

SURVEYS REPORT

March 2023



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THE MVP AND SERVICE USER FEEDBACK

The Maternity Voices Partnership (MVP) collects and collates feedback from Service Users in order to drive service improvements and improve the quality of maternity services. The data within this report is collected via our online survey and shared by Healthwatch Wirral on their Social Media platforms.

We will be leaving these surveys permanently available for families to share their experiences on our social media platforms and website.

The surveys are for those who have used services within the last two years and covers the following: Antenatal Clinic, Obstetric Recovery, Perinatal Mental Health, Induction of Labour and Maternity Call Bell. The survey is anonymous. The aim is for our volunteer team to also gather feedback using these surveys when out in the community. The survey is for women or birthing persons, and the wider support network, who have used the service within the last two years. This report is produced by the MVP Chair and will be discussed at the MVP Quarterly Stakeholders meeting.

This report includes copied and pasted written feedback as it is important we hear directly from our service users. Therefore spelling/grammar mistakes have not been corrected.

Reports can also be produced on a particular topics or areas of care when requested.

KEY FINDINGS AND THEMES

197

Total number of respondents over all the surveys



KEY FOCUS AREA - ANTENATAL CLINIC

Overall, service users scored the scanning experience a 4 or above (out of 5) but they still felt they needed more clarity when given information from specialist clinics and described long waiting times for information to be given.



KEY FOCUS AREA - INDUCTION OF LABOUR

Improving how information is delivered and when about what to expect about IOL to service users but also communication between staff is important. Service users who felt heard by midwives were more positive about their experience but unfortunately many service users did not feel heard.



KEY FOCUS AREA - INFANT FEEDING

Service Users reported that they would like more information on the realities of breastfeeding and the impact it can have upon one's mental health. Also more information is needed about where to find support if it is needed, both antenatally and postnatally.



KEY FOCUS AREA - PERINATAL MENTAL HEALTH

Service users are reported conflicting information on whether their medication is safe during pregnancy and where to get information from. The majority were spoken to about their mental health from their community midwife but felt this wasn't the same from their GP.



KEY FOCUS AREA - YOUNG PARENTS

This marginalised community feel their voice isn't listened to and attribute this to their age. They feel isolated between midwife check ups.

RESULTS: ANTENATAL CARE

6 respondents

It is important to note that those service users under Consultant Led care, 100% of them could name their Consultant. Last quarter it was only 50% so this is a great improvement.

The service users felt that information, at times, could be conflicting from different staff members and that their worries were not always addressed.

The Day Unit was described as really accessible with clear and straight forward advice being given.



Lowest score given

Highest score given

Vastly improved since 2018, scans were more interactive and less 'scary' due to staff talking about what they were doing and being aware of the experience for me as well. All occasions that I went in to triage for reduced movements were positive and staff didn't make me feel 'silly' for being worried. Birth choices clinic with Angela was really informative and allowed me to make an informed decision that was based on personalised risks and also helped to reduce my anxiety.

All the respondents scored the overall care given in the Antenatal Clinic a 4 or above.

100%

WRITTEN FEEDBACK FROM SERVICE USERS

When I had my 20 week scan we were told that there may be anomalies we weren't given much information. It also took a while to get referral to the consultants when we were told it would 1/2day
its 4

I think it's important to give more information and reassurance during the scan

Took too long to get access to the consultant and to receive answers to questions I asked

You're never made to feel like a burden, everything is clearly explained.

Birth choices clinic, scans now staff are more aware of how the lady is feeling

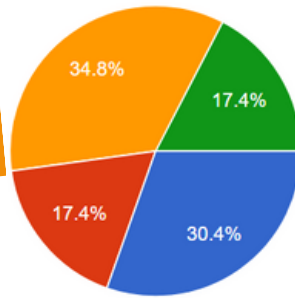
When it provides continuity of care by being someone who has cared for you previously

Waiting time after a scan to see the midwife was long and worrying

RESULTS: INFANT FEEDING

23 RESPONDENTS

When you were pregnant with your baby were you given information about breastfeeding?



- No - it was never really mentioned
- A little - I was given some basic leaflets and my midwife mentioned it once or t...
- Yes, but I went and found out more information by myself
- Yes - I was able to discuss in detail with my midwife throughout my pregnancy
- N/A - I had already chosen not to breastfeed so I wasn't interested in an...
- Other:

17.4% of respondents stated that they were able to discuss breastfeeding in detail with their midwife.

47.8% of respondents stated that the information given was OK, but there was lots missing and they had to find information for themselves.

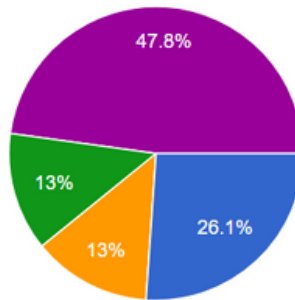
47.8% felt supported in hospital but stated some staff were better at supporting than others - is this due to a lack of consistency in the support given or difference in approach?

50% said they received support from charities or other organisations after being discharged from hospital.

When asked, 'If you did want support to breastfeed did you know who to contact and how to contact them?' 39.1% stated that they were able to get support easily but 14% said I had no idea who could support me and it really effected my breastfeeding journey'.

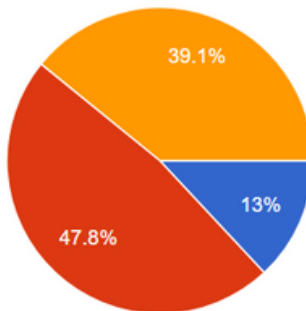
39.1% of respondents answered that breastfeeding was much harder than they expected and did not feel prepared at all.

Was the information given to you relevant and appropriate for you?



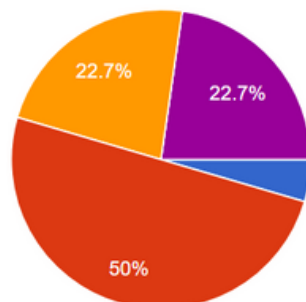
- Yes - it was valuable and was exactly what I needed
- Some information was OK, but there was lots missing and I had to find out information for myself
- No, not at all - I did not receive the correct information
- Other:
- Some information was OK, but there was lots missing and I had to find out i...

When you had your baby did you feel supported to breastfeed in the hospital?



- No - no-one helped me at all
- Yes, but some people were better at supporting than others
- Yes - I was helped to feed my baby all the time that I was in hospital
- N/A - I did not give birth at Wirral University Teaching Hospital (Arrowe Park)

After you had been discharged from the hospital did you receive breastfeeding support at home?



- Yes - the Infant Feeding Team visited me and supported me to feed my baby
- Yes - but I had to find support from charities or other organisations
- Yes - I was offered support but I didn't really need it
- No - I wanted to breastfeed but was advised to try formula by a healthcare...
- No I was not offered any support at all
- N/A - I chose not to breastfeed my baby

WRITTEN FEEDBACK FROM SERVICE USERS

Amazing support from all of the staff at Arrowe Park

Breastfeeding support in the first hour after giving birth did not happen which meant baby didn't latch and I was told to feed formula. This was not what I wanted to do but there was no offer of support with latching. I requested support on maternity ward but it was not offered to me, when the infant feeding support came they were good, but I feel the important moment was missed (the first few hours after giving birth). Fortunately I had antenatal support from koala and so requested a visit as soon as I was home and I was able to combination feed for 9 weeks but this would not have been possible with hospital support alone. Support groups from koala were fantastic as well as the home visits.

I feel like people go on about the benefits which we all know but no one shares how it can be difficult but getting the right sort helps, how it helped what it looks like. I was in the fence about it so didn't want to go to the BF feeding group incase i didn't

More emphasis needs to be placed on the mental well-being of new mothers and actively providing support rather than having to search for ourselves during an already stressful period. 6 week checks to ask about contraception are not what we need!

Preparing mothers with the numbers they need would be a start. A list of charities, support groups and how they seek help would really help. Information on calorie intake and water intake to help supply would also help. You need a dedicated breastfeeding qualified person on the wards at all times and a community of people not just midwives who have 'some' knowledge of it.

More help with combi feeding. We knew this is what we wanted from the start

More information on colostrum harvesting and bf workshops before baby

WRITTEN FEEDBACK FROM SERVICE USERS

I really wanted to breastfeed but ended up in an emergency c section on the hottest week of the year. Upon trying once baby was born I was told to call a midwife in to the room once baby needed a feed and I found most midwives (especially one) very forceful with the baby and her head which stressed me out more and I ended up giving baby formula. I complained to one midwife about another and that I never wanted her help going forward but the way she was massively affected my confidence to try and breastfeed. After being in hospital for 2 days and not being very successful at it I asked to be discharged (the staff didn't want to discharge me as I hadn't been able to breastfeed which again affected me and my ability as a mother) I explained I needed to go home and would try myself and seek further support if needed but didn't want to be in hospital any longer. I felt all midwives in APH put alot of pressure on me to breastfeed and I came out of hospital quite low and as though I'm failing my daughter. I continued to try but wasn't successful and eventually gave in adn admitted defeat and my daughter has always been formula fed. Looking back I wish I had been given more information and been strong enough to know myself and my body. Becoming a first time mum is hard enough without the added pressure of not being able to breastfeed along with the disappointed looks from the midwives looking after us.

There HAS to be more training with regards to tongue and lip ties. Even the IBCLC I saw at lactation clinic in Eastham told me my daughter didn't have a tongue tie, yet three weeks later we were at Alder Hey having it cut. Her lip and tongue ties had an awful effect on breastfeeding and I wouldn't have been able to continue without Koala.

More information before birth. I ended up paying privately to see a lactation consultant and tongue tie specialist - I would have given up breastfeeding due to pain if I hadn't got this help. I did not get given contact details for infant feeding team and who to contact if I was struggling. The health visitor advised I stopped, rather than offer any help!

Better help and support to breastfeed after birth of baby. (Feeding team saw us once and helped us latch once but once baby fell off the feeding team was unavailable so I had to use formula)
I had breast feeding support but this was due to a fussy baby. It wasn't a breast feeding problem. That came naturally and I really enjoyed my breastfeeding journey. I feel my problems were fobbed off to being a breastfeeding issue rather than helping me

Post-natal breastfeeding support is readily available from koala North West, however the only information I was given about them antenatally was a single line and telephone number. An introduction to their services before birth, especially the option of an antenatal home visit, would have been far more useful than post-natally as mum's are then more likely to then reach out to them for support once baby has arrived.

WRITTEN FEEDBACK FROM SERVICE USERS

I made it clear that I was going to breastfeed whatever it took while I was in hospital but I only had proper support after one week of trying - I felt let down by the lack of support in hospital.

Public feeding friendly places need to be promoted more

I didn't know about the infant feeding team until after birth and they were really good. Be good that all pregnant people know there's help straight after birth. Koala we're really good when I got home and supported me for months afterwards

This is my second baby but not once did a midwife speak to me or ask about breastfeeding. I fed my first baby for 15 months. When I was breastfeeding in the hospital I was made to feel as though I was lying about how often and for how long I was feeding. Baby went 4 hours without feeding despite being offered and so I was sent who I thought was a lactation consultant but I learned later was a feeding consultant who forced me to give my baby formula despite me telling her I'd like donor milk as I was breastfeeding. 3 months on this still makes me so incredibly angry as I felt as though I was misled and that the midwives and medical staff would prefer for babies to be bottle fed as it makes it easier for them to monitor how much babies are taking in. It's all a numbers game. If you want women to breastfeed maybe actually having someone on the ward who knows about breastfeeding is a good place to start as the 'feeding' consultants you have on hand now have no clue.

RESULTS: PERINATAL MENTAL HEALTH

100% of the respondents shared that they felt low mood (2 votes), depression (6 votes) or anxiety, obsessive thoughts or post traumatic stress.

6 of the 14 respondents indicated they had accessed mental health support during their maternity journey.

Although **64.3%** of respondents had been approached by a midwife about their mental health, the comments showed that service users want to be asked about their mental health in more detail. The comments show that questioning about mental health by the GP at the 6 week check feels like a 'tick box' exercise.

For the second quarter, service users are expressing the need for more information on the use of medication during pregnancy.

14 respondents

64.3% Were asked about their mental health from a midwife (17.6% increase from last quarter)



12 out of 14 respondents stated they had not heard of the Silver Birch Hubs and 1 stated they had been referred. This person stated their 'Mood was only asked about in first 6 weeks and never again but my mood personally went bad around 4 months and only diagnosed at 7-8 months'

WRITTEN FEEDBACK FROM SERVICE USERS

I chose to stop, my midwife reinforced this was the best decision...it was not

I was told I could continue my medication but I didn't want to in case it affected my baby
I was told to stop

Too impartial. Needed more guidance when making a decision

It feels like you'll be judged rather than helped at times

I felt comfortable talking to all. I was so surprised how uncomfortable they felt. No one asked if I was thinking of harming myself, I was having daily thoughts of suicide. Everyone was lovely, but I should have been asked this clearly and directly...it would have helped

Felt like no one had time to talk to me. The gp rushed through my 6 week check up. I tried to talk to the nurse/broke down when I took my son to his vaccination and the nurse was kind but didn't offer any further support or refer me

I tried speaking to my community midwife, who was dismissive. My health visitors were much more helpful.

Took me around 4 months to finally discuss it as get embarrassed

I think it needs to be made clear that if you do talk about low mood/depression etc you won't be judged for it and that it is mostly normal

Weak advice around stopping anti depressants when pregnant- I stopped due to the risk of congenital abnormalities, which a midwife later told me is almost none existent. Someone should have asked me about thoughts of suicide - as a mental health professional I am more than happy to come and provide training around this - just asking the question in a clear, none ambiguous, none judgmental way will reduce these thoughts for so many women! Beside the above, the APH team were incredible, they went above and beyond on several occasions, very, very thankful

Recently, very poor post natal check with the GP at 6 weeks post partum. Having previously had post natal anxiety/depression I was only asked if I "wanted to kill my husband yet" and because I laughed and said no that was as far as the mental health check went. Very concerning for anyone that possibly was suffering a recurrence.

WRITTEN FEEDBACK FROM SERVICE USERS

I don't think that the 6 week check with the GP is enough, I think there should be another check in from a community midwife to make sure everything is ok. I had PTSD and PND but neither were picked up until I was around 10 weeks postnatal. By which point it was much harder to contact someone. My issues were caused/triggered by my traumatic experience in the hospital, but to be discharged after 2 weeks? It was too early for the problems to be identified

Huge gaps. I was bereaved at the end of my pregnancy and there was just nothing. My health visitors would pop in to check on me but damage was done during my delivery when no-one stopped to consider the implications of recent bereavement on a labouring woman. Then I was essentially left to pick up the pieces alone.

I needed to explain my issues to too many agencies before getting any actual support which was triggering and traumatizing.

Felt like tick box question and no one really cared after 6 weeks

i was offered absolutely zero help despite my midwife and health visitor both identifying that I was clearly struggling. both did an extra visit with me but i was offered no help. My 6 week check up with the gp was on the phone.. when asked how i was i answered fine and the gp said right we can sign you off then.. they clearly didnt really listen or care and if they had seen my face they would have known i was not fine. I have never felt more unsupported than with mental health after my traumatic labour

More information in pregnancy about what to look out for and where to seek help themselves rather than having to take the big step of going to the GP to admit you need help and support. If I could have self referred it would have felt less scary and more my choice.

I think for women that go into theatre post-delivery for either 3rd or 4th degree tears (or for whatever reason) that baby and birthing partner should stay with the mother at all times. I was separated from my baby after about 10 mins for almost 4 hours, by the time I saw him again I wasn't sure if he was mine and the first signs of PTSD and PND should have been picked up then. I want it to be standard procedure that baby's stay with their mother's at all times, as 2 years on I still have trauma from the separation and consequent bonding difficulties.

Practitioners need to actually care and actually do something with the information that you give them. My midwife was absolutely useless and I was crying out for help.

More resources to be able to access it sooner

WRITTEN FEEDBACK FROM SERVICE USERS

The support I received from my midwife, Carly; the mental health midwife, Geri; and talking together was absolutely amazing. Their work was incredible and really helped me.

Regular conversations especially throughout first year of baby

provide some! really ask women how they are doing, listen and care and actually offer help when you see someone struggling

Booking appointments to be face to face. As this is the point of contact where you meet your team for the first time it's a crucial time to start off the trusting relationship

RESULTS: YOUNG PARENTS (UNDER THE AGE OF 25)

We have only received 2 responses from this survey. We have shared the link with a QR code with Dr. Angela Kerrigan, who is going to ensure that Camilla Davies (Young Parents Midwife) shares this survey with her service users.

Wirral MVP has been working alongside Damibu on an SBRI (Small business research initiative) to listen to those from marginalised communities. Feedback from the Young Parents is bullet pointed below:

- Feeling very isolated between midwifery appointments and felt 8 weeks was a very long time.
- Either limited knowledge of reduced foetal movements or very aware but felt they weren't being listened to.
- Feeling like they weren't being listened to in triage or at appointments and attributing this to their age.
- Breastfeeding support isn't satisfactory - especially on the ward.
- Limited knowledge of what benefits or support networks were available to them.
- Despite the above they were all incredibly thankful for the support they received. One father felt staff really engaged with him and involved him in every aspect of the pregnancy and birth.

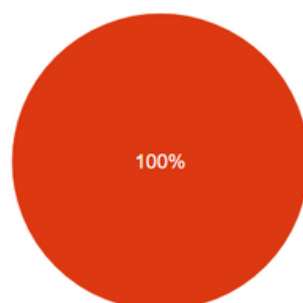


Wirral MVP works very closely with the Young Parents Youth worker at The Hive: Wirral Youth Zone, Lauren Wycherly, to support the young parents.

In the survey the two respondents both said they do not feel they were given enough information by the maternity team (midwives/health care professionals) about what to expect during labour/birth or about what to expect after giving birth and looking after your baby.

If you raised a concern during your labour/birth, did you feel that it was taken seriously?

2 responses



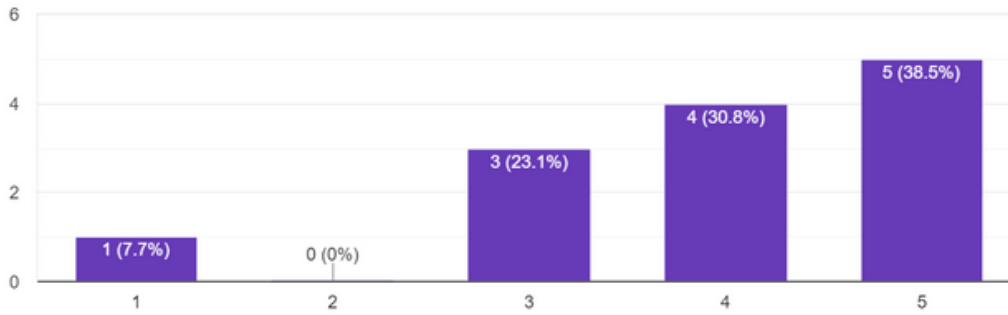
● Yes
● No

Results: Induction of Labour (IOL)

The feedback from the respondents this quarter is very similar to the previous quarter. On one side the respondents share positive experiences but then there is an almost equal number of comments showing improvement is needed. The earliest date for IOL is February 2021 (1 respondents) and the latest being January 2023 (1 respondents).

13 Respondents

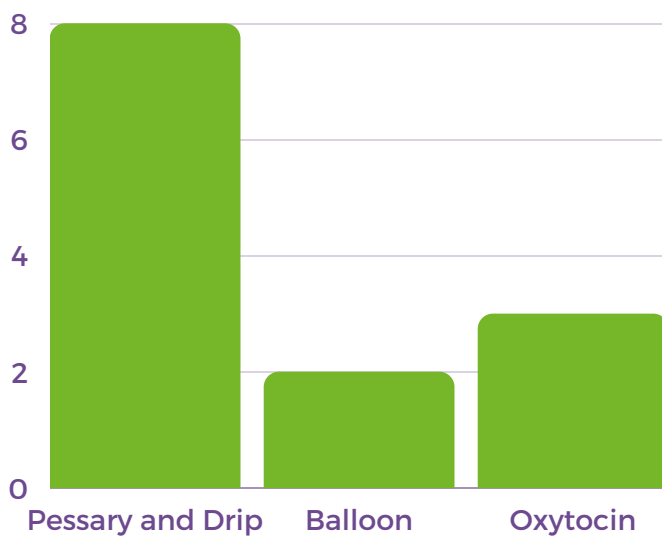
Overall experience of Induction of Labour



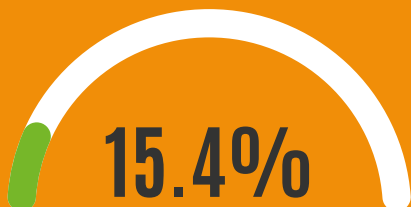
38.5%
of respondents said they were not given an opportunity to discuss the offer of an IOL. A decrease of 5.3% since last .

53.8%
respondents stated they were not given the pros/cons of each method of IOL prior to Induction in order to make an informed decision. 2.9% decrease since last quarter- so more still needs to be done to explain risks and benefits.

Methods of IOL



38.5%
respondents stated they had to wait before it was possible to commence the next stage of induction (Rupture of Membranes / waters broken). 27% decrease since last quarter. 38.5% stated they were transferred to the maternity ward during their wait. 14.8% decrease since last quarter.



Resulted in Caesarean Section after the IOL
31.3% decrease since last quarter

WRITTEN FEEDBACK FROM SERVICE USERS

Everything was great but as the labour ward was too busy I had to wait 3 days in hospital until my waters were broken

Really positive labour, great experience with all staff, from my recollections I was asked for my consent before any procedure / intervention. Also being able to have my partner stay with me on the ward was a huge part of my positive experience and beginning of my journey recovering from birth. The reason for providing 4 is because there was confusion about the reason I was being induced (staff thought this was due to GD but the actual reason was due to my baby measuring small). This caused some nervousness prior to induction as I was having to make this correction to ward staff (when having to stay on the ward the night before). As a first time Mum this caused some anxiety prior to birth as I was not provided any further information after arriving on the ward. My partner asked when leaving for the evening what was likely to happen where he was told I was being induced the next morning - this information was never communicated to me by staff at any point. Was advised to be induced due to concerns over the growth of my baby girl, came in on the Monday straight into induction suite but didn't end up giving birth until the Sunday, 6 days later!! Can't have been that concerned as I was kept waiting for 5 days until I was called down to delivery suite!

Short staffed

Staff were very friendly and informative. Felt like I was given all the information I need and they were happy to answer my questions.

Professional staff, communicated well, felt looked after, relaxing and private environment within the induction suite.

Only 1 midwife in, hadn't even read my notes

Brilliant help from all health professionals

My dilation wasn't checked so during induction I was left unsure what stage of labour I was in. I had to be rushed from induction ward in panic to a room to push out my girl 6 minutes later.

I was greeted by a friendly midwife and shown to a room where I was made to feel very reassured and comfortable. Everything was explained clearly to me by Robyn and I was given the opportunity to ask any questions.

WRITTEN FEEDBACK FROM SERVICE USERS

The whole process was traumatising. I was left to labour for an entire day with the pessary having contractions every 3 minutes for 7 hours and begging for pain relief. When the 24 hours passed I was assessed at being 3cm by one midwife and then 30 minutes later assessed at 2, which means I had 2 internal examinations in less than an hour. The midwife did not hand off appropriately at shift change and after having been told I would be moved to a room until the next morning when a labour room would open up, I was told I'd have to stay another night on the induction ward. The midwife then back tracked again and hour later and we got kicked out of then induction ward. Prior to being induced I was told I needed the induction, I was only informed after that I could have said no. This was not made clear to me at any point. I asked 3 midwife's prior to my induction for information and to ask questions and I was handed a 2 page pamphlet and told they couldn't really help me. I feel like I wasn't given the option for making an informed decision and that the midwives just wanted me to have the baby as quick as possible - which wasn't medically necessary.

Was kept well informed, felt very well cared for and was included in the plan of care made for my induction

No but not by fault of the hospital, I ended up in an emergency section but there was nothing more the hospital itself or the staff could do

Yes. I had a quick and what I would consider straight forward labour which allowed for a really positive experience.

After the pessary was removed after 24 hours, on the Tuesday, I was informed I was 1cm dilated. If I had then been transferred fairly quickly to delivery suite to have ARM and hormone drip inserted, then I would have been fairly happy with the induction process. But to then wait on the maternity ward from the Wednesday until the Saturday to be called down to delivery suite, during the height of covid so no visitors allowed, it put a dampener on the situation. Makes me wonder if I shouldn't have just let nature take it's course, but with it being my first baby, I was unaware that I could have challenged the offer of induction, I was basically going along with what I was being told to do!

No - failed

Yes - it took a long time to work but I felt well cared for and informed

I was aware of the process, monitored throughout, my concerns were listened to by the staff and they placed the monitor on me easier for reassurance! The doctors came to discuss my care- we were well looked after!

WRITTEN FEEDBACK FROM SERVICE USERS

I progressed quicker than expected which causes complications

Yes my induction went really well, I was able to have my nan with me the whole time, it was a lovely experience.

Very well, relaxed, staff were amazing. Felt supported.

Yes

Yes, my waters broke 2 hours later and went into active labour 9 hours later.

No, it was traumatic

Yes. I found it worked quickly for me (as I know it can be a long process for others) and I felt that although there was a clinical indication for my induction, I was still given options and choices regarding my care. Lots of evidence based information given

I think less waiting time. This isn't the fault of the hospital really but the sitting around for days can't have helped the induction as I was quite still

More information whilst on the ward. With understanding how hard working and busy the staff are, I feel there was little consideration given to how I may have been feeling particularly whilst staying alone on the ward whilst waiting for my waters to be broken. The staff I came into contact with were all lovely but I feel they were at a disadvantage as they had been given incorrect information as to why I was being induced.

Less days waiting to be called down to delivery suite / transferred there soon after pessary removed

More staff

The midwife on the night shift was difficult to get hold of, however I understood that you were short staffed and it wasn't anyone's fault.

Nothing, it was a very positive experience

Being listened to. I was being rushed for an emergency C sec when I said I needed to push and was shouted at numerous times saying I was putting my babies life in danger.

WRITTEN FEEDBACK FROM SERVICE USERS

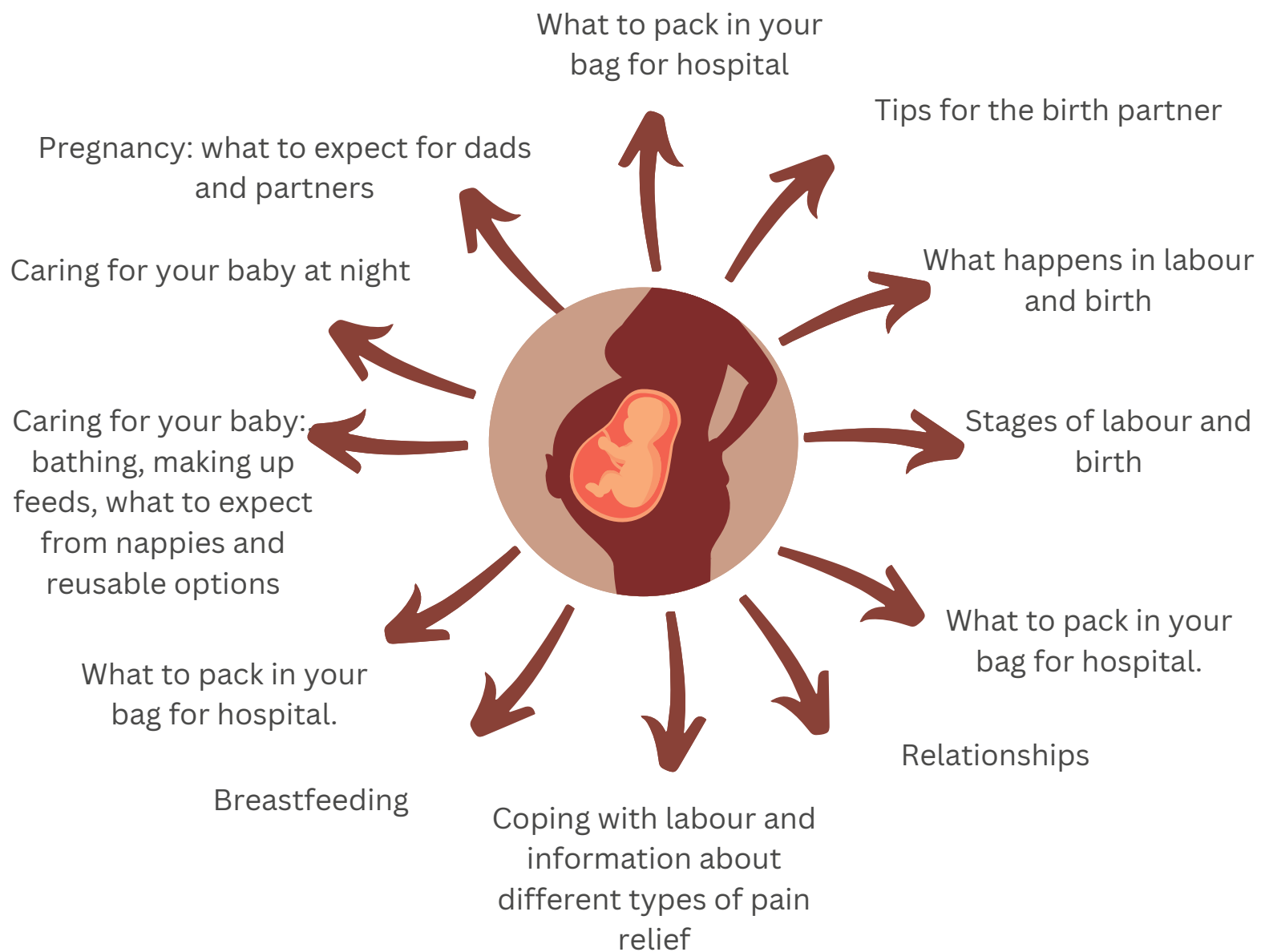
Dilation being checked, however I now know what late labour feels like so will be prepared in myself
To be able to use gas and air from an earlier stage as I was in so much pain but told I couldn't use it.

More information about my personal need for induction. A pamphlet was insufficient to actually
help me to understand why my was being told I needed induction. Better handover between shift
changes. Felt like I was always starting a new with each shift change.

Antenatal Classes/Parent Craft

31 respondents

The survey asked what would you like covered in the antenatal classes. Below are the top choices.

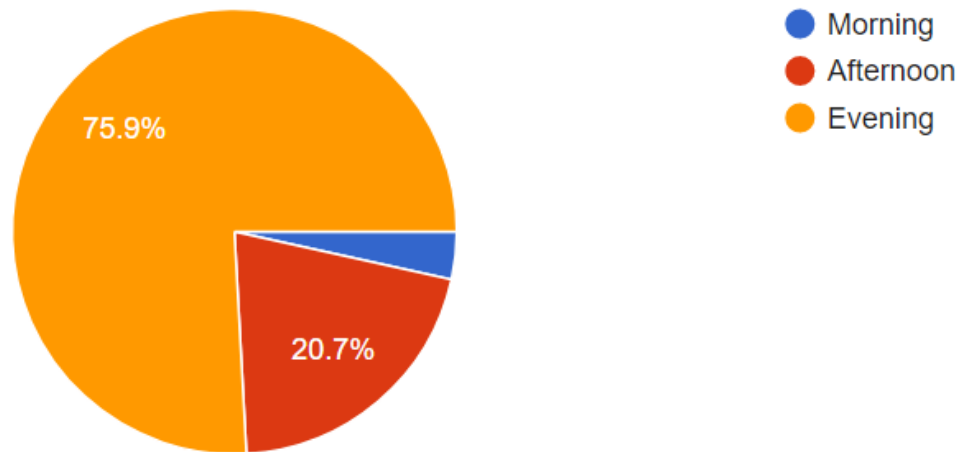


Antenatal Classes/Parent Craft

31 respondents

When would you like the Antenatal Classes to be offered?

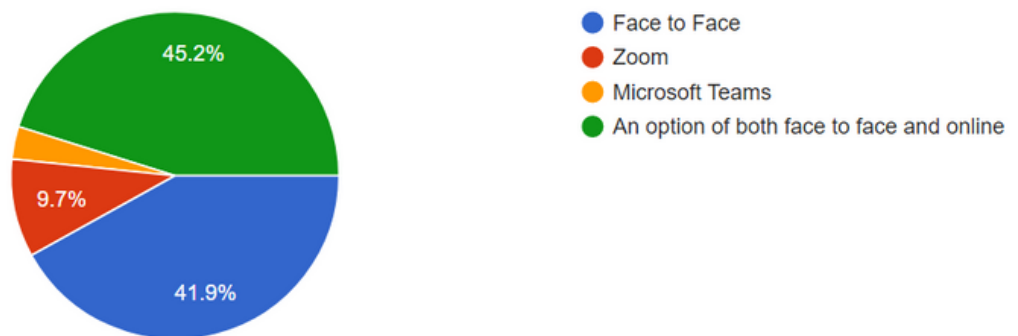
29 responses



How would you like the Antenatal Classes to be delivered?

31 responses

 Copy



WRITTEN FEEDBACK FROM SERVICE USERS

They really need to be available. I was lucky that I could afford NCT, but what about people who can't? It has been disappointing to go through 38 weeks of pregnancy to be told that 'holding antenatal classes online was too hard'. It's hard being pregnant for the first time with no classes available and being expected to google things to find them out. Community midwives are pushing the facebook group and telling people that you can ask questions but we can't because you turn off commenting. I understand why, and that it could be overwhelming, but the left hand doesn't know what the right hand is doing and clueless pregnant women are just left out in the cold.

More available classes that don't cost a fortune!

Information on what is normal baby behaviour around growth spurts and night feeding. So many mums don't know and think they're doing something wrong.

Baby poos/wees how many times, the colour etc. Nappy options. What should a baby wear, how does this change in the summer/winter. Car seat safety. Babywearing options. How to soothe an upset baby, different suggestions. Colic. Importance of skin to skin. Eating and drinking in labour. Postnatal nutrition. How to optimise baby development, interaction touch etc. how to cosleep safely and that it is a valid choice. , do not just bundle this in same group as sids!!

I would like them to start ASAP please

With my NCT classes we had a group chat to support each other. This would be great if it was encouraged in these classes

I would have liked the opportunity for online antenatal classes prior to baby due in dec. online courses can be expensive and dates are not always of an evening/weekend so I couldn't attend them

RESULTS: CONTRACEPTION

108 RESPONDENTS

(COMBINED ACROSS EACH QUESTION
AS THIS SURVEY TOOK PLACE ON
INSTAGRAM (STORIES))

The Instagram Stories showed the following questions and responses:

Following the birth of your child, when do you feel you would like advice about contraception to be given?

Straight after Labour - 12% (13 votes)

At one of your Midwife check ups - 45% (49 votes)

At a later date - 43% (46 votes)

If you chose at a later date , please pop a message in the box below of when you would like contraception offered?

The majority of answers were at the 6 week check and commented that at discharge it was the last thing on their mind.

Do you know which contraception are available?

Yes - 81 votes

No - 9 votes

How would you like contraceptive advice to be provided to you?

Face to Face Conversation - 64% (56 votes)

Email/Text message - 14% (12 votes)

Link to NHS websites - 23% (20 votes)

If a Sexual Health clinic was to open at Arrowse Park, do you feel it would be beneficial to you?

Yes - 63% (54 votes)

No - 37% (32 votes)

FEEDBACK GIVEN VIA HEALTHWATCH WIRRAL FEEDBACK CENTRE FROM SERVICE USERS

Maternity Feedback – Jan-Feb 2023

(NB: some feedback refers to experiences during the pandemic – interviews for Maternal Mental Health Project conducted Jan 2023)

Arrowe Park Hospital

- Poor communication around ultrasound appointment – only received text to confirm appointment but no letter
- Excellent care from Triage – lack of antenatal care during pregnancy led to mum feeling worried and visiting hospital, where midwives were surprised she hadn't had any prenatal care; baby was delivered naturally and healthy thanks to helpful and informative doctor in Arrowe Park
 - Can't fault the care despite complications during delivery
- Mixed experience (Feb 2020) – midwife really listened to mum and advocated for her but long wait for registrar to agree to Caesarean despite complications from pre-birth surgery – “I personally, if I was expecting again, I wouldn't be going back to Arrowe Park, just because I've had two bad experiences up there”
 - Mixed experience (during pandemic) – delivery team were excellent but struggled on ward – “I cannot applaud that team any more than I already have, because... they were amazing. They could see that I was nervous, but they just, were just so good, even the anaesthetist that was like in the room, he was amazing. The doctors were amazing, surgeons, absolutely brilliant, made the whole experience amazing. But then, as soon as I came out of that room, and then I was under the care of the ward, it just went downhill from there” – had to chase nurses for pain medication, felt like she left hospital too early due to lack of care on the ward
- Lack of communication around diagnosis (obstetric cholestasis) – felt like it wasn't communicated how serious it could be (e.g. risk of stillbirth)
- Felt under pressure to switch to formula after birth due to concerns about baby's weight and lack of donor milk – but tongue tie was missed
- Negative experience with obstetric consultant (during pandemic) – “he wasn't very nice, basically said I was being dramatic, and just didn't really listen to my concerns... he basically just ignored anything that I was worried about” – also had the wrong patient's notes initially
- Poor communication (during pandemic) when baby was in NICU – not prepared for tubes/wires, cuts and bruises where cannulas had been inserted; wasn't told when he was moved from NICU
- Felt dismissed by doctor (during pandemic) in consultation – told that “women used to give birth in caves” and that she would be fine, despite hip condition causing pain; doctor was present in delivery room and said “that wasn't so hard, was it” after difficult birth experience

FEEDBACK GIVEN VIA HEALTHWATCH WIRRAL FEEDBACK CENTRE FROM SERVICE USERS

Highfield Birth Team

- “I initially signed up with the Wirral Home Birth Team, from Arrowe Park, they've got their own set of homebirth midwives, because the initial plan was to have a home birth with my daughter. So I had a single midwife throughout the whole process, which was amazing, we got a really good bond. And a lot of the appointments were at home, like the regular tests, the heartbeat and everything like that, it was really good for my anxiety”

GPs

- Felt well looked after by GP, hospital and midwives during pregnancy with high blood pressure
- GP has been excellent and very supportive of mum’s mental health (has had previous experience of postnatal depression) – referred to Talking Together Wirral, has helped her to find right medication, will always make time to talk to her the same day
 - Supported mum to change antidepressant during pregnancy (to a medication safer for breastfeeding) – but mum wishes this had been discussed earlier in pregnancy rather than having to do her own research
 - Lack of antenatal care during second pregnancy – no checks from community midwife and GP receptionist told her to refer herself to hospital (NB: experience relates to a pregnancy in 2022 and baby has been delivered safely; we don’t know which GP this refers to)
- During phone appointment, a practitioner suggested stopping antidepressant medication without tapering, leading to worsening mental health

GP Out of Hours

- Mixed experience – initially serious condition was missed but then saw a different doctor – “this amazing doctor said "I don't know your baby. You do." He was like "if you're telling me he's not right then he's not right," listened to his chest and went "Oh," straightaway, because of the crackling, and he was on steroids and antibiotics.”

FEEDBACK GIVEN VIA HEALTHWATCH WIRRAL FEEDBACK CENTRE FROM SERVICE USERS

Health Visiting

- Really good health visitor – picked up on tongue tie and mum’s mental health concerns – made multiple referrals for mum
- Kept an eye on mum’s mental health – did weekly anxiety and depression questionnaires and referred mum to GP after a high anxiety score
- Felt dismissed (during pandemic) – health visitor missed that baby had a tongue tie – “she was really like dismissive and really like... it was as if she wasn't really **listening to me. She really wasn't present in the room**”

Cheshire and Mersey Specialist Perinatal Service

- Good care during pregnancy but team wasn’t present at the birth due to lockdown/COVID (gave birth Feb 2020)
- Not aware of specialist midwives despite being on [antidepressant] medication – feel like a referral would have helped a lot

CWP Stein Centre

- Excellent support – referred for additional support, received diagnosis, help getting on the right medication – “the most important part for me was my psychiatrist at the Stein Centre. That was the first time in eight months... I felt I was heard”

Talking Together Wirral

- Excellent CBT therapist – checked in regularly – “He'd email me during the week to see how things were, if I wanted to do a session, if I was feeling mentally okay for it”
- Negative experience with CBT – social prescriber – “It wasn't practical. It was completely unrealistic. It was not specific to somebody who's just had a baby... how can you say "How can you try to achieve your one walk a day at one o'clock?" when you have no idea what your day is gonna be like? You might still be in bed at one o'clock.”

FEEDBACK GIVEN VIA HEALTHWATCH WIRRAL FEEDBACK CENTRE FROM SERVICE USERS

Koala North West

- Better knowledge and referrals than going through the GP
Womb to World Course:

- “Informative antenatal classes delivered by knowledgeable, approachable and experienced facilitators... warm and comfortable atmosphere... we came away from the classes feeling more prepared for the arrival of our daughter”
- “They have supported me through parenthood from antenatal support classes, home visits and support groups. Without Koala NW I wouldn’t be as confident as I am.”
- “We've participated in the antenatal classes from Koala North West, Womb to World, to prepare for birth. The workshop was the most informative out of all the workshops we've done... Made us feel much more prepared for what is to come, and knowing what help is out there and how to reach out for help is just as important.”

Breastfeeding support:

- “I was really struggling to breastfeed and found the support invaluable! Having the option to have the team visit me at home was amazing and so useful. They are always there to offer help and support
- “Honestly couldn’t have done breastfeeding without them. I had a late latcher and needed advice on building supply, latching problems causing pain. If it wasn’t for Koala I would have given up but so glad I didn’t!”
- “The support was provided with care and kindness, which I very much needed as a new mum who was desperate to master breastfeeding.”
- “a Koala charity volunteer came to the house and that was the biggest relief because she explained the feeding positions, what to expect, and all of these things and loads of information and I just felt a lot more reassured by that”
- Negative experiences with breastfeeding support during the pandemic – trying to access breastfeeding support over Zoom, felt unsupported

FEEDBACK GIVEN VIA HEALTHWATCH WIRRAL FEEDBACK CENTRE FROM SERVICE USERS

Wirral Mind Mums Matter:

- “the main turning point - I feel like a completely different person now... the fact that there was a creche available was just amazing”
- “she [Lisa] was the first - bar my family, the first outside person who kind of reassured me and gave me the tools to kind of, think about the thoughts that I was having in a different way. So instead of thinking, "Oh, if I drop - I might drop him if I walk down the stairs," she was like, "You're not going to drop him down the stairs. You need to rearrange your thought and think, 'okay, that's my brain protecting us. Thanks, but I don't want that thought' and kind of let it go." And, and how a lot of the things that I do is a trauma response to things that have happened in the past... if it wasn't for Mums Matter, I don't know what I would have done, I really don't”
- “that was life changing for me. It made me realise that having mental health isn't such a taboo subject, it's okay to talk about and it's okay to have it. And it's okay to heal as well. It's not selfish to take some time and heal yourself.”