

# National Maternity Experience Survey 2025

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## Tipperary University Hospital

Improving care experiences together

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## 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 Tipperary University Hospital.
- The report focuses on experiences of care provided by Tipperary University 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



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



Gave birth in February or March 2025



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

# Who took part in the survey?

- 96 people who gave birth at Tipperary University Hospital were invited to participate in the survey.
- 43 took part. This is a response rate of 45% (compared to the national rate of 42%).

Age of participants	Number	%
Under 25 years	2	4.7
25 to 29 years	10	23.3
30 to 34 years	19	44.2
35 to 39 years	9	20.9
40 years or older	3	7.0
Previous births	Number	%
None	14	32.6
1 or 2	21	48.8
3 or more	8	18.6

Ethnicity of participants	Number	%
White Irish	36	83.7
Any Other White Background	4	9.3
Asian or Asian Irish- Chinese	1	2.3
Asian or Asian Irish- Indian/ Pakistani/ Bangladeshi	2	4.7
Long-term condition or disability	Number	%
Any long-term condition	5	11.6
No long-term condition	38	88.4



## Areas of good experience

### **Information about nutrition during pregnancy | Q10**

67% of survey participants at Tipperary University Hospital (28 out of 42) said that they definitely received enough information about nutrition during pregnancy.

### **Information about the impact of smoking, alcohol or drug use | Q11**

86% of survey participants at Tipperary University Hospital (30 out of 35) say that they definitely received enough information about the impact of smoking, alcohol or drug use during pregnancy.

*These questions scored significantly above national average.*

## Comments from participants

"The staff in Tipperary University Hospital were incredible throughout both my pregnancy and my labour and birth. They couldn't have been more helpful. I felt I could ask any questions I had without judgement and they were always there to help. I couldn't praise them enough they were just excellent!"

"Midwives were so friendly, made you feel comfortable to ask about anything without feeling silly."

## Areas for improvement

*There were no questions that scored significantly below national average for participants at Tipperary University 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

"The prenatal clinic has some serious issues that need improving, such as more staff! Waiting for 2 hours to be seen isn't good enough! Also I found the doctors to be dismissive and rushed."

"Speak about mental health from the beginning of pregnancy, I struggled but was too embarrassed to bring it up."

"Parents of babies in the neonatal wards need to be welcomed and treated with respect. Midwives and staff in the neonatal wards need to be understanding and kind. Compassion training is needed for staff."



# Care in pregnancy



- 58% of participants from Tipperary University Hospital said that they were offered a choice about the type of maternity care they could receive.
- 95% of participants said that they were offered antenatal classes in pregnancy. 36% of participants said they did antenatal classes, while 60% did not do them. 5% of participants said they were not offered any antenatal classes in pregnancy.
- 95% of participants had some of their regular check-ups in pregnancy with their GP.

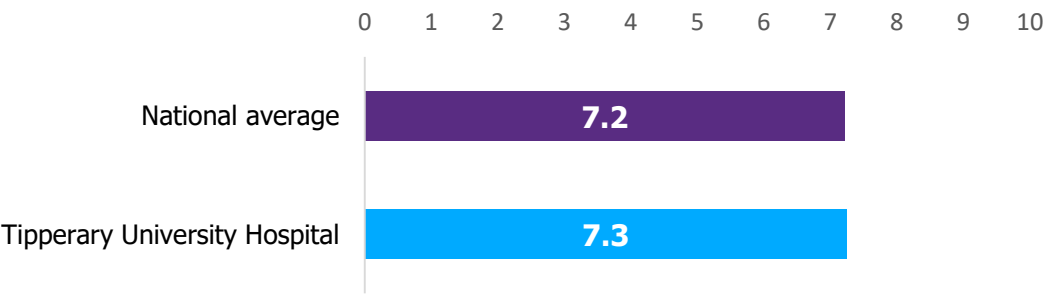
First healthcare professional seen when pregnant	Number	%
General Practitioner (GP) or family doctor	35	81.4
Midwife at maternity service	1	2.3
Obstetrician (doctor or consultant doctor) at maternity service	2	4.7
Healthcare professional at private scan clinic	1	2.3
Other	4	9.3

Type of maternity care in pregnancy	Number	%
Obstetrician public clinic at the hospital	23	53.5
Midwife clinic at the hospital	12	27.9
'Domino scheme': midwife-led care in community	1	2.3
Community midwife clinic	2	4.7
Obstetrician private clinic	4	9.3
Did not have check-ups in pregnancy	1	2.3

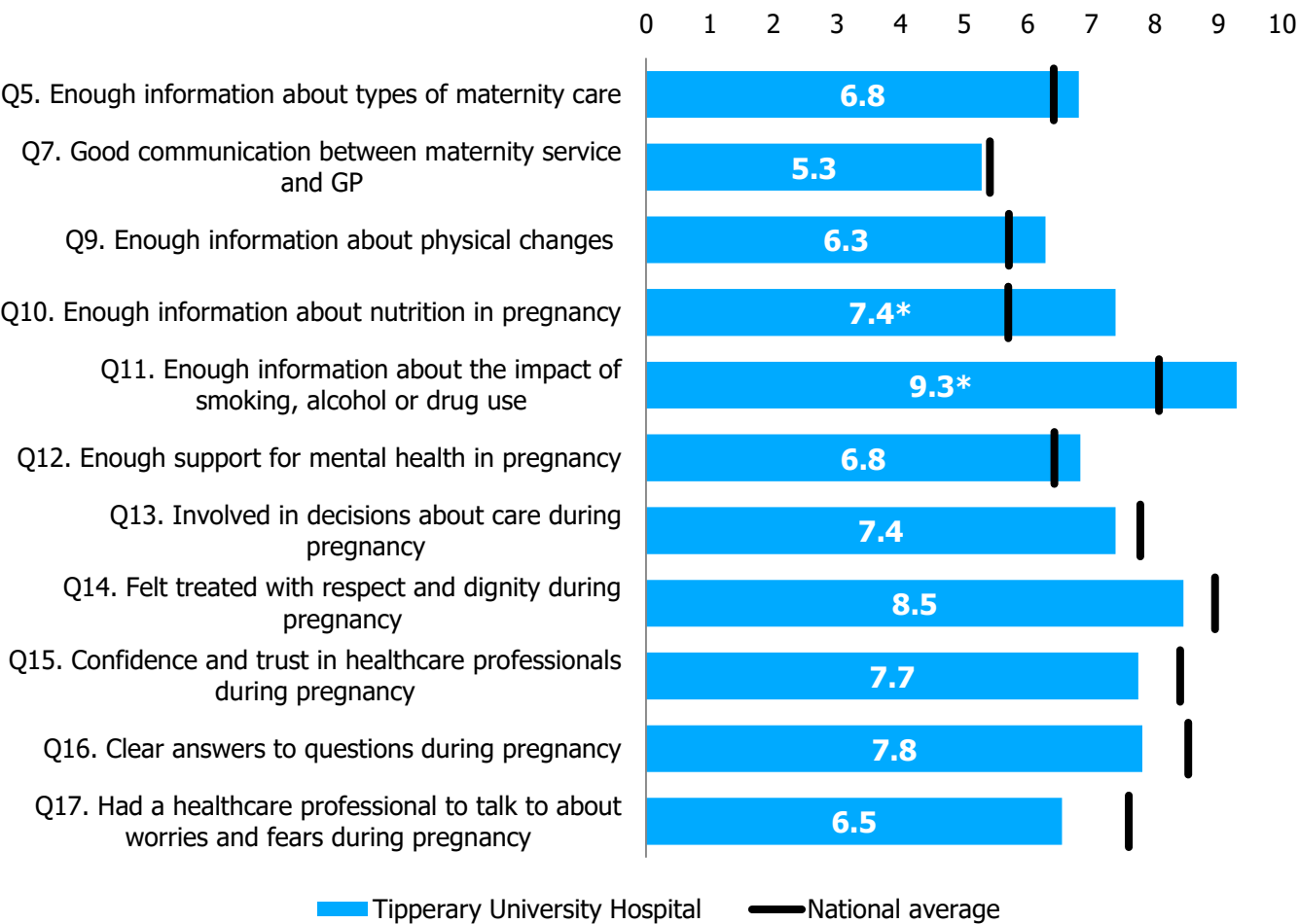
# Scored questions for care in pregnancy

- **Highest-scoring question:** 86% of participants (30 of 35) said they definitely received enough information about the impact of smoking, alcohol or drug use during pregnancy.
- **Lowest-scoring question:** 36% of participants (13 of 36) did not feel there was good communication about their care in pregnancy between the maternity service and their GP.

## Overall average score for care in pregnancy



## Average scores out of 10 for individual questions



\* Indicates statistically significant difference from the national average.



# Care during labour and birth

- 47% of survey participants at Tipperary University Hospital said their labour was induced.

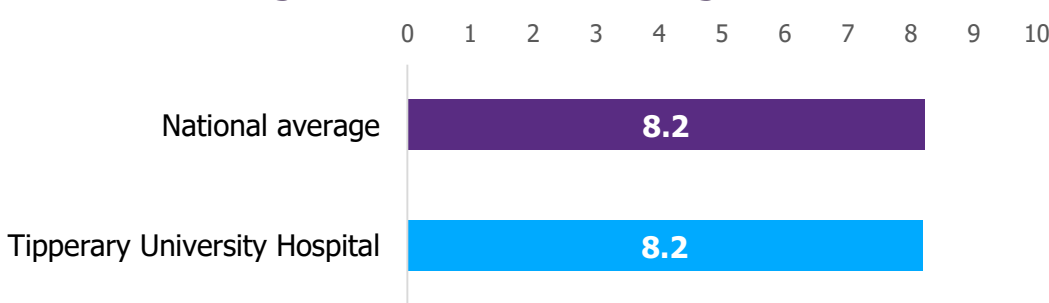
Type of birth for survey participants	Number	%
Vaginal birth (no forceps or ventouse suction cup)	21	48.8
Assisted vaginal birth (with forceps or ventouse suction cup)	4	9.3
Planned caesarean birth	12	27.9
Unplanned caesarean birth	6	14.0
Participant left alone by healthcare professionals at a time when it worried them	Number	%
Yes, during early labour	5	11.6
Yes, shortly after the birth	4	9.3
No	34	79.1



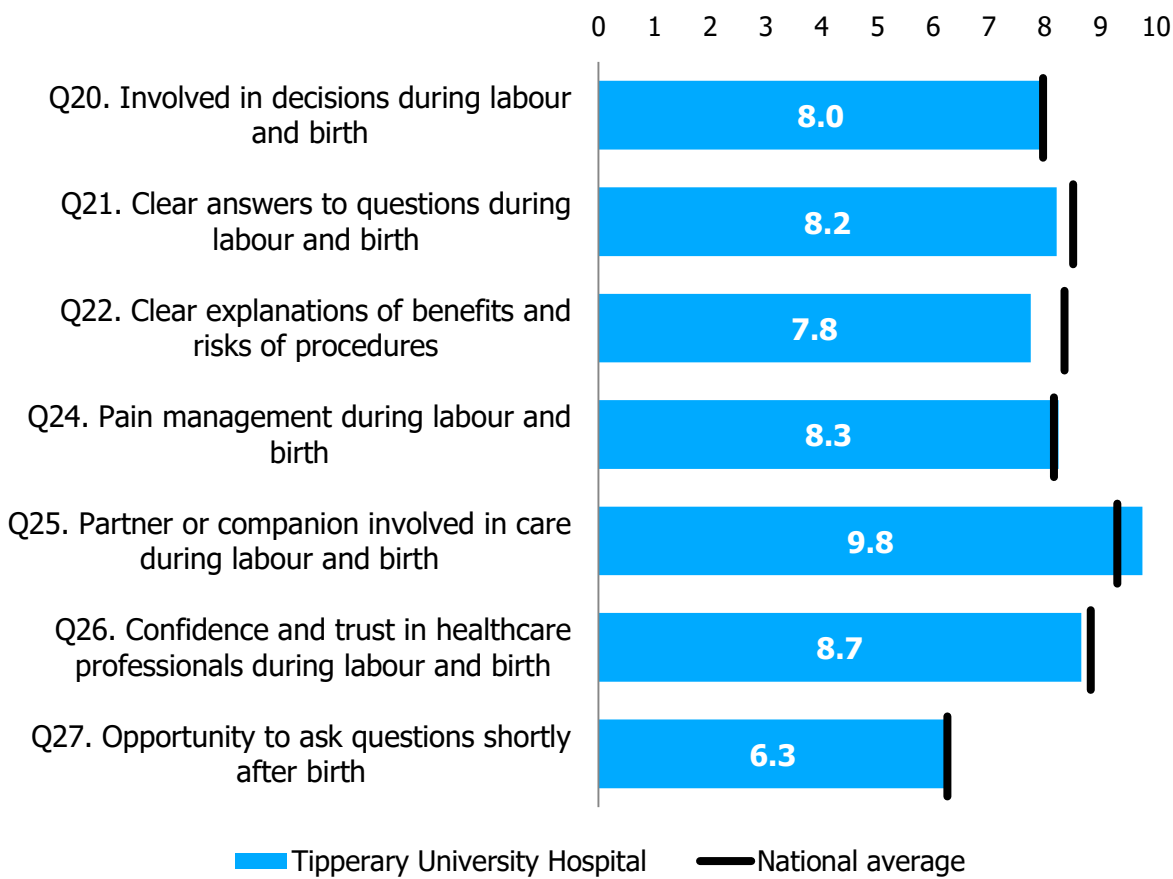
# Scored questions for care during labour and birth

- **Highest-scoring question:** 98% of participants (40 of 41) 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:** 25% of participants (9 of 36) said they did not have the opportunity to ask questions about their labour and birth shortly after the baby was born.

## Overall average score for care during labour and birth



## Average scores out of 10 for individual questions

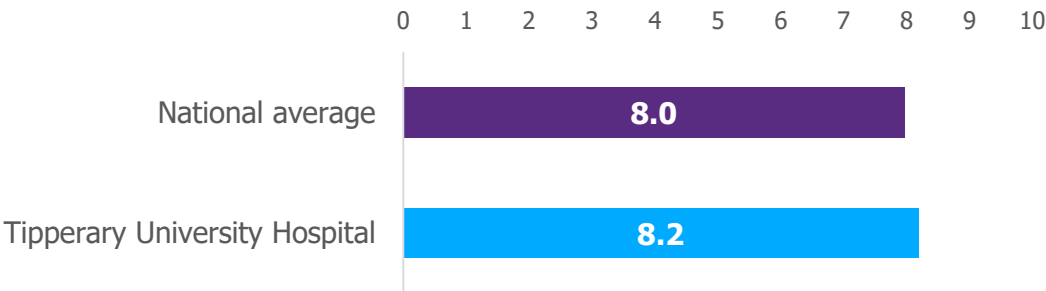




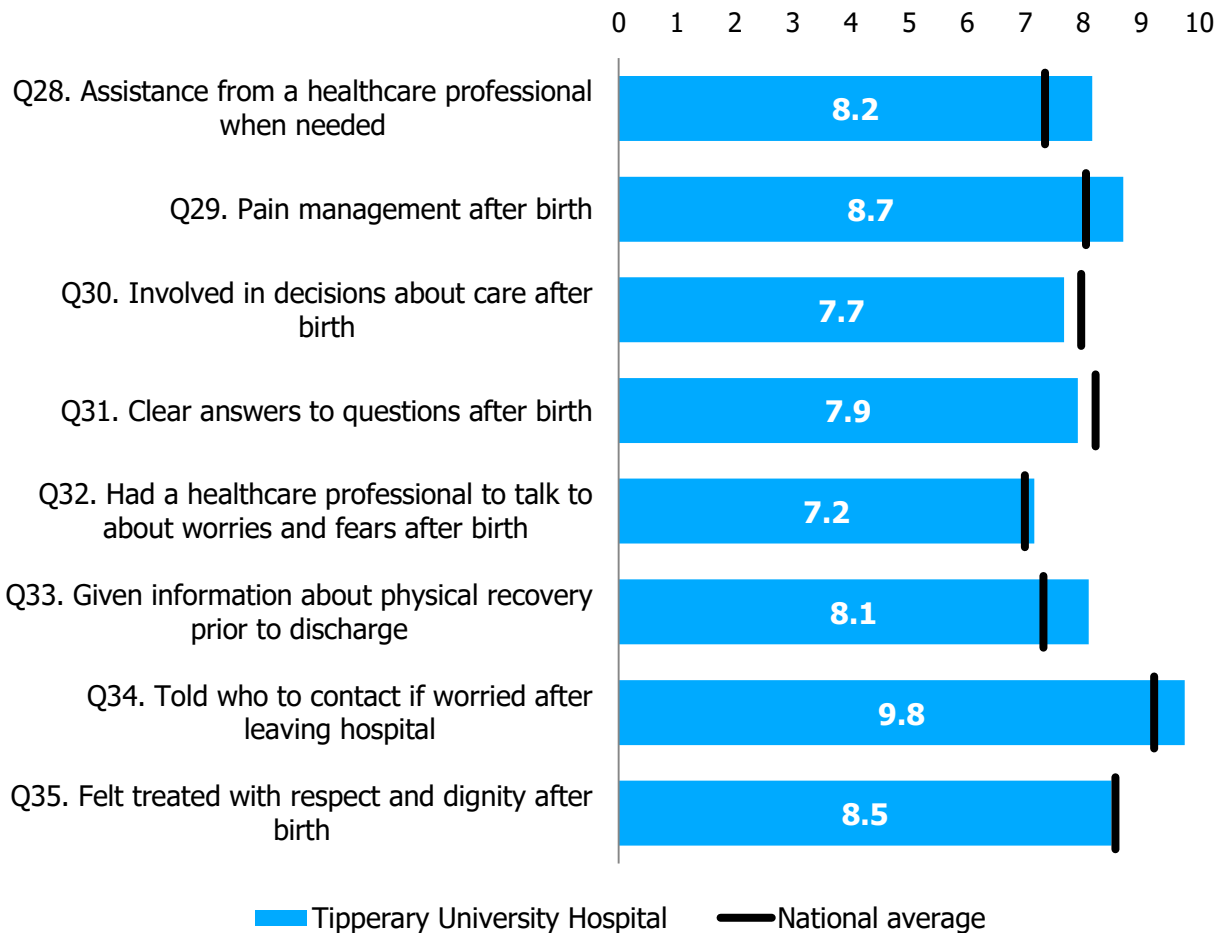
# Scored questions for care in hospital after birth

- **Highest-scoring question:** 98% of participants (39 of 40) 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.
- **Lowest-scoring question:** 14% of participants (5 of 37) 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

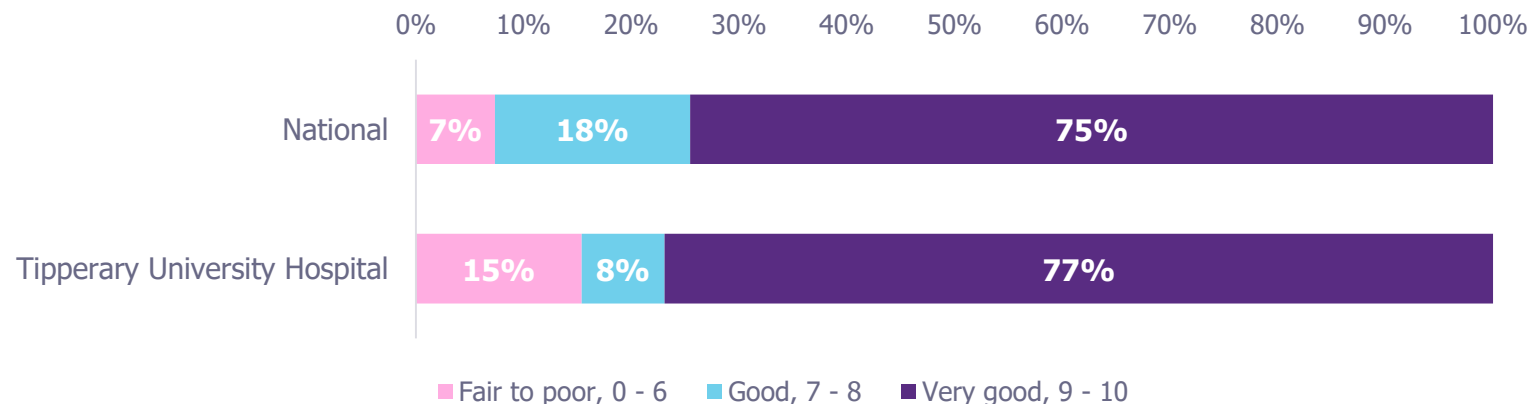


## Specialist care in the neonatal unit



- 12 survey participants (29%) at Tipperary University Hospital said that their baby spent time in the neonatal unit following the birth.
- Of these participants:
  - 54% said that they always received enough emotional support from healthcare professionals while their baby was in the neonatal unit.
  - 8% said that they sometimes received enough emotional support.
  - 31% said that they did not receive enough emotional support.

### Overall rating of experience of care in the neonatal unit



# Infant feeding

In the first few days after birth:

- 37% of participants fed their baby with breast milk only.
- 42% fed their baby with formula milk only.
- 21% fed their baby with both breast and formula milk.

Healthcare professional discussed feeding options		
	Number	%
Yes, during pregnancy	30	69.8
Yes, during labour or immediately after birth	10	23.3
Yes, after birth while in hospital	13	30.2
Yes, after birth while at home	6	14.0
No	3	7.0
Did not want or need discussion of different options	5	11.6

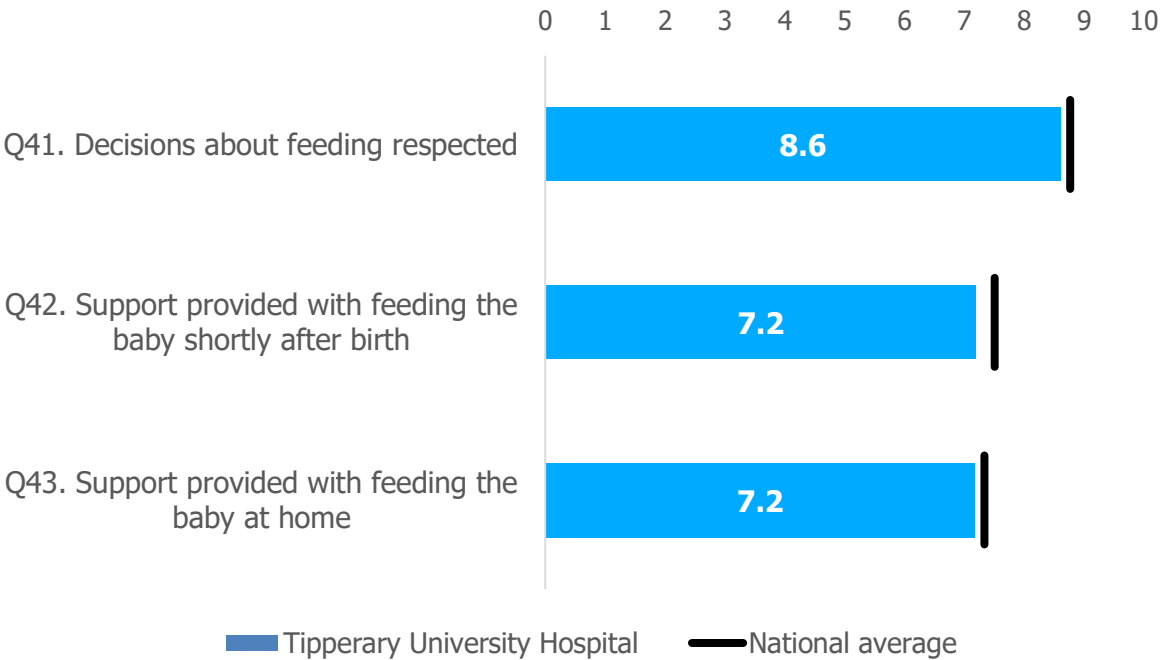
Sources of breastfeeding support		
	Number	%
Midwife(s) in hospital	20	47.6
Hospital lactation consultant	18	42.9
Postnatal community midwives	5	11.9
Postnatal hub midwife	1	2.4
Public Health Nurse	9	21.4
GP	1	2.4
Practice nurse	4	9.5
Community breastfeeding support groups or volunteers	5	11.9
Private lactation consultant	1	2.4
Friends or family	5	11.9
Did not need support	1	2.4
Did not want to breastfeed	16	38.1

# Scored questions for infant feeding

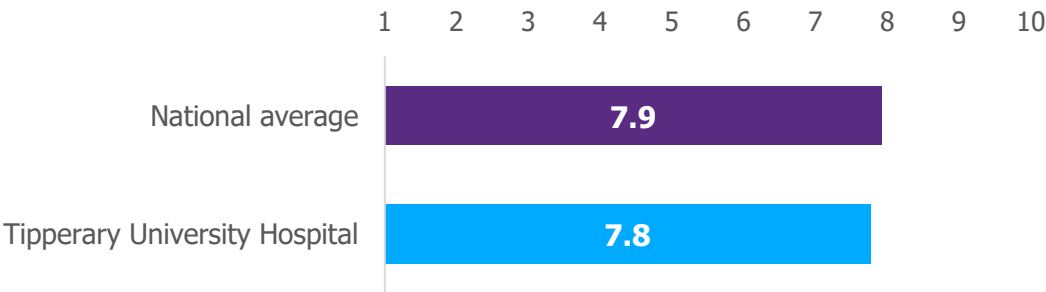


- **Highest-scoring question:** 79% of participants (34 of 43) said their decisions about how they wanted to feed their baby were always respected.
- **Lowest-scoring questions:**
  - 15% of participants (6 of 41) said that healthcare professionals did not give them adequate support with feeding their baby in hospital shortly after birth.
  - 13% of participants (5 of 39) said that healthcare professionals did not give them adequate support with feeding their baby at home.

Average scores out of 10 for individual questions



Overall average score for infant feeding



# Care at home and in the community after birth



Healthcare professionals met after the birth of the baby		
	Number	%
Postnatal community midwife at home	1	2.3
Public Health Nurse at home	42	97.7
Public Health Nurse at a community clinic	22	51.2
GP	32	74.4
Obstetrician at hospital clinic	4	9.3
Midwives and or paediatricians at hospital baby clinic	3	7.0
Other professionals	4	9.3

Healthcare professionals who provided mental health support during pregnancy or after birth		
	Number	%
GP	12	28.6
Public Health Nurse	8	19.0
Midwife	5	11.9
Obstetrician	2	4.8
Perinatal mental health midwife	5	11.9
Perinatal mental health nurse	3	7.1
Psychiatrist	1	2.4
Other professionals	3	7.1
None of the above	21	50.0



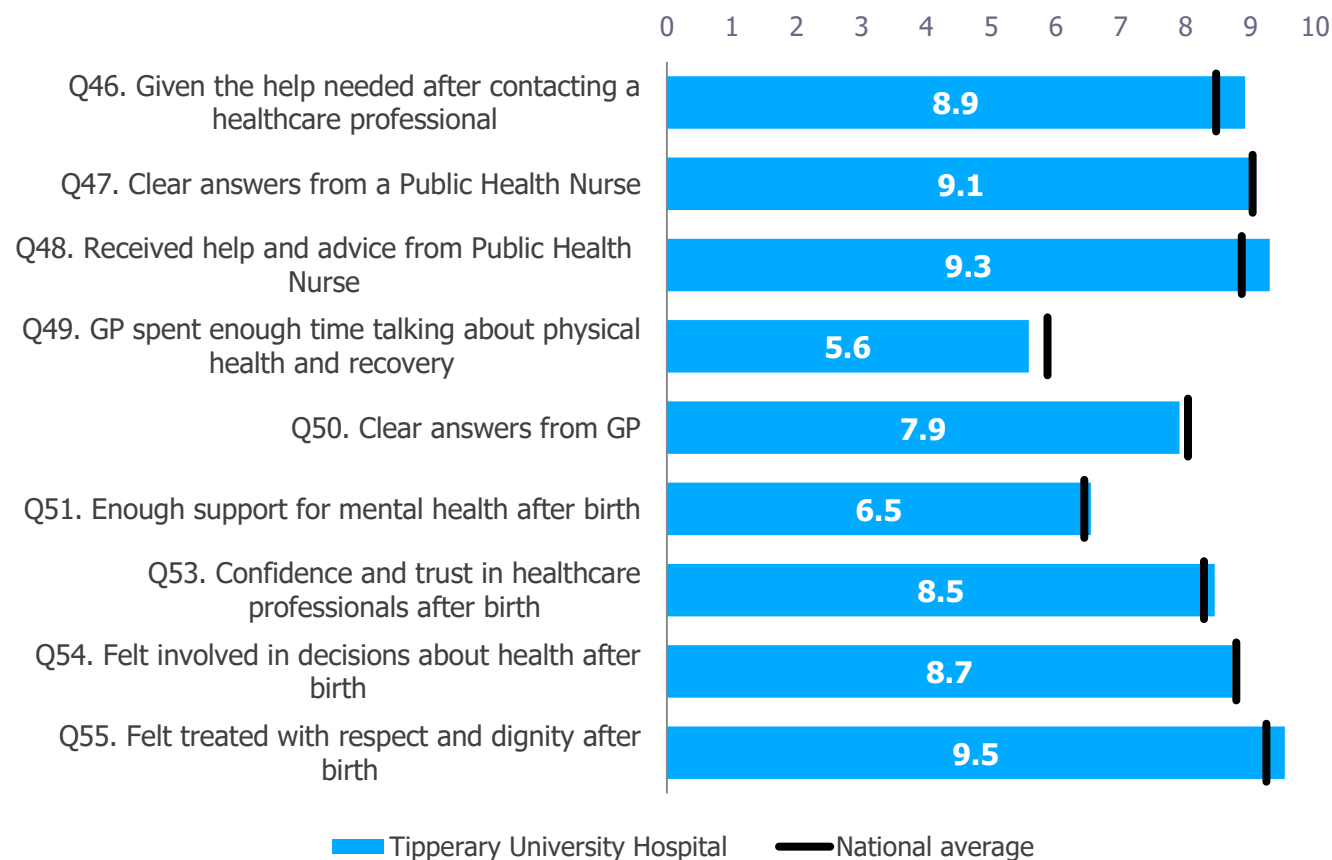
# Scored questions for care at home after birth



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.

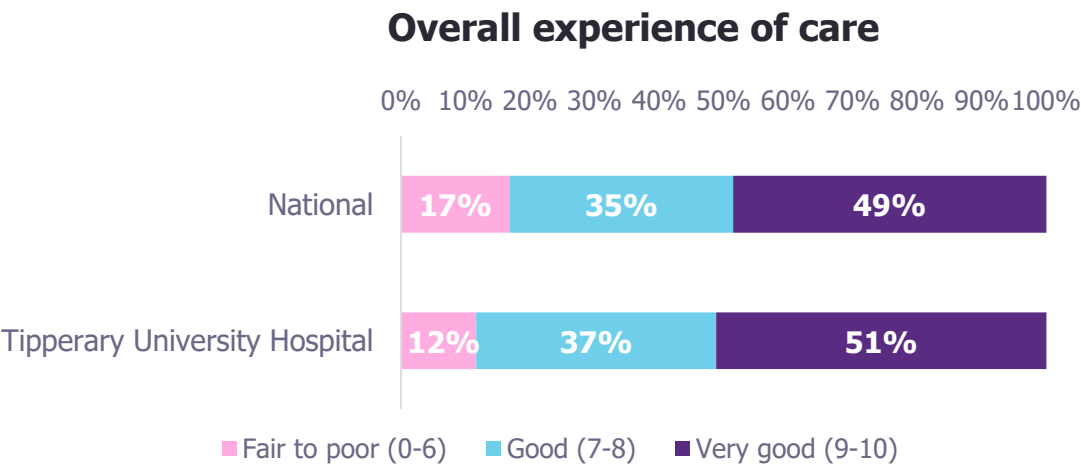
## Average scores out of 10 for individual questions

- **Highest-scoring question:** 91% of participants (39 of 43) said they were always treated with respect and dignity when they received care at home or in the community after the birth of their baby.
- **Lowest-scoring question:** 30% of participants (13 of 43) 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.

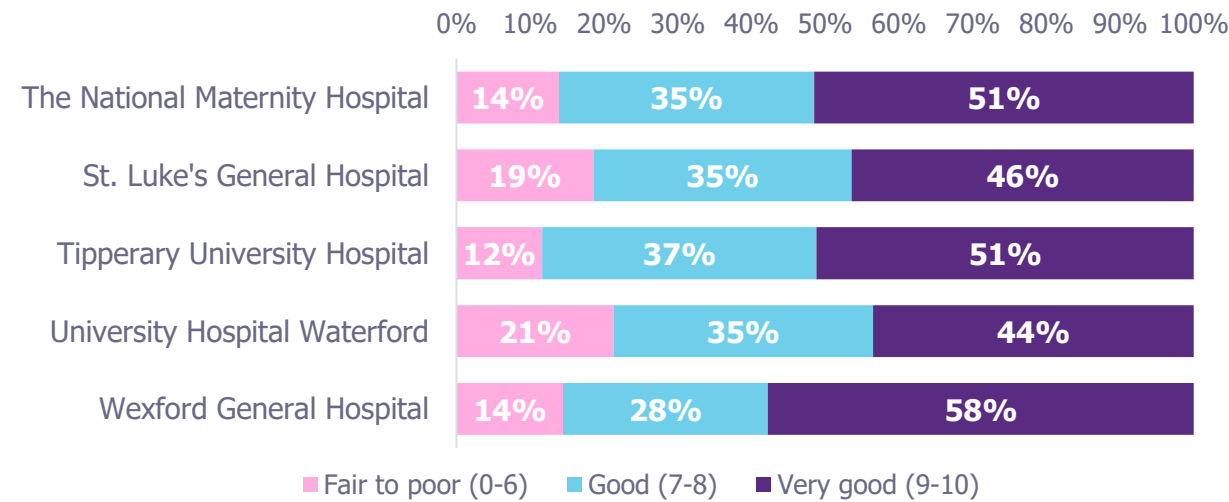


# Overall experience of maternity care

- 74% of survey participants who gave birth at Tipperary University Hospital said that their decisions about their maternity care were always respected by healthcare staff. 19% said their decisions were sometimes respected, while 7% said their decisions about their maternity care were not respected.
- 44% of participants said that they knew how and where to give feedback or make a complaint if they wanted to do so, while 40% said they did not know. 16% said they did not wish to give feedback or make a complaint.
- 88% of participants who gave birth at Tipperary University Hospital said they had a good or very good overall experience (overall rating between 7 and 10), compared to 83% nationally. 12% of participants said they had a fair to poor experience of care.



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



## 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 Tipperary University Hospital.
- There were no significant increases or decreases in scores for any survey questions between 2020 and 2025 at Tipperary University Hospital.

## Comments from survey participants

- When survey participants at Tipperary University 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 support for preferences and involvement in decision-making was also raised in participants' comments on both positive and negative aspects of their care.

"I struggled with cervical checks after being induced and there was no respect or understanding around that. One midwife was particularly peculiar when it came to cervical checks and refused time to let me relax and when I cried after the cervical check she told me to get over it and stop crying because it was done."

"The midwives and doctors were all so nice and caring and really looked after me well while I was in hospital with my daughter."

"They put consent to the forefront of everything and listened every time I had something to say. They were kind, informed and calm."

"When we made decisions that were right for us after learning of all risk and benefits ourselves, then we were disrespected repeatedly by staff at the hospital for not choosing the 'right option'."

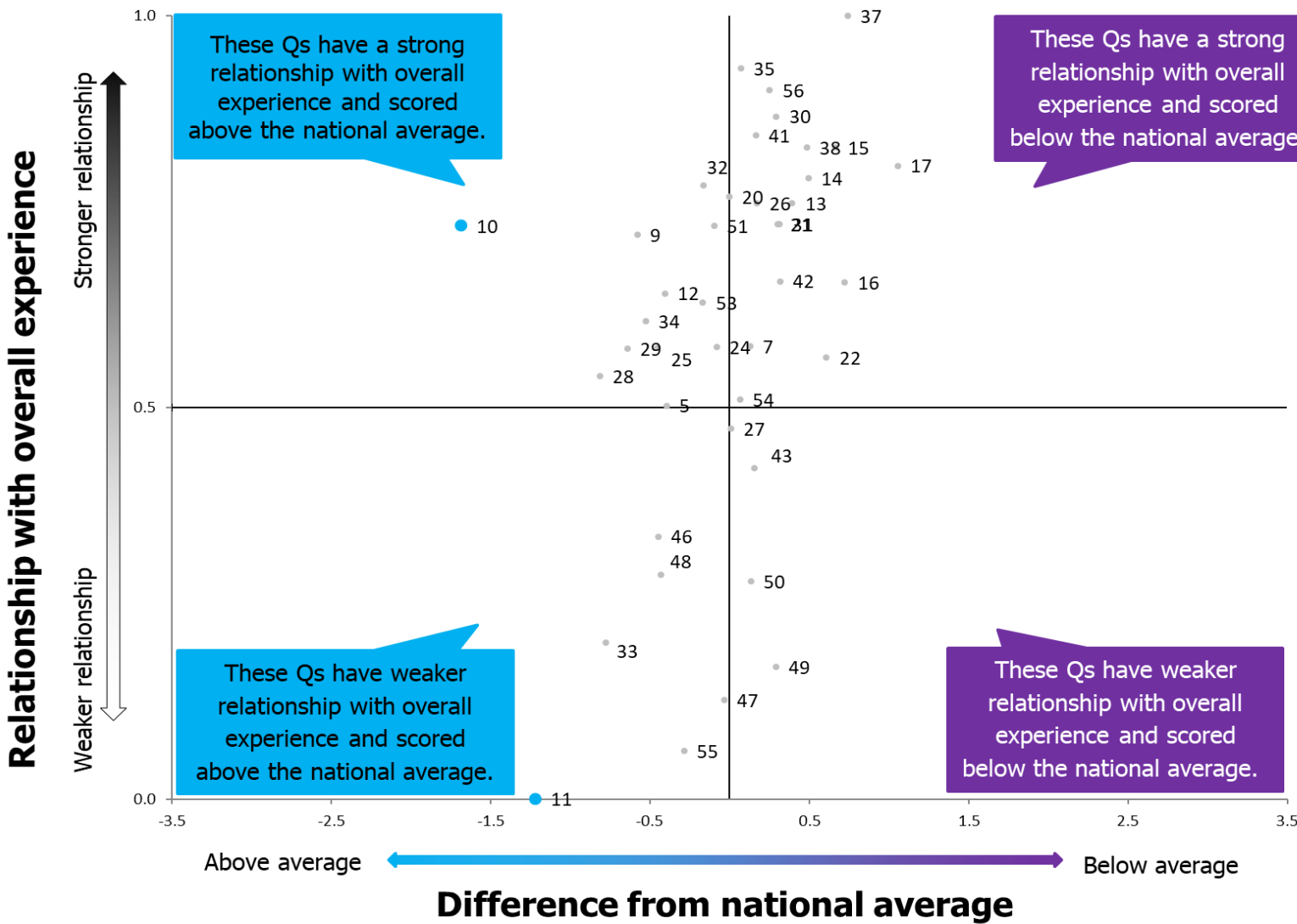
## Conclusion

- Areas of good experience at Tipperary University Hospital included information about nutrition during pregnancy and information about the impact of smoking, alcohol, or drug use during pregnancy. These questions scored significantly above national average.
- There were no questions that scored significantly below national average at Tipperary University Hospital.
- 88% of participants who gave birth at Tipperary University Hospital said they had a good or very good overall experience; this is higher than the national figure (83%).
- There were no significant increases or decreases in scores for any survey questions between 2020 and 2025 at Tipperary University Hospital.

# Appendix 1

## Improvement map Tipperary University 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](http://www.yourexperience.ie).





More information on the National Maternity Experience Survey 2025 is available from [www.yourexperience.ie](http://www.yourexperience.ie):

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

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An Roinn Sláinte  
Department of Health