

# Scottish Maternity Care Survey 2015

## Results for Royal Alexandra Hospital



December 2015, Official Statistics



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## Introduction

**This report provides a summary of the results of the 2015 Scottish Maternity Care Survey for Royal Alexandra Hospital.**

The survey was sent in May 2015 to 319 women who gave birth in Royal Alexandra Hospital in February or March 2015.

The Scottish Maternity Care Survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme. The survey provides high quality and comprehensive information on women's experiences of maternity care in 2015 and repeats the survey undertaken in 2013. The results will provide benchmark data for NHS Boards and will inform the current national review of maternity services in Scotland.

The survey was undertaken in partnership with the Nursing, Midwifery and Allied Health Professions (NMAHP) Research Unit. The Unit is funded by the Scottish Government Chief Scientist Office. The survey was carried out by a patient survey contractor, Quality Health Ltd.

The survey asked questions about women's experiences of:

- antenatal care
- care during labour and birth of their baby
- postnatal care in hospital
- feeding their baby
- care at home after the birth

The questionnaire is largely the same as the one used in 2013 and this allows for comparison of results between the two time points. A copy of the questionnaire is available at:

[www.gov.scot/Topics/Statistics/Browse/Health/maternitysurvey/2015Results](http://www.gov.scot/Topics/Statistics/Browse/Health/maternitysurvey/2015Results)

In total 107 women returned feedback on their experiences of care, a response rate of 34%. Of those women willing to provide information about themselves: 14% were under 25 years old; 64% were aged 25-34; 22% were aged 35 or over. Moreover 51% were first time mothers.

National, NHS Boards, hospital and technical reports are available at:

[www.gov.scot/Topics/Statistics/Browse/Health/maternitysurvey/2015Results](http://www.gov.scot/Topics/Statistics/Browse/Health/maternitysurvey/2015Results)

## Introduction (continued)

To find out more about what Royal Alexandra Hospital is doing to make improvements contact:

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## Explanation of Results

For questions where women were asked about their experiences of maternity care, results are shown as the percentage of people who answered each question positively. For example for the question: 'Did you get enough information from either a midwife or a doctor to help you decide where to have your baby?' the percentage of women who answered 'yes, definitely' is calculated as a positive score and this is shown in green in a bar chart. Those who answered 'no' are counted as percentage negative shown in red, while those answering 'yes, to some extent' are shown as 'partially positive' in yellow (see below).

Question	Number of responses	Response			% Positive 2015	Change from 2013	Difference from Scotland 2015
		Positive	Neutral	Negative			
<b>1.1 Rated Results - Antenatal Care</b>							
B6. Got enough information from either midwife or doctor to help to decide where to have baby	500	50%	28%	23%	50%	-2%	-6% <sup>s</sup>

"% Positive 2015" shows the total percentage of women who responded positively to this question within this Hospital

"Difference from Scotland 2015" shows the difference between this Hospital's percent positive score in 2015 and the Scottish average in the same year, with a plus or minus sign depending on whether it is above or below the Scottish average.

"Change from 2013" shows the change in the percent positive score within this Hospital since the 2013 survey.

Differences which are statistically significant are marked with an S.

During the analysis of the 2015 data, some small revisions were made to the 2013 results. Where the 2013 results have changed, these are marked with an R. More information about these revisions is available at [www.gov.scot/stats/bulletins/01191](http://www.gov.scot/stats/bulletins/01191)

For each question the results have been calculated after removing any women who said that the question did not apply to them, who ticked 'don't know / can't remember' or who did not answer at all.

## Explanation of Results (continued)

The classification of answers as positive, partially positive or negative for each question can be found in the technical report at: [www.gov.scot/stats/bulletins/01191](http://www.gov.scot/stats/bulletins/01191)

For service information questions for example 'Did you have a single baby, twins, quads or more babies' or multiple choice questions e.g. 'Were you left alone by midwives or doctors at a time when it worried you', the results are shown in tabular form.

Finally the results for the demographic questions such as age, health status are shown at the end of this report.

A number of mothers gave birth in a different Health Board from the one in which they live. In such cases, the mothers' responses for questions relating to hospital care, labour and the birth have been included in the results for the Health Board in which they gave birth. Responses to other questions, such as those relating to antenatal care and 'care at home', have been included in the results for the Health Board in which they live.

## Summary of Results for Royal Alexandra Hospital

This section provides the results for the four overarching questions where women were asked to rate the care that they received overall at each of the stages of their maternity care, before during and after the birth of their baby. Positive scores for these questions are based on the combination of the 'Excellent' and 'Good' answers.

The difference between the percent positive score for the Hospital and the Scottish average is shown in the final column. Differences which are statistically significant are marked with a S.

Overall how would you rate your antenatal care?

<b>Antenatal Care</b>	<b>92%</b>	<b>0</b>
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Overall how would you rate the care you received during your labour and birth?

<b>Labour and birth</b>	<b>92%</b>	<b>0</b>
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Overall how would you rate the care you received in hospital after the birth?

<b>Care after the birth</b>	<b>85%</b>	<b>-1</b>
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Overall how would you rate the care you received at home after the birth?

<b>Care at home</b>	<b>91%</b>	<b>-1</b>
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Question	Number of responses	Response			% Positive 2015	Change from 2013	Difference from Scotland 2015
		Positive	Neutral	Negative			
<b>1.1 Rated Results - Antenatal Care</b>							
B6. Got enough information from either midwife or doctor to help to decide where to have baby	81	58%	23%	19%	58%	-14% <sup>S</sup>	+2%
B7. Given a choice about where antenatal check-ups would take place	105	16%	84%		16%	-7%	-3%
B9. Same midwife seen for antenatal check-ups every time	107	58%		42%	58%	+20% <sup>S</sup>	-9%
B10. Had a named midwife	102	41%	29%	29%	41%	n/a	-11% <sup>S</sup>
B11. Given enough time to ask questions or discuss pregnancy during antenatal check-ups	106	82%	15%		82%	-1%	0%
B12. Listened to during antenatal check-ups	105	85%	14%		85%	+2%	+2%
B13. Personal circumstances taken into account during antenatal check-ups	102	75%	19%		75%	n/a	-2%
B14. Had a discussion with a Health Visitor during pregnancy	47	19%	81%		19%	n/a	-7%
B15. Had a telephone number for a midwife or midwifery team that could be contacted during pregnancy	107	100%			100%	+1%	+1% <sup>S</sup>
B16. Given help needed if contacted a midwife or the midwifery team during pregnancy	92	86%	13%		86%	0%	+2%
B17. During antenatal care, spoken to in a way that could be understood	106	86%	13%		86%	-4%	-5%
B18. Involved enough in decisions about antenatal care	104	72%	25%		72%	-7% <sup>R</sup>	-9% <sup>S</sup>



Question	Number of responses	Response			% Positive 2015	Change from 2013	Difference from Scotland 2015
		Positive	Neutral	Negative			
<b>1.1 Rated Results - Antenatal Care (continued)</b>							
B19. Overall rating of antenatal care	107	92%			92%	-2%	0%
<b>1.2 Rated Results - Labour and Birth</b>							
C1. At the very start of labour, given appropriate advice and support when contacted a midwife or the hospital	70	89%			89%	0%	+1%
C2. During labour, able to move around and choose most comfortable position	66	67%			67%	-4%	-6%
C3. During pregnancy, given enough information about pain relief that could be used when giving birth	78	64%			64%	n/a	-2%
C4. Had enough help to enable to cope with pain during labour	84	65%			65%	n/a	+6%
C10. Staff introduced themselves	103	76%			76%	-5%	-8% <sup>s</sup>
C11. Partner able to be involved as much as wanted during labour and birth	107	87%			87%	-6%	-8% <sup>s</sup>
C13. Concerns raised during labour and birth taken seriously	51	88%			88%	+2%	+4%
C14. Assistance asked for during labour and birth received within a reasonable time	85	81%			81%	0%	+4%
C15. Spoken to in a way that could be understood during labour and birth	106	93%			93%	+4%	+3%
C16. Involved enough in decisions about care during labour and birth	100	79%			79%	+3%	+2%

Question	Number of responses	Response			% Positive 2015	Change from 2013	Difference from Scotland 2015	
		Positive	Neutral	Negative				
<b>1.2 Rated Results - Labour and Birth (continued)</b>								
C17	Treated with respect and dignity during labour and birth	107	95%		95%	+3%	+6% <sup>s</sup>	
C18	Confidence and trust in the staff providing care during labour and birth	105	88%	10%	88%	-1%	+4%	
C19	Overall rating of care received during labour and birth	106	92%		92%	0%	0%	
<b>1.3 Rated Results - Postnatal Care</b>								
D2.	Adequacy of length of stay in hospital after the birth	105	77%	23%	77%	-6%	-1%	
D3.	Given information or explanations needed whilst receiving care in hospital after birth	106	58%	32%	9%	58%	-8%	-2%
D4.	Treated with kindness and understanding whilst receiving care in hospital after birth	106	70%	28%		70%	-5%	0%
D6.	Cleanliness of hospital room or ward	106	79%	20%		79%	+7%	+7%
D7.	Cleanliness of toilets and bathrooms used	106	69%	30%		69%	+3%	+5%
D8.	Overall rating of care received in hospital after the birth	105	85%	10%		85%	-2%	-1%

Question	Number of responses	Response			% Positive 2015	Change from 2013	Difference from Scotland 2015
		Positive	Neutral	Negative			
<b>1.4 Rated Results - Feeding Your Baby</b>							
E1.	Relevant information about feeding baby provided by midwives or the midwifery team during pregnancy	103	67%	27%	67%	0%	+2%
E4.	Decisions about how to feed baby respected by staff	106	75%	22%	75%	-5%	-8% <sup>s</sup>
E5.	Consistent advice about feeding baby given by midwives and other health professionals	102	53%	26%	21%	53%	-2%
E6.	Active support and encouragement about feeding baby given by midwives and other health professionals	100	60%	28%	12%	60%	-6%
<b>1.5 Rated Results - Care at Home After the Birth</b>							
F1.	Had a telephone number for a midwife or midwifery team to contact when at home after the birth	101	98%		98%	-1%	0%
F2.	Given help needed if midwife or midwifery team contacted	54	89%	11%	89%	-4%	+4%
F3.	Visited at home by a midwife since baby's birth	106	98%		98%	n/a	0%
F5.	Convenience of seeing a midwife at a clinic	27	74%	26%	74%	n/a	0%
F7.	Same midwife seen every time after the birth (at home or at clinic)	103	32%	68%	32%	-5%	-19% <sup>s</sup>
F8.	Named midwife seen (at home or at clinic)	83	22%	28%	51%	22%	n/a
F10.	Midwife seen often enough	106	81%	19%	81%	-4%	-1%

Question	Number of responses	Response			% Positive 2015	Change from 2013	Difference from Scotland 2015
		Positive	Neutral	Negative			
<b>1.5 Rated Results - Care at Home After the Birth (continued)</b>							
F11. Midwife or midwives seen always listened	106	72%	26%		72%	-8%	-7%
F12. Midwife or midwives seen took personal circumstances into account when giving advice	92	82%	18%		82%	+5%	0%
F13. Had confidence and trust in the midwives and midwifery team seen after going home	106	70%	28%		70%	-13% <sup>S</sup>	-8% <sup>S</sup>
F14. Same midwife seen for both antenatal and postnatal care	107	28%	42%	30%	28%	+7% <sup>R</sup>	-22%
F15. Received help and advice from health professionals about baby's health and progress (in the six weeks after the birth)	104	69%	30%		69%	-14% <sup>S</sup>	-5%
F16. Received help and advice from a midwife or health visitor about feeding baby (in the six weeks after the birth)	101	63%	29%	8%	63%	-6%	-3%
F17. Told by midwife to arrange a postnatal check-up of own health	103	92%		8%	92%	-1%	0%
F18. Given enough information about own physical recovery after the birth	105	61%	31%	8%	61%	n/a	+5%
F19. Given enough information about any emotional changes that might be experienced after the birth	104	62%	28%	11%	62%	0%	+5%
F20. Told who could contact if advice needed about emotional changes experienced after the birth	104	80%		20%	80%	n/a	+3%
F22. Overall rating of care received at home after the birth	107	91%	8%		91%	-3%	-1%

## 2.0 Information Questions

The tables below show results for questions that did not fit into the percent positive format used elsewhere within this report. These tables show the percentage of respondents within this Hospital who selected each response option when answering these questions in 2013 and 2015. The overall results from Scotland 2013 and 2015 are also shown.

### 2.1 Information Questions - Dates and Your Baby

A1. Did you give birth to a single baby, twins or more in your most recent pregnancy?	Hospital		Scotland	
	2013	2015	2013	2015
A single baby	97%	99%	99%	98%
Twins	3%	1%	1%	2%
Triplets, quads or more	0%	0%	0%	0%

A2. Roughly how many weeks pregnant were you when your baby was born?	Hospital		Scotland	
	2013	2015	2013	2015
Before I was 37 weeks pregnant	8%	12%	7%	8%
When I was 37 weeks pregnant or more	92%	88%	93%	92%

## 2.2 Information Questions - Antenatal Care

B1. Who was the first health professional you saw when you thought you were pregnant?	Hospital		Scotland	
	2013	2015	2013	2015
GP / family doctor	54%	49%	60%	50%
Midwife	43%	44%	35%	43%
Other	3%	7%	5%	6%

  

B2. Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?	Hospital		Scotland	
	2013	2015	2013	2015
When I was 0 to 6 weeks pregnant	65%	59%	58% <sup>R</sup>	56%
When I was 7 to 12 weeks pregnant	33%	38%	38% <sup>R</sup>	40%
When I was 13 or more weeks pregnant	3%	3%	4% <sup>R</sup>	3%

  

B3. Roughly how many weeks pregnant were you when you had your 'booking' appointment (when you were given your notes, were seen by a midwife)?	Hospital		Scotland	
	2013	2015	2013	2015
When I was 0 to 7 weeks pregnant	22%	22%	16% <sup>R</sup>	20%
When I was 8 or 9 weeks pregnant	38%	51%	35% <sup>R</sup>	41%
When I was 10 or 11 weeks pregnant	23%	12%	19% <sup>R</sup>	18%
When I was 12 weeks pregnant	11%	9%	18% <sup>R</sup>	14%
When I was 13 or more weeks pregnant	6%	7%	13% <sup>R</sup>	7%

  

B4. Were you offered any of the following choices about where to have your baby?	Hospital		Scotland	
	2013	2015	2013	2015
I was offered a choice of hospitals	48%	31%	41%	36%
I was offered a choice of giving birth in a midwife led unit or birth centre	39%	33%	23%	24%
I was offered a choice of giving birth in a consultant led unit	34%	26%	12%	12%
I was offered a choice of giving birth at home	13%	12%	25%	25%
I was not offered any choices	7%	17%	25%	24%
I had no choices due to medical reasons	30%	29%	13%	15%

## 2.2 Information Questions - Antenatal Care (continued)

B5. Before your baby was born, did you plan to have a home birth?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	1%	1%	2%	2%
No	99%	99%	98%	98%

B8. Which of the following health professionals did you see for your antenatal check-ups?	Hospital		Scotland	
	2013	2015	2013	2015
Midwife	99%	100%	98%	98%
GP / family doctor	9%	8%	12%	8%
Hospital Doctor	57%	54%	37%	37%
Other	1%	3%	1%	2%

## 2.3 Information Questions - Labour and Birth

C5. Where was your baby born?	Hospital		Scotland	
	2013	2015	2013	2015
In hospital	n/a	100%	n/a	98%
At home	n/a	0%	n/a	1%
Other	n/a	0%	n/a	0%

  

C6. Thinking about the birth of your baby, what type of delivery did you have?	Hospital		Scotland	
	2013	2015	2013	2015
A normal vaginal delivery	46%	39%	56%	53%
An assisted vaginal delivery	11%	17%	14%	14%
A planned caesarean delivery	23%	19%	13%	16%
An emergency caesarean delivery	20%	25%	17%	17%

  

C7. Where did you give birth?	Hospital		Scotland	
	2013	2015	2013	2015
On a bed	83%	88%	88%	87%
On a mat on the floor	6%	3%	2%	3%
In a water or birthing pool	9%	3%	6%	7%
Other	2%	5%	4%	4%

  

C8. What position were you in when your baby was born?	Hospital		Scotland	
	2013	2015	2013	2015
Sitting / sitting supported by pillows	20%	23%	19%	17%
On my side	3%	0%	7%	5%
Standing, squatting or kneeling	20%	8%	14%	15%
Lying flat / lying supported by pillows	21%	27%	26%	27%
Lying with legs in stirrups	32%	40%	31%	34%
Other	5%	2%	3%	2%



## 2.3 Information Questions - Labour and Birth (continued)

C9. Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	82%	84%	90%	92%
Yes, but I did not want this	0%	0%	1%	0%
No	18%	16%	9%	8%

C12. Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	Hospital		Scotland	
	2013	2015	2013	2015
Yes, during early labour	6%	6%	10%	9%
Yes, during the later stages of labour	5%	7%	7%	6%
Yes, during the birth	1%	1%	1%	2%
Yes, shortly after the birth	5%	4%	6%	5%
No, not at all	87%	84%	80%	81%

## 2.4 Information Questions - Postnatal Care

D1. How long did you stay in hospital after your baby was born?	Hospital		Scotland	
	2013	2015	2013	2015
Up to 12 hours	8%	9%	11%	11%
More than 12 hours but less than 24 hours	14%	13%	16%	15%
1 to 2 days	41%	41%	36%	40%
3 to 4 days	28%	27%	25%	22%
5 or more days	9%	9%	12%	11%

D5. Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	n/a	43%	n/a	58%
No, as they were restricted to visiting hours	n/a	48%	n/a	32%
No, as there was no accommodation for them in hospital	n/a	19%	n/a	12%
No, they were not able to stay for another reason	n/a	1%	n/a	2%
I did not have a partner or companion with me	n/a	0%	n/a	1%

## 2.5 Information Questions - Feeding Your Baby

E2. In the first few days after the birth how was your baby fed?	Hospital		Scotland	
	2013	2015	2013	2015
Breast milk (or expressed breast milk) only	46%	40%	49%	52%
Both breast and formula (bottle) milk	17%	23%	21%	19%
Formula (bottle) milk only	37%	35%	30%	28%
Other	0%	2%	1%	1%
Not sure	0%	0%	0%	0%

E3. Did you ever try to breastfeed your baby (even if it was only once)?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	20%	23%	23%	23%
No	80%	78%	77%	77%

## 2.6 Information Questions - Care at Home After the Birth

F4. Since your baby's birth have you seen a midwife at a clinic?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	n/a	25%	n/a	28%
Yes, but I had to contact them to arrange this	n/a	1%	n/a	1%
No, this was not offered	n/a	63%	n/a	58%
No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU)	n/a	0%	n/a	3%
No, for another reason	n/a	11%	n/a	10%

  

F6. Were you given a choice about where you saw a midwife?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	n/a	15%	n/a	20%
No	n/a	85%	n/a	80%

  

F9. How many times in total did you see a midwife after you went home?	Hospital		Scotland	
	2013	2015	2013	2015
1-2 times	6%	11%	9% <sup>R</sup>	11%
3-4 times	45%	48%	50% <sup>R</sup>	50%
5-6 times	36%	26%	26% <sup>R</sup>	25%
7 times or more	13%	16%	14% <sup>R</sup>	13%

  

F21. Were you given information or offered advice from a health professional about contraception?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	95%	98%	92% <sup>R</sup>	95%
No	5%	2%	8% <sup>R</sup>	5%

## 3.0 Demographic Questions

The tables below show the socio-demographic characteristics of patients who responded to the survey in 2013 and 2015. These tables show the percentage of patients within this Hospital who selected each response option when answering these questions. The overall results from Scotland 2013 and 2015 are also shown.

G1. Age band (derived from the question "What year were you born?")	Hospital		Scotland	
	2013	2015	2013	2015
Under 24	14%	14%	15%	10%
25-34	54%	64%	57%	60%
Over 35	32%	22%	28%	30%

G2. Have you had a previous pregnancy?	Hospital		Scotland	
	2013	2015	2013	2015
Yes	64%	49%	58%	58%
No	36%	51%	42%	42%

G4. How would you rate your health in general?	Hospital		Scotland	
	2013	2015	2013	2015
Very good	54%	49%	54%	55%
Good	42%	44%	40%	39%
Fair	3%	7%	5%	5%
Bad	0%	1%	0%	0%
Very bad	0%	0%	0%	0%

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### How to access background or source data

The technical report for this survey is available at: tbc

The data collected for this statistical bulletin may be made available on request, subject to consideration of legal and ethical factors. For further information please contact [patientexperience@gov.scot](mailto:patientexperience@gov.scot).

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