

National Maternity Experience Survey 2025

St. Luke's General Hospital

Improving care experiences together



About this report

- The National Maternity Experience Survey offers people who have recently given birth the opportunity to share their experiences of Ireland's maternity services.
- The second National Maternity Experience Survey took place in 2025. This report contains findings from the 2025 survey for participants who gave birth at St. Luke's General Hospital.
- The report focuses on experiences of care provided by St. Luke's General Hospital during pregnancy, labour and birth, and after birth. The report also includes findings on experiences of care provided by GPs and public health nurses based in the community.
- This report presents scores out of 10 for survey questions, which were calculated based on participants' responses. Scores were also calculated for each of the stages of maternity care.
- More information on the National Maternity Experience Survey 2025 is available from <https://yourexperience.ie/maternity/about-the-survey/>

Survey overview

Survey questions

Care while you were pregnant (antenatal care)

Experiences of the type of maternity care received, information provided and communication with healthcare professionals during pregnancy.



17 questions

Care during your labour and birth

Experiences of interactions with healthcare professionals, pain management and involvement in decisions during labour and when giving birth.



10 questions

Care in hospital after the birth of your baby*

Experiences in hospital, such as the support and assistance provided by staff, and information provided on care and recovery.



8 questions

Specialised care**

Experiences of support in the neonatal unit, and overall ratings of the care received by the baby while in the unit.



3 questions

Feeding

Experiences of receiving information and support for feeding the baby.



6 questions

Care at home and in the community after the birth

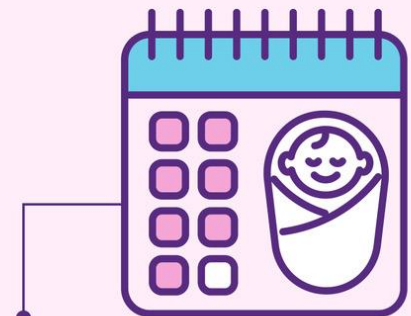
Experiences of support and advice from GPs, public health nurses and other healthcare professionals, while at home or in the community after birth.



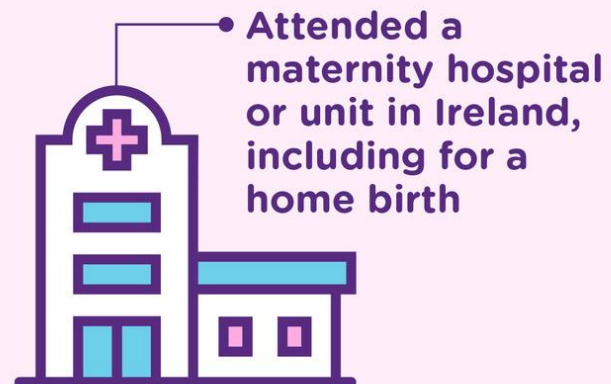
11 questions

Who was eligible to take part?

Aged 16 years or older



Gave birth in February or March 2025



Attended a maternity hospital or unit in Ireland, including for a home birth



Had a mobile telephone number registered with the maternity hospital or unit

Who took part in the survey?

- 206 people who gave birth at St. Luke’s General Hospital were invited to participate in the survey.
- 98 took part. This is a response rate of 48% (compared to the national rate of 42%).

Age of participants	Number	%
Under 25 years	8	8.2
25 to 29 years	13	13.3
30 to 34 years	32	32.7
35 to 39 years	33	33.7
40 years or older	12	12.2
Previous births	Number	%
None	46	46.9
1 or 2	48	49.0
3 or more	4	4.1

Ethnicity of participants	Number	%
White Irish	81	82.7
Irish Traveller	1	1.0
Any Other White Background	11	11.2
Black or Black Irish- African	1	1.0
Asian or Asian Irish- Indian/ Pakistani/ Bangladeshi	4	4.1
Long-term condition or disability	Number	%
Any long-term condition	16	16.3
No long-term condition	82	83.7



Areas of good experience

There were no questions that scored significantly above national average at St. Luke's General Hospital. The highest and lowest-scoring questions for each stage of care are highlighted throughout this report. A selection of comments highlighting areas of good experience is provided below.

Comments from participants

"Having previously had a late miscarriage I was extremely anxious throughout this pregnancy. Every one of the midwives were so understanding and helped to alleviate any concerns I had. They answered any questions I had, and there was a lot!"

"Any interaction I had with midwives in the hospital was excellent, during my pregnancy, labour and the postnatal period. Every single midwife who looked after me was kind, caring, made sure to fully inform me about what is happening and involved me in my own care and decision-making."

"The postnatal hub midwives that arrange groups to go to after you're home from the hospital with your baby. And also that they have a phone number where you can call them and ask them questions 7 days a week."

Areas for improvement

There were no questions that scored significantly below national average at St. Luke's General Hospital. The highest and lowest-scoring questions for each stage of care are highlighted throughout this report. A selection of comments highlighting areas of care that participants suggested could be improved is provided below.

Comments from participants

"I found the information, which I did seek out on maternity care options, to be lacking and very poor in nature and details."

"After labour I wasn't debriefed on my labour, for example when my catheter would come out, why I had to have a vaginal pack, how/when this would be removed etc. I also suffered from severe haemorrhoids which I felt were not that well managed. My pain relief was not sufficient initially. I requested stronger pain relief several times before eventually getting it after initial methods were not sufficient."

"One particular nurse on the ward gave me instructions regarding the care of my baby that I was not comfortable with, and that contradicted what other midwives had recommended. I believe the directions she gave me were outdated and no longer recommended. The nurse did not treat me with dignity or respect my views."

Care in pregnancy



- 66% of participants from St. Luke's General Hospital said that they were offered a choice about the type of maternity care they could receive.
- 88% of participants said that they were offered antenatal classes in pregnancy. 47% of participants said they did antenatal classes, while 40% did not do them. 10% of participants said they were not offered any antenatal classes in pregnancy.
- 84% of participants had some of their regular check-ups in pregnancy with their GP.

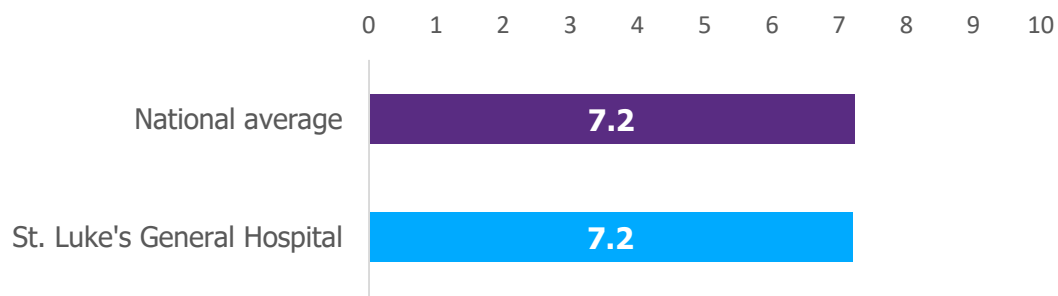
First healthcare professional seen when pregnant	Number	%
General Practitioner (GP) or family doctor	78	79.6
Midwife at maternity service	7	7.1
Obstetrician (doctor or consultant doctor) at maternity service	5	5.1
Healthcare professional at private scan clinic	7	7.1
Other	1	1.0

Type of maternity care in pregnancy	Number	%
Obstetrician public clinic at the hospital	38	38.8
Midwife clinic at the hospital	18	18.4
'Domino scheme': midwife-led care in community	14	14.3
Community midwife clinic	6	6.1
Obstetrician semi-private clinic	1	1.0
Obstetrician private clinic	14	14.3
Pregnancy check-ups in another country	1	1.0
Attended pregnancy check-ups at another service	6	6.1

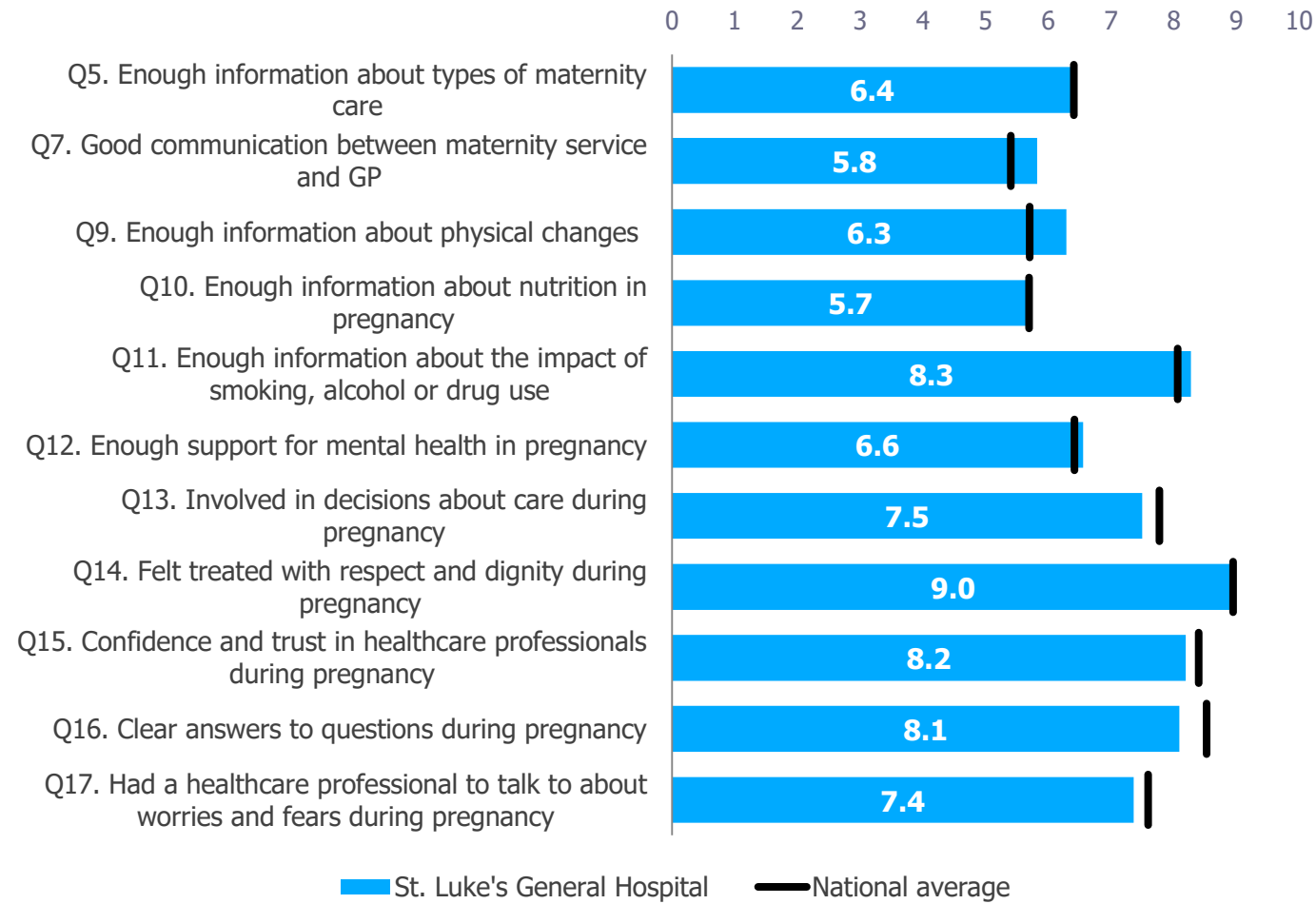
Scored questions for care in pregnancy

- **Highest-scoring question:** 80% of participants (78 of 97) said that they always felt treated with respect and dignity in pregnancy.
- **Lowest-scoring question:** 22% of participants (20 of 93) said that they did not receive enough information about nutrition in pregnancy.

Overall average score for care in pregnancy



Average scores out of 10 for individual questions



Care during labour and birth

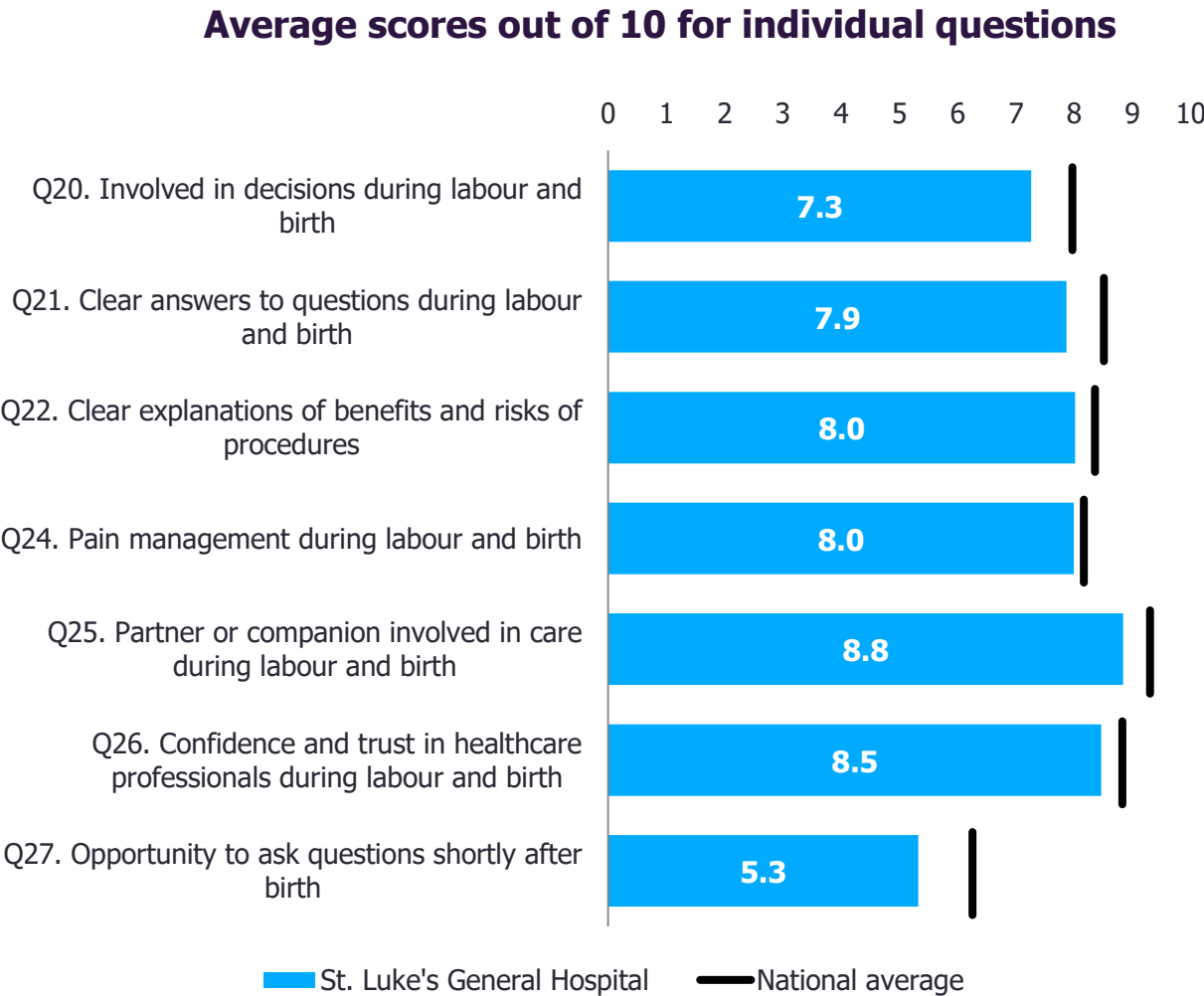
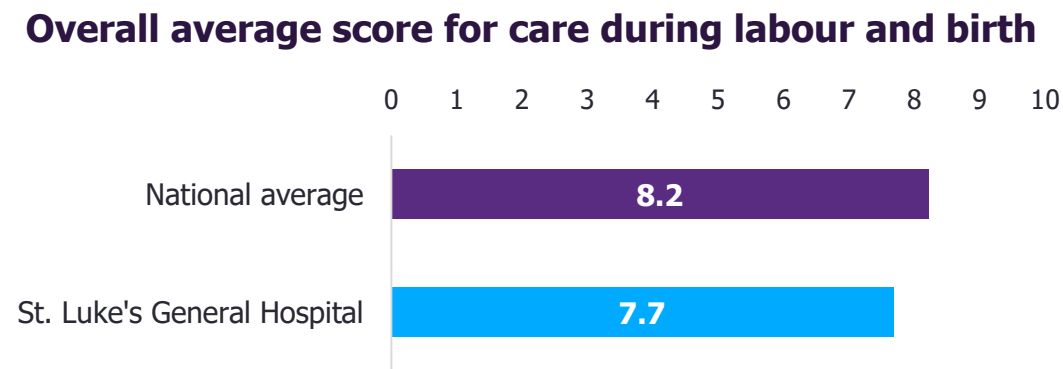
- 44% of survey participants at St. Luke’s General Hospital said their labour was induced.

Type of birth for survey participants	Number	%
Vaginal birth (no forceps or ventouse suction cup)	33	33.7
Assisted vaginal birth (with forceps or ventouse suction cup)	13	13.3
Planned caesarean birth	27	27.6
Unplanned caesarean birth	25	25.5
Participant left alone by healthcare professionals at a time when it worried them	Number	%
Yes, during early labour	12	12.2
Yes, during the later stages of labour	7	7.1
Yes, during the birth	1	1.0
Yes, shortly after the birth	12	12.2
No	73	74.5



Scored questions for care during labour and birth

- **Highest-scoring question:** 88% of participants (84 of 95) said that their partner or companion was involved in their care during labour and birth as much as they wanted them to be.
- **Lowest-scoring question:** 38% of participants (35 of 92) said that they did not have the opportunity to ask questions about their labour and birth shortly after the baby was born.

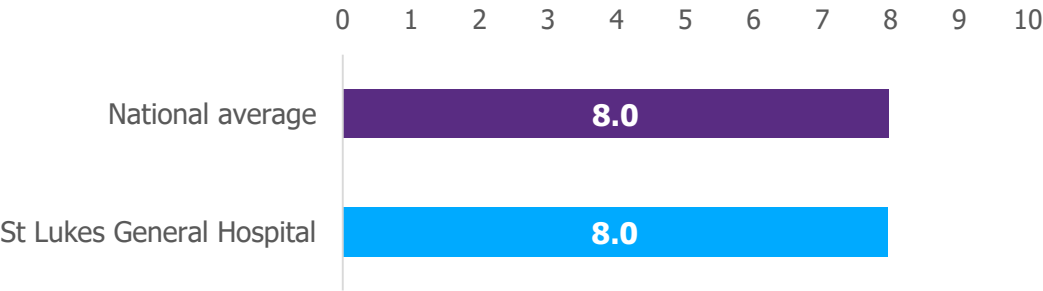




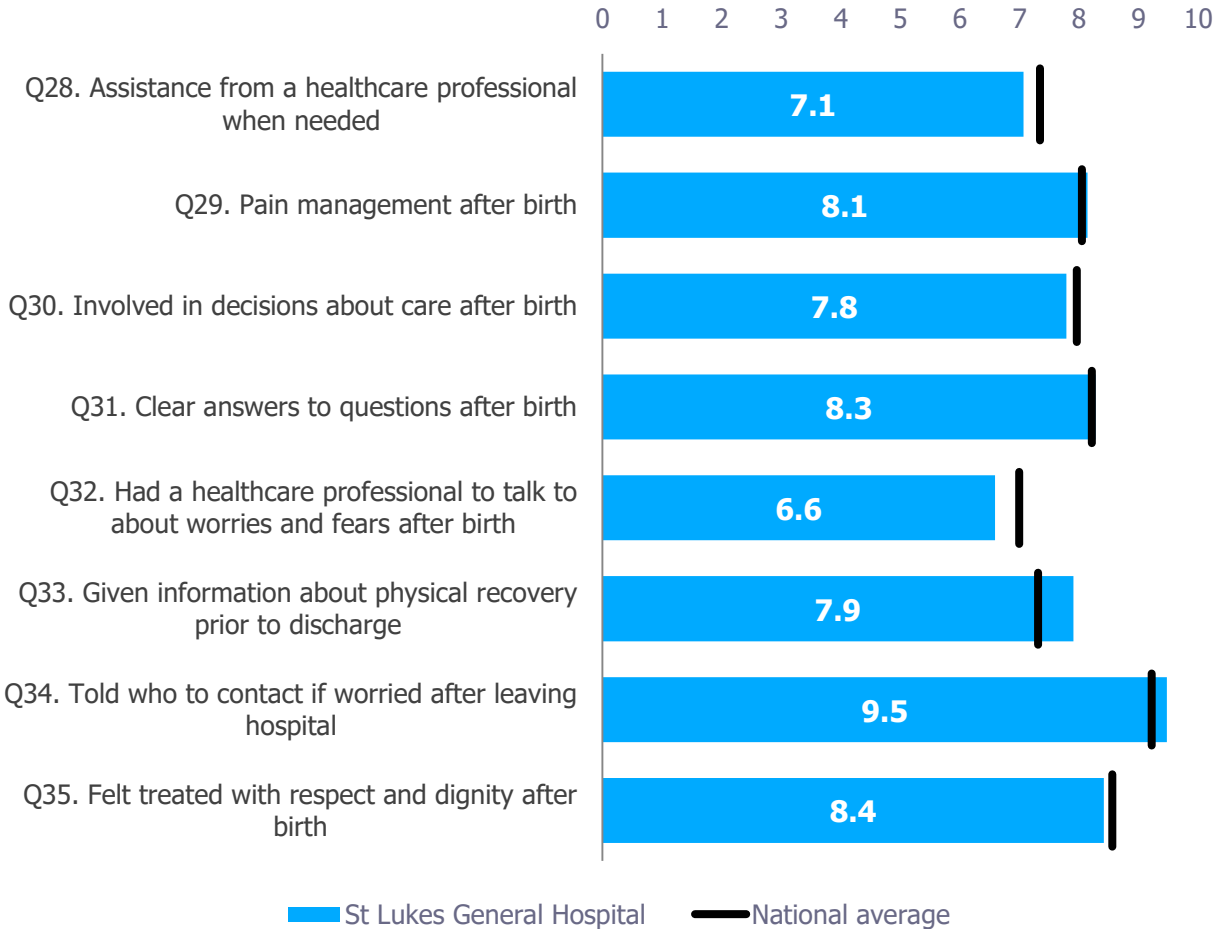
Scored questions for care in hospital after birth

- **Highest-scoring question:** 95% of participants (91 of 96) said that before they were discharged, they were told who to contact if they were worried about their own health or their baby's health after leaving hospital.
- **Lowest-scoring question:** 15% of participants (14 of 91) said that they did not have a healthcare professional that they could talk to about their worries and fears in hospital after the birth.

Overall average score for care in hospital after birth



Average scores out of 10 for individual questions

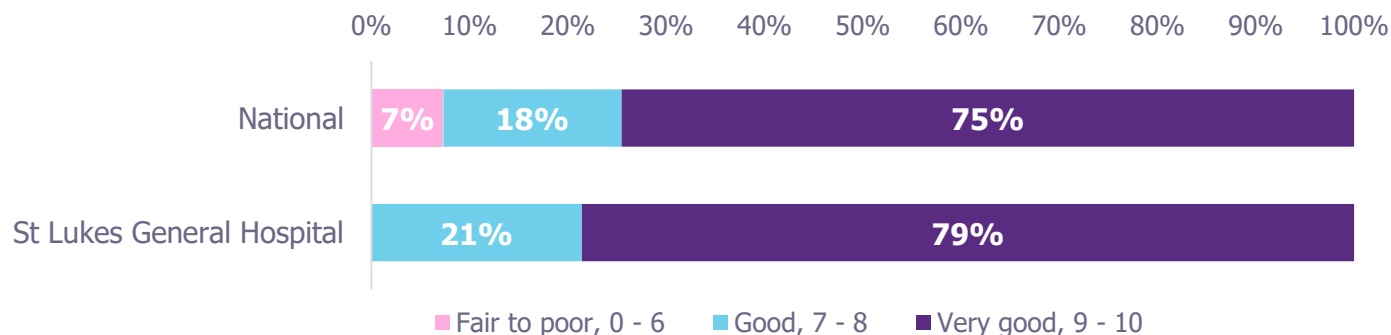


Specialist care in the neonatal unit



- 13 survey participants (14%) at St. Luke's General Hospital said that their baby spent time in the neonatal unit following the birth.
- Of these participants:
 - 50% said that they always received enough emotional support from healthcare professionals while their baby was in the neonatal unit
 - 21% said that they sometimes received enough emotional support
 - 21% said that they did not receive enough emotional support
 - 7% could not remember if they received emotional support.

Overall rating of experience of care in the neonatal unit



Infant feeding

In the first few days after birth:

- 24% of participants fed their baby with breast milk only.
- 50% fed their baby with formula milk only.
- 27% fed their baby with both breast and formula milk.

Healthcare professional discussed feeding options		
	Number	%
Yes, during pregnancy	64	65.3
Yes, during labour or immediately after birth	18	18.4
Yes, after birth while in hospital	35	35.7
Yes, after birth while at home	17	17.3
No	7	7.1
Did not want or need discussion of different options	8	8.2

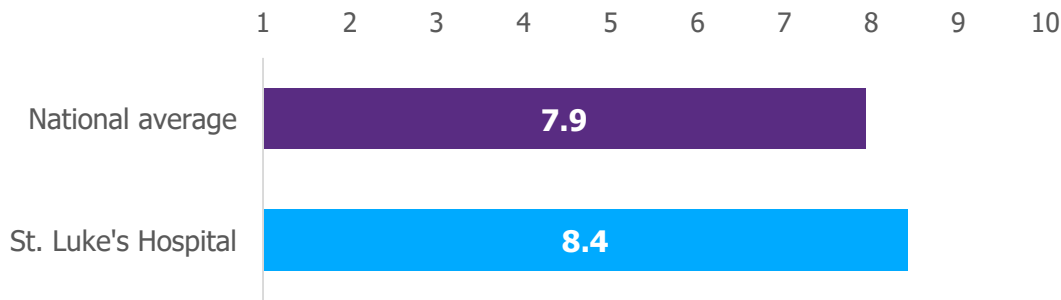
Sources of breastfeeding support		
	Number	%
Midwife(s) in hospital	48	50.5
Hospital lactation consultant	33	34.7
Postnatal community midwives	12	12.6
Postnatal hub midwife	12	12.6
Public Health Nurse	31	32.6
GP	4	4.2
Practice nurse	1	1.1
Community breastfeeding support groups or volunteers	3	3.2
Private lactation consultant	3	3.2
Friends or family	7	7.4
Did not need support	2	2.1
Did not want to breastfeed	40	42.1

Scored questions for infant feeding

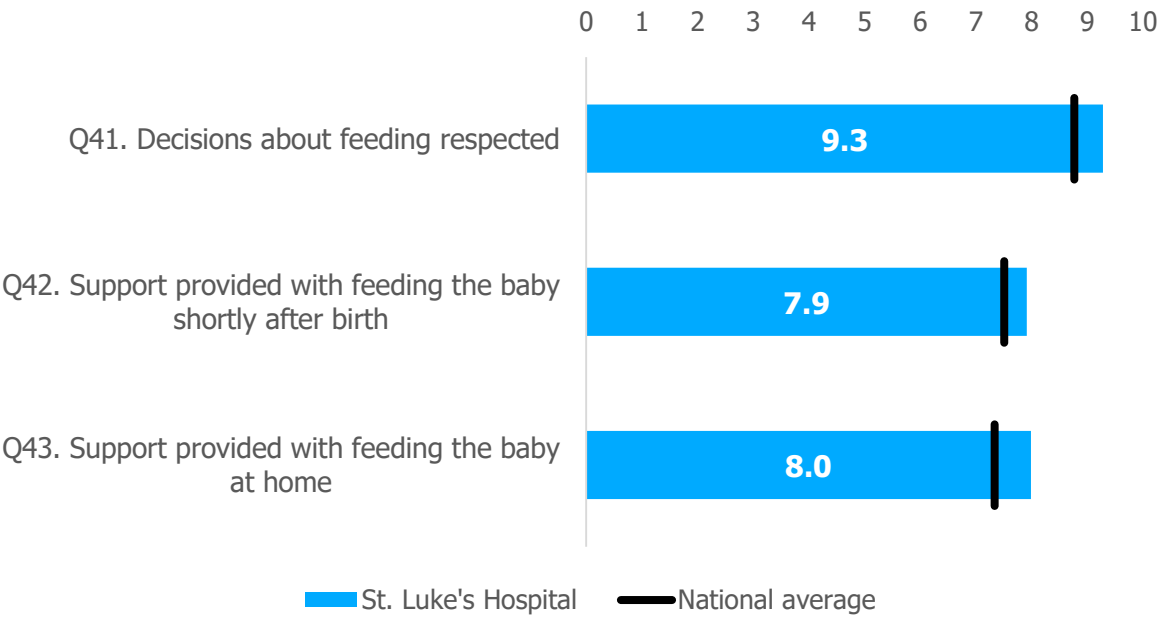


- **Highest-scoring question:** 89% of participants (87 of 98) said their decisions about how they wanted to feed their baby were always respected.
- **Lowest-scoring question:** 12% of participants (11 of 96) said that healthcare professionals did not give them adequate support with feeding their baby in hospital shortly after the birth.

Overall average score for infant feeding



Average scores out of 10 for individual questions



Care at home and in the community after birth



Healthcare professionals met after the birth of the baby

	Number	%
Postnatal community midwife at home	23	23.5
Postnatal community midwife at a community clinic (including a Postnatal Hub)	28	28.6
Public Health Nurse at home	92	93.9
Public Health Nurse at a community clinic	26	26.5
GP	70	71.4
Obstetrician at hospital clinic	11	11.2
Midwives and or paediatricians at hospital baby clinic	11	11.2
Other professionals	9	9.2

Healthcare professionals who provided mental health support during pregnancy or after birth

	Number	%
GP	36	38.7
Public Health Nurse	42	45.2
Midwife	24	25.8
Obstetrician	3	3.2
Perinatal mental health midwife	3	3.2
Psychiatrist	1	1.1
Psychologist	1	1.1
Mental health social worker	1	1.1
Other professionals	4	4.3
None of the above	31	33.3

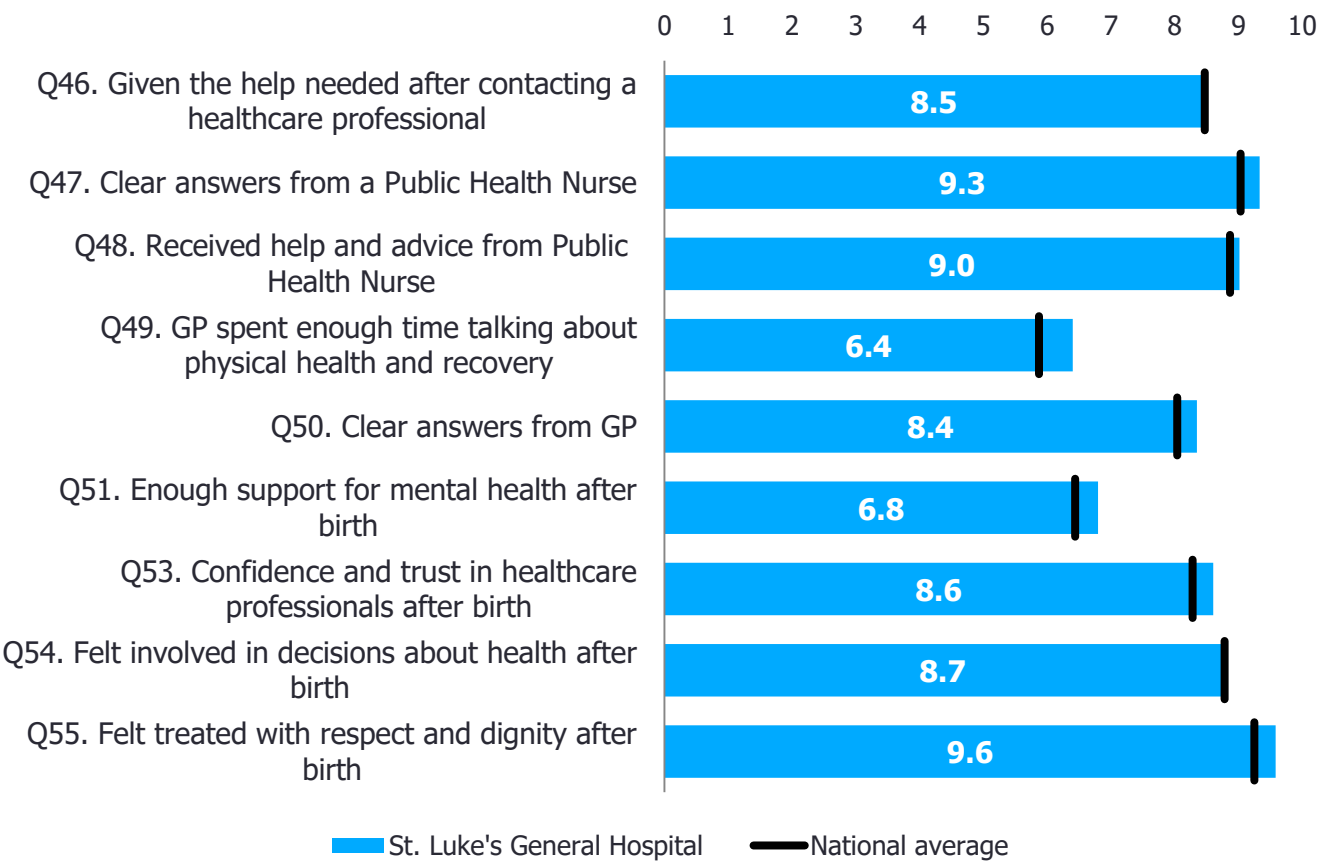
Scored questions on care at home after birth



Note: The questions for this stage of maternity care explored participants' experiences of postnatal care in the community, which included care from Public Health Nurses and GPs.

Average scores out of 10 for individual questions

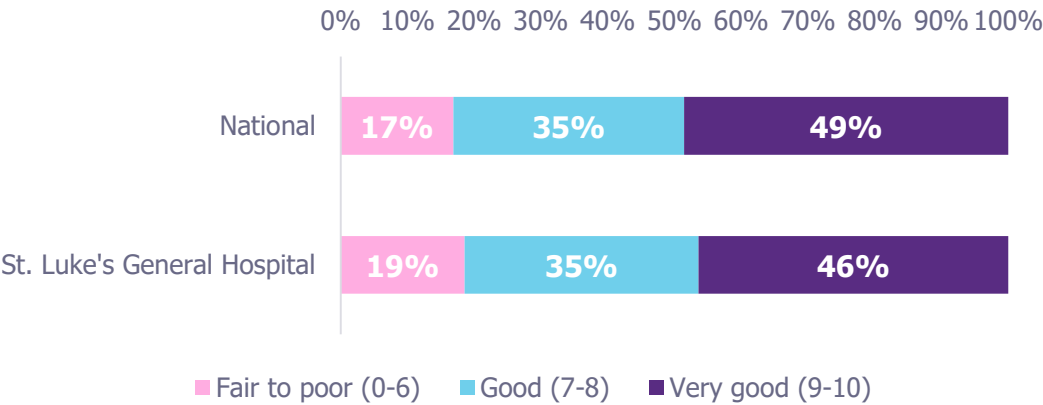
- **Highest-scoring question:** 93% of participants (90 of 97) said they were always treated with respect and dignity in the care they received at home or in the community after the birth of their baby.
- **Lowest-scoring question:** 25% of participants (24 of 96) said that their GP did not spend enough time talking to them about their physical health and recovery at the postnatal check-up, six weeks after the birth.



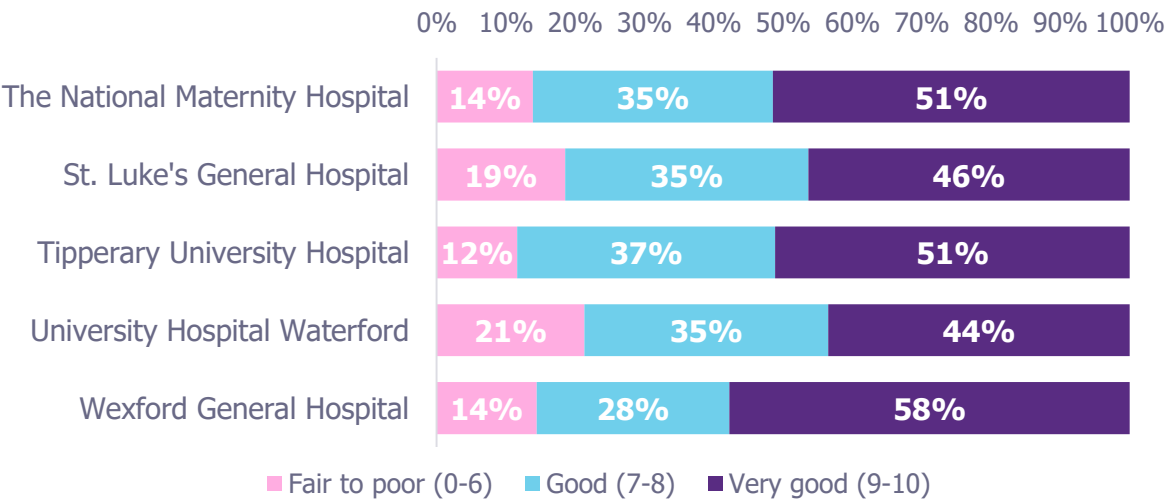
Overall experience of maternity care

- 77% of survey participants who gave birth at St. Luke's General Hospital said that their decisions about their maternity care were always respected by healthcare staff. 21% said their decisions were sometimes respected, while 2% said their decisions about their maternity care were not respected.
- 37% of participants said that they knew how and where to give feedback or make a complaint if they wanted to do so, while 37% said they did not know. 27% said they did not wish to give feedback or make a complaint.
- 81% of participants who gave birth at St. Luke's General Hospital said they had a good or very good overall experience (overall rating between 7 and 10), compared to 83% nationally. 19% of participants said they had a fair to poor experience of care.

Overall experience of care



Overall experience of care - HSE Dublin and South East health region



Comments from survey participants

- When survey participants at St. Luke's General Hospital were asked what was good about their care and what could be improved, they most commonly referred to the interpersonal interactions they had with healthcare staff.
- The theme of information sharing and explanations from healthcare staff was also frequently raised in participants' comments on both positive and negative aspects of their care.

"The care and compassion shown by the midwives and doctors in the maternity unit. They were all reassuring and so kind to me. I felt very supported and very well looked after."

"I was talked through everything really well by everyone at every stage of my journey and knew what was happening and why."

"The doctors calling made zero effort to engage in conversation and were coldly there doing their duties quickly and with zero interaction."

"Would have liked someone to go through the labour with me as it was quite scary, turned into a bit of emergency, and I would like to know exactly what happened."

Changes since 2020 survey

- Survey findings from 2025 were compared with survey findings from 2020 to see whether there were any significant increases or decreases in survey question scores at St. Luke's General Hospital.
- There were no significant increases in scores for any survey questions between 2020 and 2025 at St. Luke's General Hospital.
- Between 2020 and 2025, scores for four areas of care experience showed a significant decrease:
 - Involvement in decisions during pregnancy.
 - Clear answers to questions in pregnancy.
 - Partner involvement in labour and birth.
 - Help and advice from Public Health Nurse about baby's health and progress.

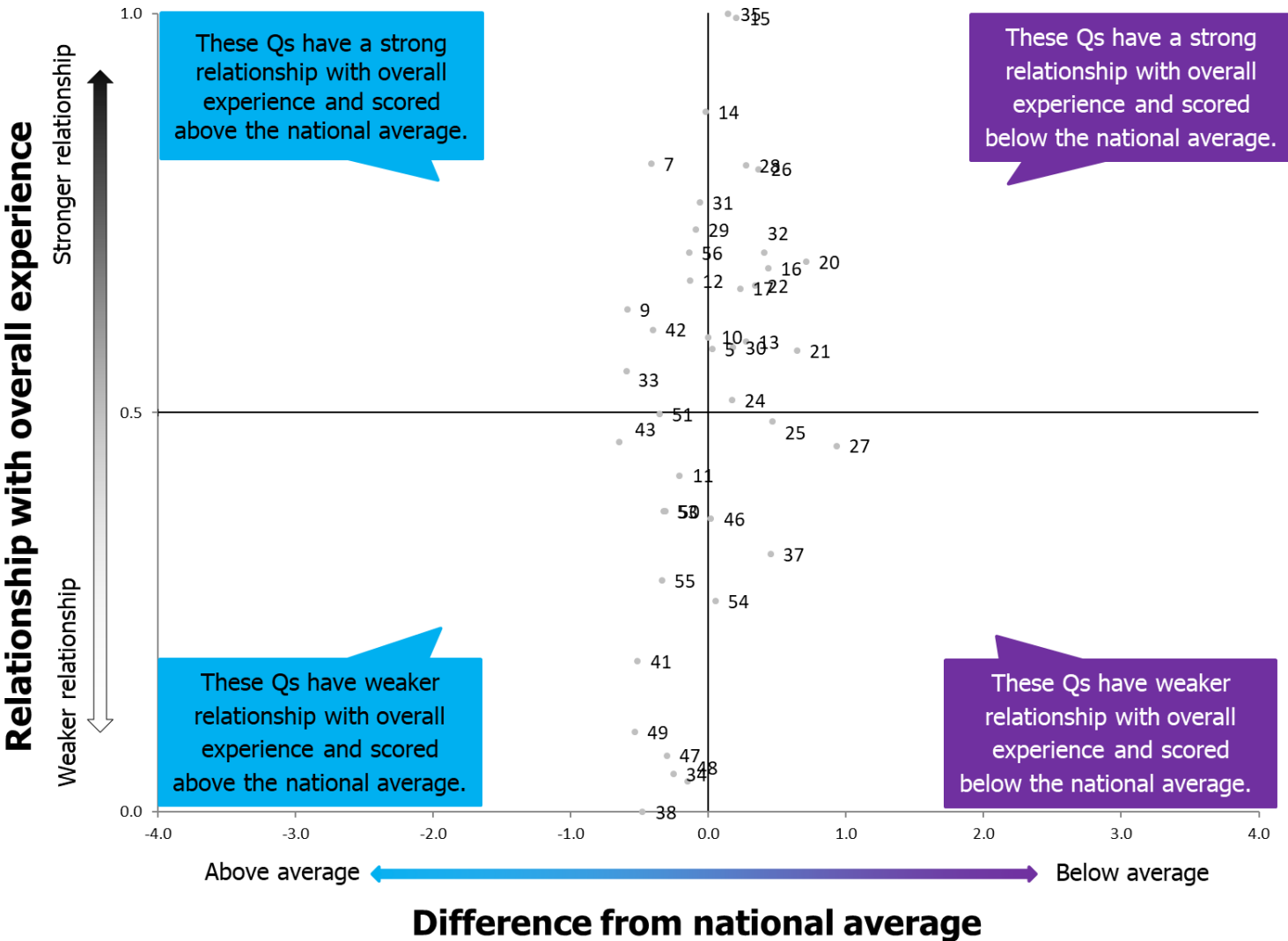
Conclusion

- There were no questions that scored significantly above or below national average for participants at St. Luke's General Hospital.
- 81% of participants who gave birth at St. Luke's General Hospital said they had a good or very good overall experience; this is lower than the national figure (83%).
- Between 2020 and 2025, there were significant decreases in scores for four areas of care experience at St. Luke's General Hospital.

Appendix 1

Improvement map St. Luke's General Hospital

- The improvement map shows which questions scored above or below the national average, and which questions are related to participants' overall maternity care experience.
- Questions that scored significantly above average and had a stronger relationship with overall experience are areas of good experience, highlighted in blue.
- Questions that scored significantly below average and had a stronger relationship with overall experience are areas that may need improvement, highlighted in purple.
- More information on the science behind the improvement map can be found in the national report on www.yourexperience.ie.





More information on the National Maternity Experience Survey 2025 is available from www.yourexperience.ie:

- National results ([click here](#))
- Interactive results ([click here](#))

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