

Walking the Patch

Royal Sussex County Hospital
November - December 2017

*Feedback based on responses from
57 new mums on Postnatal ward and in Children's
centres across the city.*

Demographics

- 42 first time mum's
- 15 subsequent babies
- 40 births at RSCH
- 5 Home births
- 8 births at PRH and 4 births at Worthing (ante-natal questions only)
- 28 vaginal births, with 1 in water
- 5 emergency caesarean sections
- 9 assisted births
- 4 elective caesarean sections

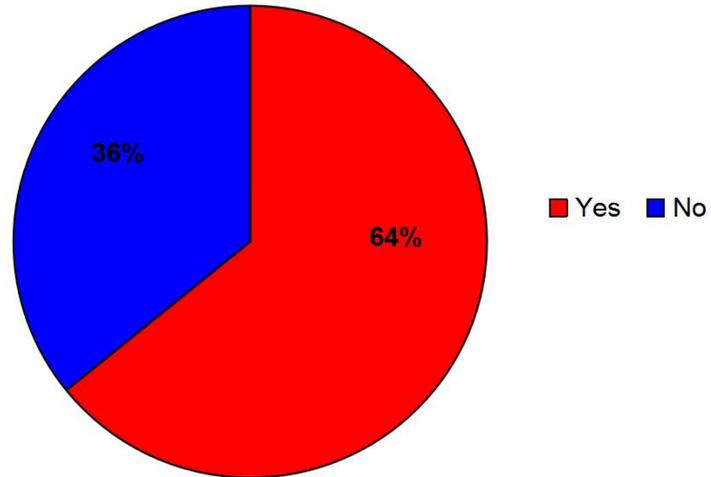
Demographics

Under 20	3
21-24	4
25-34	32
35-44	18
45+	0

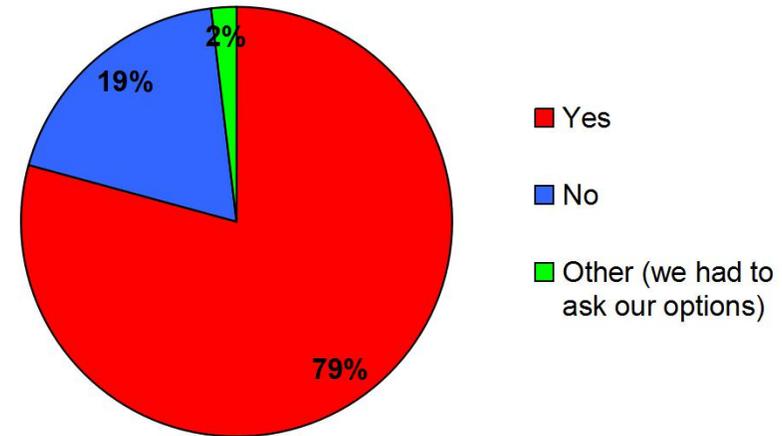
White British	46
White other	6
Cantonese	1
Chinese	1
Mixed	2
British Asian	1

Quantative Feedback: Antenatal Care

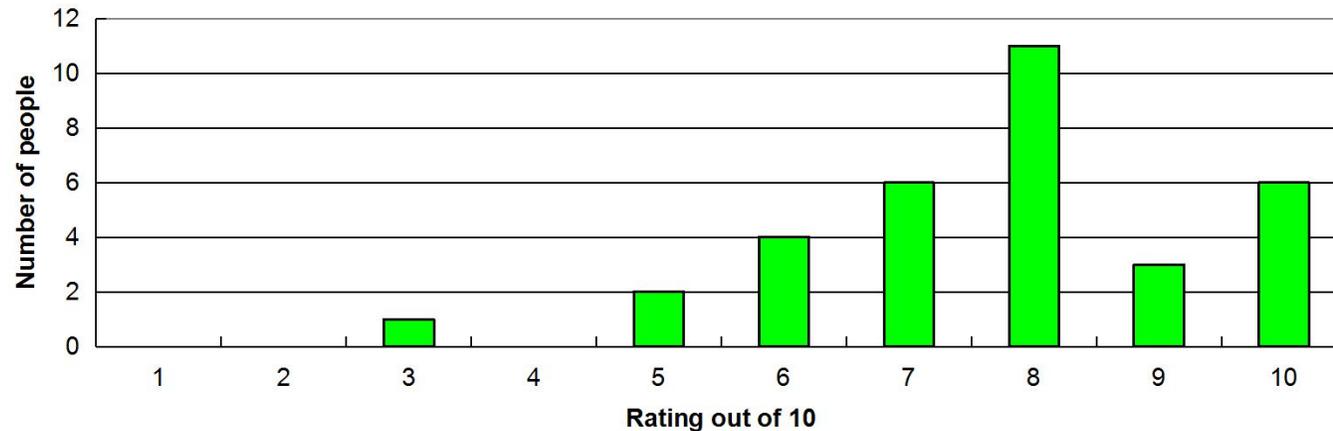
Did you use the mypregnancymatters website?



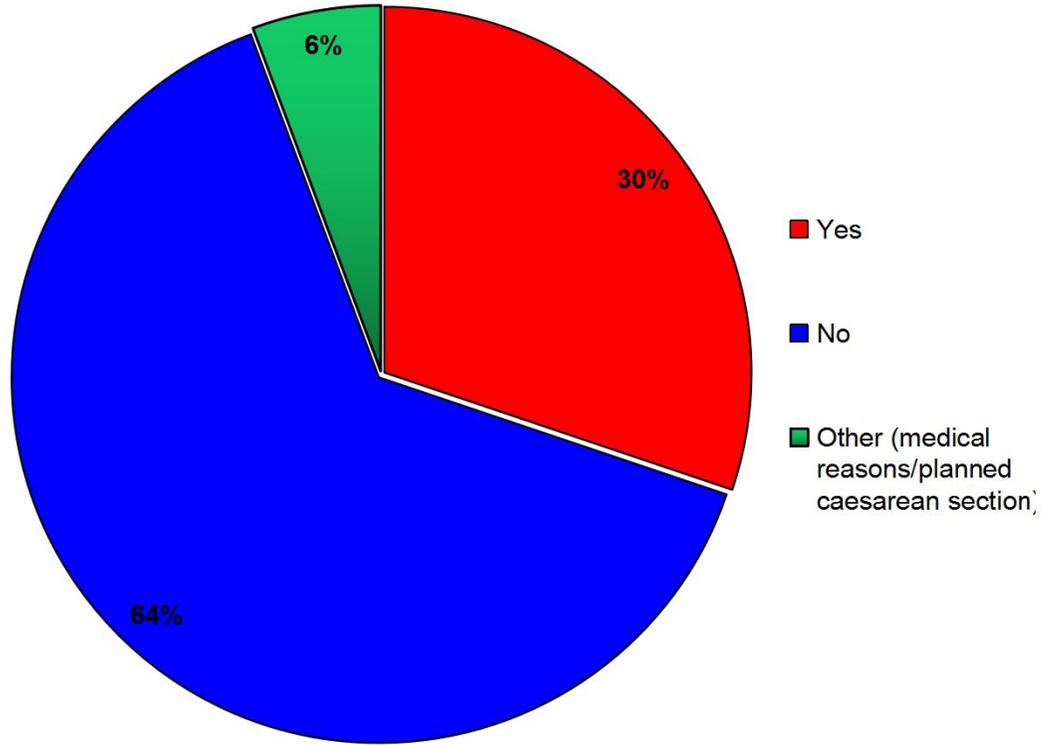
Were you offered a choice of where to have your baby?



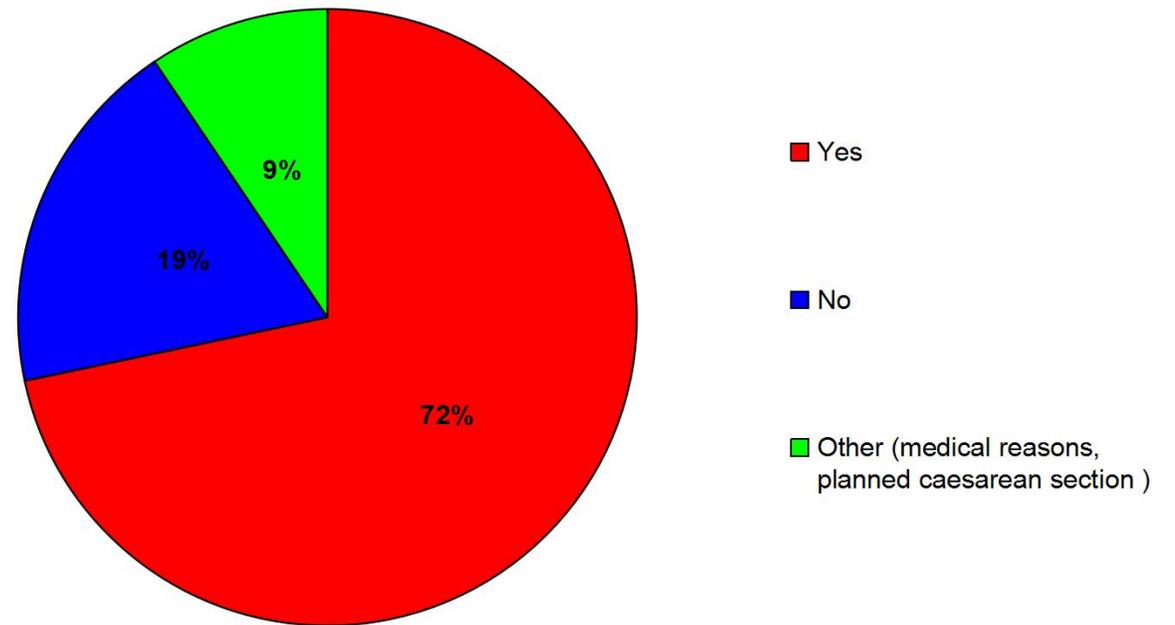
How useful did you find the mypregnancymatters website?



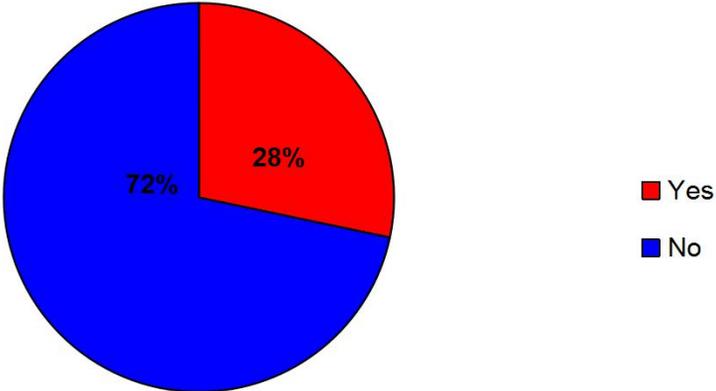
Did you consider a home birth?



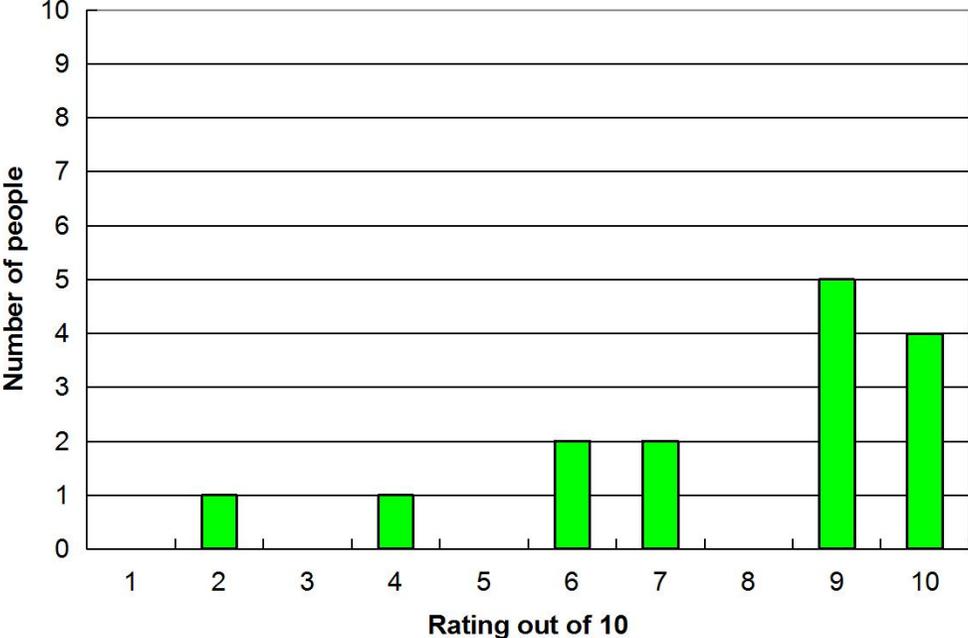
Would you have used a birth centre in Brighton and Hove or surrounding area?



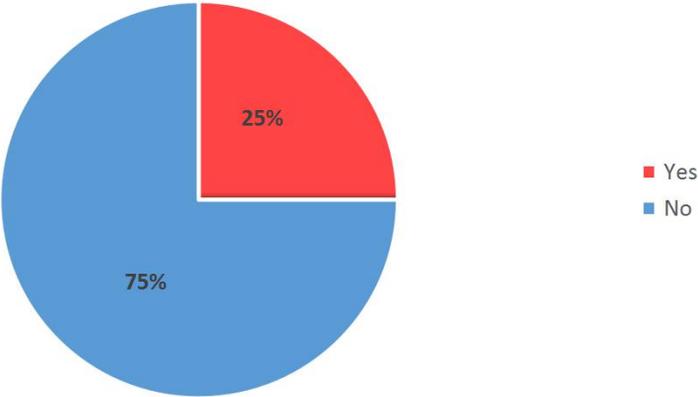
Did you attend NHS antenatal classes?



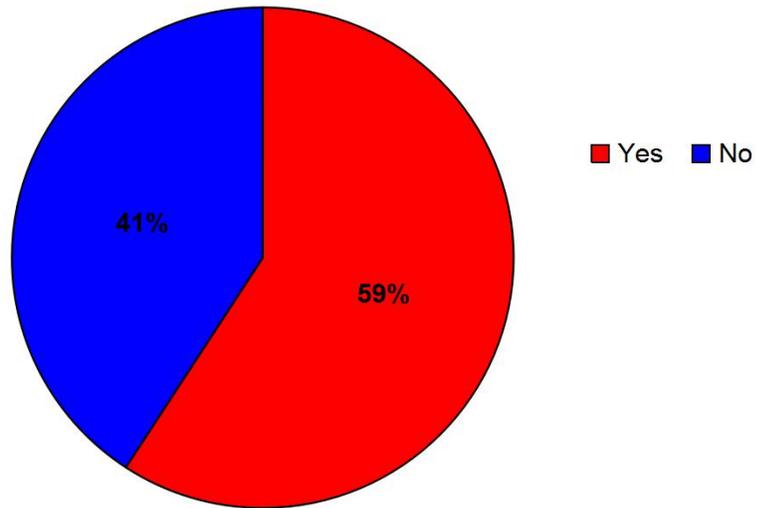
How useful were the NHS classes for you?



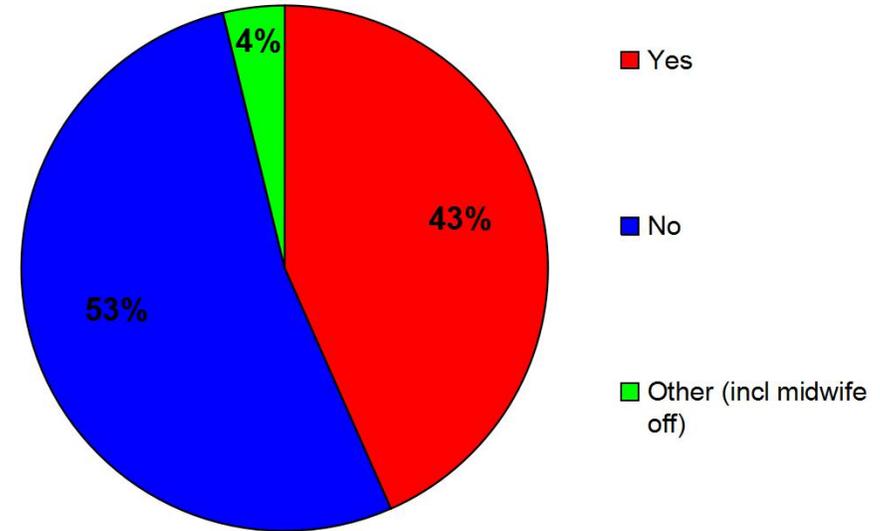
Were you offered a choice of where to have your antenatal appointments?



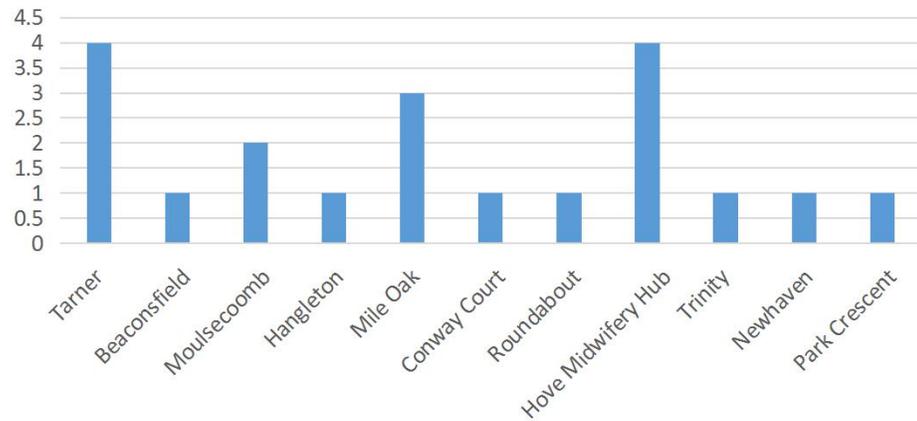
Did you see the same midwife throughout your pregnancy?



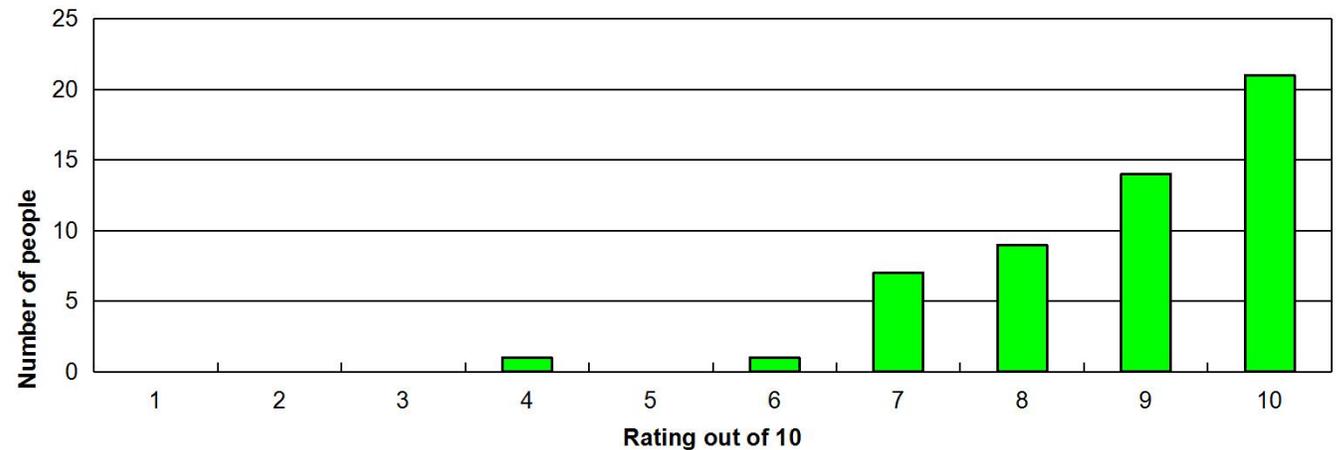
Did you get a chance to talk about your feelings around caring for and feeding your baby, on a one to one basis?



Location of Midwifery Appointments for non-continuity



How do you feel about your care in pregnancy?



Qualitative Feedback: Antenatal Care

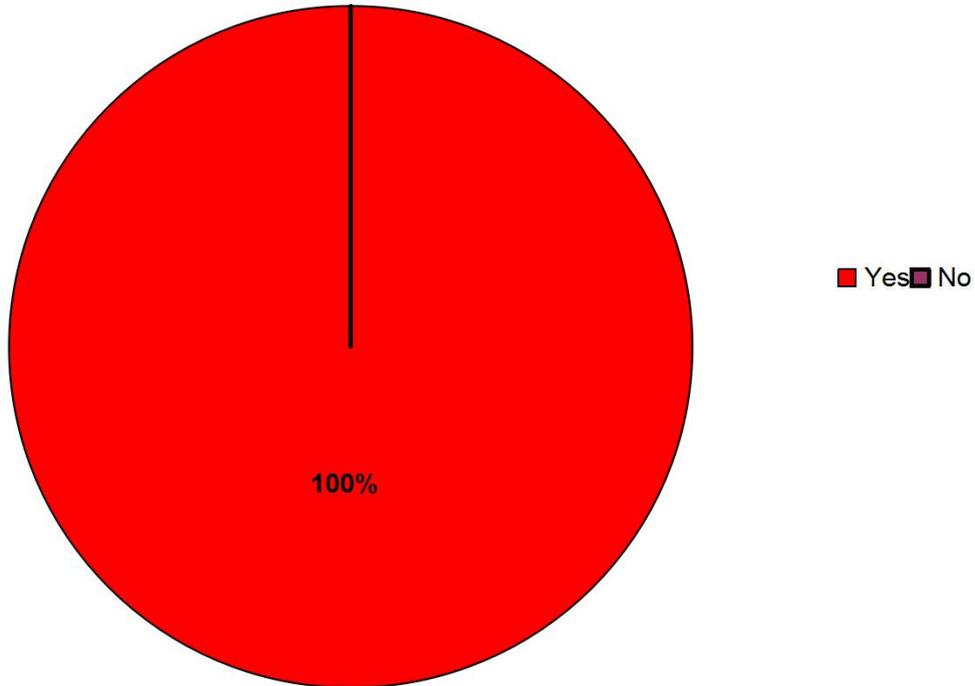
- Seeing same midwife would have been better, I felt a few times it was rushed.
- Classes were very good.
- All good even though saw lots of different midwives. Classes 6 hours - a long time in one go, we watched youtube videos which were American - impressive but pointless. I would have preferred talk of stress, the shift in life post birth i.e feeling a failure. It was all centred around the birth but not much else.
- Felt functional and brief to the extent why have appointments? (3rd baby).
- Towards the end of pregnancy more appointments, at the beginning there is a big gap between appointments especially as I had previous miscarriages so too long in between.
- Continuity of midwife, the allocated midwife was not warm/caring. She wasn't helpful, I wanted a homebirth but she kept putting obstacles in the way - no encouragement.
- Went to hospital at end of pregnancy it was overwhelming, some midwives explained others didn't.
- Feel get a lot of medical information from all angles so you lose the fluffy stuff (midwife as well as hospital staff).

Qualitative Feedback: Antenatal Care cont.

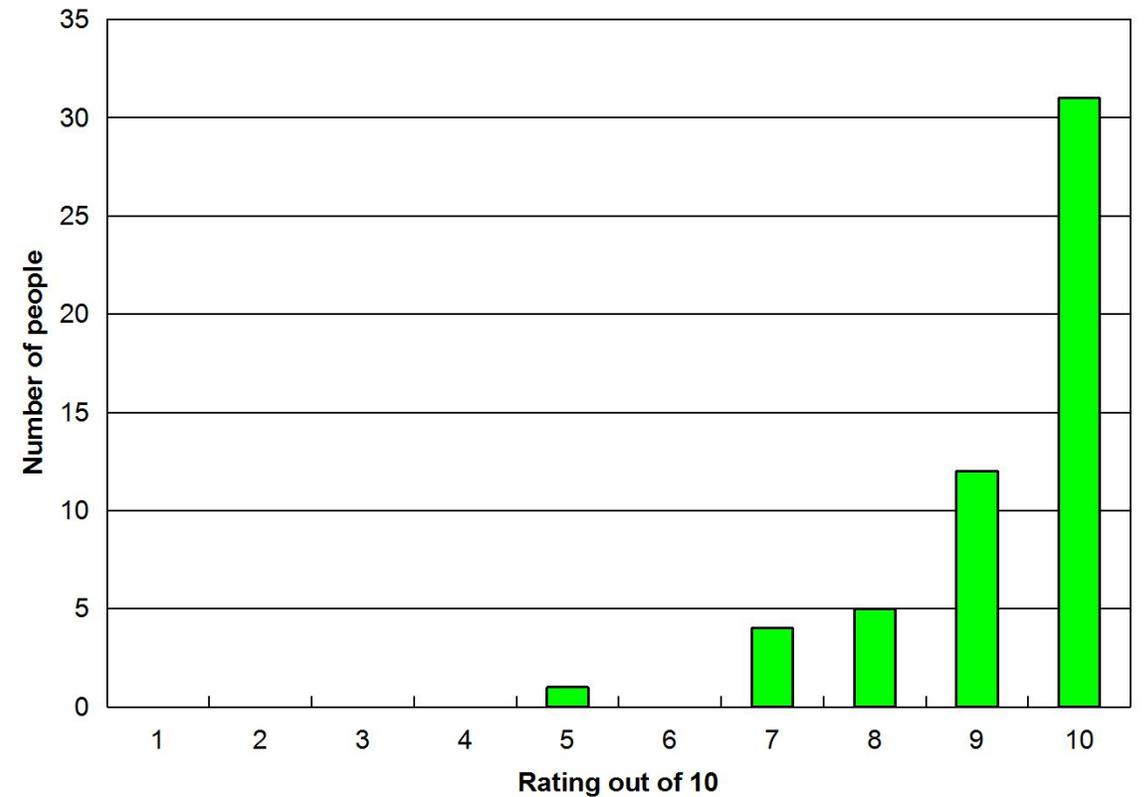
- The midwife retired so I had another then she came back to cover, it was rushed with the later appointments. She made assumptions as I have 2 older children that I was ok with everything.
- Appointments felt rushed. For the booking form the midwife told me to go away and fill it myself and come back the next week. I'm a teacher so it is hard to get time off as I didn't want to tell school.
- Classes - content good, we'd booked and we turned up at Haywards Heath and they told us that it was cancelled so had to rebook. It felt rushed, intense, whirlwind and overwhelming. NCT felt more relaxed.
- The classes were full, they replied to me late.
- Because hospital led spent hours there, waiting in waiting room for 3 hours to be seen for 1 minute with no explanation about the length of the wait, a long journey from East Brighton so at least 1 hour journey and by the end of my pregnancy 2/3 times a week.
- Plans for the birth were very hospital focused, You had to ask about homebirth.
- More consistency with the same midwife, named midwife I didn't see much.

Antenatal Screening

Did you have screening during pregnancy?



How do you feel about your screening experience?

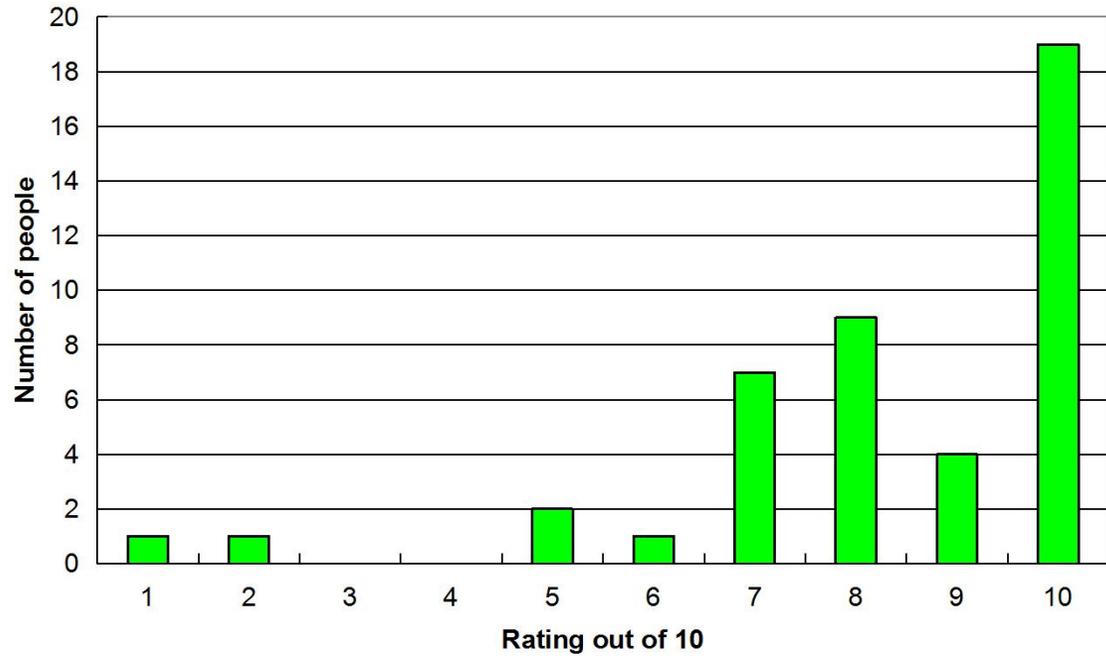


Qualitative Feedback: Screening

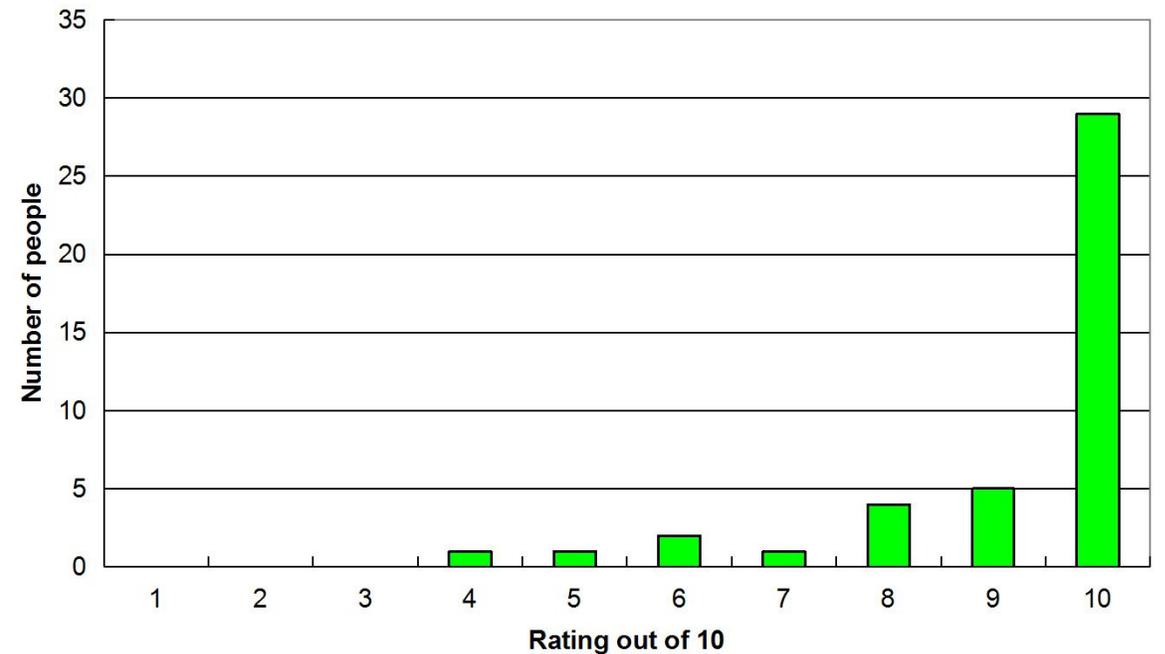
- Waiting time, hour to hour and half late, staff were rude.
- There was a comment made - 'I hope that I'm wrong', we then had to wait a week for another scan.
- Quite quick - fine. I wanted information from them but understand it's not their job.
- First scan fluid was high and thought found lump so high risk of downs syndrome. Had 10 scans and amniocentesis thought bowels were on the outside and heart scan. Felt too much for 15 minute scan, explained why to us. Consultant and sonographers didn't have same view of risks, they weren't very clear about it. Left room 20-30 minutes as they wanted to double check, felt left. Not sensitively handled.
- I paid for a DNA test privately before the scan where I was high risk, I told them that I had had the DNA test so they said to go with the DNA results rather than the scan, I felt that they didn't have information about it.
- Appointments, I couldn't contact them to change the appointment I had to go there to change the date, no one answered the call.

Quantitative Feedback: Labour and Birth

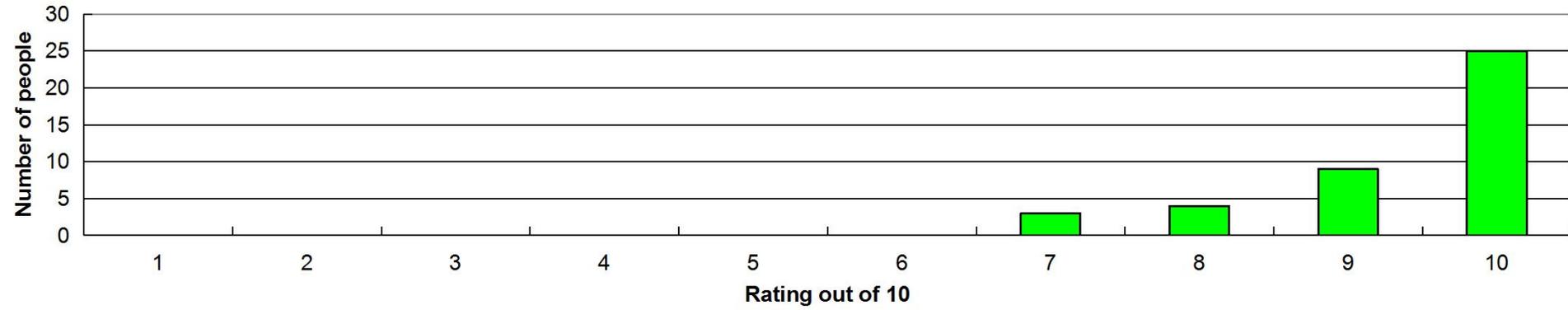
How welcome were you made to feel in the maternity unit?



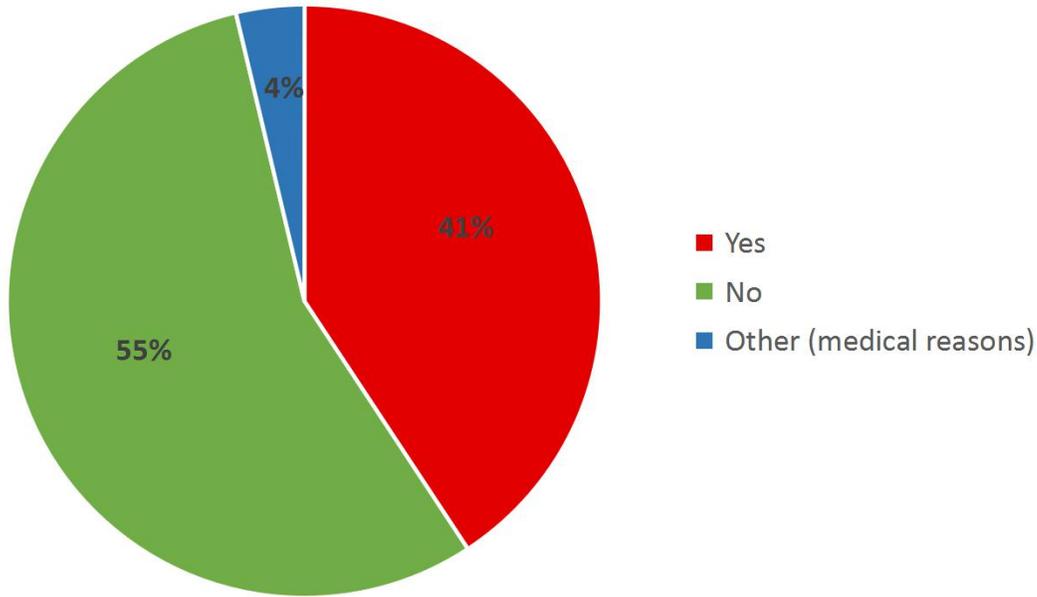
How do you feel about the care you received in labour?



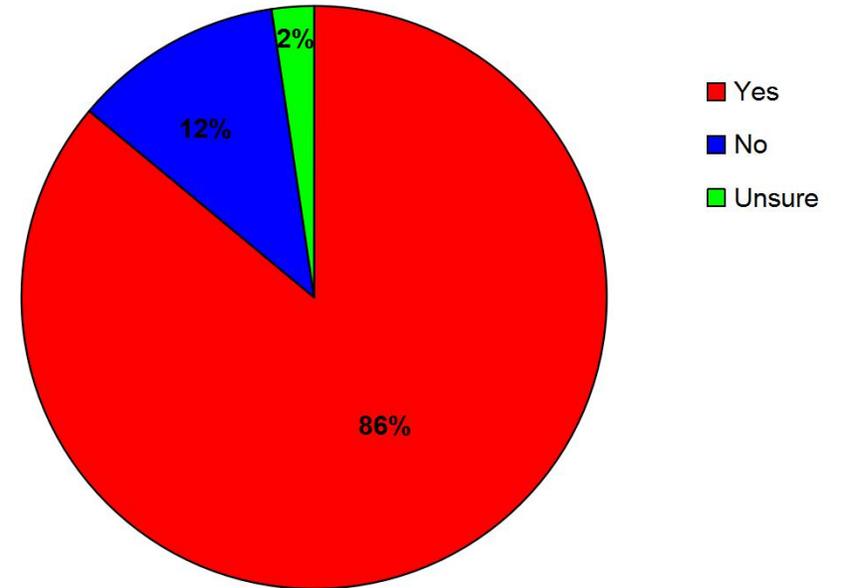
Were you involved in decisions about your care?



Were you offered use of the Pool?



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



Qualitative Feedback: welcome in unit

- I phoned at 4am and was told to stay at home, by 4pm I was in agony again told to stay at home as my waters hadn't broken. The contractions were then 1 and half minutes apart, I called and was told that someone would call back in 15 minutes, 1 hour 45 minutes later they called by then I'd given birth. My mum had called for an ambulance who arrived as our baby was born. A midwife then came an hour after.
- It was good but there were a few complications. I'd planned a home birth - I needed to go into hospital but was told that there were no ambulances available - I was told to wait even though I was happy for my partner to drive me in. We had to wait for an hour and half and ended up driving there.
- The first time I was sent home, I preferred to be at home. Really welcome - private room straight away.
- Called RSCH told to call back. I called back and was told to go to PRH, went there and sent home (I was told that I shouldn't be there). I felt not wanted anywhere. PRH was not personal.
- In triage I was put into a side room in agony, I got left and had to get my partner to get someone but it took a long time for someone to come.

Qualitative Feedback: welcome in unit cont.

- They came across stressed, it was very busy.
- Not brilliant, I was sent home, I panicked.
- Amazing - I was planning a homebirth I had 2 midwife visits but wasn't progressing so had to go in.
- Information about how it works in hospital, i.e food etc practical information, as I was admitted early for induction.
- Planned homebirth - they came within an hour/hour and half.
- Homebirth - rang to let them know that things had started, I'd call further along. I called during their change over they were with us in 40 minutes.
- Really amazing.
- If all midwives on the antenatal ward were the same - mixed.
- Difficulty finding it.
- Very welcome.
- Got there checked me and suggested I go home, I felt that I couldn't so stayed and progressed quickly.

Qualitative Feedback: welcome in unit cont.

- Homebirth - quick to see me.
- I went in and sent home, said that I wasn't ready, the contractions were not regular but I was in a lot of pain. I phoned a couple of times but told that I was not ready. My waters broke and I felt the need to push, my husband called the hospital and was told to call an ambulance who explained over the phone what to do. The ambulance arrived a few minutes after our baby had been born, then 2 midwives arrived 10-20 minutes after, I was transferred to hospital for after birth, got there they didn't realise how hard it was.
- Kept being sent home. Offered pool in early labour as quiet on labour ward.
- Homebirth -I called and I was told that I was not in established labour but I was (not great), I was scared told to get in a bath. The homebirth midwife got in touch she realised that I was in established labour and said that she would be with me in 30 minutes and she was.
- Struggling with getting calls back from the hospital didn't call me back when said they would. Told I might have to go to Haywards Heath I hadn't been told this by the antenatal midwife.
- Unfortunatley they thought that I wasn't that far along - although I was.

Qualitative Feedback: labour and birth

- The first midwife was very good, changed midwives not the same care.
- Really nice, I had 3 different, they all came to see me the next day.
- I knew it would be a fast labour as the previous 2 were fast - no one listened to me and kept me in triage. I said that I needed to push and was told that I didn't, I then got rushed up and my partner caught our baby's head as the midwife was doing something else. It was as if they had to follow a set protocol and weren't listening to me. I asked for a ball and didn't get it.
- The midwife was popping in now and again. I was given Pethodine to help me sleep - it didn't do much.
- Fabulous. The midwives were amazing one was a trainee I wouldn't have known.
- People were fantastic.
- I asked to change midwives half way through from then it was amazing.
- Really helpful.

Qualitative Feedback: labour and birth cont.

- Hit and miss - homebirth in labour 20 hours before I went in, no one knew that my baby was back to back and head deflexed, I felt that I wasn't able to do it. Got to hospital they said labour is hard and hypnobirthing can confuse first time parents at that point it wasn't helpful, not as supportive as had been. No debrief after.
- Best of all 4 births.
- Really good.
- Wonderful.
- I was induced, I felt that the midwife left us a long time, my husband didn't feel able to get her (looked as though she was in a meeting). We had complications post birth and not sure if this is because of not enough care during birth.
- Really good - homebirth.

Qualitative Feedback: labour and birth cont.

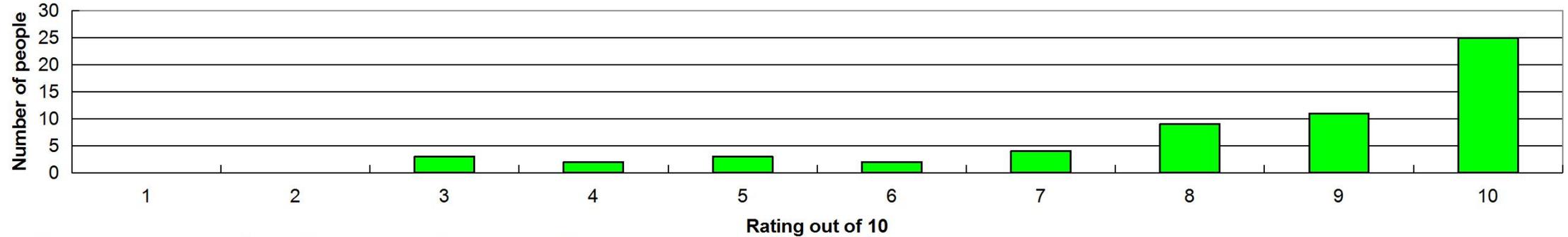
- Surprised that midwives who came to our home weren't open to our homebirth plan. Telling my partner lots of things - why were they there? as I didn't want an examination, she said 'I told you so' when my waters broke and there was no progress. Then there was meconium so I was told that I had to go to hospital, they thought baby was back to back. Third midwife in hospital were pushing me to be monitored in the end they respected me. I didn't want to go on my back and be told to keep still. Due to my age (37) and research and having a doula I was able to resist and keep mobile.

Qualitative Feedback: decisions about care

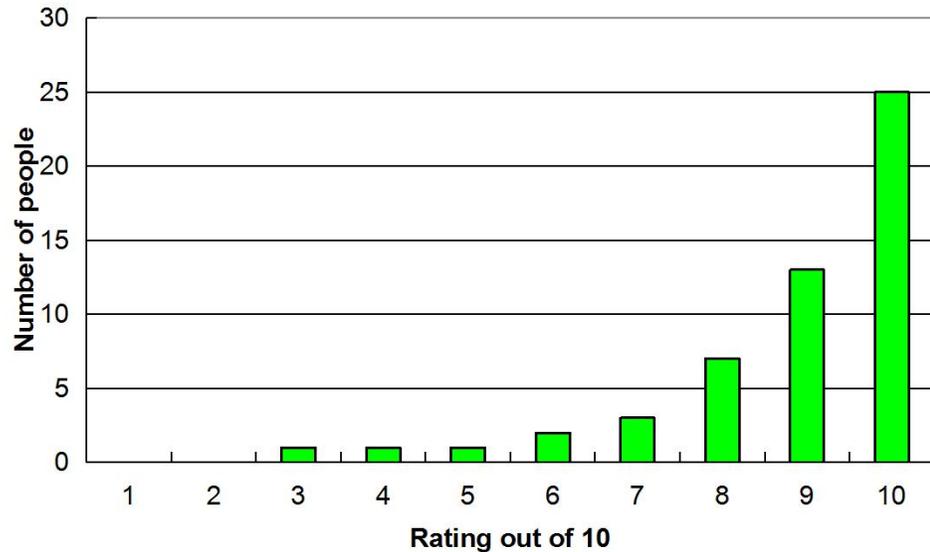
- I did it myself (not listened to).
- Waiting for me to say yes to an epidural - an hour, even though I'd already said that I wanted one. After my baby was born she was put in the cot in the corner of the room whilst I was being stitched, they couldn't get past me to take her to TMBU.
- In the end rushed, I didn't know what happened. They explained to my partner.
- A lot of options taken due to medical reasons.
- At the end it was a rush so I wasn't involved in the decision making process.
- Baby was in distress, I was told what to do 'get on your back to cut you' the second midwife was too far away so paramedics were called.
- Not listening to me regarding vitamin K, I had to push them back I didn't want the cord cut, didn't listen to me.

Quantitative feedback: postnatal care

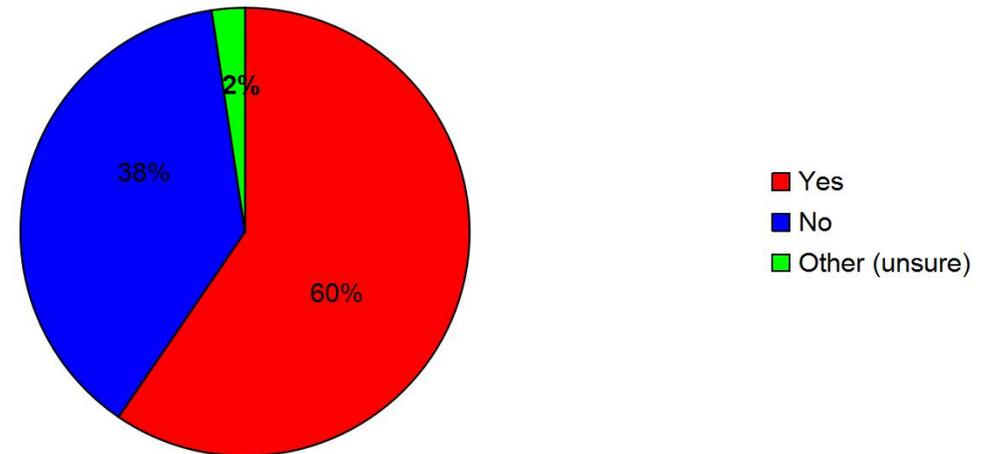
How do you feel about the care that you have received since having your baby?



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



Have you seen a breastfeeding peer supporter?



Qualitative feedback: postnatal care

- Community midwives were more helpful after birth than before.
- Some midwives are good. One was really negative to my husband - she was dismissive of him, he was really interested but she didn't like him asking questions - he asked about the 6 week check , she said 'you don't need to go, we don't care about the dad's'.
- More midwives available and a more understanding approach.
- Felt I was given my baby and left to get on with it.
- There was a mix up when I came home, midwives got delayed so I waited a while before someone came to see me.
- My baby was very jaundice when we got home, not feeding. The first midwife said to persist and showed me but my baby kept sleeping. I told the midwife that I had a pump she asked why? I felt that I was being judged. 3 to 4 days later another midwife came and told me to start pumping and then my baby fed and the jaundice cleared, but we'd had 4 days of stress and worry.
- Baby was in TMBU for 5 days - amazing.
- Brilliant - there were complications so our baby went to TMBU - good. They let my partner stay past the visiting hours.

Qualitative feedback: postnatal care cont.

- Nice - they done what they were meant to do.
- Several weeks (it was a forceps delivery I was then encouraged to drink lots of water which caused a problem). In order to leave the hospital I needed to wee, so drunk lots of water which caused lots of problems.
- Really good.
- Few different staff, one not so friendly/inconsistent.
- Hospital bad - told could go home then swapped midwives who said that I couldn't as I didn't have enough support - they sent social services (not needed). I felt that I'd done something wrong it was devastating. Home care was good.
- Amazing in hospital - 8 days, I couldn't praise high enough, emotional support, friendly/nice.
- Hospital was good but not respectful to partner - uncomfortable for partner, there are lots of tired men hanging around.
- We had the new born check when our baby was 3 days old, the midwife sprang on us that our baby was severly jaundice and to feed every 2 hours. The day before we had been told all was ok. Came the next day, I was ill, she still pushed jaundice and if no difference to go to A&E. She then came back at 5 days, our baby didn't cry with the heal prick, so she said that she would come back the next day, I got worried then a hospital midwife called to say that she was not coming and not to worry, I felt unnecessarily stressed.

Qualitative feedback: postnatal care cont.

- Big baby - monitored glucose levels feeding fine, we were ready to go home but our baby had a bad night, we felt that our baby was not right so we asked to measure glucose - low. Kept in as baby had not pooped, they stimulated him (looking back he was alert) don't think anal stimulation was necessary, the surgical team came and couldn't understand why we were still there.
- Would have been nice to see same person each time.
- Hospital not as great , felt really busy and didn't have as much time. Tick box exercise. At home better.
- Hospital really good.
- They were so busy in hospital, I asked for paracetamol they went to get it and no one would bring to me I had to ask several times for simple things so discharged myself.
- I didn't see the same midwife at home, I had complications and was made to feel I was making a fuss. I got readmitted to hospital, the Dr gave a care plan which the midwives didn't follow so felt that they thought I was making a fuss. They didn't listen to me. One midwife thought that I should be monitored so another came 4 days later and said 'you don't want to be discharged'!
- Different midwives each time at home.

Qualitative feedback: Support with feeding baby

- I was combination feeding, every day that they came they wanted to check my baby's latch which was good and then said that someone else would come the next day to stop me bottle feeding, it caused me a lot of stress. There was a lot of pressure to breastfeed.
- They gave lots of the same advice, the problem was that I didn't have enough milk. They focus on the latch where there wasn't a problem.
- Really helpful - I asked them to come more regularly to help.
- Wasn't very supportive - tried to breastfeed but it wasn't working, I was bleeding a lot but not given much support to do anything else - 'you've got another nipple use that one'
- Really helped me.
- I may have continued breastfeeding but I didn't get enough support.
- Helpful.
- Really supportive.
- I was shown how to breastfeed.
- An extra midwife to come 2 days after birth.
- Everyone big focus.

Qualitative feedback: Support with feeding baby cont.

- Helped with breast feeding and information for bottle feeding.
- Advice was inconsistent.
- Very attentive to baby not latching on but one midwife who came to my home made me feel it was my fault my baby wouldn't latch on.
- Visits after birth - some are not experts on breast feeding - would be useful if all were experts.
- Offer more - I've asked and they're helpful but perhaps after they could check.
- I knew where to go if needed.
- A lot of midwives don't seem flexible, I was struggling I had a lot of pain, they didn't offer options. Then one said to express to give myself a break.
- I really needed to ask for it, be good if they were on top of it and show you how to do it.

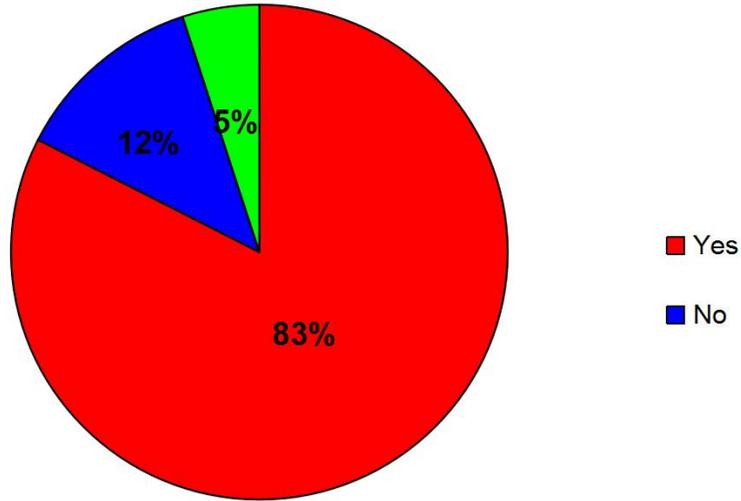
Qualitative feedback: peer supporters

- They gave the same advice as the midwives which was not the right advice (not enough milk).
- She was lovely - watched me one more time before we left which was great.
- Very good.
- Very good, at that time all fine but after had problems.
- Really good and supportive.
- Really helpful.
- Amazing , very supportive and listen.
- Bit loud, I was asleep and they opened the curtain.
- Really helpful, they all tried.
- Very helpful, another voice to listen to about feeding.
- Good nice to have.
- Amazing keep it up.

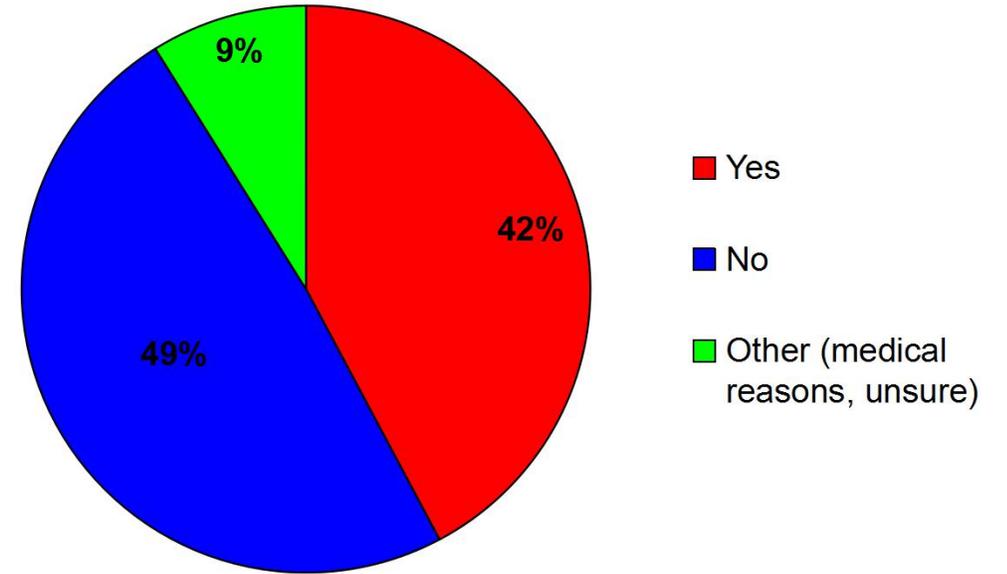
Qualitative feedback: peer supporters cont.

- Good, helpful.
- Friendly, nice.
- Not helpful if not at the right time.
- Very nice.
- Good, really helpful gave us more options and support.
- Find the uniform patronising - feels intrusive.
- Really helpful to speak to someone to share their experience and give advice.
- Nice - second baby so I didn't need as much help but it was nice for her to check and remind me.

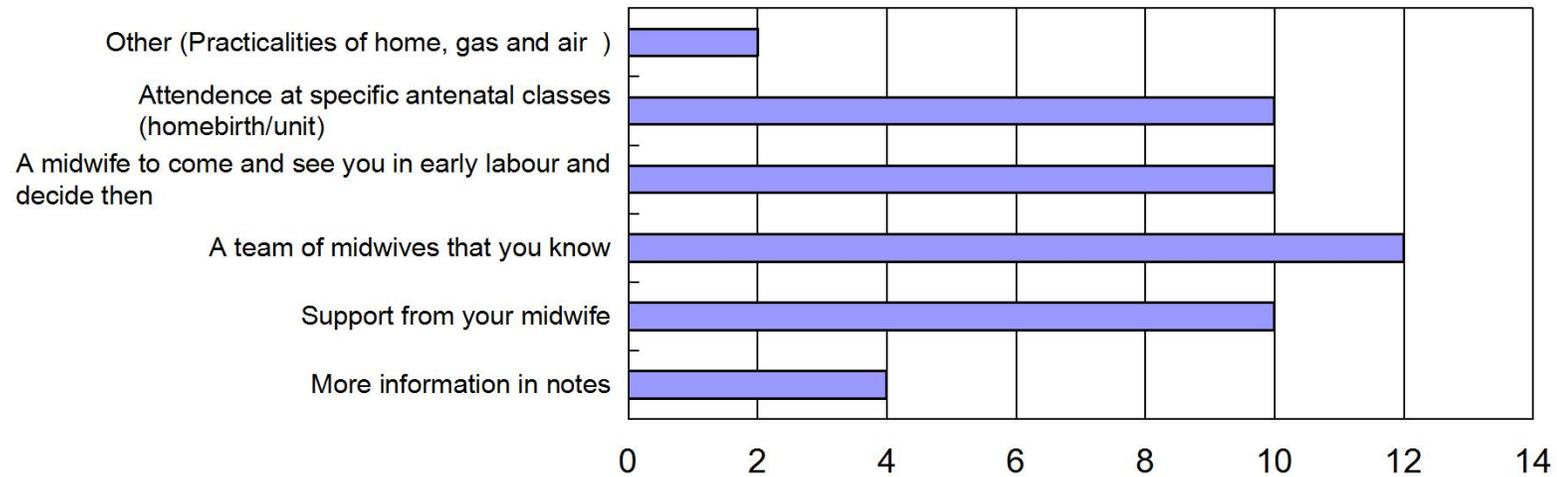
Are you happy for Bounty reps visiting you whilst in hospital?



Vaginal delivery: Would you consider a homebirth next time?



what would help you to make a decision to have a homebirth/birth in a midwife led unit?



Qualitative feedback: Bounty

- Came once and didn't come back again.
- Nice lady.
- I was in hospital for 3 days, they kept coming to see me which was annoying.
- Should not be allowed on a hospital ward, women are vulnerable and it is not easy to say to go away. There should be a separate space where women can be directed to if they want it.
- They shouldn't be there, really annoying if people want it they should ask for it.
- Really nice.
- More information for us.
- Friendly.
- Nice.
- Lovely, really nice.
- Not appropriate - commercialised.
- Lovely.
- It irritates me, why do they need to be there. Marketing a lot of things you don't need.
- Too invasive, I was really poorly and people signing you up to take photos is unnecessary.

Best thing about the care you received?

- The support with breast feeding was a massive help.
- The paramedics were fantastic (baby born at home - unplanned).
- Everyone at the hospital was brilliant, I left feeling so lucky to have the NHS.
- Antenatal.
- The midwives and nurses were angels, phenomenal felt like I was the only woman on the planet to give birth.
- Really supportive and encouraging especially the midwives at the hospital.
- Everyone was very supportive, if I needed anyone I could call up. The website was very good.
- Aftercare with breastfeeding.
- Really good and helpful and everything that I want for first baby. I stayed in hospital for a long time and they said that I could stay for longer if I wished - good.
- Support and someone to talk to (Mitch).
- All the antenatal midwives and hospital midwives were all very nice to me.
- Everyone was welcoming, helpful, nice which makes it a lot more easier.

Best thing about the care you received? cont.

- In hospital for 5 days after birth, really helpful and checked regularly and someone to talk to.
- I was given the support without being told what to do - the midwife said 'I'm here for you'.
- Nice having same midwife for antenatal appointments.
- Midwives really good to us when we were in so long (5 days). Consultant on TMBU was really supportive.
- TMBU really good.
- How they dealt with the emergency of the birth was amazing.
- Good relationship with antenatal midwife.
- Two midwives during labour made the experience fabulous. The midwife after the tear didn't rush - done the best she could to stitch.
- Two midwives during birth were amazing.
- Post natal best period of care, when I got home twice breast feeding support came - amazing they kept calling and really proactive.
- Most midwives were friendly and sympathetic, approachable.
- They went through everything, what to expect - explained.

Best thing about the care you received? cont.

- Breastfeeding care was useful. Post natal really listened and took my feelings on board - put our best interests first.
- Everybody really listened.
- Midwives were excellent.
- Everyone supportive.
- Midwives - really nice for birth, when they are there they are on it, not slow and all ready and waiting.
- Aftercare.
- Everything.
- Been amazing from start to finish.
- I felt well looked after.
- Different support on post natal ward covers everything.
- Complex needs, get everything I need, good that they cover all bases and are on the case.
- Support.

Best thing about the care you received? cont.

- The way that I've been listened to during my pregnancy, movements, labour and history of fast birth so epidural quickly.
- How nice everyone is and acknowledges how significant it is, treated like a huge deal.
- Emergency caesarean section, triage prompt care - professional and quick on labour ward.
- During labour the midwife's guidance - very focused, clear, supportive and encouraging.
- Having same midwife in pregnancy - we got a rapport.
- Really flexible, adapted to your needs. Post natal would come every day if I needed, supportive and warm.
- Ambulance crew were amazing.
- All midwives really friendly, supportive and kind.
- I felt really looked after.
- Felt I could make my decisions and offer of more support if needed.
- Midwife at the birth.
- Felt like people cared and were interested.

If there was anything you could change about the care you received...

- The diabetes clinic- long wait. Example appointment at 10 but wouldn't be seen for 3 hours.
- The triage service on the phone (4 months ago).
- I wouldn't try for homebirth again, I had a cervical lip which was not removed properly by the midwife at home.
- Postnatal and advice around breastfeeding.
- Breastfeeding more supportive re formula feeding when struggling with breastfeeding.
- Sometimes there are a lot of visitors with others - can be quite disturbing. Shower didn't work.
- Telling me not to come in when I knew that I needed to go in. I called 4 times in 3 hours before they said to go in.
- More antenatal classes to prepare myself for what my body was about to go through.
- Gone on my instincts - I kept going to the hospital during labour and they kept sending me home - waters broke early but no one checked.
- There was not much pre birth support regarding breastfeeding, no discussion about what it is like and that it can be challenging.

If there was anything you could change about the care you received... cont.

- No bounty on ward. Same midwife from beginning to end.
- I was diagnosed with gestational diabetes late - 36 weeks, border line so induced no reason to do this.
- Communal ward.
- Not going to Haywards Heath.
- Wish I had a homebirth.
- Better antenatal care.
- Debrief after as birth not as expected.
- The doctor after the delivery - junior in charge of ward.
- Waiting for induction.
- Not just focused on medical. Heat of the hospital.
- Food. Heat of ward.
- I had a private midwife for antenatal, I wish we'd just used NHS.
- Post natal ward more homely.

If there was anything you could change about the care you received... cont.

- Information about DNA screening test, so you don't have to go on the internet to research. The room where I had to go for the rhesus negative injection - the corner was messy - people delivering things complete contrast to the rest of my experience, no information why need it.
- Midwives to have more time, if I hadn't done NCT I wouldn't have had a clue what to expect.
- Post natal ward horrible - only English speaking on the bay, it felt like an airport - hot, smelly and noisy.
- Getting the same person to see you, especially with complications as all different view points, conflicting advice.
- Birth - midwives really lovely , on reflection a few wrong decisions were made, the midwife said that she could see the head I then pushed for 2 and half hours before I saw a Dr he realised it wasn't the head and that my baby was the wrong way then meconium and episiotomy.
- Midwives consistency and more responsive triage calls.
- To listen more to mothers instead presuming unaware of everything.

Anything else you'd like to add ?

- They made it the most amazing experience and I rave about it everyone. There was a student which was great to have her.
- Overall good.
- Better experience than I thought it would be.
- Look at other options as well.
- All positive.
- Labour ward on 13th floor, when lift breaks no good.
- There was confusion between the post natal ward and TMBU regarding antibiotics.
- Interested in birth stories.
- Everyone was helpful.
- Overall, I'd recommend others to consider a homebirth.
- I had a 4th degree tear, meant to have physiotherapy within 6 weeks, I had to chase and got it after 12 weeks, need more information when leave hospital about who to call if no appointment.
- Very happy.

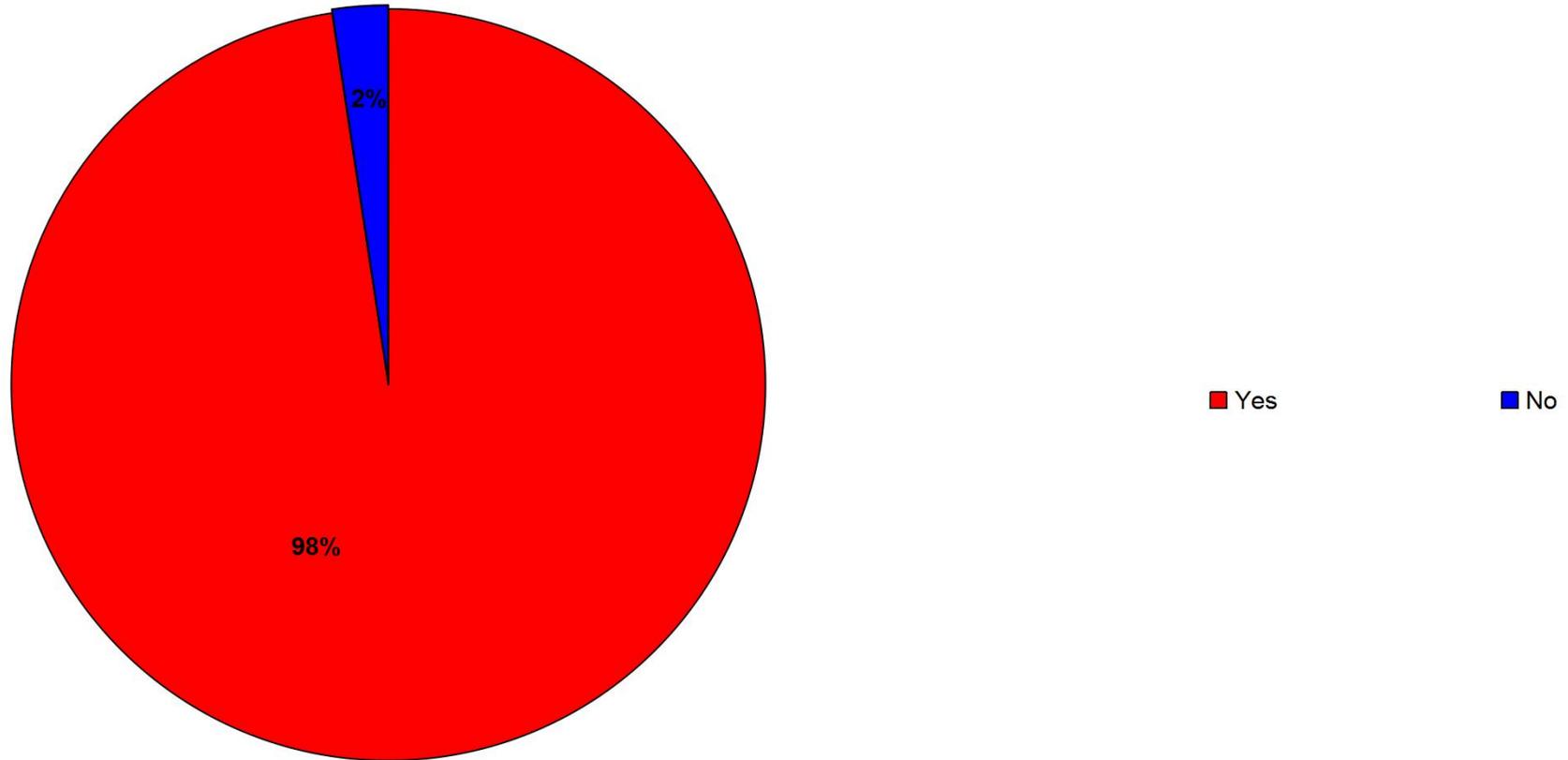
Anything else you'd like to add ? cont.

- Post birth, meconium removed and stayed on labour ward and tried to keep baby with me rather than TMBU.
- Very happy.
- Everyone has been amazing.
- I was surprised about the volume of support.
- Really happy.
- Everyone we met through the NHS are wonderful. I don't know why people complain about the NHS.
- Maternity ward brilliant and after care brilliant.
- Would be nice to start with homebirth and then decide.
- NIPE check at Hove.
- When the midwives arrived (I'd birthed at home, not through choice) they were very abrupt barking orders at me.
- Generally nice and helpful, need more staff so same person to see you.
- Nice aftercare in hospital as had to stay an extra night, I didn't want to leave really helpful.

Anything else you'd like to add ? cont.

- Individuality all staff were great.
- Thank you.

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



Children's services

- Brilliant groups.
- Fantastic, health visitor is amazing - open minded. Baby groups are really good.
- Good.
- We've made the most of them, all really handy. It's always good to know that the health visitor is on the end of the phone if I need her.
- Great, really enjoy it.
- Very good and supporting.
- Great lifeline.
- Good that they have the groups.
- Enjoyed it all. Everyone is friendly and supportive.
- Really good group.
- Really good health visitor and children's centre.
- Really good all been positive, lots of support when I needed it.
- All very good, love the centre.
- All fine.
- The groups are essential, the service from midwives and health visitors should be available at the groups. You get mixed messages from health visitors.

Children's services cont.

- Groups really good, perhaps a few more at different times?
- All good. Nice to be able to pop to groups.
- Went to Turner centre and was told that I'm not allowed to go there as not my postcode. My network of friends can't go to the same group as me - postcode division.
- All happy.
- Great, really lucky to have them.
- Fabulous, triage great.
- I love my health visitor, she's great.
- Really good.
- Really supportive and really important.
- All been good.
- Health visitor lovely, very supportive. I like all the information about groups. The breastfeeding drop in is wonderful, I had real problems breastfeeding, I had thrush and they diagnosed it for me.
- Invaluable.
- Health visitor is really helpful and lovely.

Children's services cont.

- Baby group very good.
- Really friendly and helpful.
- Really helpful, nice to meet other mums and babies help feel more connected and not alone.
- Very well organised and so many options to go everywhere. Like a social group.
- Shame health visitors don't care a bit more. Services are great, really valuable resource and hope it's here a long time.
- Wish that there were more groups, if you can't get to one can go to another on another day.
- Amazing groups free and great support to get out with the baby.
- All been brilliant.
- Great so many free groups. Useful for more information about what happens at each group, easy access to times in clinics.
- Set up really well in Brighton.
- Great initiative. Very helpful for new mothers.