
Maternity Services in Rotherham

— Healthwatch Rotherham —

Methodology:

Purpose: To find out people's experiences and opinions of Rotherham Maternity Services

Inclusion Criteria: Mothers who had given birth within the past six months in Rotherham

Method of data collection: Self-reporting via Google Forms and face to face engagement

Responses: We collected 16 in-depth responses

Question category	Number of questions in category
Demographics	3
Maternity Services	5
During Pregnancy	7
Care During Labour and Birth	3
After Birth	5
Care at home after birth and final comments	4

Mixture of open and closed questions

Demographics:

Age:

18-30 - 50% (8)

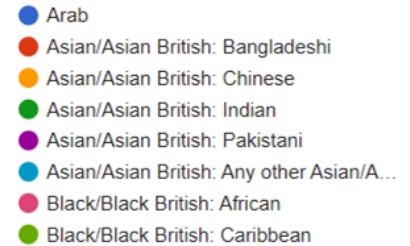
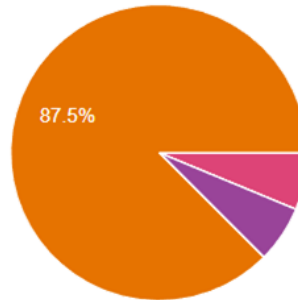
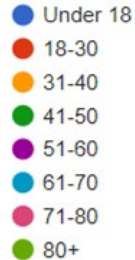
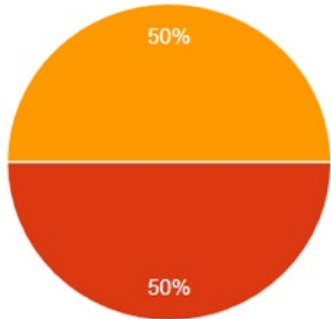
31-40 - 50% (8)

Ethnicity:

White British - 87.5% (14)

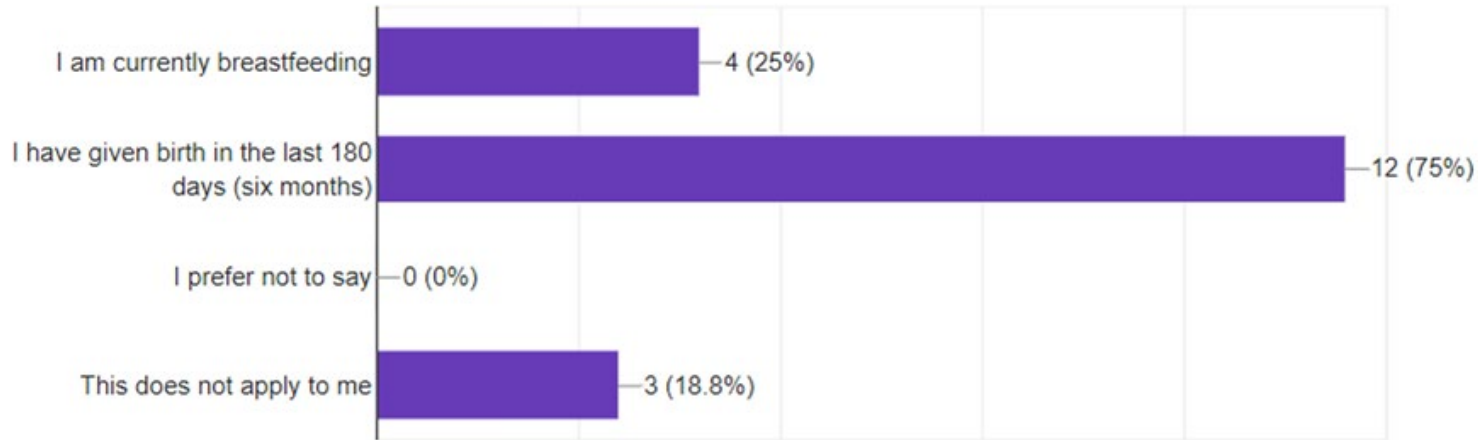
Black/Black British: African - 6.3% (1)

Mixed/Multiple Ethnic Groups: Asian and White - 6.3% (1)



Maternity Services:

Pregnancy and Maternity:



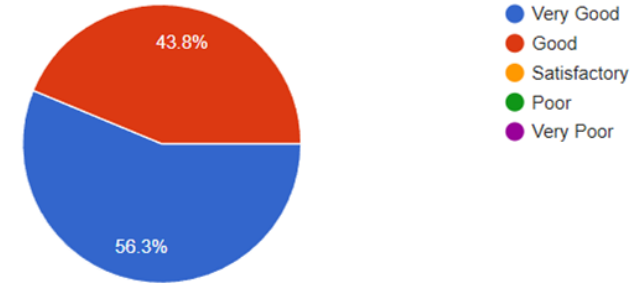
75% of respondents had given birth in the last six months, with 4 of these currently breastfeeding. Our Community Engagement Officer also spoke to other respondents who had used Rotherham Maternity Services, but had given birth over six months ago/were currently pregnant. It was decided their experiences would also be recorded due to a low response rate.

Services accessed:

Community Midwifery Services 93.8% (15)
Delivery Suite - 93.8% (15)
Triage - 75% (12)
Antenatal/Day Ward - 68.8% (11)
Early Pregnancy Assessment Unit - 43.8% (7)
Pregnancy Advisory Service - 12.5% (2)
Counselling Service - 12.5% (2)
Perinatal Team - 6.3% (1)
Breastfeeding Support - 6.3% (1)
Postnatal Ward - 6.3% (1)

How would you describe the level of care you received at this service(s)?

16 responses



Very Good - 56.3%
Good - 43.8%

**All respondents had positive experiences using
Rotherham Maternity Services**

Positive comments relating to services:

“**Excellent care received in all areas** attended. Midwives in Rotherham are fantastic.”

“Every time I phoned triage, despite worrying I was a hassle I was never made to feel that way and **always encouraged** to contact if I had concerns”

“I had to have general anaesthetic, the midwife took my phone to capture photos of bits I'd miss, which was **so precious and lovely** since I was out of it for so long”

“My husband is visually impaired and our midwife who looked after us in the final stages of labour was **outstanding**, she really thought about ways to include him, think about things he couldn't see, and took the time to show him things and explain clearly”

“Midwives in the hospital ward and delivery suite were **kind and helpful**. The staff at breastfeeding support at Greasbrough library have been **invaluable** both with help breastfeeding and emotional support”

“Greenoaks is a **great set up**, clear where to go, sit, the radio playing, access to water etc. It would be nice if the early pregnancy unit was the same”

Literally **could not fault** any service I received. I live between Rotherham and Doncaster so was given the choice of either and wow am I glad I picked Rotherham! **Service is amazing**. All staff are so lovely!

“All the staff have been **amazing!** You can see they have so much work to do, but always answered questions and been **so friendly**”

Negative comments relating to services:

“Having so many appointments that **aren't coordinated**, so you could be travelling to the same location in the same week, this is antenatal and postnatal”

“Being induced, the **whole process was very frustrating**. I understand the actions that were taken were taken for patient safety, but **better communication** would be helpful, as I felt left waiting for 4 days with lots of questions, in pain and no end in sight”.

“The question asked at so many appointments regarding domestic violence, I feel like it's a **tick box rather than a genuine question** they expect a yes to”

“During my pregnancy I had a different midwife on 6 occasions which was **disappointing** that I didn't build a rapport with just 1 or 2”

“Not knowing on letters from Greenoaks the purpose of the appointment i.e. just the consultants name, and never the expected length of the appointment. For example, thinking you're just going for a scan, but you're booked in to see a consultant too without knowing, so you're **out of work a lot longer than you think**”.

How to improve services:

“**Communication between staff needs to be better.** Some staff weren't aware about my issues”

“**More support before baby arrives,** the antenatal class was only 1 hour, didn't really cover the realities, breastfeeding, bathing baby etc”

“The only improvements I'd like to see are **more staff and beds**”

“Wait times at Greenoaks or communication regarding wait times”

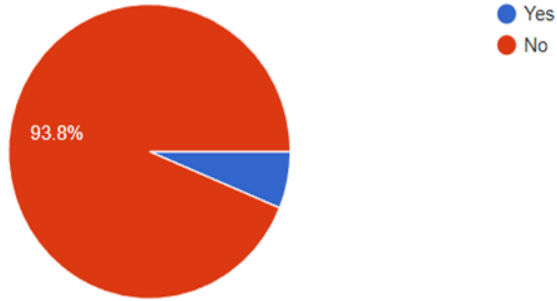
“I would like **appointments to be better planned** so you don't have to travel as many times”

“I know a lot of mums wish the **induction process could be improved,** not being clinical I'm unsure how this could be done whilst maintaining safety, but it feels like you're **not always listened to by staff** when you think you're progressing and you can be waiting for days if active labours arrive”

During Pregnancy:

During your pregnancy, were you offered any antenatal classes?

16 responses



If you attended any antenatal classes, was there anything you would want differently/improved upon for next time?

“I would prefer for it to either be, improved for it being delivered virtually e.g. more videos demonstrating things, or moved to in person. As many topics e.g. car seats weren't covered because of being virtual”

“They told me they were full”

Did you feel you received the best support you needed from Rotherham Maternity Services?

Yes - 75% (12)

No - 18.8% (3)

Unsure - 6.3% (1)

Did you feel you could contact a midwife easily when you needed to?

Yes - 62.5%

No - 12.5%

Other:

“Sometimes”

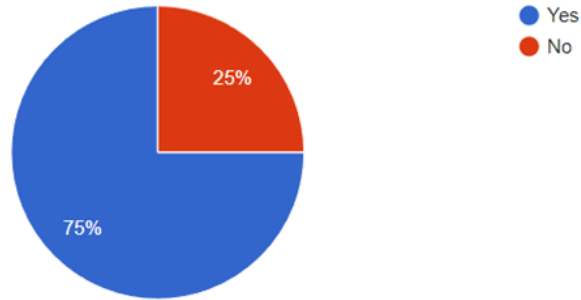
“No contact number was given”

“Community midwives were hard to contact as there is no voicemail”

Support and Information:

Do you feel you received enough information from Rotherham Maternity Services about physical changes in your body during and after pregnancy?

16 responses



Do you feel you received enough information from Rotherham Maternity Services about mental health support available to you during and after pregnancy?

Yes - 56.3%

No - 25%

Other:

I did not need support

During my pregnancy I got support

Do you feel you received enough information from Rotherham Maternity Services about giving up harmful substances such as smoking, drugs or alcohol?

Yes - 62.5%

Other:

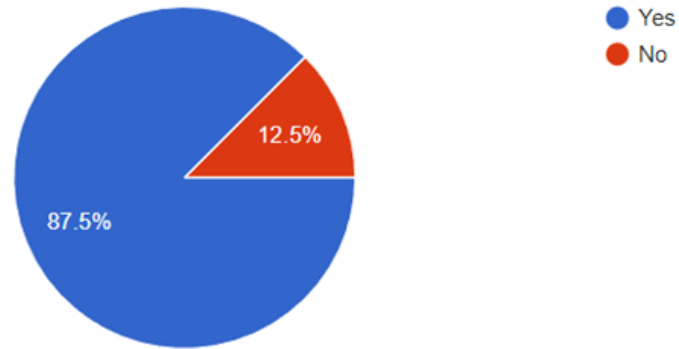
I got information on smoking (2)

I did not need this support

Care during labour and birth:

Did you feel you were involved with decisions regarding your birth plan and care?

16 responses



“I didn’t get to make a birth plan as I went into early labour at 34 weeks”

“I answered yes but did **feel pressured by the consultant** in the appointment at around 38 weeks to accept a sweep/be induced even though I’d gone into labour spontaneously before without any issues. I said no to a sweep but only because I felt informed after doing a hypnobirthing course and could question the evidence for this. A lot of people don’t want to question doctors and **may feel pressured into unnecessary intervention**. The induction rates at Rotherham seem very high”

Improvements:

“Offering antenatal classes, these were really helpful with my first pregnancy but was not offered any this time. Unsure if this was due to Covid or it being a second pregnancy, but **would have been good to be offered the sessions as a refresher**”

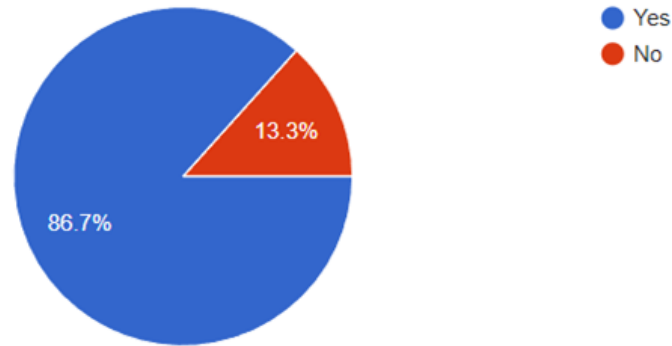
“**I wish you could stay on labour ward a little longer**, because as soon as we left my husband had to go home, he couldn't get us settled on Wharnccliffe ward, not even for 5 mins which would have been really useful, especially post C-section”

More access to information/my notes afterwards. My daughter was taken away immediately after birth and given oxygen but I **didn't feel I was informed** as to what happened. I was too out of it at the time on gas and air.

After Birth :

Did you feel that you could contact your midwife easily after you had given birth?

15 responses



13 respondents felt they could contact their midwife easily after they had given birth. 1 did feel they could not contact their midwife easily, and 2 respondents skipped this question.

Physical recovery information:

Yes - 81.3%
No - 6.3%

Other:

“I was but not enough detail. There was no demonstration on how to do injections, no advice on compression socks etc”
“More for baby than me”

Mental Health:

Yes - 85.7%
No - 7.1%
Unsure - 7.1%

Information given before discharge

Feeding your baby (breastfeeding/bottle fed) and contact information

Yes - 100%

Baby's Health:

Yes - 86.7%

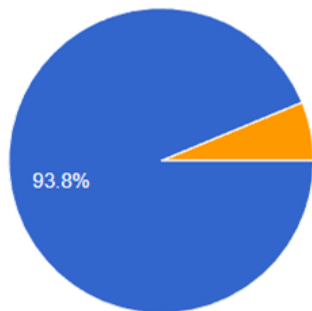
Other:

“Can't remember. I used NHS 111 and other Mum's”
“On and off depending on the ward”

Care at home after birth:

Did you feel supported by your midwife/other healthcare professional in the first few days and weeks of you being at home after giving birth? (Physical health, mental health, baby's health, providing information)

16 responses

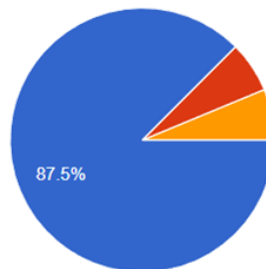


- Yes
- No
- The perinatal team were great

All respondents felt supported by their midwife/healthcare professional in the first few weeks after giving birth

Did you feel that any questions you had were answered quickly and in a way you could understand by a professional? (Midwife, GP etc)

16 responses



- Yes
- No
- depended on the professionals

Final comments/recommendations to Rotherham Maternity Services:

“The community midwives that I saw were **incredible** and went over and above for my needs as did the midwives and doctors who looked after me during delivery and in theatre. Overall I had **great care** which was only impacted by the poor experience at Greenoaks”

“**Brilliant service** from Rotherham. Couldn't recommend them anymore! All staff were so **lovely**”

“**Breastfeeding support** in the hospital and community **has been brilliant**, and been **really important**, without it I would have switched weeks ago”

“I wish the first few days after birth I didn't have so many appointments on different days out of the house, it was **very difficult** post c-section”

“The triage phone was **difficult to contact**. I only needed to call 3 times, but on 2 of those occasions it took repeated dialling for 30+ mins for someone to answer”

After my child had been born she had a small red dot on her leg which we assumed was the site of her vitamin K injection. Over the next 6 weeks it grew and turned out to be a strawberry birthmark. Because it **hadn't been documented at birth** we had to take her to the hospital where we were initially treated as though we had harmed her. So maybe **closer attention needs to be paid** at a baby's physical examination after birth.

Summary and Recommendations:

Overall this was a really positive survey with the majority of respondents having had a good/very good experience with Rotherham Maternity Services. Based off of some of the negative comments and improvement suggestions, we have listed 3 recommendations to Rotherham Maternity Services as things they may wish to consider going forward to improve the patient experience.

- Offer antenatal classes for parents who want this additional support
- More mental health support and information offered during pregnancy by services
- Appointments grouped together to avoid patients having to travel to different parts of Rotherham so much both pre and post-birth