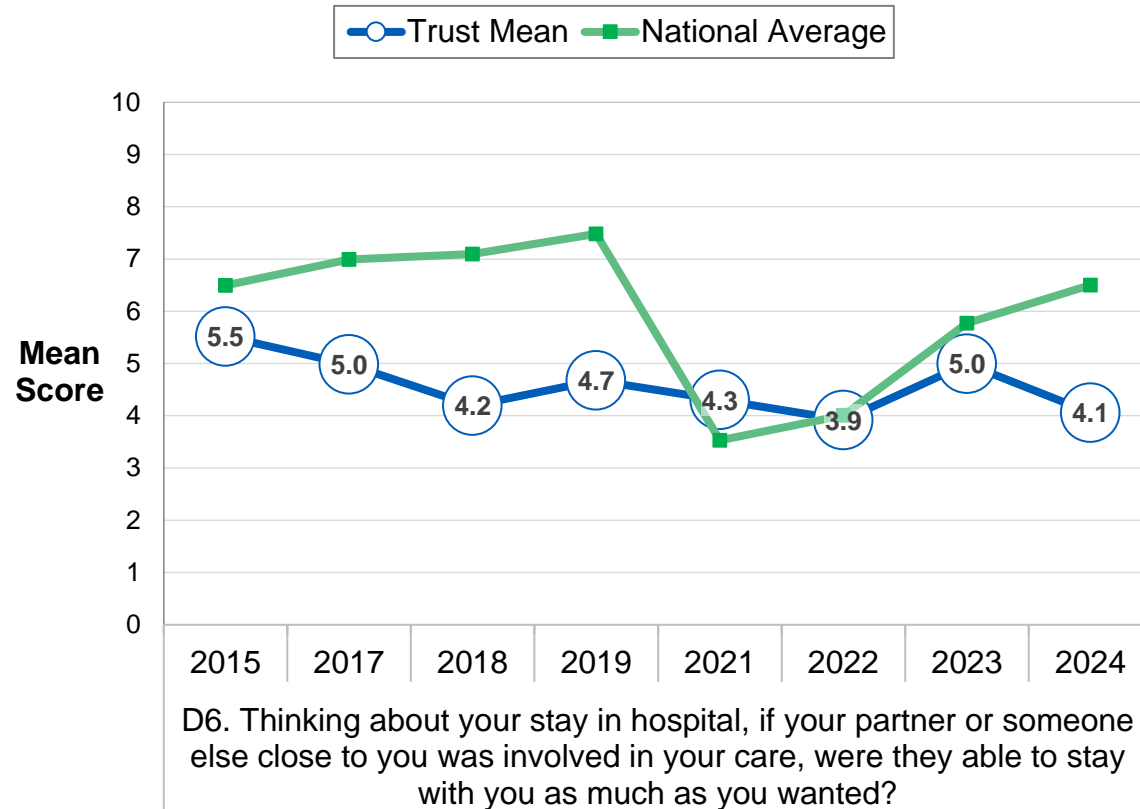
**Significant change 2024 vs 2023**      No change

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: 183; 2015: 194; 2017: 166; 2018: 163; 2019: 176; 2021: 201; 2022: 152; 2023: 172; 2024: 137



## Section 3. Postnatal Care

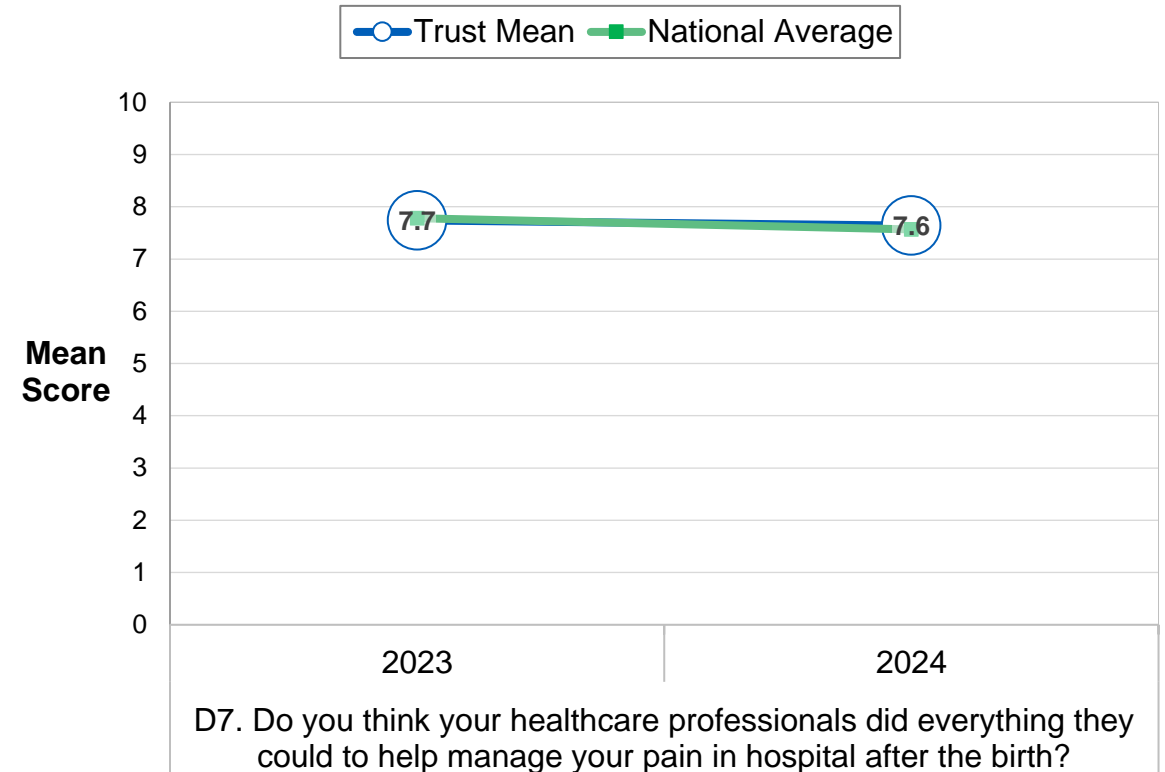
### Care in the ward after birth



Significant change 2024 vs 2023

No change

Answered by those who stayed in hospital after the birth or required hospital care after a home birth. Respondents who stated that their partner / companion was not able to stay for another reason or that they did not have a partner / companion with them have been excluded.  
Number of respondents: 2015: 185; 2017: 156; 2018: 149; 2019: 169; 2021: 159; 2022: 131; 2023: 168; 2024: 133



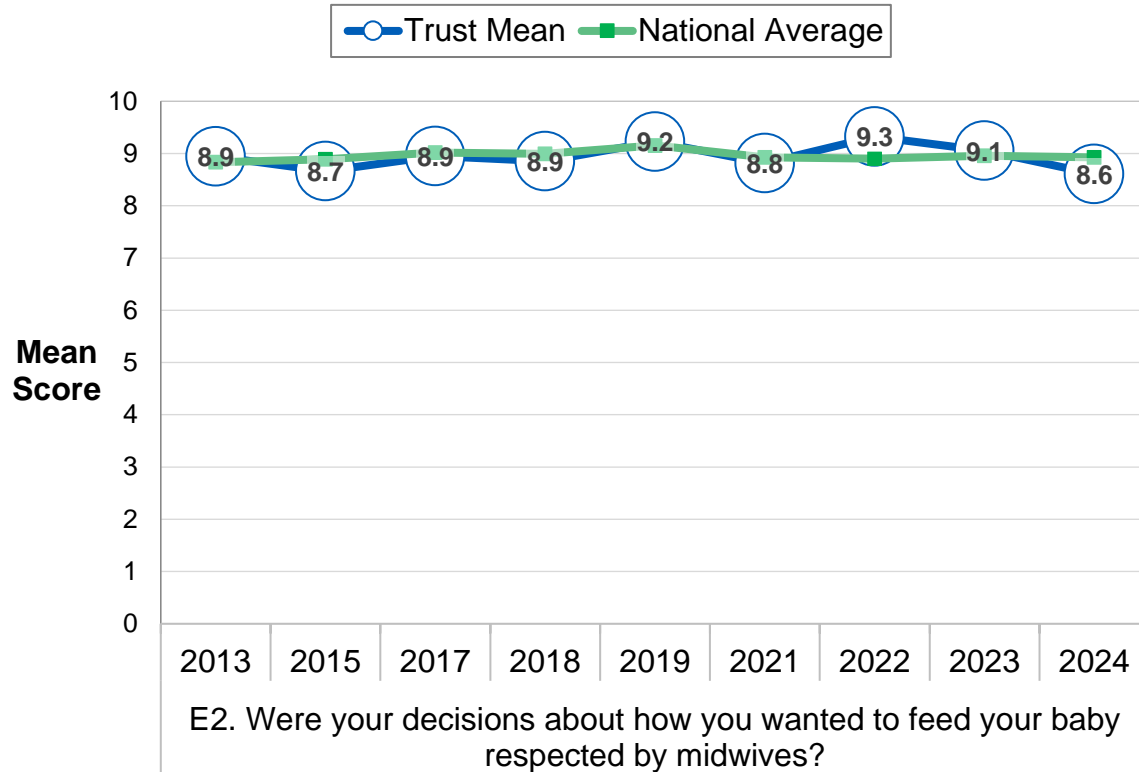
Significant change 2024 vs 2023

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 need any help with pain relief or didn't know / couldn't remember have been excluded.  
Number of respondents: 2023: 167; 2024: 134

# Section 3. Postnatal Care

## Feeding your baby



**Significant change 2024 vs 2023**

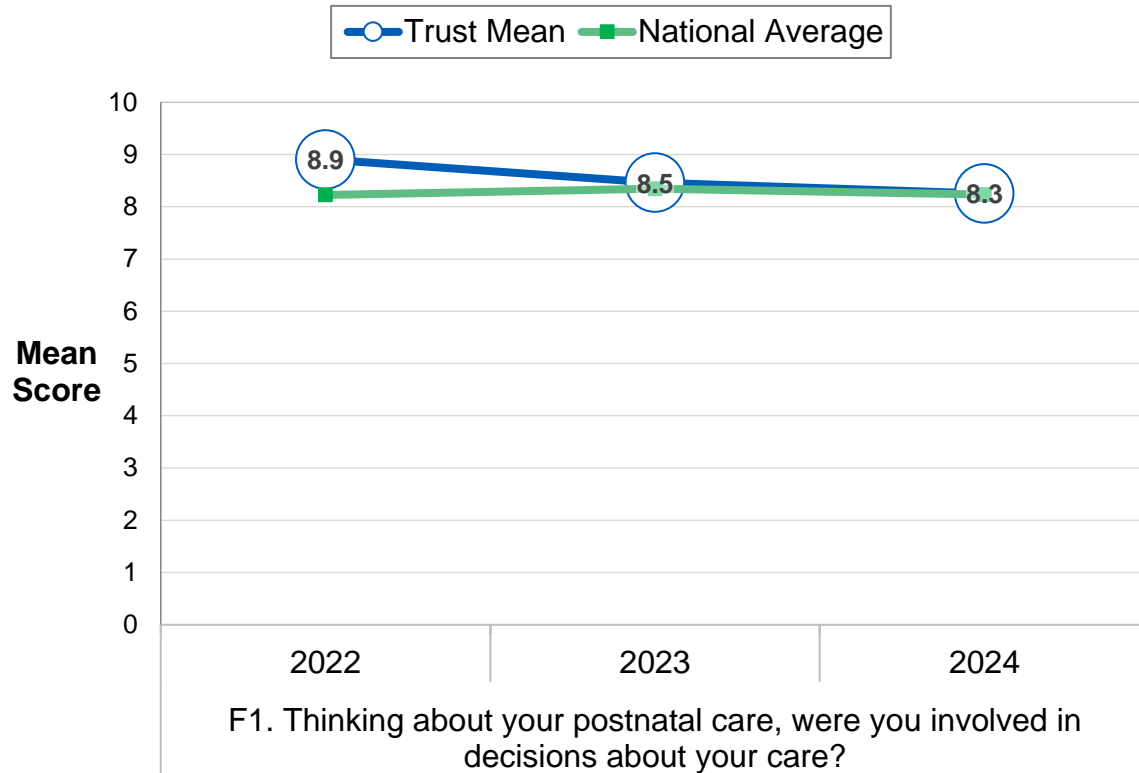
No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2013: 167; 2015: 182; 2017: 149; 2018: 160; 2019: 154; 2021: 188; 2022: 127; 2023: 149; 2024: 140

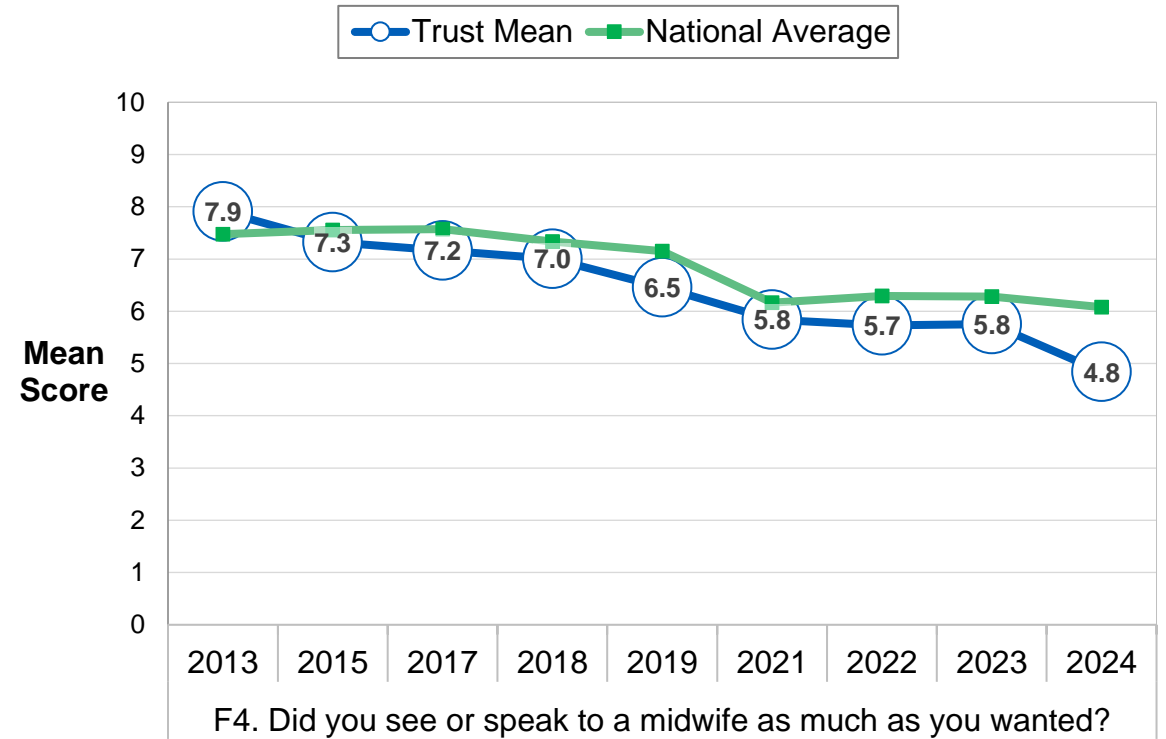
# Section 3. Postnatal Care

## Care at home after birth



**Significant change 2024 vs 2023**      No change

Answered by all. Respondents who stated that they didn't know / couldn't remember or did not want/ need to be involved have been excluded.  
 Number of respondents: 2022: 125; 2023: 145; 2024: 135

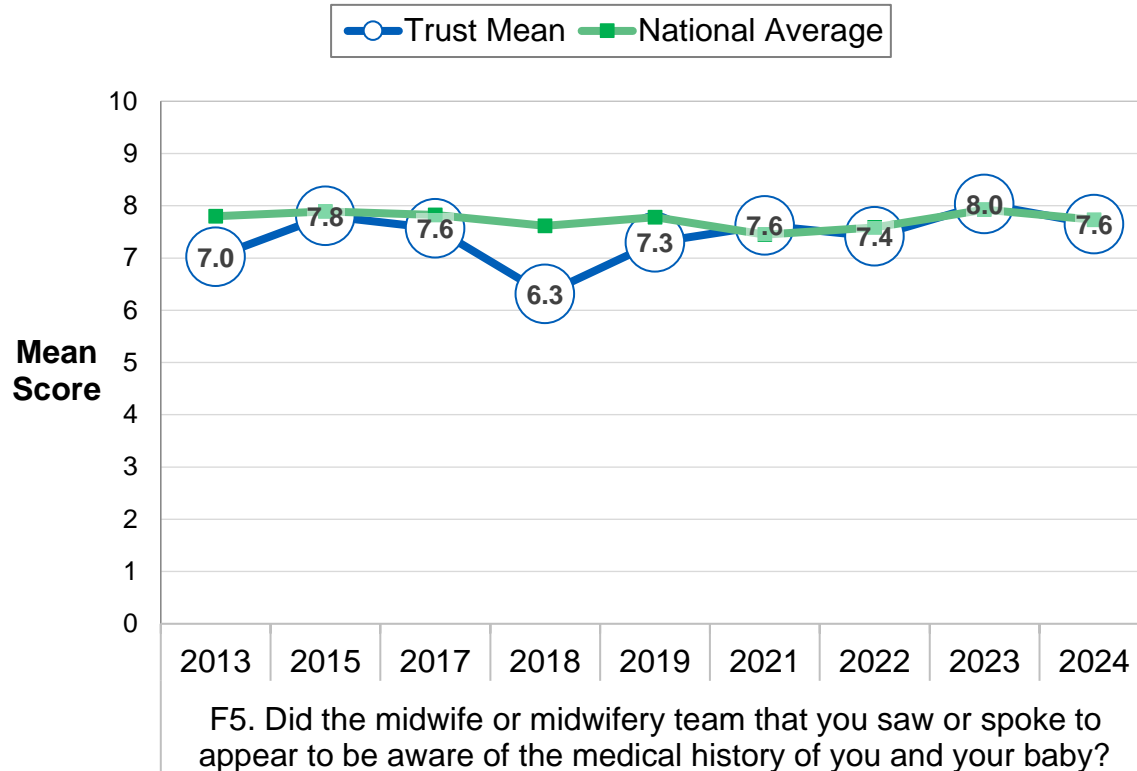


**Significant change 2024 vs 2023**      No change

Answered by all.  
 Number of respondents: 2013: 161; 2015: 180; 2017: 145; 2018: 154; 2019: 146; 2021: 175; 2022: 109; 2023: 133; 2024: 140

## Section 3. Postnatal Care

### Care at home after birth

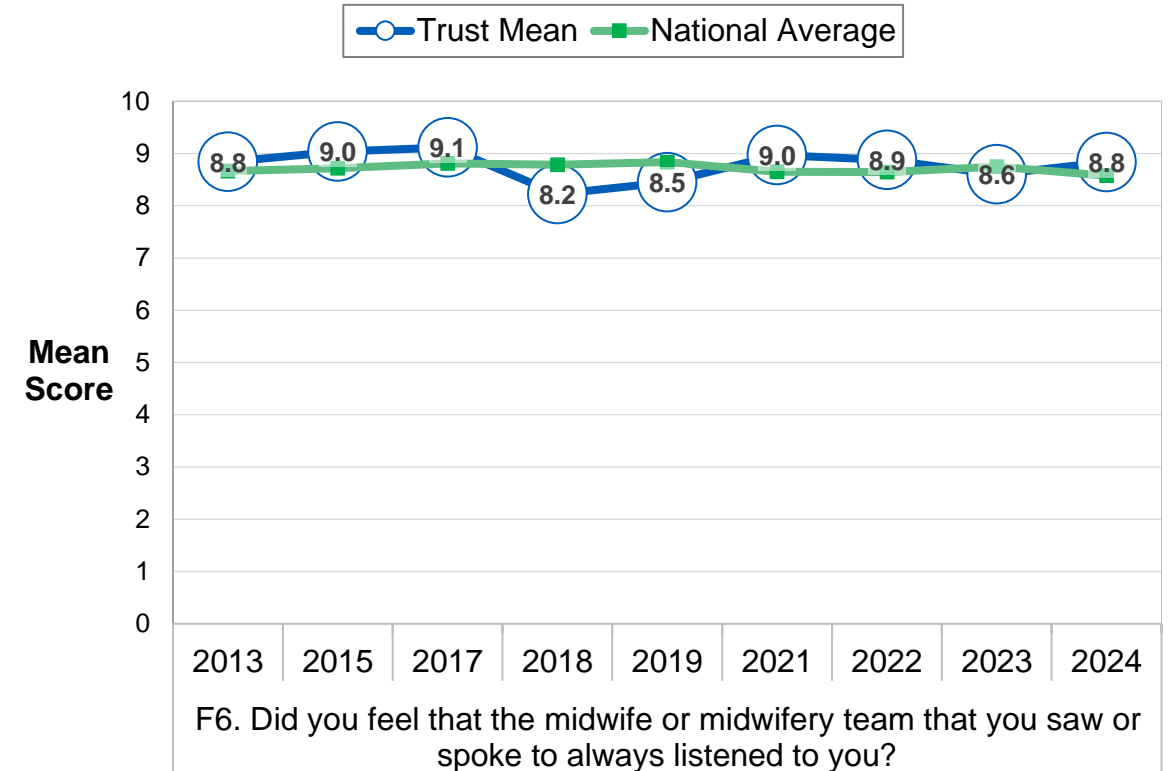


Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.

Number of respondents: 2013: 151; 2015: 165; 2017: 137; 2018: 145; 2019: 136; 2021: 161; 2022: 99; 2023: 119; 2024: 127



Significant change 2024 vs 2023

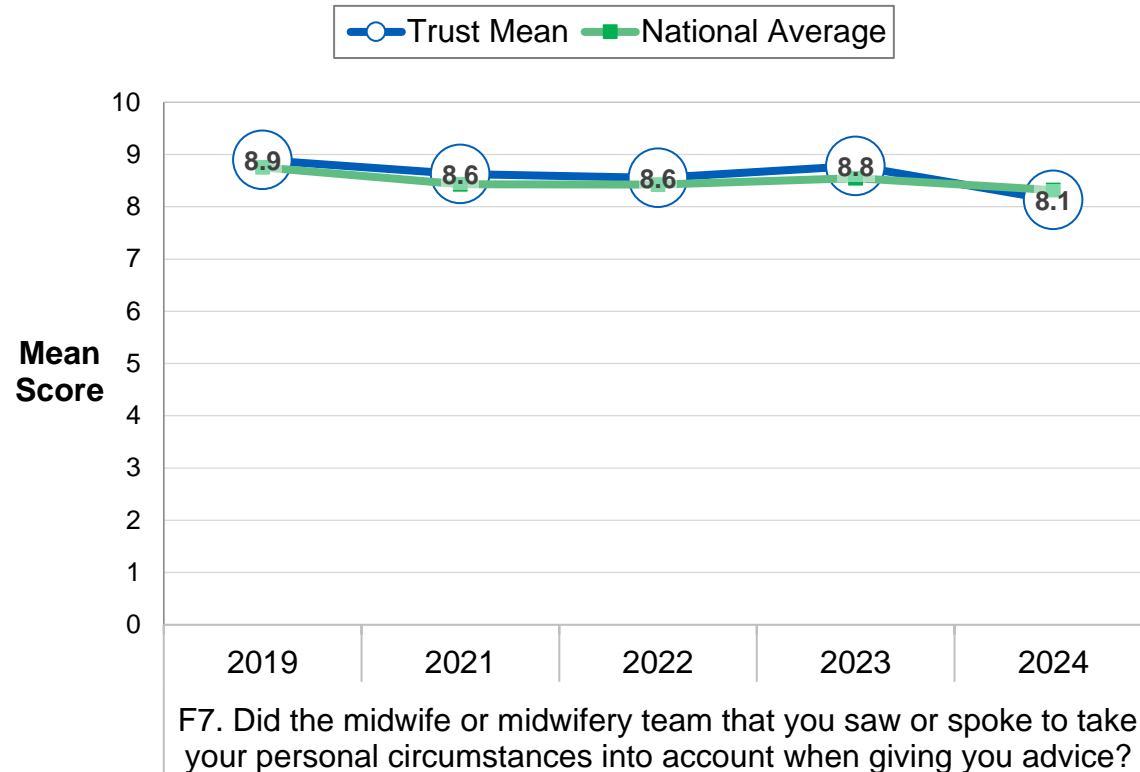
No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2013: 161; 2015: 180; 2017: 146; 2018: 156; 2019: 146; 2021: 174; 2022: 110; 2023: 133; 2024: 138

# Section 3. Postnatal Care

## Care at home after birth

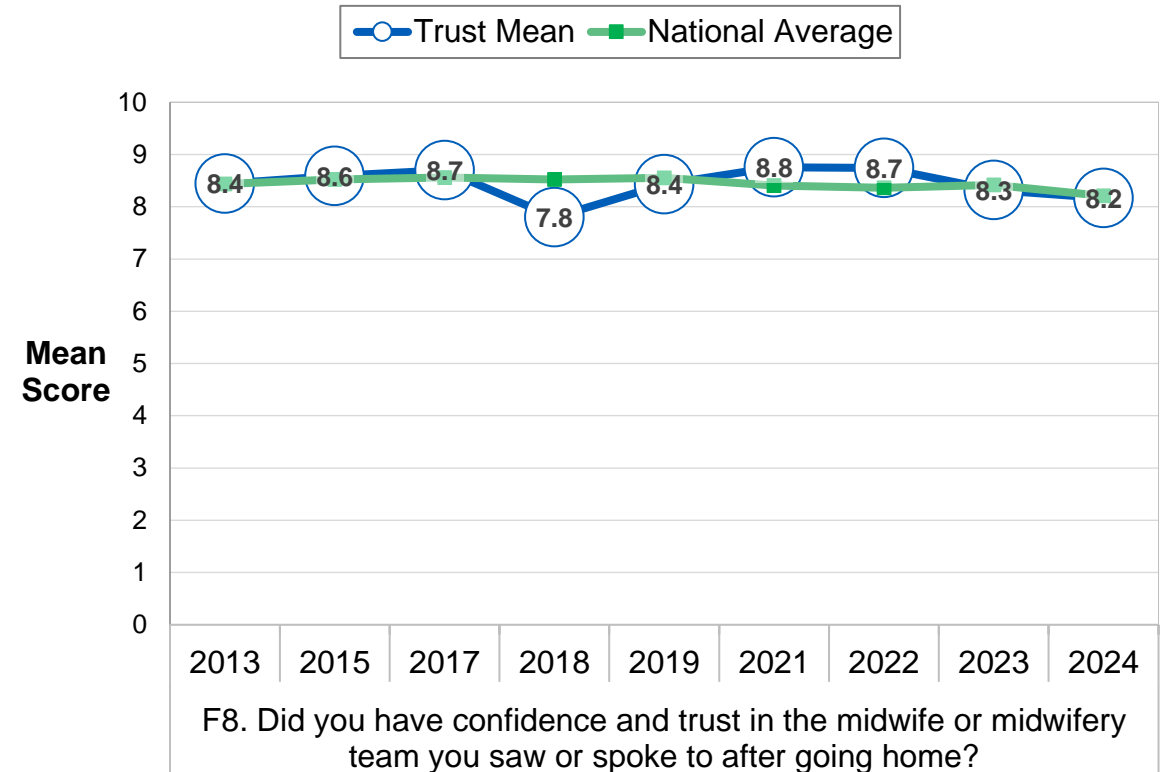


Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2019: 143; 2021: 167; 2022: 105; 2023: 124; 2024: 133



Significant change 2024 vs 2023

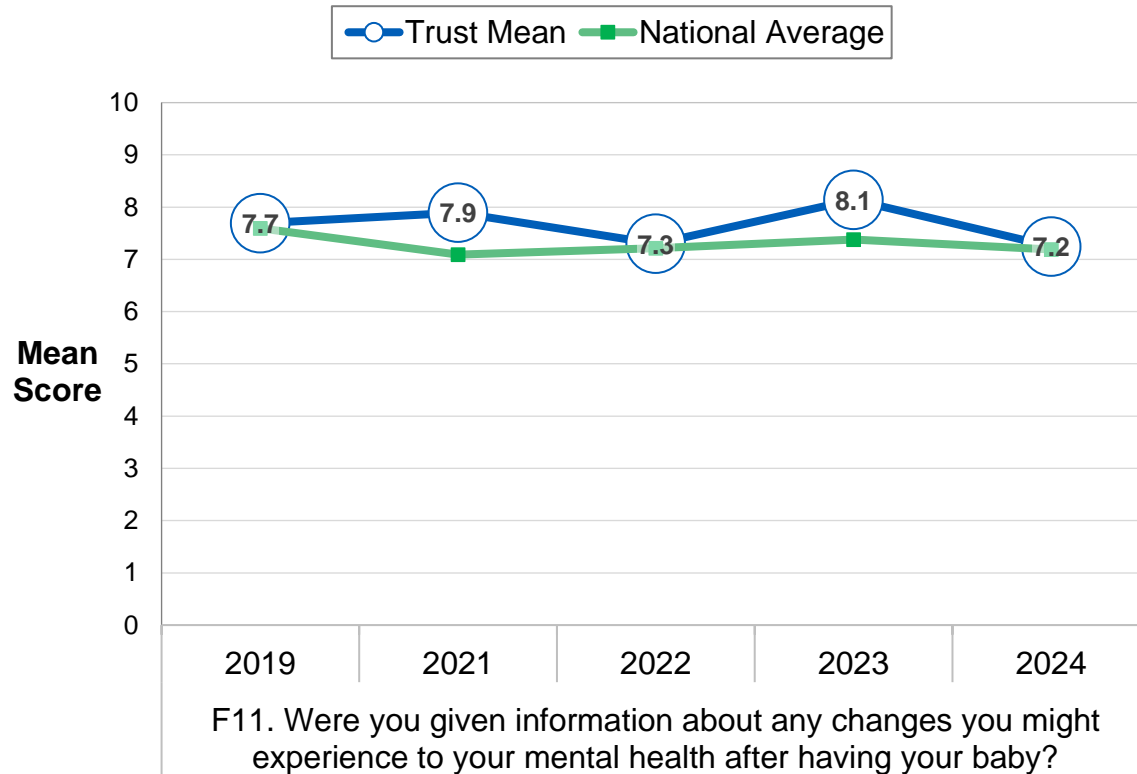
No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2013: 161; 2015: 180; 2017: 146; 2018: 156; 2019: 146; 2021: 174; 2022: 110; 2023: 134; 2024: 135

## Section 3. Postnatal Care

### Care at home after birth

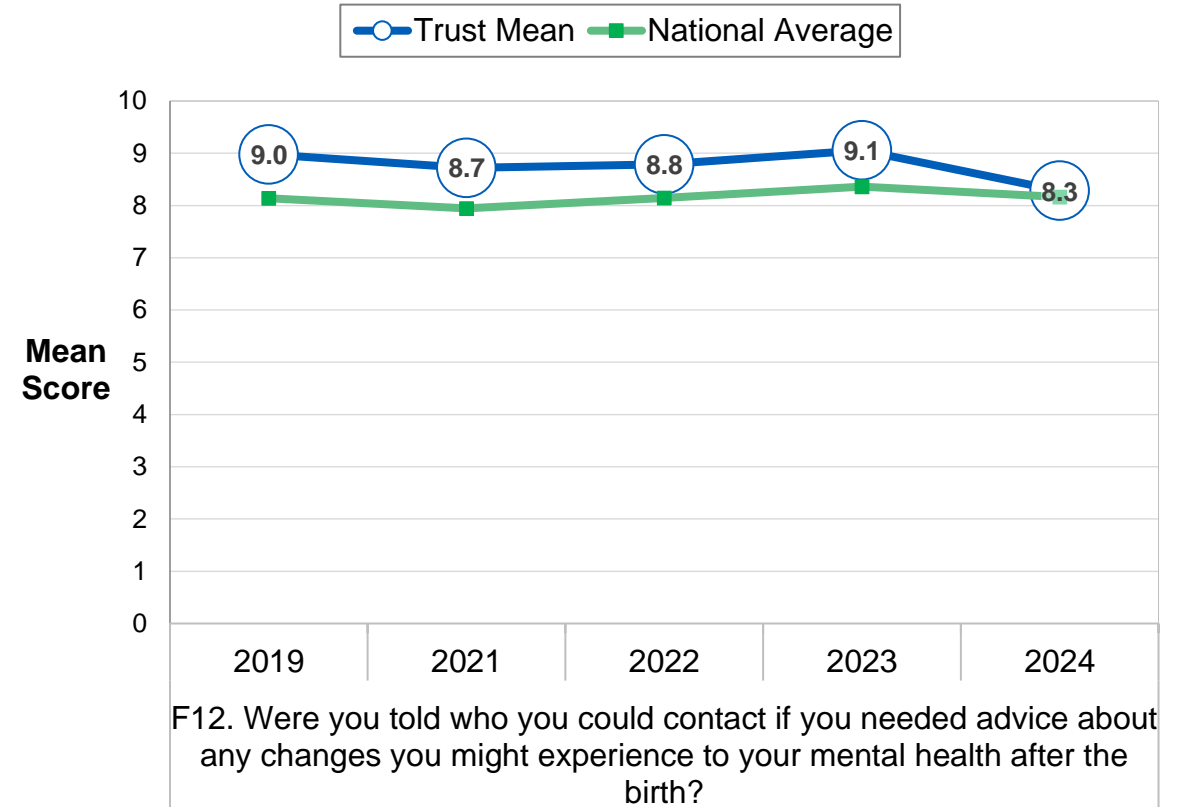


Significant change 2024 vs 2023

Decrease

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2019: 149; 2021: 188; 2022: 122; 2023: 145; 2024: 137



Significant change 2024 vs 2023

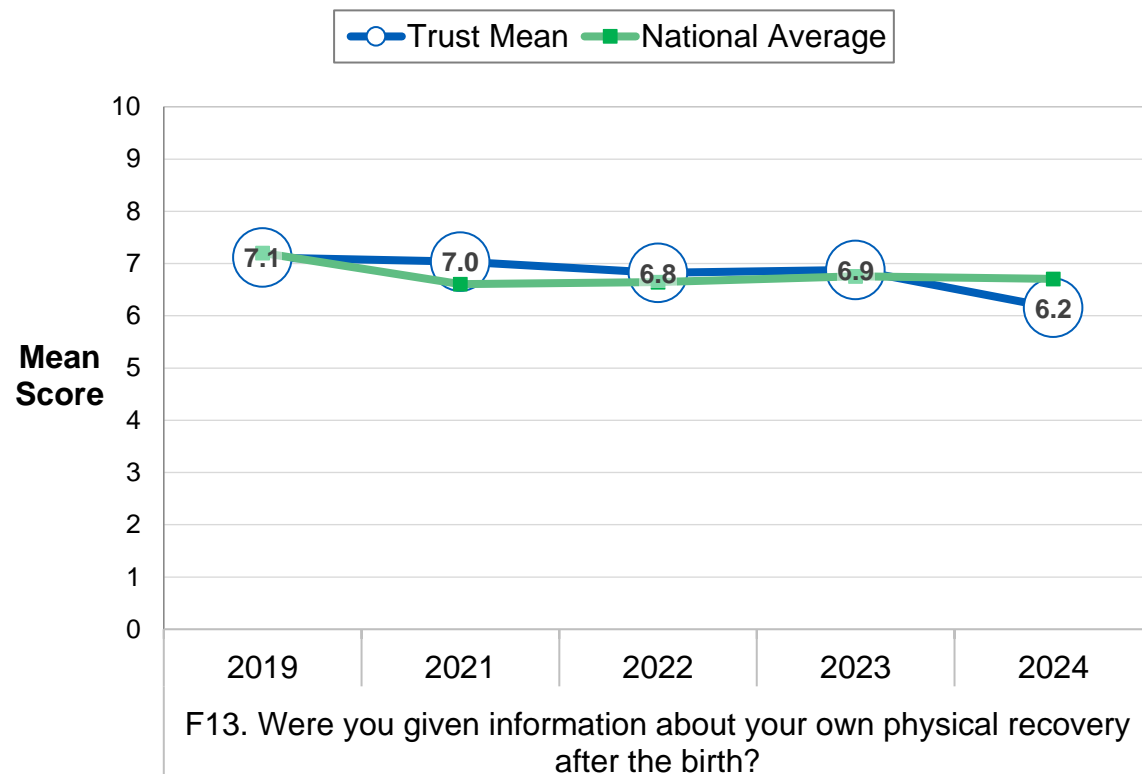
No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2019: 139; 2021: 176; 2022: 118; 2023: 132; 2024: 125

## Section 3. Postnatal Care

### Care at home after birth

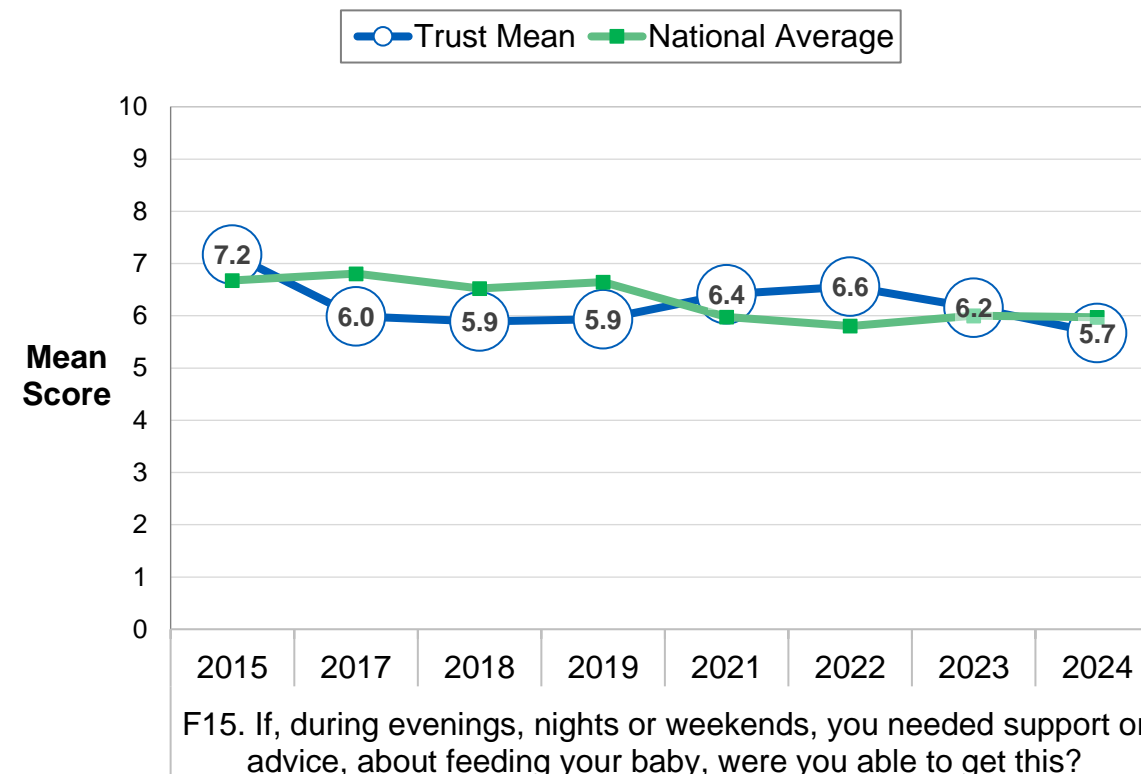


Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember or did not need this information have been excluded.

Number of respondents: 2019: 144; 2021: 187; 2022: 124; 2023: 147; 2024: 137



Significant change 2024 vs 2023

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember or did not need support or advice about feeding their baby have been excluded.

Number of respondents: 2015: 53; 2017: 50; 2018: 60; 2019: 57; 2021: 82; 2022: 58; 2023: 67; 2024: 62

# Change over time

## Section 4: Complaints



**NHS**



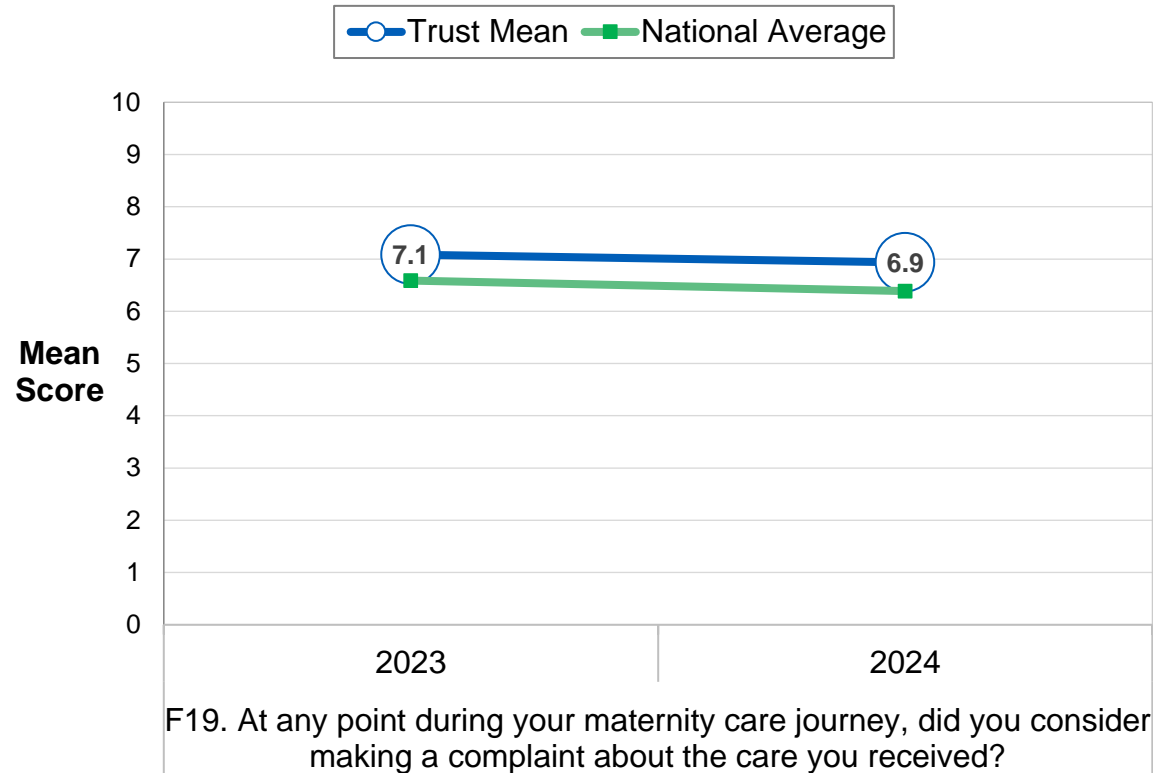
**CareQuality  
Commission**

**Survey  
Coordination  
Centre**



# Section 4. Complaints

## Complaints



**Significant change 2024 vs 2023**

No change

Answered by all. Respondents who stated that they didn't know / couldn't remember whether they considered making a complaint have been excluded.  
Number of respondents: 2023: 173; 2024: 159

# Comparison to Other Trusts



Survey  
Coordination  
Centre

# 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

- No questions for your trust fall within this banding.

# 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

- B12. Thinking about your antenatal care, were you spoken to in a way you could understand?
- B13. Thinking about your antenatal care, were you involved in decisions about your care?
- B16. Thinking about your antenatal care, were you treated with respect and dignity?
- C5. Were you involved in the decision to be induced?

# 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

- B15. Did you have confidence and trust in the staff caring for you during your antenatal care?
- B17. If you raised a concern during your antenatal care, did you feel that it was taken seriously?

# 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

- F16. 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 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](mailto:maternity@surveycoordination.com)

The NHS logo, consisting of the letters 'NHS' in white on a blue rectangular background.The Care Quality Commission logo, featuring a stylized white 'Q' icon to the left of the text 'Care Quality Commission'.

Survey  
Coordination  
Centre