



# National Maternity Experience Survey 2020

Our Lady of  
Lourdes Hospital

## 2020 survey results

### Respondents



**105**

Number of respondents

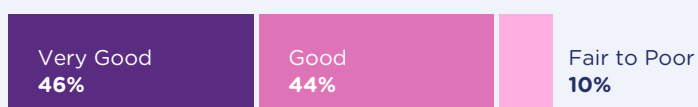


**43%**

Participation rate

### Overall experience

2020



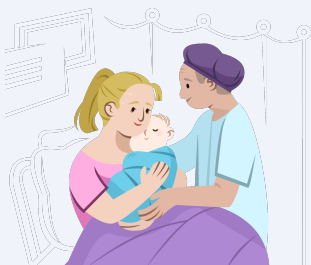
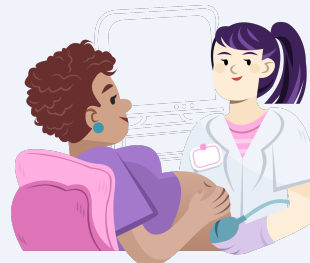
### Stages of care



#### Care while pregnant (antenatal care)

Care provided in the hospital and the community

Ratings of 'care while pregnant (antenatal care)' were about the same as the national average. The highest-scoring question related to the receipt of information on giving up smoking while pregnant. The lowest-scoring question related to the receipt of information about changes in mental health



#### Care during labour and birth

Care provided in the hospital

Ratings of 'care during labour and birth' were similar to the national average. The highest-scoring question related to the involvement of a partner or companion during the labour and birth. The lowest-scoring question related to the involvement of women in decisions about their care during labour and birth.



## Care in hospital after the birth

Care provided in the hospital

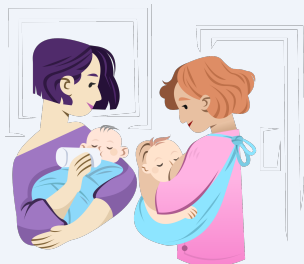
Ratings of 'care in hospital after the birth' were about the same as the national average. The highest-scoring question related to being told who to contact after discharge. The lowest-scoring question related to 'debriefing' and the opportunity for women to ask questions about their labour and birth after the baby was born.



## Specialised care\*

Care provided in the hospital

50% of women said that they had a very good overall experience of the care their baby received in the neonatal unit in Our Lady of Lourdes Hospital, compared with 70% nationally.



## Feeding

Care provided in the hospital and the community

Ratings of 'feeding' were about the same as the national average. The highest-scoring question related to respect for decisions about how women wanted to feed their baby. The lowest-scoring question related to support and encouragement provided to women with feeding their baby while in hospital.



## Care at home after the birth

Care provided in the community

Ratings of 'care at home after the birth' were about the same as the national average. The highest -scoring question related to being treated with respect and dignity at home after the birth. The lowest-scoring question related to the time spent by the GP practice nurse/ midwife discussing mental health at the 6-week check-up.



\*See page 18 of this report for more information.

## Contents

<b>About the National Maternity Experience Survey .....</b>	<b>4</b>
About this report.....	4
What were the findings for women who gave birth in Our Lady of Lourdes Hospital? .....	5
Who took part in the survey?.....	5
Interpreting the results presented in this report.....	7
<b>Experiences of maternity care for women who gave birth in Our Lady of Lourdes Hospital .....</b>	<b>8</b>
Areas that scored above and below the national average .....	8
Care while pregnant (antenatal care) .....	9
Care during labour and birth.....	13
Care in hospital after the birth .....	15
Specialised care .....	17
Feeding.....	18
Care at home after the birth .....	20
Overall experience .....	24
Focus on: Involvement in decisions, confidence in staff, and respect and dignity	24
In their own words: analysis of women's comments.....	27
<b>Conclusion.....</b>	<b>31</b>
<b>Appendix 1: Areas that scored above or below the national average .....</b>	<b>32</b>
Improvement map .....	32
<b>Appendix 2: Description of models of maternity care.....</b>	<b>34</b>
<b>References .....</b>	<b>36</b>

## About the National Maternity Experience Survey

The National Maternity Experience Survey offers women the opportunity to share their experiences of Ireland's maternity services. The survey is part of the National Care Experience Programme, a joint initiative by the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The National Care Experience Programme seeks to improve the quality of health and social care services in Ireland by asking people about their experiences of care and acting on their feedback. The survey reflects a commitment made in the National Maternity Strategy 2016-2026 to evaluate maternity care services from the perspectives of the women who use them.<sup>(1)</sup>

The survey questionnaire contains 68 questions which capture the whole maternity pathway from antenatal care, through labour and birth, to postnatal care in the community. The National Maternity Experience Survey includes questions taken or adapted from a library of questions developed by the National University of Ireland, Galway (NUIG) in collaboration with the National Care Experience Programme. More information on the survey design can be found at [www.yourexperience.ie/maternity/about-the-survey](http://www.yourexperience.ie/maternity/about-the-survey).

The aim of the survey is to learn from the experiences of women to improve the safety and quality of the care that they and their baby receive. HIQA, the HSE and the Department of Health have committed to acting on the findings of the National Maternity Experience Survey to improve the quality of maternity care services in Ireland. Quality improvement plans have been developed by the HSE at national and local levels to address the issues highlighted in the survey.

## About this report

This report focuses on the experiences of women who gave birth in Our Lady of Lourdes Hospital. In Ireland, maternity care is provided by a mix of hospital-based and community-based services. This report includes women's experiences of the care provided both in Our Lady of Lourdes Hospital, and by general practitioners and public health nurses based in the community.

## What were the findings for women who gave birth in Our Lady of Lourdes Hospital?

The majority of women who gave birth in Our Lady of Lourdes Hospital said they had a positive overall experience. 90% said their maternity care was good or very good, compared with 85% nationally. The hospital scored close to the national average for each stage of care.

68% of women who gave birth in Our Lady of Lourdes Hospital said that they were offered a choice of the type of maternity care they would receive. Options included public care, consultant-led private or semi-private care, DOMINO and midwifery-led care in a midwifery-led unit.

Ratings of the question on information about mental health before leaving hospital were significantly above the national average. The lowest-scoring questions were Q9 and Q38, which asked whether women received enough information about mental health changes that may occur while they were pregnant, and whether women received enough emotional support from healthcare professionals while their baby was in the neonatal unit.

The responses to the three free-text questions provided very detailed information on women's experiences while in Our Lady of Lourdes Hospital and the maternity care they received in the community before and after giving birth. These comments identified the caring and helpful attitudes of healthcare professionals but also highlighted the difficulties that some women experienced in accessing help when they needed it.

## Who took part in the survey?

243 women who gave birth in Our Lady of Lourdes Hospital in October 2019 were invited to participate in the survey. 105 women completed the survey, representing a response rate of 43%.<sup>1</sup> Table 1 provides information on the characteristics of the women who gave birth in Our Lady of Lourdes Hospital who responded to the survey. Most of these women said that they lived in Louth.

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<sup>1</sup> It is important to note that the Covid-19 pandemic may have had an impact on the number of survey responses received. However, the women who were invited to take part gave birth prior to the pandemic and the maternity care they received was thus unlikely to have been affected.

**Table 1. Characteristics of respondents who gave birth in Our Lady of Lourdes Hospital.**

<b>Age category</b>		
	<b>No.</b>	<b>%</b>
Under 25	5	4.8%
25-29	12	11.4%
30-34	42	40.0%
35-39	39	37.1%
40 or older	7	6.7%
<b>Previous births</b>		
None	37	39.4%
One or two	47	50.0%
Three or more	10	10.6%
<b>Ethnic group</b>		
White Irish	82	79.6%
Any other White background	10	9.7%
African	4	3.9%
Chinese	2	1.9%
Indian/Pakistani/Bangladeshi	2	1.9%
Any other Asian background	2	1.9%
Mixed	1	1.0%
<b>County of residence</b>		
Cavan	2	1.9%
Dublin	4	3.8%
Louth	55	52.4%
Meath	35	33.3%
Monaghan	9	8.6%

## Interpreting the results presented in this report

In this report, scores out of 10 are given for relevant questions belonging to a stage of maternity care or to a stage as whole. A score of 0 indicates a very negative experience and a score of 10 indicates a very positive experience. Some questions simply provide descriptive information and these questions are not given a score out of 10.

Statistical tests were carried out to examine if there were significant differences between the scores for specific groups, for example for people who gave birth in Our Lady of Lourdes Hospital, and the national average. Throughout this report, when the hospital scored significantly above the national average, this is described as 'higher'. When the hospital scored significantly below the national average, it is described as 'lower'. When there is no statistically significant difference between the hospital's score and the national average, it is described as 'about the same'. For more information on the analyses please consult Appendix 3 of the 2020 national report, available from [www.yourexperience.ie](http://www.yourexperience.ie).

There were three free-text questions in the survey which asked women about the positive aspects of their experiences and where improvements were required. Quotations from women are presented in a dedicated chapter. These quotations have been redacted to remove any information that could identify an individual.



# Experiences of maternity care for women who gave birth in Our Lady of Lourdes Hospital

## Areas that scored above and below the national average

Using a methodology set out in appendix 1 this section lists the questions where women who gave birth in Our Lady of Lourdes Hospital rated their experiences significantly above or below the national average. It is important to note that even for questions that scored significantly above the national average, there is still room for improvement. The list includes the relevant stage of care and question number for each area.

### Areas that scored above the national average

#### Information about mental health before leaving hospital | Q34.

63 (61.8%) out of the 102 women who responded to this question said that they were definitely given information about any changes they might experience in their mental health before they were discharged from hospital.

### Areas that scored below the national average

In Our Lady of Lourdes Hospital, the scores for all questions were above or the same as the national average. While no specific areas for improvement were identified using the methodology outlined in Appendix 1, there was still room for improvement on a number of questions. Participants' comments also identified areas where improvement was possible.

## Care while pregnant (antenatal care)

The first seven questions for this stage asked women to provide information about the first healthcare professional they contacted when they knew they were pregnant, the types of maternity care they were offered, and whether they attended antenatal classes or courses. The results for these questions are presented in Tables 2 and 3. A description of the types of maternity care is provided in Appendix 2.

The remaining 10 questions asked about the information and support women received during their antenatal care. These questions were scored out of 10, with the scores for the stage as a whole compared against the national average in Figure 2, and compared by participants' county of residence in Figure 3. The scores for the individual questions are compared against the national average in Figure 4.

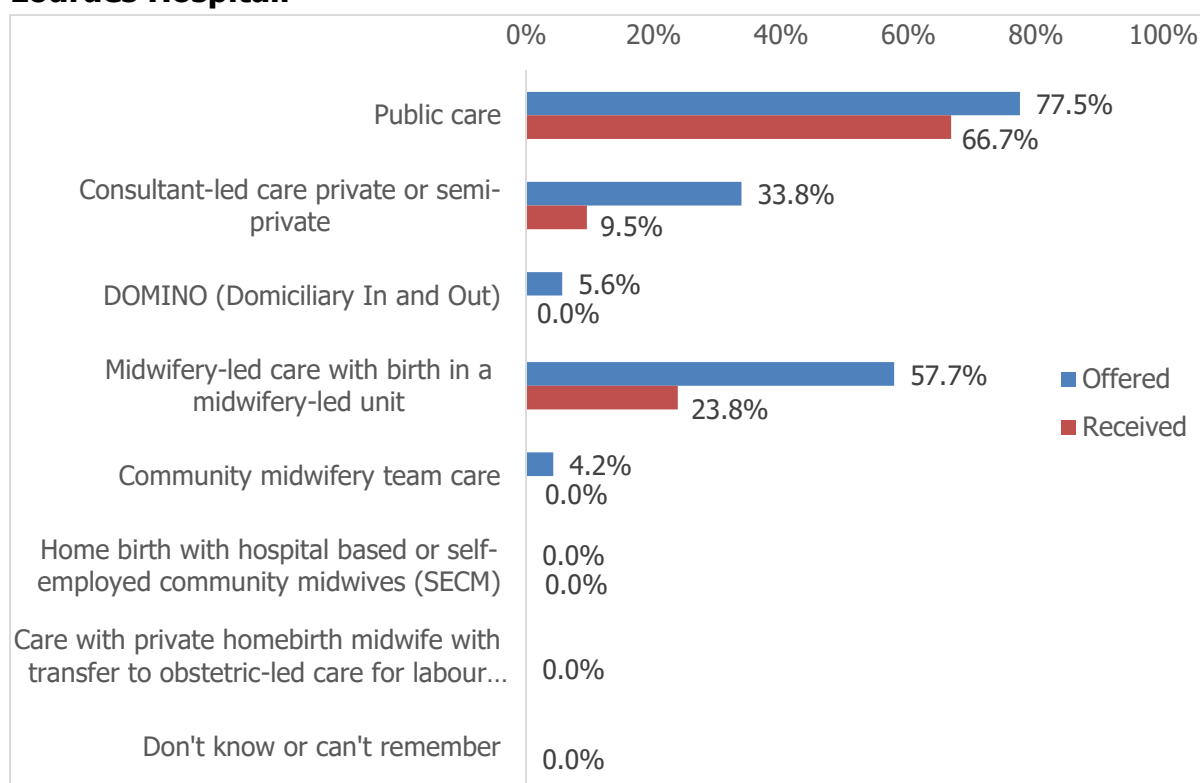
It is important to note that the questions for this stage of care relate both to care provided in the community and care provided in Our Lady of Lourdes Hospital.

**Table 2. Number of births and first healthcare professional contacted.**

<b>Q1. In your most recent pregnancy, did you give birth to...</b>		
	<b>No.</b>	<b>%</b>
A single baby	104	99.0%
Twins	1	1.0%
Triplets, quads or more	0	0.0%
<b>Q2. Who was the first healthcare professional you saw when you thought you were pregnant?</b>		
GP / family doctor	101	96.2%
Midwife	0	0.0%
Other	4	3.8%

71 women (67.6%) who gave birth in Our Lady of Lourdes Hospital said that they were offered a choice of maternity care, while 9 (8.6%) said they were not offered any choices. Figure 1 shows the choices of maternity care that were offered to women and the type of care that they actually received.

**Figure 1. Types of maternity care offered and received in Our Lady of Lourdes Hospital.**



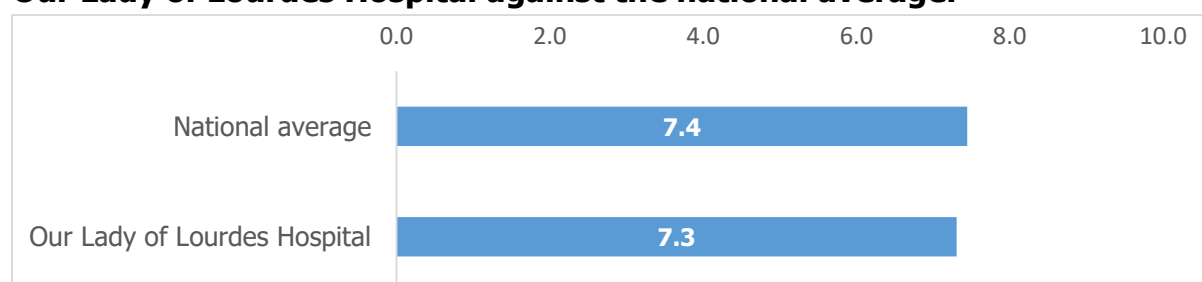
**Table 3. Results for questions on antenatal classes or courses attended by women who gave birth in Our Lady of Lourdes Hospital.**

<b>Q6. During your pregnancy were you offered any antenatal classes or courses?</b>		
	<b>No.</b>	<b>%</b>
Yes, and I did them	38	36.2%
Yes, but I did not do them	54	51.4%
No	12	11.4%
Don't know or can't remember	1	1.0%
<b>Q7. Are there any particular reasons you did not go to antenatal classes or courses?</b>		
It was not my first baby	40	74.1%
It was my first baby but I didn't want to go to classes	6	11.1%
There were no available spaces/they were booked out	1	1.9%
I couldn't find classes that were right for me	1	1.9%
There were no classes near me	1	1.9%
I had other commitments	4	7.4%
Other	7	13.0%

10 questions explored whether women received sufficient information on their health and care, were involved in decisions about their antenatal care and had confidence and trust in their healthcare professionals. These questions were scored out of 10, with the scores for the stage as a whole compared against the national average in Figure 2. Scores for this stage of care are compared by the county of residence of women who gave birth in Our Lady of Lourdes Hospital in Figure 3. Scores for the individual questions are compared against the national average in Figure 4. Women who gave birth in Our Lady of Lourdes Hospital rated their antenatal care as about the same as the national average.

The highest-scoring question for this stage related to receipt of information on giving up smoking, with 83.3% saying they definitely received enough information about giving up smoking while they were pregnant. The lowest-scoring question related to information about mental health, with 31.1% of women saying that they did not receive enough information about changes in their mental health while they were pregnant.

**Figure 2. Comparison of 'care while pregnant (antenatal care)' scores for Our Lady of Lourdes Hospital against the national average.**

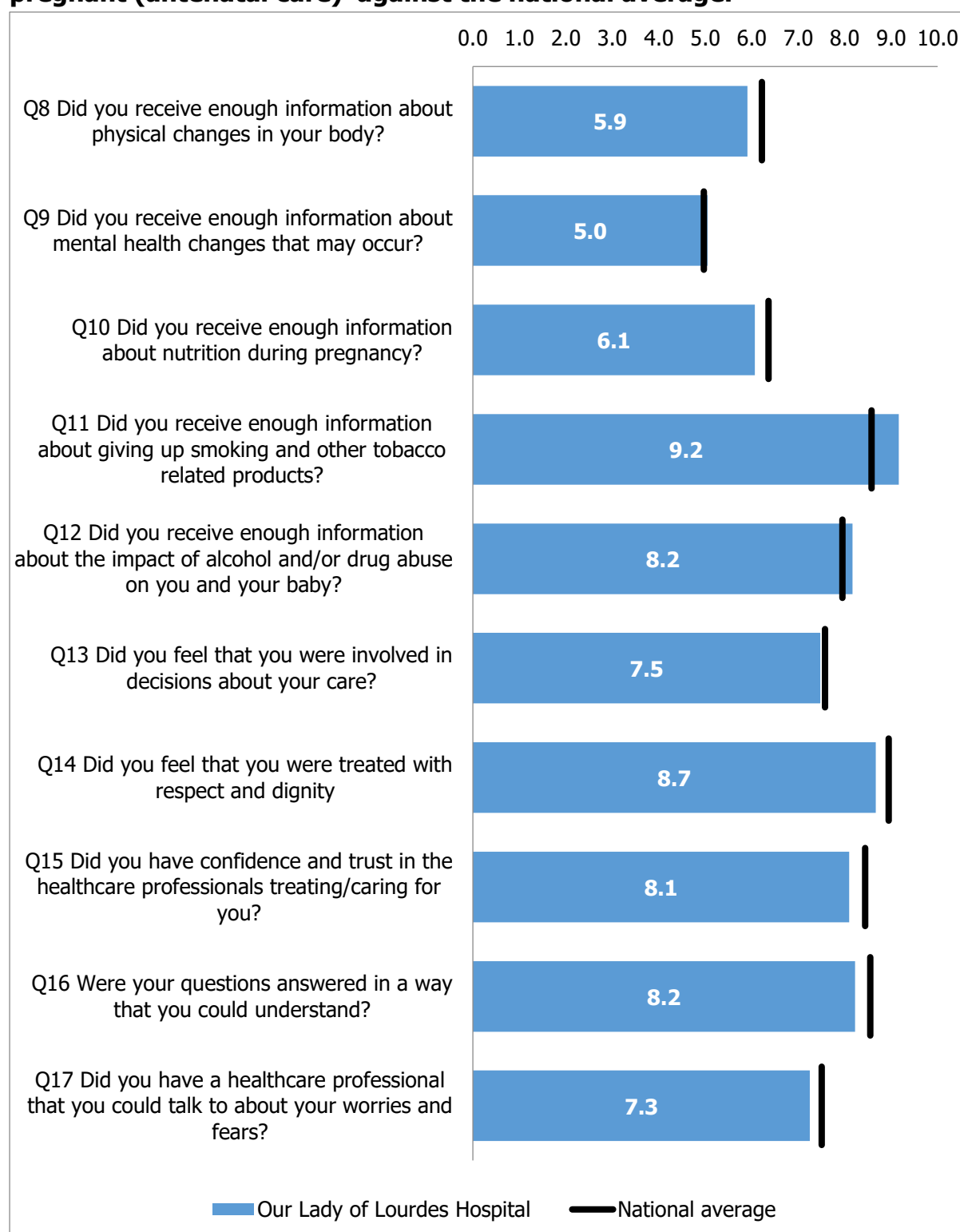


**Figure 3. Comparison of 'care while pregnant (antenatal care)' scores for Our Lady of Lourdes Hospital by respondents' county of residence<sup>2</sup>**



<sup>2</sup> Results for counties are only shown if five or more women from that county responded.

**Figure 4. Comparison of individual question scores for 'care while pregnant (antenatal care)' against the national average.**



## Care during labour and birth

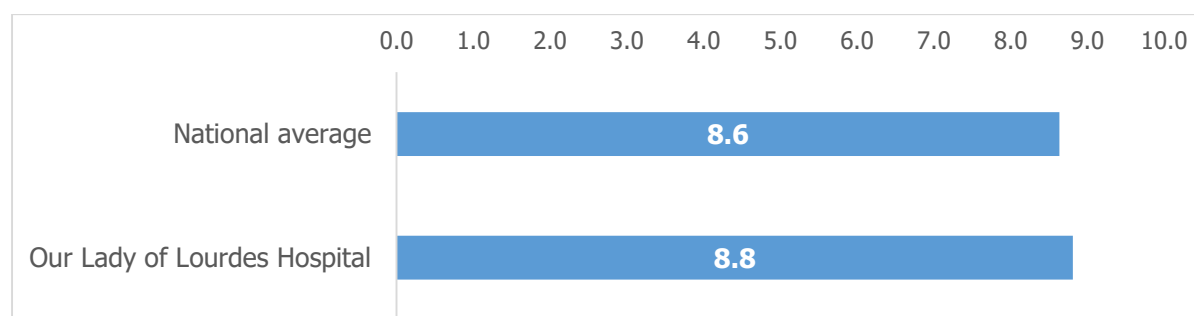
This stage of the survey included three questions where women were asked to describe the birth of their baby and whether they were left alone at any point, with the results for Our Lady of Lourdes Hospital shown in Table 4. There were also seven other questions about this stage of care that received scores out of 10. The scores for the stage as a whole are compared against the national average in Figure 5, and for the individual questions in Figure 6.

Women who gave birth in Our Lady of Lourdes Hospital rated their care during labour and birth as about the same as the national average. The highest-scoring question for this stage related to involvement of a partner or companion, with 98.0% saying that their partner or companion was as involved as they wanted them to be in the labour and birth. The lowest-scoring question related to involvement in decisions during labour and birth. Seven women (6.7%) said that they were not involved in decisions about their care during labour and birth.

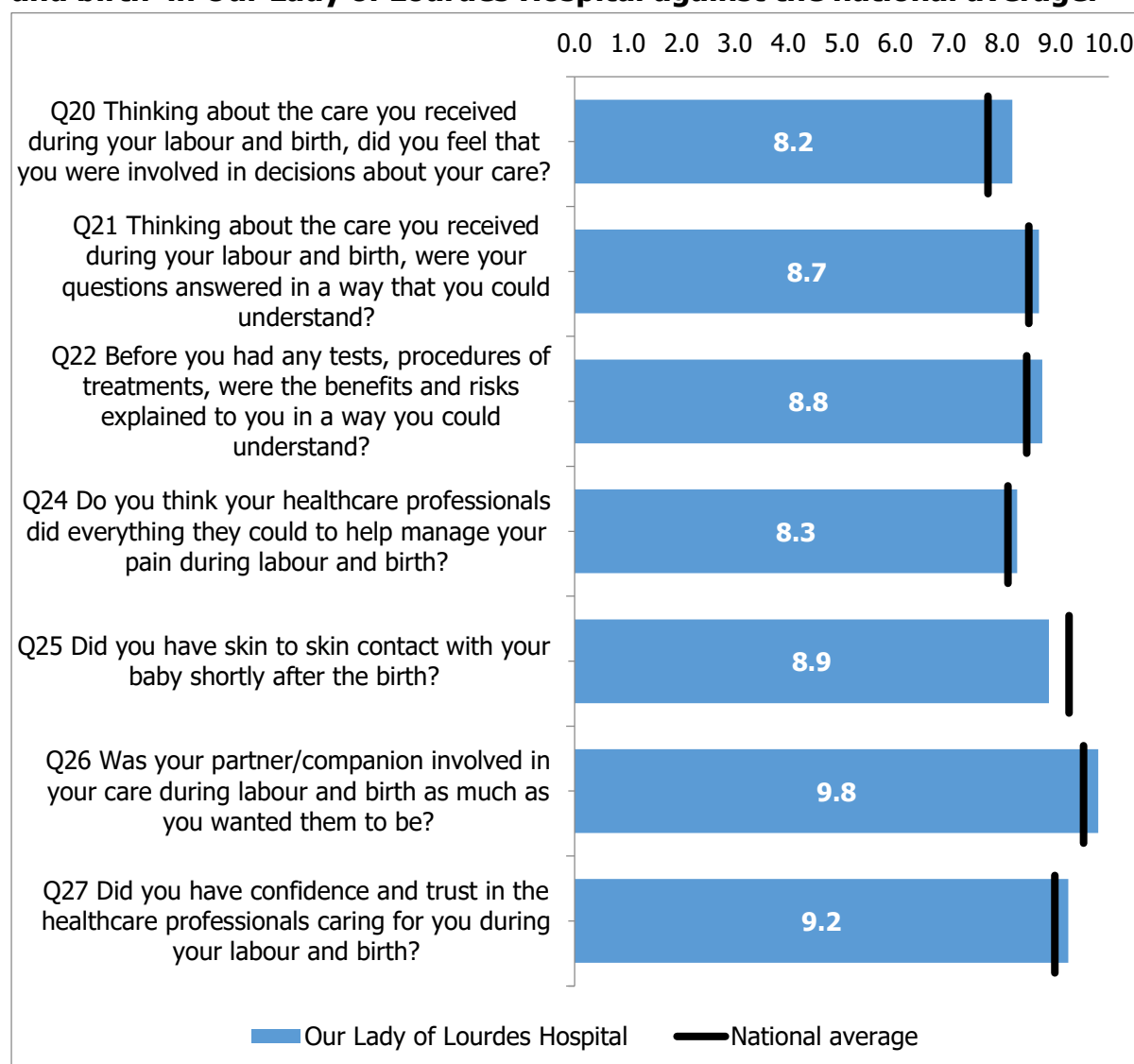
**Table 4. Results for questions on induction of labour, type of birth and being left alone.**

<b>Q18. Thinking about the birth of your baby, was your labour induced?</b>		
	<b>No.</b>	<b>%</b>
Yes	43	41.0%
No	62	59.0%
Don't know or can't remember	0	0.0%
<b>Q19. What type of birth did you have?</b>		
A vaginal birth (no forceps or ventouse suction cup)	58	55.2%
An assisted vaginal birth (e.g. with forceps or ventouse suction cup)	11	10.5%
A planned caesarean birth	22	21.0%
An unplanned caesarean birth	14	13.3%
<b>Q23. Were you (and/or your partner or companion) left alone by healthcare professionals at a time when it worried you?</b>		
Yes, during early labour	13	12.4%
Yes, during the later stages of labour	5	4.8%
Yes, during the birth	0	0.0%
Yes, shortly after the birth	9	8.6%
No, not at all	80	76.2%

**Figure 5. Comparison of 'Care during labour and birth' scores for Our Lady of Lourdes Hospital against the national average.**



**Figure 6. Comparison of individual question scores for 'Care during labour and birth' in Our Lady of Lourdes Hospital against the national average.**

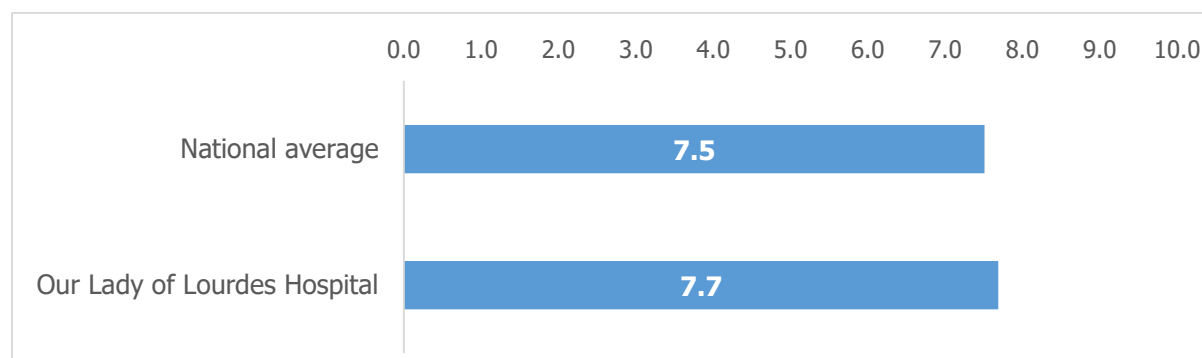


## Care in hospital after the birth

The questions for this stage related to the care women who gave birth in Our Lady of Lourdes Hospital received after the birth of their baby. All of the questions for this stage were given a score out of 10. The scores for the stage as a whole are compared against the national average in Figure 7, and against the individual questions in Figure 8.

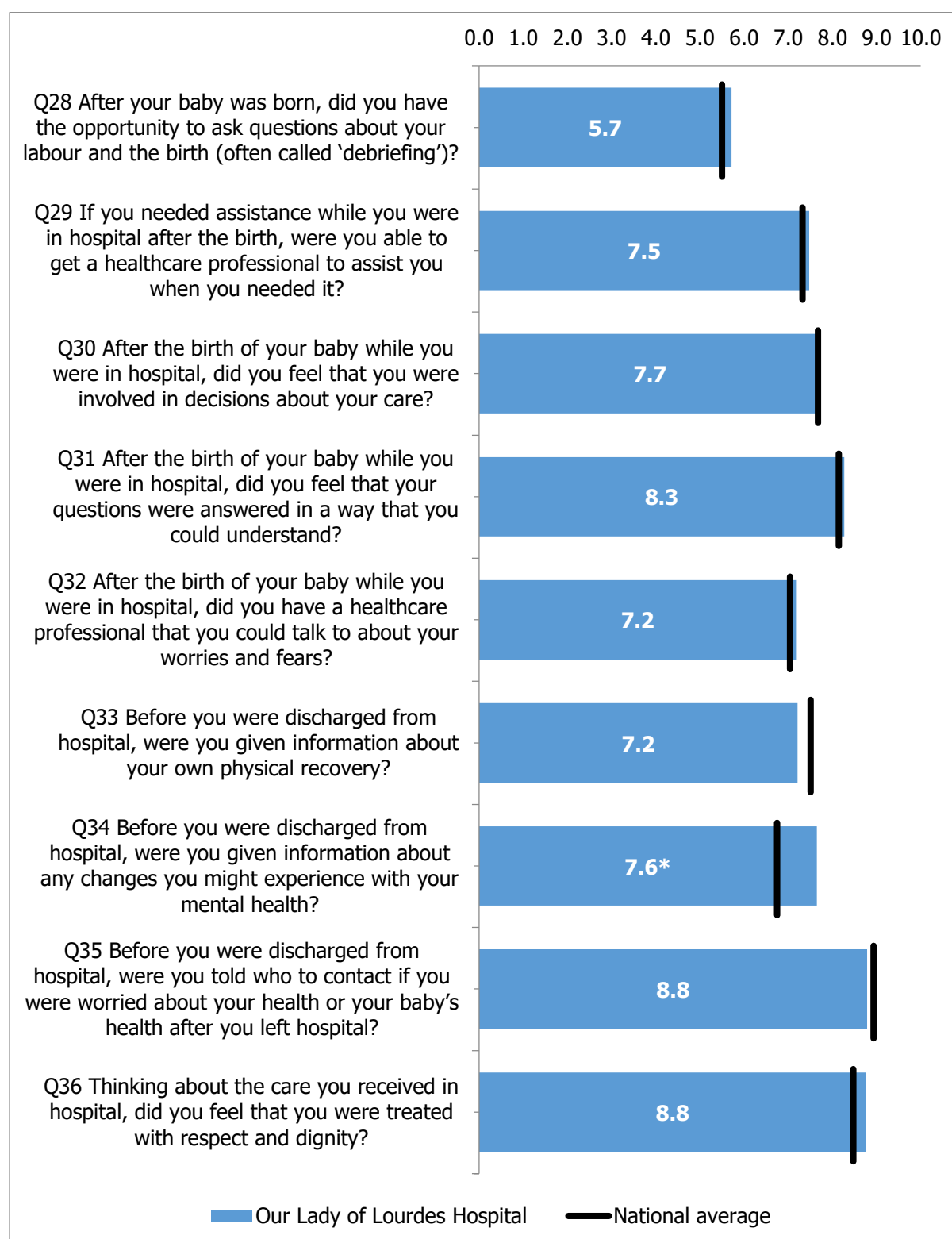
Women who gave birth in Our Lady of Lourdes Hospital rated their care in hospital after the birth of their baby as about the same as the national average. The highest-scoring question for this stage related to being told who to contact after discharge, with 87.9% saying they were told who to contact if they were worried about their own health or their baby's health. The lowest-scoring question related to 'debriefing', with 25 women (27.5%) saying that they did not have the opportunity to ask questions about their labour and birth after the baby was born.

**Figure 7. Comparison of 'Care in hospital after the birth' scores for Our Lady of Lourdes Hospital against the national average.**





**Figure 8. Comparison of individual question scores for 'Care in hospital after the birth' in Our Lady of Lourdes Hospital against the national average.**



\* indicates a statistically significant difference from the national average

## Specialised care

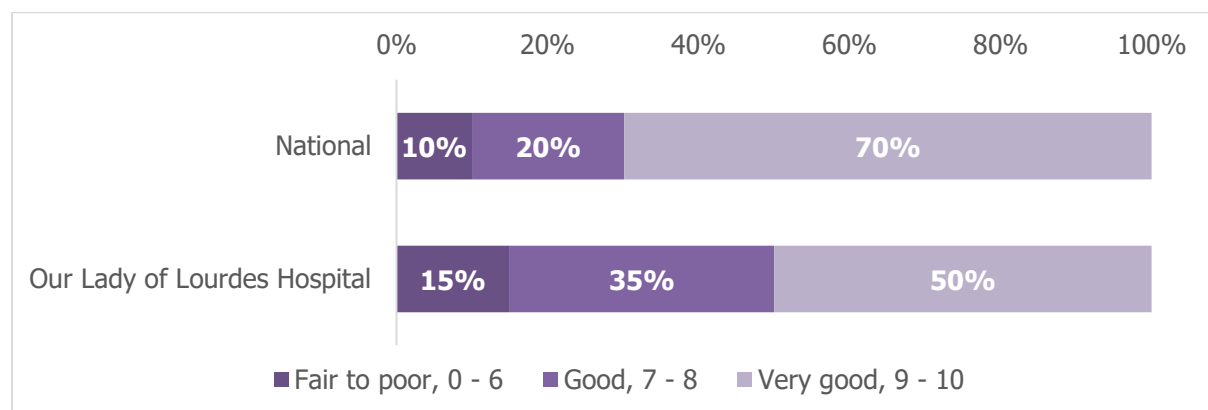
The questions for this stage explore the experiences of women whose babies required specialist care in a neonatal unit after birth. Women whose baby was not admitted to a neonatal unit did not answer Q38 or Q39. The results for Q37 and Q38 are shown in Table 5. Q39 asked women to rate their experience of the care their baby received in the neonatal unit from 0 to 10 and the results for Our Lady of Lourdes Hospital are compared against the national average in Figure 9.

50% of women said that they had a very good overall experience of the care their baby received in the neonatal unit, compared with the national average of 70%.

**Table 5. Admission to the neonatal unit and emotional support.**

<b>Q37. Following the birth, did your baby spend any time in the neonatal unit?</b>		
	<b>No.</b>	<b>%</b>
Yes	20	19.2%
No	84	80.8%
Don't know or can't remember	0	0.0%
<b>Q38. While your baby was in the neonatal unit, did you receive enough emotional support from healthcare professionals?</b>		
Yes, always	7	35.0%
Yes, sometimes	7	35.0%
No	5	25.0%
I did not want or need any emotional support	1	5.0%
Don't know or can't remember	0	0.0%

**Figure 9. Comparison of overall ratings of experiences in the neonatal unit at Our Lady of Lourdes Hospital against the national average.**



## Feeding

This stage included two questions asking women when their healthcare professionals discussed the different options for feeding their baby, and how they fed their baby in the first few days after birth. The results for these questions are shown in Table 6.

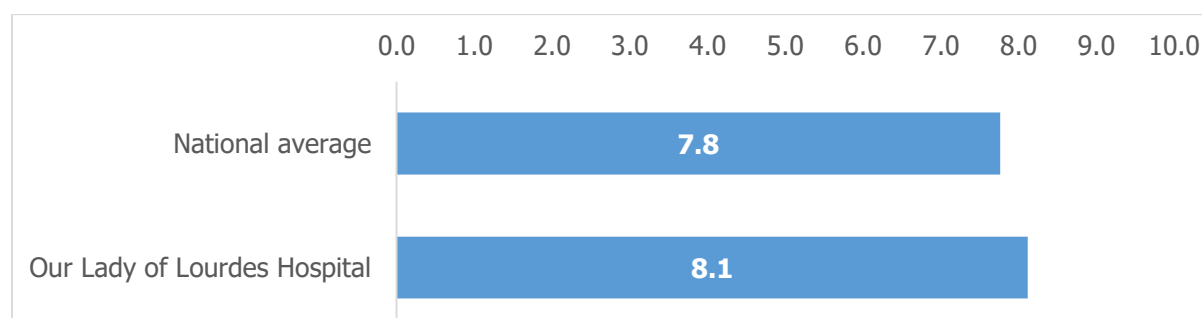
The other questions for this stage explored whether women felt supported and respected by healthcare professionals in feeding their baby, both in the hospital and after they had returned home. These questions were scored out of 10, with the scores for the stage as a whole compared against the national average in Figure 10 and individual questions compared against the national average in Figure 11.

Women who gave birth in Our Lady of Lourdes Hospital rated the 'Feeding' questions as about the same as the national average. Most women (81.0%) said that their decisions about how they wanted to feed their baby were always respected by their healthcare professionals. The lowest-scoring question for this stage related to support and encouragement, with 13 women (13.5%) saying that they did not get adequate support and encouragement with feeding their baby while they were in hospital.

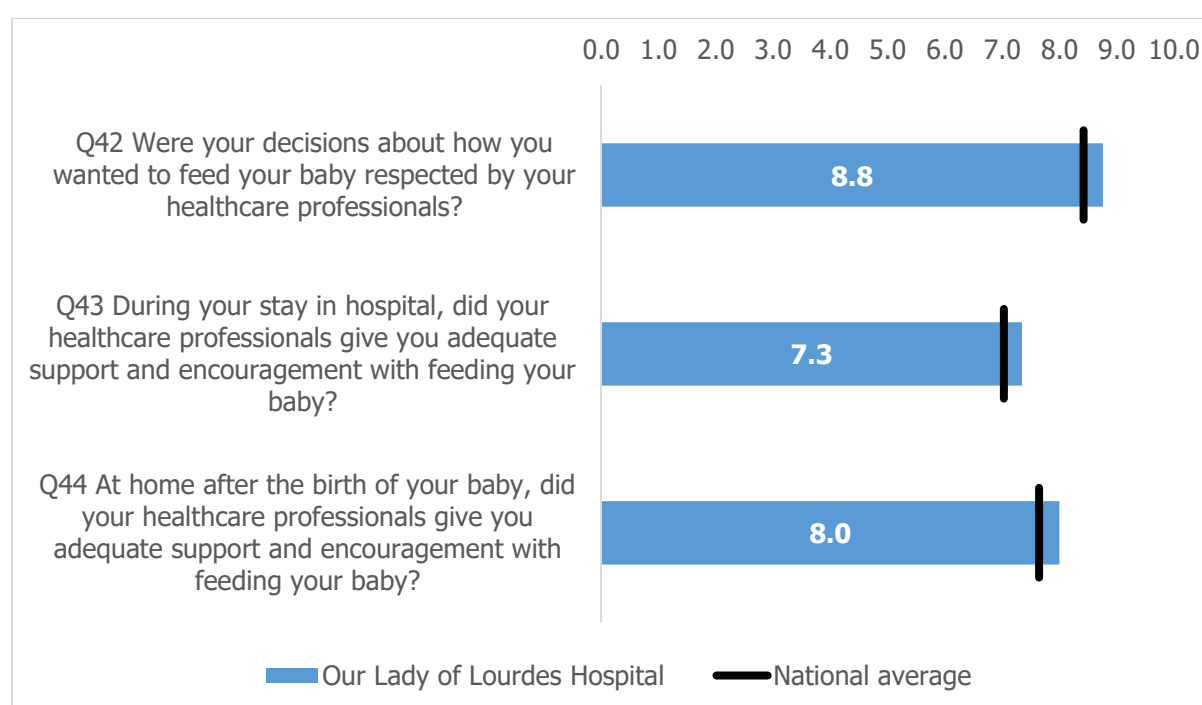
**Table 6. Results for questions on discussion of feeding options and the methods of feeding used.**

<b>Q40. Did your healthcare professionals discuss with you the different options for Feeding?</b>		
	<b>No.</b>	<b>%</b>
Yes, during pregnancy	62	59.0%
Yes, during labour or immediately after birth	29	27.6%
Yes, after birth while in hospital	39	37.1%
Yes, after birth while at home	14	13.3%
No	8	7.6%
I did not want or need discussion of different options	11	10.5%
Don't know or can't remember	0	0.0%
<b>Q41. In the first few days after the birth, how was your baby fed?</b>		
Breast milk (or expressed breast milk) only	29	27.9%
Both breast and formula (bottle) milk	40	38.5%
Formula (bottle) milk only	35	33.7%
Don't know or can't remember	0	0.0%

**Figure 10. Comparison of scores for 'Feeding' in Our Lady of Lourdes Hospital against the national average.**



**Figure 11. Comparison of individual question scores for 'Feeding' in Our Lady of Lourdes Hospital against the national average.**



## Care at home after the birth

The questions for this stage of maternity care explored women's experiences of postnatal care in the community provided by public health nurses and general practitioners.<sup>3</sup> Two questions asked whether women and their babies had been visited at home by a public health nurse and received check-ups with their general practitioner. These appointments are a routine part of postnatal care in Ireland. Another question asked whether women had used local support groups such as mother and baby groups or feeding support groups. The results for these questions for women who gave birth in Our Lady of Lourdes Hospital are summarised in Table 7.

The remaining questions for this stage explored women's experiences of the information and support they received at home after the birth of their baby. These questions were scored out of 10, with the scores for the stage as a whole broken down by the county of residence of women who gave birth in Our Lady of Lourdes Hospital, and compared against the national average in Figure 12. Scores for the individual questions are compared against the national average in Figure 13.

Women who gave birth in Our Lady of Lourdes Hospital rated their care at home after the birth as about the same as the national average. The highest-scoring question for this stage related to being treated with respect and dignity, with 91.3% saying that they were always treated with respect and dignity at home after the birth of their baby. The lowest-scoring question related to the time spent by the GP or practice nurse/midwife discussing mental health at their six-week check-up, with 26.2% of women saying that there was not enough time spent discussing their mental health at this check-up.

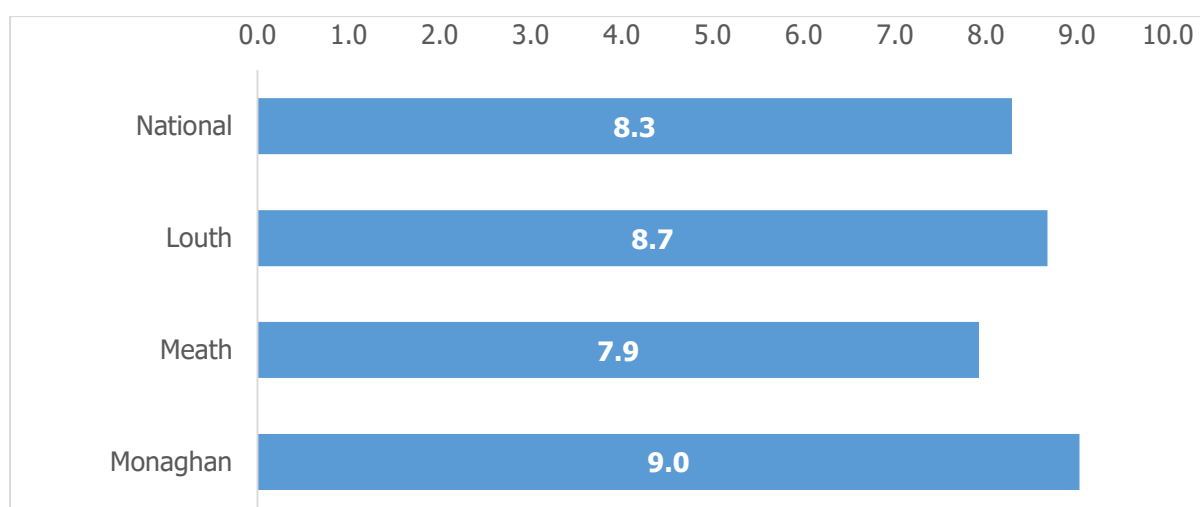
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<sup>3</sup> While the questions for this stage of care do not directly relate to care provided by Our Lady of Lourdes Hospital, it is important to represent all stages of a woman's maternity care journey in this report.

**Table 7. Results for questions on postnatal check-ups and engagement with support groups.**

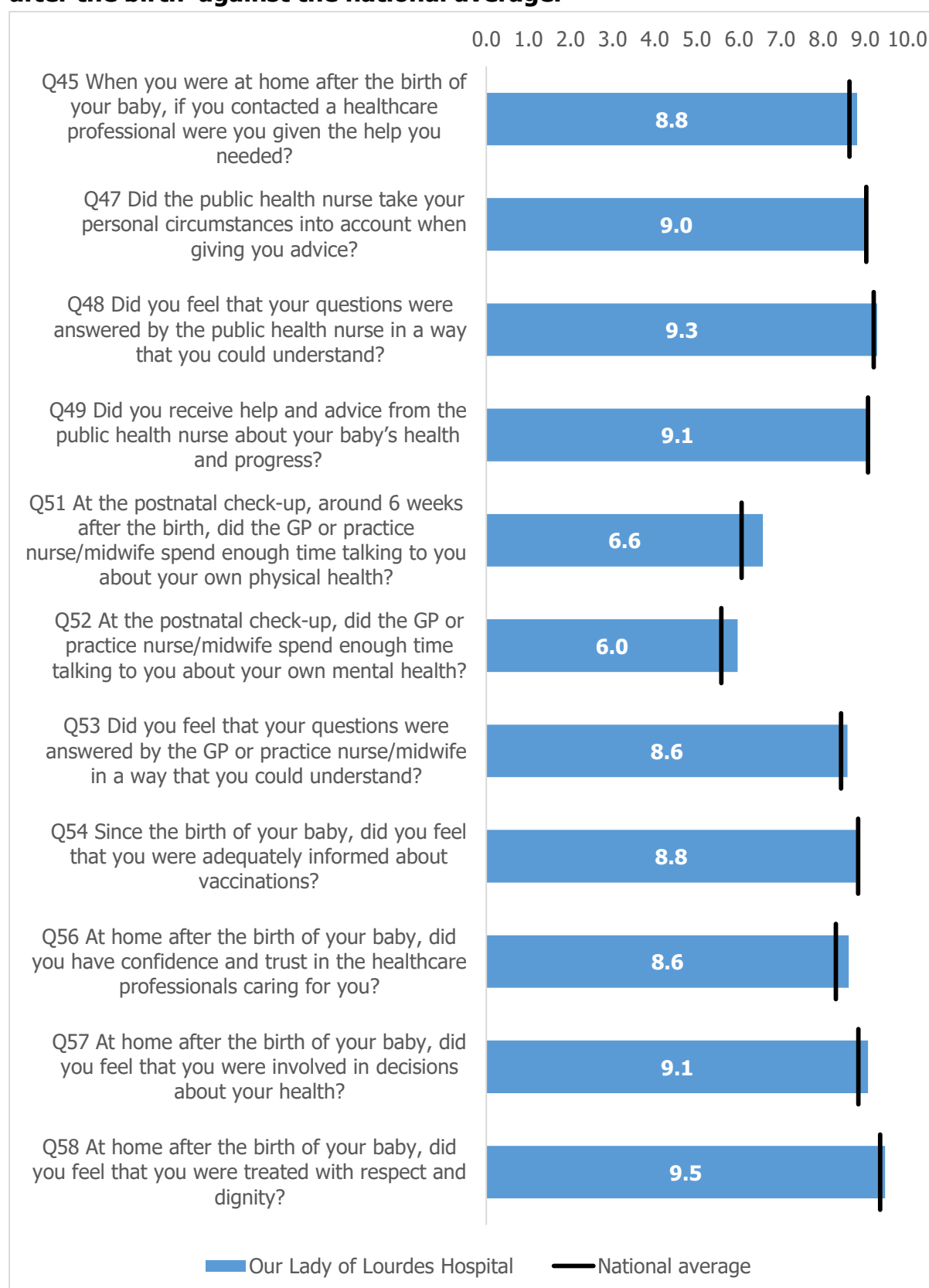
<b>Q46. Since your baby's birth, have you been visited at home by a public health nurse?</b>		
	<b>No.</b>	<b>%</b>
Yes	105	100.0%
No	0	0.0%
Not relevant to my situation	0	0.0%
Don't know or can't remember	0	0.0%
<b>Q50. Did your baby receive a 2-week check-up with your general practitioner (GP)?</b>		
Yes	99	94.3%
No, I did not know about the check-up	2	1.9%
No, I knew about the check-up but did not attend	1	1.0%
I attended another healthcare professional for the 2-week check-up	2	1.9%
Not relevant to my situation	1	1.0%
Don't know or can't remember	0	0.0%
<b>Q55. Did you use local support groups e.g. mother and baby groups, feeding support groups, etc.</b>		
Yes	21	20.2%
No	83	79.8%
Don't know or can't remember	0	0.0%

**Figure 12. 'Care at home after the birth' scores for women who gave birth in Our Lady of Lourdes Hospital compared by county of residence.<sup>4</sup>**



<sup>4</sup> Results for counties are only shown if five or more women from that county responded.

**Figure 13. Comparison of individual question scores for 'Care at home after the birth' against the national average.**





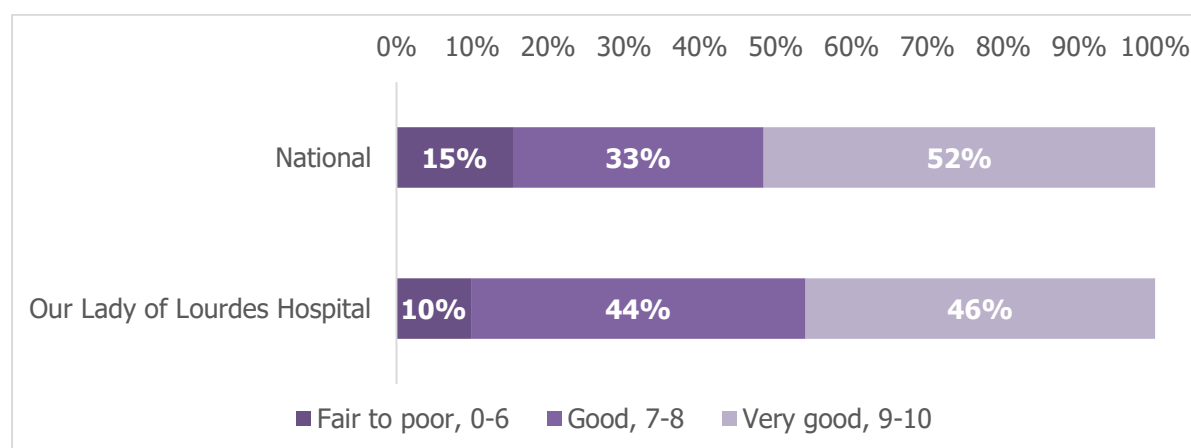
## Overall experience

Two questions examined women's overall experience of maternity care. The first question asked if they knew how to give feedback or make a complaint. Twenty-three women (22.1%) answered 'yes', while 58 (55.8%) answered 'no'. Twenty-three women (22.1%) said they did not wish to give feedback or make a complaint.

Women were also asked to rate their overall maternity experience on a scale from 0 to 10, with 10 being the most positive experience, and 0 the most negative experience. In total, 90% of women who gave birth at Our Lady of Lourdes Hospital rated their overall experience as good or very good, which was about the same as the national figure.

Figure 14 shows the average overall experience ratings for Our Lady of Lourdes Hospital compared with the national average.

**Figure 14. Comparison of overall maternity experiences scores for Our Lady of Lourdes Hospital against the national average.**



## Focus on: Involvement in decisions, confidence in staff, and respect and dignity

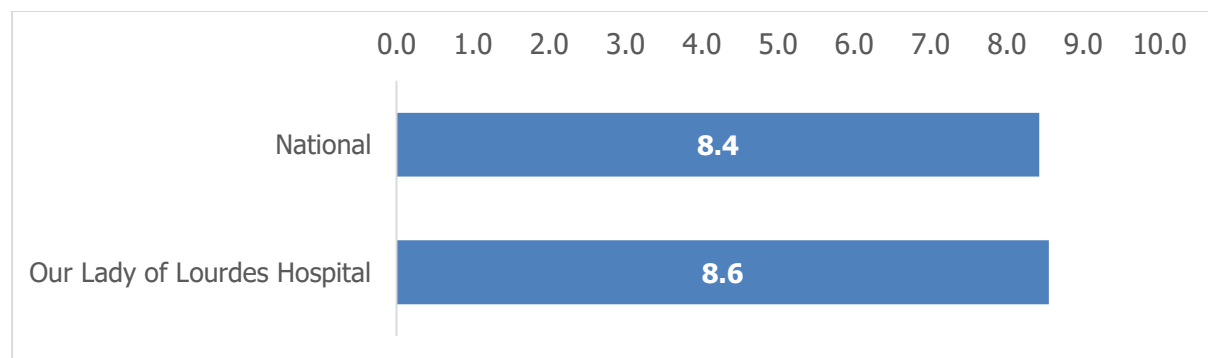
The National Maternity Strategy 2016-2026 emphasises the importance of women being empowered to make decisions about their maternity care, having confidence and trust in healthcare professionals, and being treated with respect and dignity. This section explores the relationship between these elements and women's overall ratings of the care they received.

Eleven questions on the survey explore involvement in decisions, confidence and trust, and respect and dignity. The average scores for these questions as a whole for

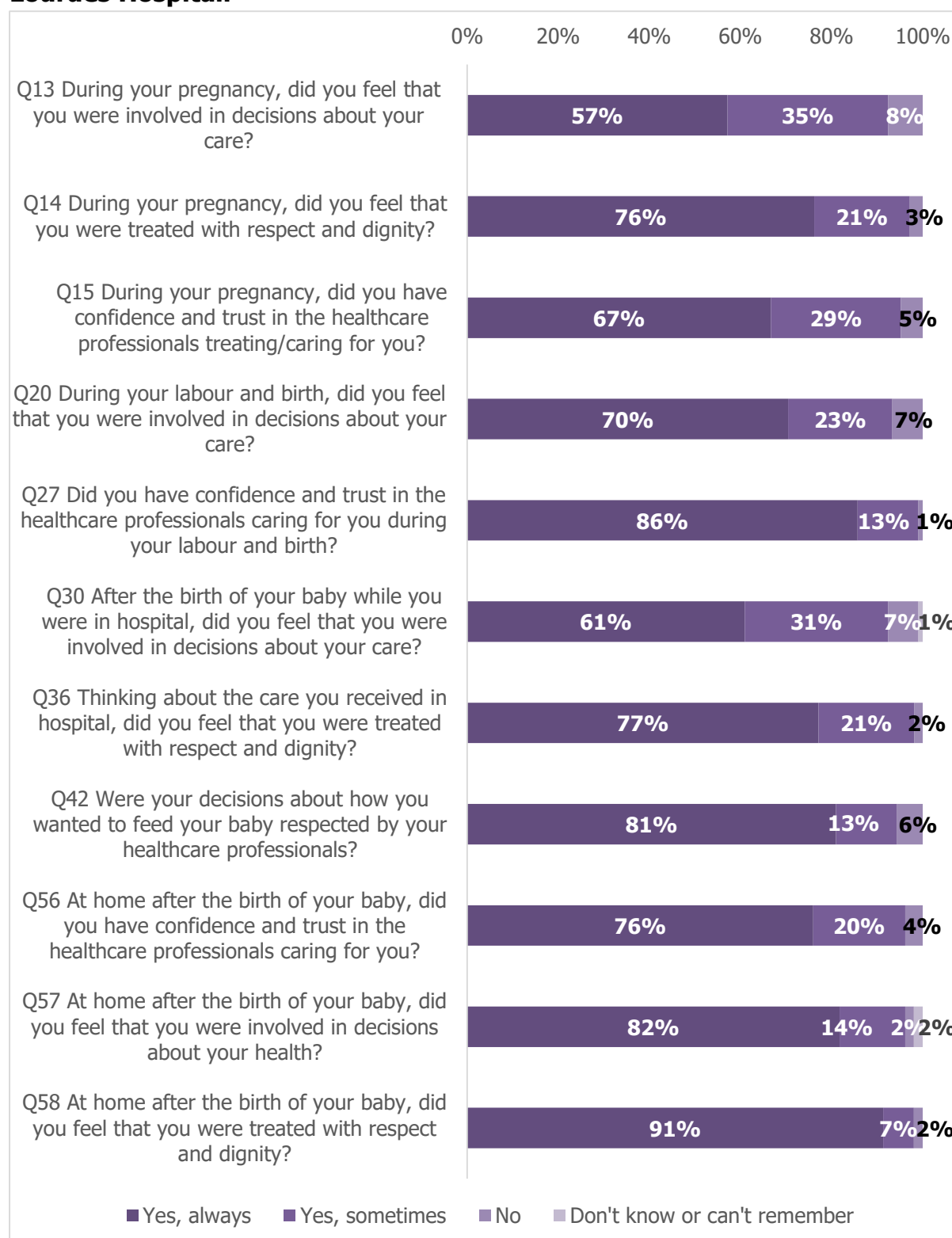
women who gave birth in Our Lady of Lourdes Hospital are compared with the national average in Figure 15. The responses for the relevant questions are presented in Figure 16.

Women who gave birth in Our Lady of Lourdes Hospital rated these questions as about the same as the national average. The highest-scoring question for this stage related to being treated with respect and dignity at home after the birth, with 91.3% saying that they were always treated with respect and dignity at home. The lowest-scoring question related to involvement in decisions, with 57.1% saying they were always involved in decisions about their care during pregnancy, and the remaining women saying that they were only sometimes involved or not involved in decisions.

**Figure 15. Comparison of relevant questions for women who gave birth in Our Lady of Lourdes Hospital with the national average.**



**Figure 16. Scores for questions about involvement in decisions, confidence and trust and respect and dignity for women who gave birth in Our Lady of Lourdes Hospital.**



## In their own words: analysis of women's comments

Three survey questions (questions 61-63) asked women to provide additional information, in their own words, on their maternity experiences. These free-text questions allowed women to give a more in-depth description of specific aspects of their maternity care. In total, 203 comments were received from women who gave birth in Our Lady of Lourdes Hospital.

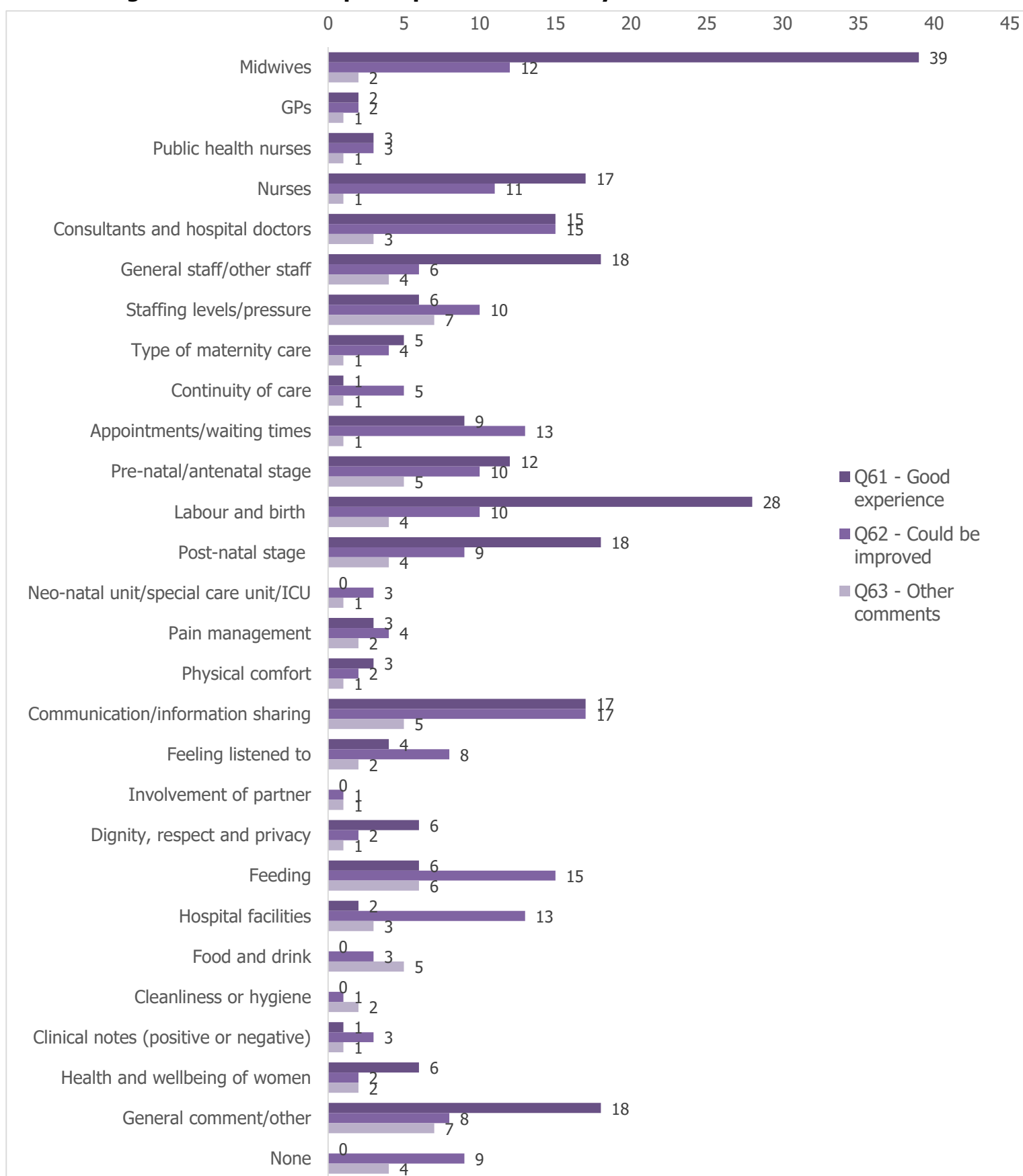
Figure 17 shows the breakdown of comments by theme for each of the three open-ended questions. Q61 asked women what was particularly good about their maternity care, Q62 asked women what could be improved, and Q63 asked women if there were any other aspects of their maternity care experience that they would like to describe.

For Q61, most of the comments related to the 'midwives', 'labour and birth' and 'general staff/other staff' themes. For Q62, most comments related to the 'consultants and hospital doctors', 'communication/information sharing', and 'feeding' themes. Finally, most responses to Q63 related to the 'general and other comment', 'staffing levels/pressure', and 'feeding' themes.

It is notable that midwives feature strongly in the responses for each of the three questions. There are many more positive comments than suggestions for improvement relating to midwives, which likely reflects the nature and importance of the interactions that women have with midwives during labour and birth.

Examples of the comments received in response to each free-text question are provided in Figure 18.

**Figure 17. Number of participant comments by theme.**



## Figure 18. Sample comments.

### Q61. Positive comments

"The care provided by the midwives was excellent - first class care for mum and baby - both on a medical basis and also in terms of supporting mums after the birth of the baby."

"I got to meet the whole team over the course of my pregnancy and was put completely at ease during the labour. Everything I needed to know was explained and at the right time so I didn't feel overwhelmed."

"The aftercare I received from the midwives and nurses on the ward was also excellent despite them being very understaffed."

### Q62. Suggestions for improvement

"Booking appointment (12 week scan). The letter posted out for this appointment could be improved by including details of what will happen and who the woman will be seen by at this scan. Time was spent with a nurse, a midwife, a sonographer and bloods were taken in the hospital lab. It would have been beneficial to know this in advance instead of turning up with no idea of what the appointment entailed."

"I had an unplanned caesarean...I requested to speak to the surgeon or a doctor before the operation, but this never happened. I would have been a lot less nervous going into surgery if I had been briefed by a doctor beforehand."

"I would have liked a visit from a lactation consultant to discuss breastfeeding issues."

### Q63. Other comments

"Breastfeeding support post-natally needs to be improved and also staffing levels."

"The prenatal clinic is pretty stressful with wait times. The appointment time appears to be a guideline only. I understand a delay of previous patients can result in a delay but wait times can be 3 to 4 hours even with a early time. Review of how this is scheduled could benefit patients."

"I would like to say that because of the care of the midwives I had a very positive pregnancy and birth even though it did not go as ideally as I thought."

## Conclusion

### What were women's experiences of maternity care in Our Lady of Lourdes Hospital in October 2019?

Most of the participants who gave birth in Our Lady of Lourdes Hospital has a positive experience of maternity care, with 90% saying they had a good or very good overall experience, compared with 85% nationally.

Across each stage of care from antenatal care through to postnatal care at home, women who gave birth in Our Lady of Lourdes Hospital rated their care as similar to the national average. 68% of women who gave birth in Our Lady of Lourdes Hospital said that they were offered a choice of they type of maternity care they would receive.

Women's rating of a question on information about mental health before leaving hospital was significantly above the national average. The lowest rated questions were Q9 and Q38, which asked whether women received enough information about mental health changes that may occur while they were pregnant, and whether women received enough emotional support from healthcare professionals while their baby was in the neonatal unit.

The responses to the three free-text questions provided very detailed information on women's experiences while in Our Lady of Lourdes Hospital and the maternity care they received in the community before and after giving birth. These comments identified the caring and helpful attitudes of healthcare professionals but also highlighted the difficulties that some women experienced in accessing help when they needed it.

The findings of the National Maternity Experience Survey will be used by Our Lady of Lourdes Hospital and community maternity care providers in the area to improve the maternity experiences of women who give birth in the hospital.



## Appendix 1: Areas that scored above or below the national average

### Improvement map

It is important for maternity care providers to know if they scored above or below the national average for each question, and this is shown in the improvement map in Figure 19. The improvement map also shows which questions are related to patients' overall experience in hospital. Some questions had a stronger relationship with overall experience than others.

For example, Question 38, which asked women if they received sufficient emotional support while their child was in a neonatal unit, had a strong relationship with overall experience. This means that women who said they received sufficient emotional support while their baby was in a neonatal unit were very likely to give a positive rating of their overall experience. Women who did not receive emotional support tended to give more negative ratings of their overall experience.

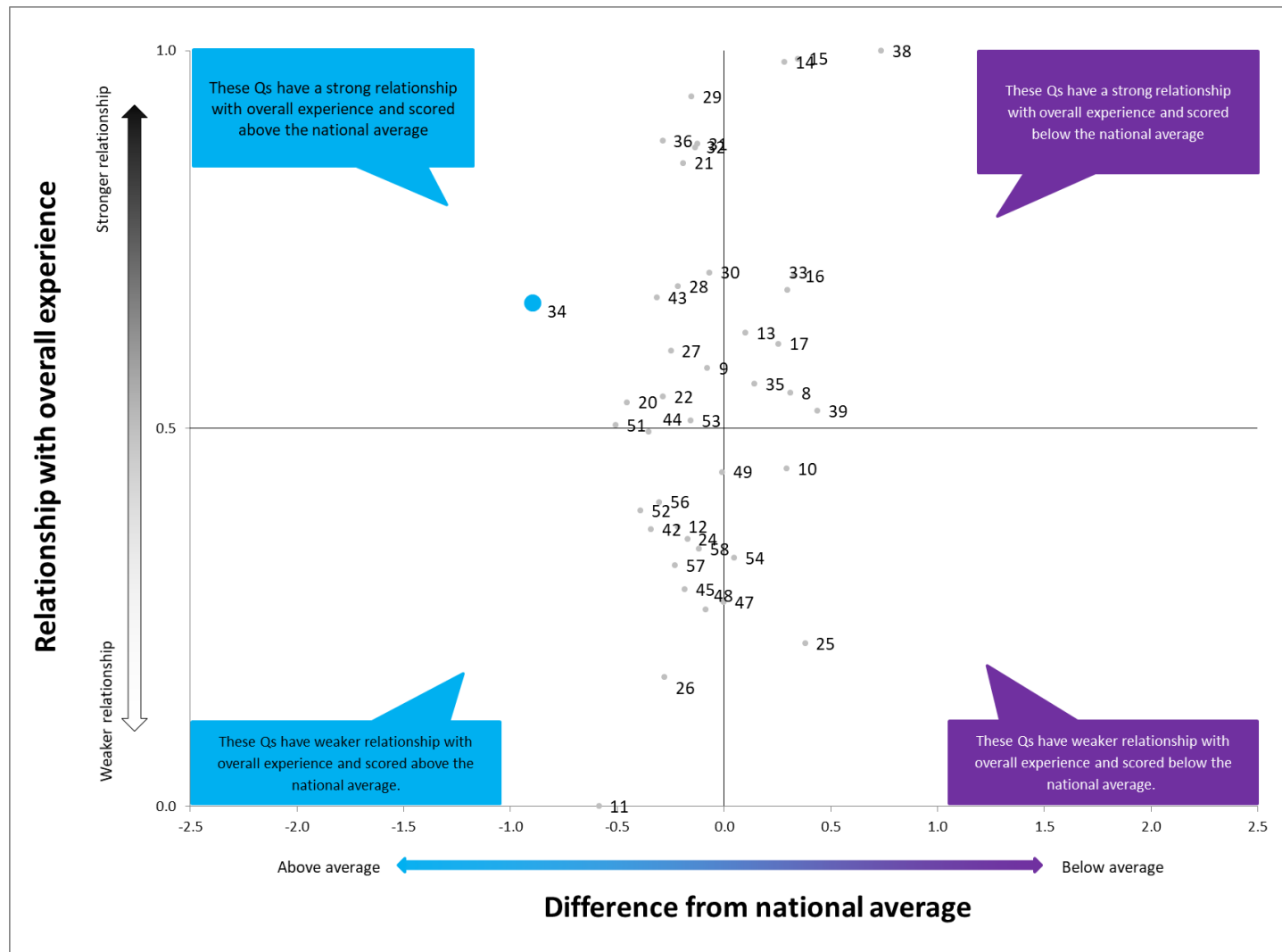
Other questions had a weaker relationship with overall experience – this means that patients' experiences in these areas had little bearing on how they rated their overall experience. An example is Question 11, which asked women if they received enough information about giving up smoking during pregnancy. The relationship between information about smoking and women's ratings of their overall experience was weak. This means that even if women received enough information about smoking while they were pregnant, they may have given negative ratings of their overall experience, or if they did not receive information, women may still have given positive ratings of their overall experience.

It is useful for maternity care providers to know which questions strongly relate to women's overall experience as these are the areas on which they should focus their improvement efforts.

In Figure 19, each dot shows a specific survey question relating to Our Lady of Lourdes Hospital. Questions at the top of the graph are strongly related to overall experience, while those at the bottom have a weaker relationship. Questions to the right of the graph scored below the national average, while those on the left scored above it.

The improvement map for each hospital is unique and gives specific information on where a hospital is doing well, and areas where improvements are needed. An interactive version of the improvement map is also available at [www.yourexperience.ie](http://www.yourexperience.ie), along with instructions on how to interpret it.

**Figure 19. Improvement Map for responses of women who gave birth in Our Lady of Lourdes Hospital**



## Appendix 2: Description of models of maternity care

There are multiple types of maternity care, often described as 'models' of maternity care, available across Ireland. Each model of maternity care involves a varied mix of maternity services and healthcare professionals. These models of care, and where they are provided, are described in detail below.

### **Public care**

Also known as combined care or shared care. Regular antenatal check-ups with midwives and or obstetricians in the hospital and, in most cases, with your general practitioner (GP). Labour and birth in the hospital. Postnatal care in a public ward in the hospital with subsequent postnatal check-ups in a community setting.

### **Consultant-led care private or semi-private**

Antenatal check-ups with a private obstetrician (chosen by the mother) with the option of sharing these with a GP as part of combined/shared care if you choose. Labour and birth in the hospital with care provided by your obstetrician/the obstetrician's team and hospital midwives. Postnatal care in a private or semi-private ward in the hospital with subsequent postnatal check-ups in a community setting.

### **DOMINO (Domiciliary In and Out)**

Antenatal check-ups with one midwife or a small team of midwives in the hospital or in a community setting, with the option of sharing these antenatal checks-ups with your GP as part of combined/shared care. Labour and birth in the hospital. Transfer home within 12-24 hours after birth. Postnatal care in a public ward in the hospital with subsequent postnatal check-ups in a community setting.

### **Midwifery-led care with birth in a midwifery-led unit (Cavan General and Our Lady of Lourdes Hospital Drogheda only)**

Antenatal check-ups with a midwife or a small team of midwives in a midwifery-led unit or in a community setting. Labour and birth in a midwifery-led unit. Postnatal care in a midwifery-led unit with subsequent postnatal check-ups in a community setting.

**Community midwifery team care**

Antenatal check-ups with a midwife or a small team of midwives in the hospital or in a community setting, with the option of sharing these antenatal check-ups with your GP as part of combined/shared care. Labour and birth in the hospital. Postnatal care in a public ward in the hospital with subsequent postnatal check-ups in a community setting.

**Home birth with hospital based or self-employed community midwives (SECM).**

Antenatal check-ups at home or in a community setting with either a hospital-based or self-employed community midwife (chosen by the woman). Labour and birth at home with care provided by a midwife. Postnatal care in a community setting.

## References

1. Department of Health. Creating a better future together: national maternity strategy 2016-2026. 2016.



# National Maternity Experience Survey

