



Maternity Survey Report Booking Appointments

Spring 2018

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Introduction

The aim of Healthwatch is to give adults, children and young people (both individuals and communities) a stronger voice to influence and challenge how health and social care are provided in the locality and to help people to get the best out of those services. We believe that the best way to do this is for local services to be designed to meet people's needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across health and social care services. We are uniquely placed as a network, with a local Healthwatch in every local authority area in England and clear links to Healthwatch England, the Health and Wellbeing Board and Overview and Scrutiny Committee.

As an independent organisation with statutory powers, our role is to ensure that providers and commissioners of local health and social care services put the experiences of people at the heart of their care.

Healthwatch Bury aims to provide an evidence base for decisions at all levels, helping to improve health and social care services. We also provide information about local health and social care services to allow Bury MBC residents to make choices about their care.

Context – Early Assessment

There is wide agreement and a good evidence base to indicate that a woman should undergo a holistic assessment of her health, emotional and social needs in pregnancy, often called her booking appointment, before the end of the 12th completed week of pregnancy. Emerging guidance also stresses the further benefits of even earlier assessment, by 10 weeks and zero days, to allow for haemoglobinopathy screening.

Evidence shows that early, holistic assessment of a woman's health, social and emotional needs can improve outcomes for both her and the child; late presentation to maternity services is associated with increased rates of neonatal unit admissions, perinatal morbidity, perinatal mortality and even maternal death.¹

As such maternity service providers target 90% of women receiving their first 'booking' appointment before 12 weeks plus 6 days.

Concern

Bolton Foundation Trust raised a concern with the Bury Clinical Commissioning Group (CCG) around 12+6 performance at Royal Bolton Hospital. Overall, the trust has slightly underachieved the 90% target but when broken down to CCG level, the target *has been* achieved for women living in Bolton and Salford but not for women living in Bury.

Following a meeting with Healthwatch Bury, Bury CCG asked if it could help identify the issues or possible reasons stopping people getting a timely appointment.

Methodology

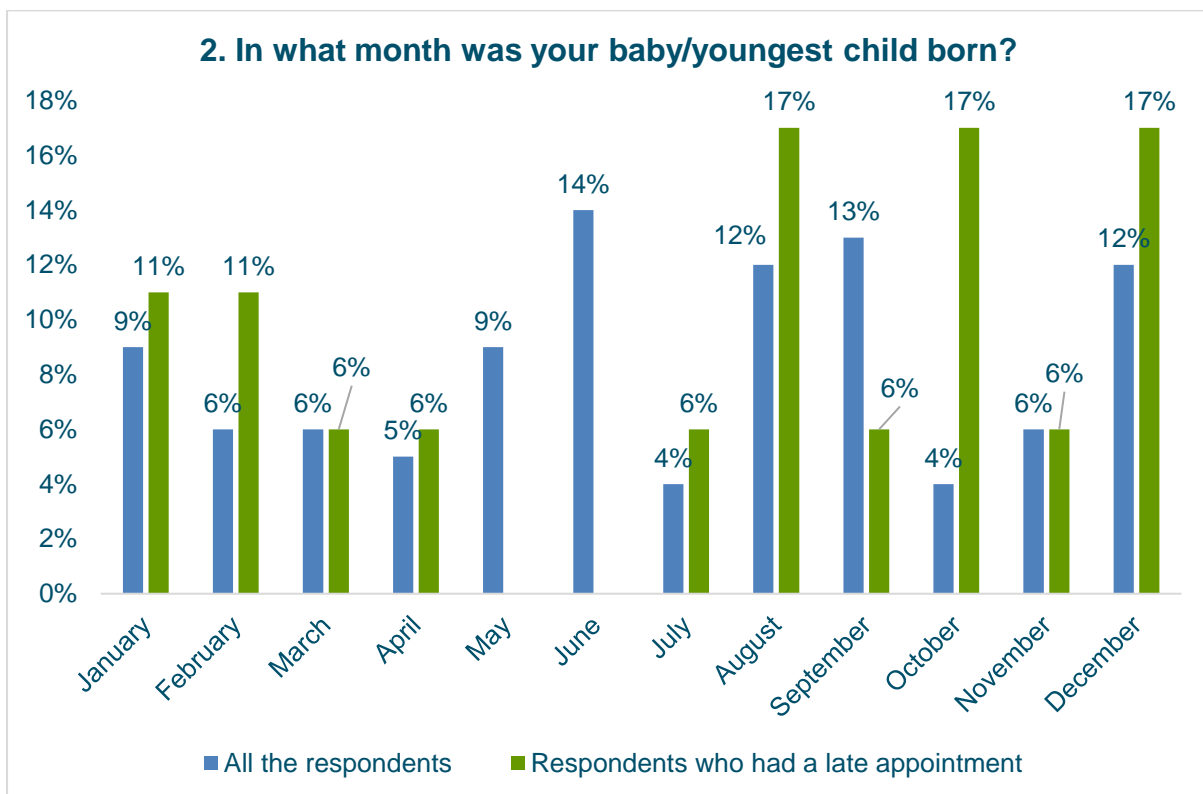
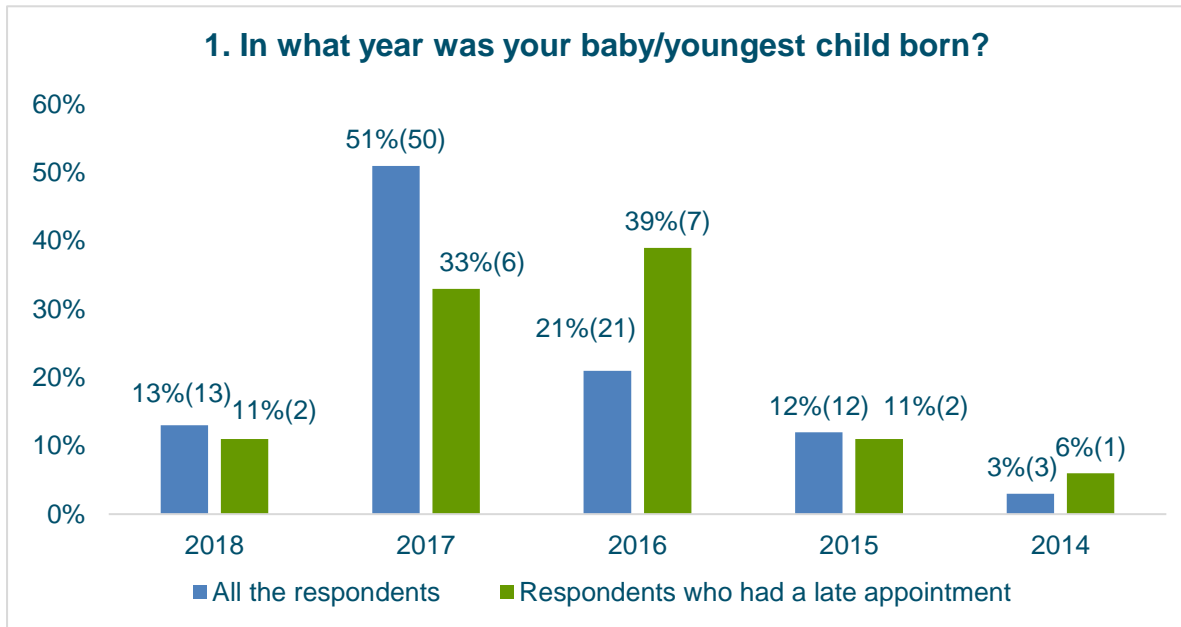
In collaboration with the Bury CCG, a survey was developed and promoted via social media in March 2018, to the target age group of women living in Bury of child bearing age. A total of 59 individuals responded to the online survey.

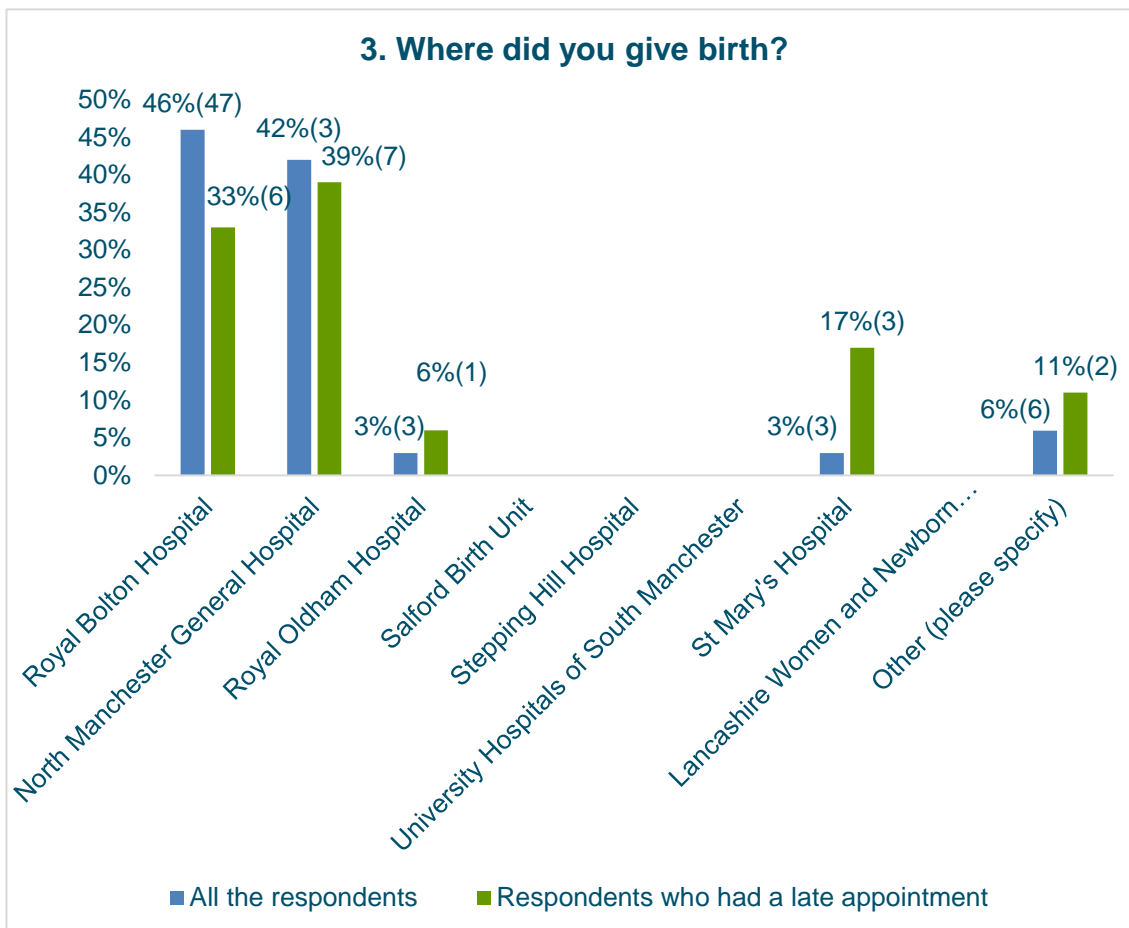
A further 42 responses were collected by visiting 'Stay and Play' sessions at the following local children's centres:

- Bury East Children's Centre
- Radcliffe Children's Centre
- Whitefield Children's Centre

¹ <http://www.londonscn.nhs.uk/wp-content/uploads/2016/10/Maternity-Early-access-guidance-2016.pdf>

Key Findings



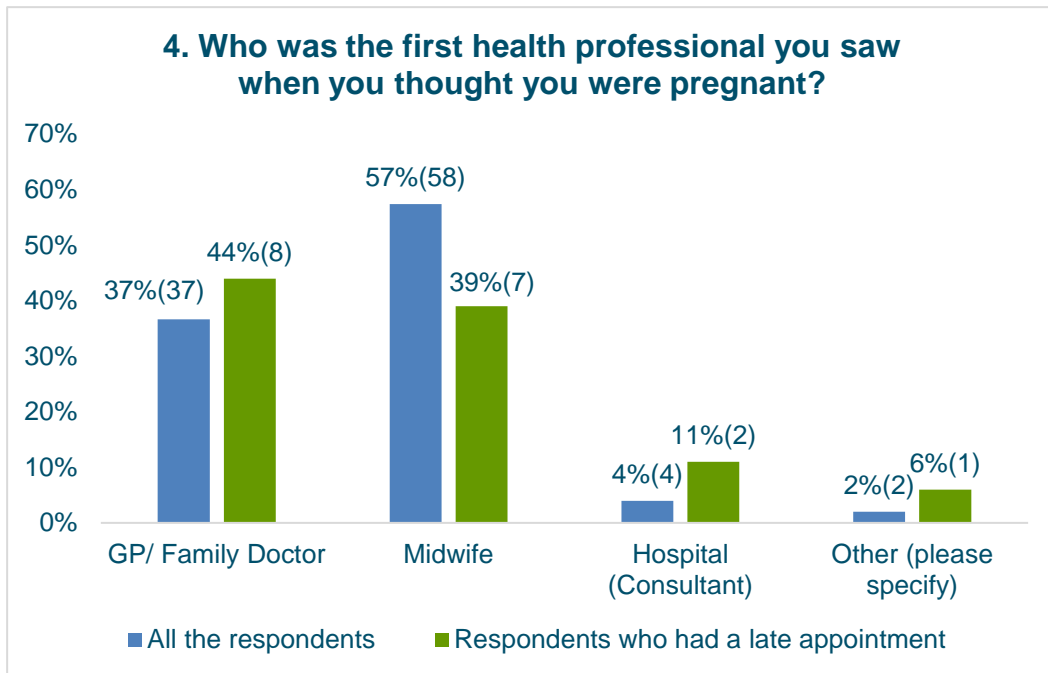


46% (47 out of 101) of all the respondents had given birth at Royal Bolton Hospital and 42% (43 out of 101) gave birth at North Manchester General Hospital. Another 3% gave birth at the Royal Oldham Hospital and 3% at St Mary's Hospital.

The 6% that stated 'Other' gave birth at:

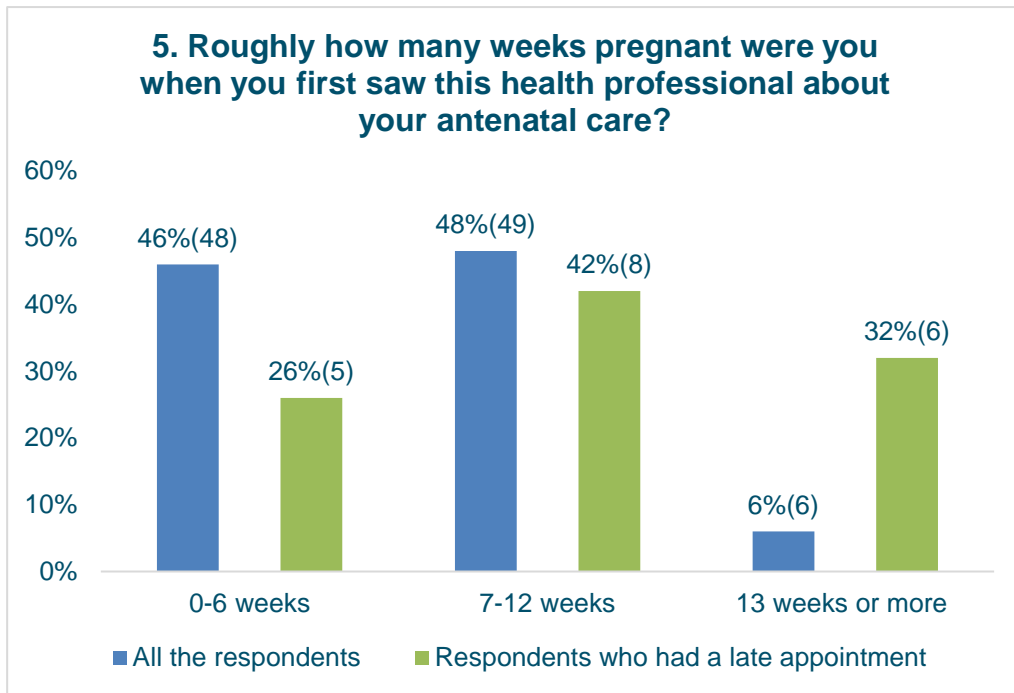
- Wigan
- Blackburn Birth Centre
- Home X 2
- Tameside

The chart also shows the data specifically for the respondents who had a late 'booking appointment'. Of those, 39% (7 out of 18) gave birth at the North Manchester General Hospital, 33% (6 out of 18) gave birth at the Royal Bolton Hospital, 17% (3 out of 18) gave birth at the St Mary's Hospital and 6% (1 out of 18) gave birth at the Royal Oldham Hospital. The 11% (2 out of 18) individuals that stated 'other' had home births.



57% (58 out of 101) of the respondents stated the first health professional they saw when they were pregnant had been the midwife and 37% (37 out of 101) had seen the GP first. 4% (4 out of 101) were seen at the hospital and 2% (2 out of 101) stated they were seen by the early pregnancy unit or GP at the weekend hub.

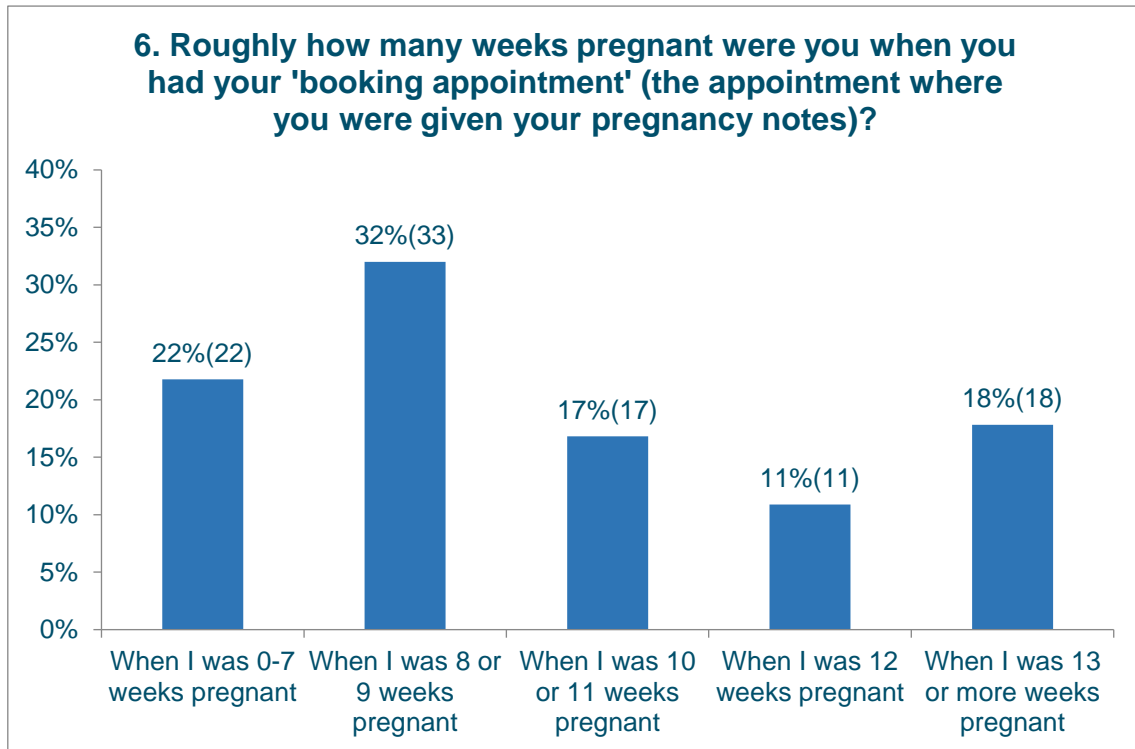
Out of the respondents who had a late booking appointment, 44% (8 out of 18) stated the first health professional they saw when they were pregnant was the GP and 39% (7 out of 18) saw the midwife first. 11% (2 out of 18) were seen at the hospital and 6% (1 out of 18) person stated 'Other' (GP at the weekend Hub).



Please note some people chose more than one option for this answer.

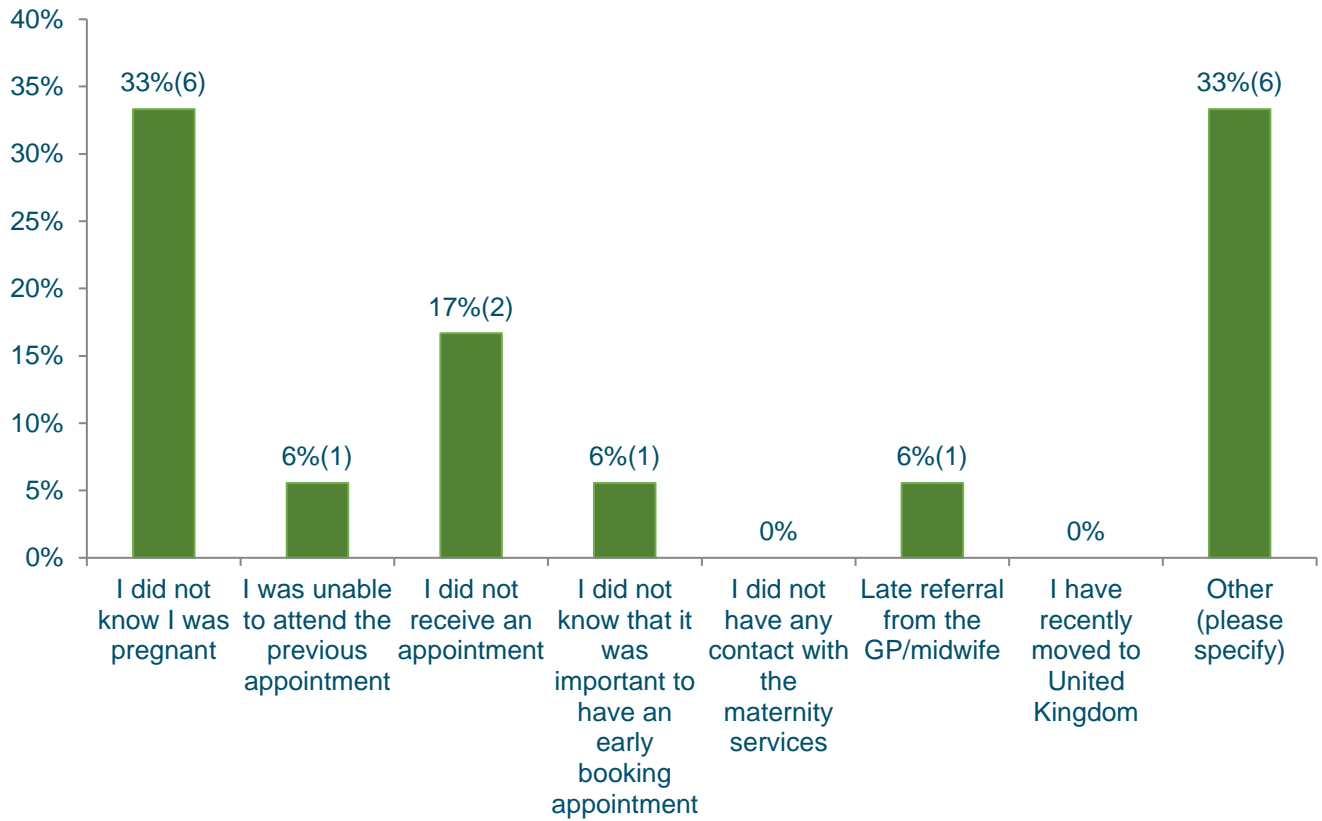
48% (49 out of 103) of the respondents stated they had they first saw the health professional when they were 7-12 weeks pregnant, 46% of the respondents saw the health professional when they were 0-6 weeks pregnant and 6% (6 out of 103) saw the health professional about their antenatal care for the first time when they were 13 weeks or more pregnant.

Out of the respondents who had their booking appointment late 44% (8 out of 19) said they were 7-12 weeks pregnant when they first saw a health professional about their antenatal care. 33% (6 out of 19) stated they were 13 weeks or more pregnant and 28% (5 out of 19) said they were 0-6 weeks pregnant when they first saw a health professional.



The majority of the respondents, 71% (72 out of 101 people), had their 'booking appointment' before they were 11 weeks pregnant, 11% (11 out of 101) had the appointment when they were 12 weeks pregnant and 18% (18 out of 101) had their appointment when they were 13 week or more weeks pregnant.

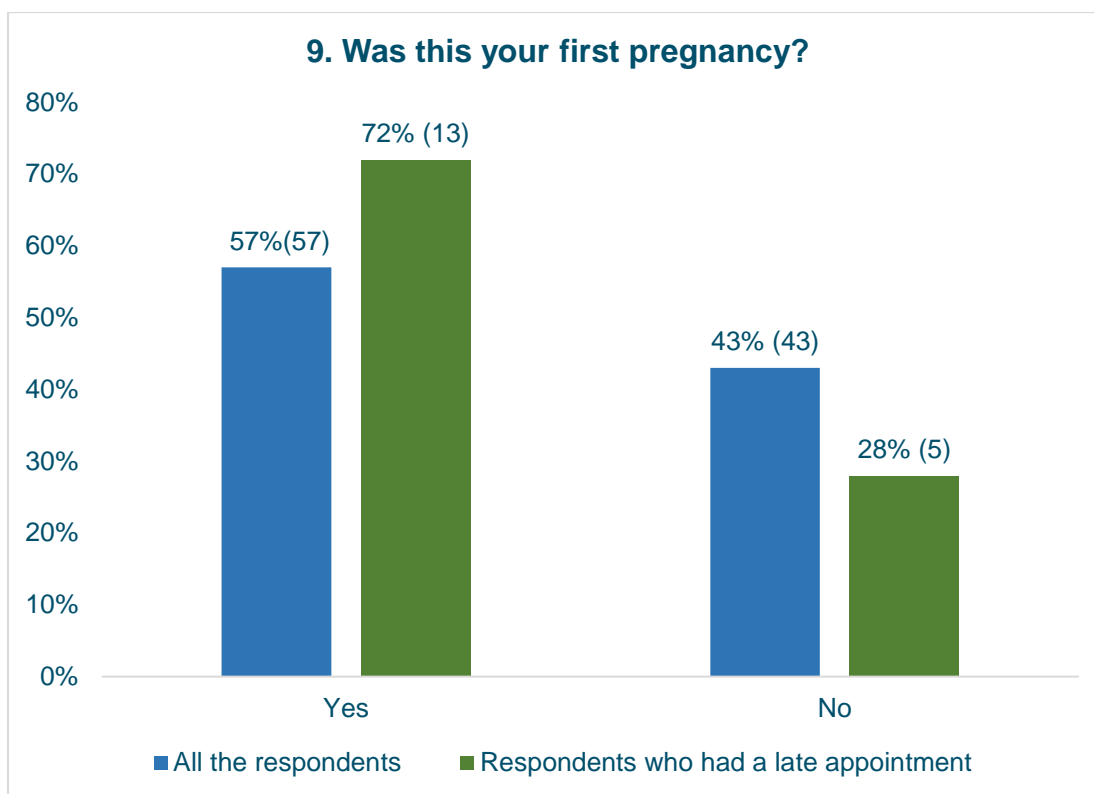
7. If your booking appointment took place later than 13 weeks into your pregnancy what was the reason for not attending the booking appointment earlier?



33% (6 out of 18) stated 'I didn't know I was pregnant', 17% said 'I did not receive an appointment', 6% said 'Late referral from the GP/Midwife'. Another 6% stated 'I didn't know it was important to have an early booking appointment' and another 6% said 'I was unable to attend the previous appointment'.

Other responses included the following:

- 'I was abroad'
- 'The midwife was obstructive'
- 'It was unknown how many weeks pregnant I was as I did not have periods due the depo injection.'
- 'I went to my GP at 4 weeks but that's how long it took to get the appointment.'
- 'Previous miscarriage'
- 'I was unsure of what I wanted to do?'



57% (57 out of 101) of all the respondents said this was their first pregnancy and 43% (43 out of 101) answered 'No' to this question. One person skipped this question.

Out of the respondents who had a late 'booking appointment' 72% (13 out of 18) said it was their first pregnancy and 28% (5 out of 18) said it wasn't.

Attached in an appendix 1 below are people's comments about their antenatal care.

Conclusions

Although it's not conclusive the results from the survey indicate a need to raise awareness about the early pregnancy symptoms and the importance of having an early 'booking appointment'.

Outcomes

A meeting was held with the Bury CCG, Pennine Acute Hospitals Trust (PAHT) and Healthwatch Bury to consider the actions to address.

Measures already taken:

1. PAHT now offer new weekend appointments which allow late booking women to be seen more quickly.
2. Midwifery service routinely monitors key performance indicators including 12+6 and will take action to address (within secondary care).

Appendix 1

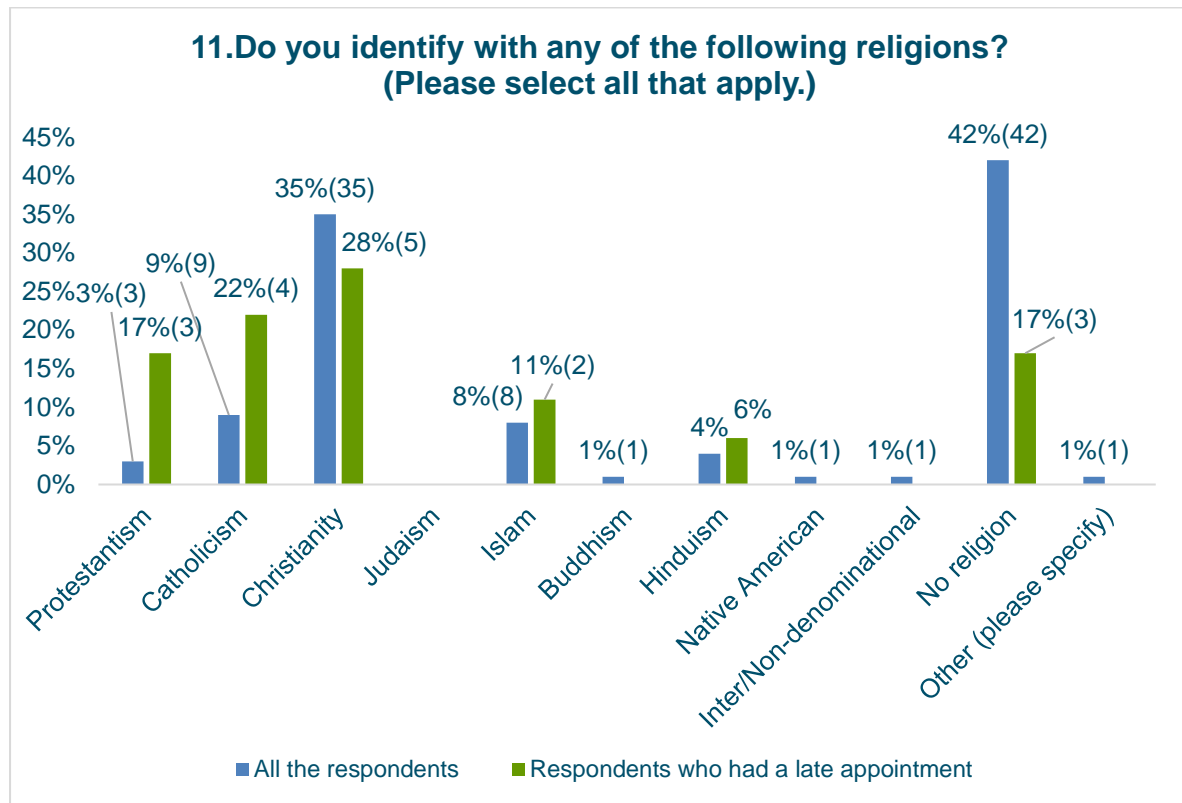
Please see attached below people's comments about antenatal care.

10. Do you have any other comments about your antenatal care?

Positive feedback	
1.	'Great!'
2.	'Excellent throughout'
3.	'Excellent'
4.	'Good service'
5.	'I was impressed.'
6.	'Midwife was lovely and care received I was happy with.'
7.	'I was satisfied.'
8.	'Very glad to do antenatal care.'
9.	'It was fantastic support from everyone involved.'
10.	'Couldn't fault the hospital when I had both babies but midwife care leading up to it wasn't the best.'
11.	'I felt I had a great experience of antenatal care.'
12.	'Great'
13.	'Amazing care when in labour and delivery...had lots of different opinions from different consultants about my care but overall was a very positive experience.'
14.	'Always found the staff to be friendly'
15.	'Fabulous care received, I kept the same midwife though all my antenatal appointments which was great.'
16.	'It was excellent'
17.	'I was very impressed with everybody at Bolton hospital.'
18.	'Warm, welcoming and friendly.'
Mixed/Neutral Feedback	
1.	'Was seen by a lot of different midwives so was unable to build up a relationship. I needed extra support afterwards due to tearing and infection. Regular follow up appointments made at Royal Bolton Hospital which we're great.'
2.	'My midwife was excellent but GPs were terrible.'
3.	'Antenatal care was generally very good. Support for SPD/PGP was very poor though.'
4.	'Midwife was brilliant although I really do think group b streptococcus infection should be tested for every pregnant woman.'
5.	'Staff at hospital really over worked.'
6.	'Most of the care was good however the waiting time at Fairfield Hospital was ridiculous. I waited over 4 hours for my 12 week dating scan.'
7.	'Very satisfied with overall support and experience of labour at Bolton Hospital. I wish they would offer a second ultrasound when at 12 weeks they were unable to take measurements due to baby's position. I felt that blood tests up to week 15 wouldn't suffice, so I had a private NT scan on week 13.'
Negative feedback	
1.	'The way appointments have been arranged are a farce no one knows what is going on.'

2.	'Community midwife missed cholestasis. Assured me it wasn't as symptoms didn't fit very dismissive. I did have cholestasis and had to be induced.'
3.	Shocking frankly. Transferred to a different hospital against my direct consent (written clearly in my notes). My midwife made everything really difficult.
4.	'Near the end of my pregnancy the children's centre where I had been seeing my midwife closed. I loved being at the children's centre instead of the GP's. Healthy pregnant people shouldn't have to wait with sick people, it's risky.'
5.	'More advice should be given at the outset about what to do in cases of bleeding in pregnancy.'
6.	'Lack of information, back problems I had were downplayed and they ended up causing me long term problems postnatally, my appointments were delayed, there was very little continuity of care, there was no communication between service providers, I had to repeat my history every time I saw someone even though it was all in my notes, I was generally disappointed and just lucky that I had some idea of what should be happening.'
7.	'I hardly ever saw the same midwife twice. This didn't bother me so much during my second pregnancy but during my first pregnancy it was frustrating and at times upsetting as some were not as nice in their manner as others. One midwife had to leave her clinic to cover the other area at short notice and was unprofessional.'
8.	'I was sent to Fairfield for my first scan because they said it was the only way for it to happen within the right timescale. I went to the appointment, I was 10 weeks pregnant and told them this. They insisted on scanning me anyway, then told me I wasn't far enough along for them to have done it - I had told them this but they made it sound like it was my fault. They rebooked me in at Bolton "because it's the only appointment to get the scan at the right timescale". Bolton was where I'd asked for in the first place and I wasted half a day out of work for no reason.'
9.	'I switched to one to one midwives for better antenatal care.'
10.	'Yes it was appalling, being high risk twin pregnancy I did not receive appropriate blood tests and pre-eclampsia & sepsis went undetected!'
11.	'Care split between midwife at GP surgery, Fairfield, Bolton hospital - very confusing, not well coordinated (samples getting lost) and too far (Bolton hospital too far for labouring and caused real worry).'
12.	'Because I was booking in late I rang to see if could book a scan as I didn't want to miss a nuchal scan slot. They said there is no need to ring as you will get one but then I didn't which was very upsetting. Had to go to a children's centre for my antenatal midwife appointments, this was 2 buses away!'
13.	'More scans should be offered, people shouldn't have to pay private to feel more at ease about their pregnancy, especially after 20 weeks when that is usually the last scan.'

Demographics

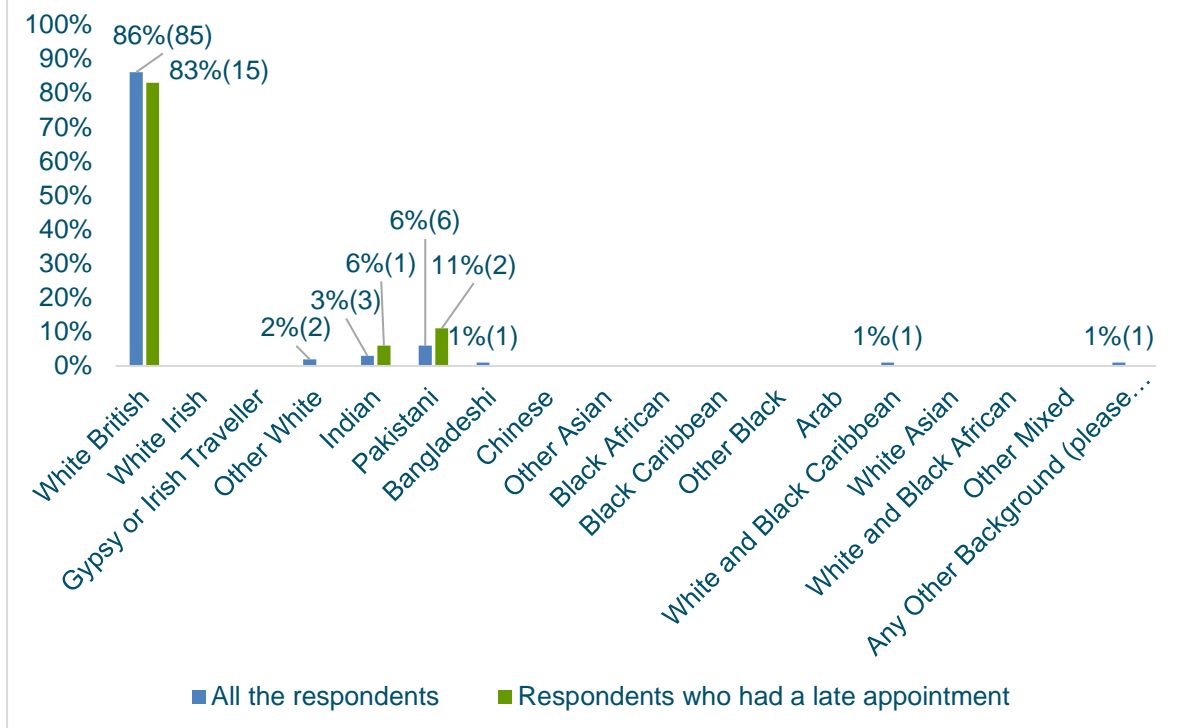


Please note 1 person skipped this question.

42% (42 out of 100) of all the respondents said they don't identify with any religion, 35%(35 out of 100) identify themselves as Christians, 9%(9 out of 100) identify themselves as Catholics, 8%(8 out of 100) are Muslims, 3%(3 out of 100) are Protestants and 1%(1 out of 100) is Buddhist, 1%(1 out of 100 Native American, 1% Inter/Non-denominational and 1% Other (United Reformed Church).

Out of the respondents who had a late 'booking appointment' 28% (5 out of 18) identified themselves as Christians, 22% (4 out of 18) are Catholics, 17% (3 out of 18) are Protestants, 17% stated they have no religion, 11%(2 out of 18) are Muslims and 6%(1 out of 18) are Hindus.

12. What is your ethnicity? (Please select all that apply.)



86% (85 out of 101) of all the respondents stated their ethnicity is 'White British', 6% (6 out of 101) are Pakistani background, 3% (3 out of 101) are Indian, 2% (2 out of 101) are 'Other White', 1% (1 out of 101) are Bangladeshi background, 1% are White and Black Caribbean and 1% are Any Other Background (Bhutanese).

Out of the respondents who had their 'booking appointment' late 83% (15 out of 18) stated they are 'White British', 11% (2 out of 18) are from Pakistani background and 6% (1 out of 18) are Indian.

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