



<Barcode>
 <Title> <First Name> <Last Name>
 <Address Line 1>
 <SUBURB> <STATE> <POSTCODE>

Date

Dear <First Name> <Last Name>,

Your feedback about your maternity care experience is important

I am writing to invite you to provide feedback about your recent experience of giving birth at [Hospital Name] during [Month].

Please use this opportunity to tell us about the care you received. Your feedback will be used to improve health services for women who give birth. In addition, feedback from all respondents will be analysed and the overall results made available to women and their families who want to learn from these experiences.

The questionnaire is easiest to complete online. Once you start the online questionnaire, it is possible to return later to complete it. Please visit the web address below and log in with the following unique username and password.

	Visit survey.ipsos.com.au/patientsurvey	Username [INS_UNAME] Password [INS_PWORD]
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If you prefer to complete the attached paper questionnaire, please remove this covering letter before placing the completed copy in the enclosed reply paid envelope.

Your information will be treated confidentially. The staff who cared for you will not know whether you have completed the questionnaire and will not be able to see your responses.

If you have any questions or need help filling in the questionnaire, please contact the toll-free Patient Survey Helpline on **1800 220 936** (Monday to Friday, 9am–8pm), or email your questions to NSWPatientSurvey@ipsos.com (include your username [INS_UNAME] in the subject line).

For further information about the survey program and to see how your local hospital is performing, visit the Bureau of Health Information website at bhi.nsw.gov.au

Thank you very much for taking the time to help improve NSW Health services.

Yours sincerely

Dr Diane Watson
 Chief Executive
 Bureau of Health Information



HOW TO COMPLETE THE PAPER QUESTIONNAIRE

Please use a blue or black pen to mark an **X** in the box next to the answer you choose.

Sometimes the box you have marked has a 'Go to...' instruction. By following the 'Go to...' instruction you will be able to move past any questions that do not apply to you.

Q1

Did you receive any antenatal care during your recent pregnancy?



Yes

No..... Go to Q25

If you make a mistake or wish to change a response, simply fill in that box and mark the correct box:

Q4

Was this antenatal care provided by the hospital named on the cover of this booklet?

Yes

No

If you prefer not to answer a question, leave it blank and continue to the next question.

If someone is helping you to complete the questionnaire, please ensure the answers given are from your point of view, and not the opinion of the person helping you.

PRIVACY INFORMATION

Your privacy is protected by legislation

The Bureau of Health Information (BHI) works with Ipsos to manage the NSW Patient Survey Program on behalf of NSW Health. Your name and address is provided to Ipsos for the purpose of sending you this questionnaire only. Ipsos will keep your contact details confidential.

Your questionnaire responses will be treated in the strictest confidence. Once you have completed the questionnaire, your contact details are removed from the survey results. No identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or any other health professionals unless required by law.

Your answers will be analysed along with the responses from other people who completed the questionnaire. The results will be provided to your local hospital and to NSW Health to help improve services.

You can find more information about privacy and confidentiality at bhi.nsw.gov.au/nsw_patient_survey_program/privacy

The results of all patient surveys in the program are reported publicly on the BHI website at bhi.nsw.gov.au

MORE INFORMATION

You have been sent this questionnaire because you recently gave birth. We appreciate that for some women this questionnaire may be difficult to complete and we respect each woman's decision about whether or not to complete the questionnaire.

We have taken all practical steps to ensure the questionnaire is not sent to women whose baby was stillborn, or whose baby died after birth. We recognise that some women in these circumstances may not wish to complete a questionnaire. However, all women who receive the questionnaire are welcome to complete it.

If you need help or someone to talk to about the birth of your baby or any concerns, you may like to contact:

- Pregnancy, Birth and Baby Helpline on 1800 882 436
- Your general practitioner (GP)

For women and families who have experienced infant loss, you may like to contact:

- Red Nose Grief and Loss Support Line on 1300 308 307
- Search online for the NSW Health brochure called 'Pregnancy and Infant Loss – Parents'





ANTENATAL CARE (BEFORE THE BIRTH)

Q1 Did you receive any antenatal care during your recent pregnancy?

Yes

NoGo to Q25

Q2 Was your antenatal care provided using a Shared Care model (i.e. some care provided by a GP or private midwife and some by hospital staff)?

Yes

No

Q3 Who provided most of your antenatal care?

Public hospital midwife/midwives including Midwifery Group Practice

Public hospital obstetrician

GP/family doctorGo to Q5

Private midwife/midwives.....Go to Q5

Private obstetricianGo to Q5

Q4 Was this antenatal care provided by the hospital named on the cover of this booklet?

Yes

No

Now thinking about the place where you received most of your antenatal care...

Q5 How long did you usually have to travel (one way) for antenatal care check-ups during your pregnancy?

Under 30 minutes

30 to 59 minutes

1 hour to under 2 hours

2 hours or more

Most of my antenatal check-ups were home visitsGo to Q9

Don't know/can't remember

Q6 How long did you usually spend at your antenatal check-ups between the time you arrived and when you left?

Under 30 minutes

30 to 59 minutes

1 hour to under 2 hours

2 hours or more

Don't know/can't remember

Q7 How much of this time did you usually spend waiting to be seen?

Under 30 minutes

30 to 59 minutes

1 hour to under 2 hours

2 hours or more

Don't know/can't remember

Q8 Do you think the time you had to wait was...?

About right

Slightly too long

Much too long

Don't know/can't remember

Q9 Did the health professionals providing your antenatal care explain things in a way you could understand?

Yes, always

Yes, sometimes

No

Q10 Did the health professionals discuss with you what was important to you in managing your antenatal care and birth?

Yes, completely

Yes, to some extent

No

Don't know/can't remember



Q11 Did you feel your emotional health was supported by the health professionals during your pregnancy?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable to my situation

Q12 Did you have confidence and trust in the health professionals providing your antenatal care?

- Yes, always
- Yes, sometimes
- No

Q13 Were the health professionals providing your antenatal care polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q14 Was there any time when the health professionals needed access to your medical history and it was not available?

- Yes
- No
- Don't know/can't remember

Q15 Were you provided with a personal antenatal document (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?

- Yes
- No..... Go to Q17
- Don't know/can't remember .. Go to Q17

Q16 Did the health professionals update your personal antenatal document at every check-up?

- Yes
- No
- Don't know/can't remember

Q17 Did the health professionals give you advice about the risks of consuming alcohol while pregnant?

- Yes
- No
- Don't know/can't remember

Q18 Did the health professionals give you advice about the risks of exposure to tobacco smoke while pregnant?

- Yes
- No
- Don't know/can't remember

Q19 Did the health professionals discuss the importance of healthy weight gain with you?

- Yes
- No
- Don't know/can't remember

Q20 Did the health professionals give you advice about your sleeping position during late pregnancy?

- Yes
- No
- Don't know/can't remember

Q21 Did you have worries or fears about your pregnancy or the birth?

- Yes
- No..... Go to Q23

Q22 Did the health professionals discuss your worries or fears with you?

- Yes, completely
- Yes, to some extent
- No

Q23 Did you receive enough information about pain relief options prior to the birth?

- Yes, definitely
- Yes, to some extent
- No
- I did not need information about pain relief options

Q24 Overall, how would you rate the antenatal care you received during your pregnancy?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

LABOUR AND BIRTH

Q25 Did you give birth to a single baby or multiple babies (twins, triplets or more)?

- A single baby
- Twins or more

Q26 How many weeks pregnant were you when your baby was born?

- Less than 32 weeks
- 32 – 36 weeks
- 37 – 38 weeks
- 39 – 41 weeks
- 42 or more weeks

Q27 In the two weeks following the birth, did your baby spend any time being cared for in a special care unit or nursery?

- Yes
- No
- Don't know/can't remember

Q28 What type of birth did you have?

- Vaginal birth
- Assisted vaginal birth (with vacuum extraction or forceps)
- Caesarean section after going into labour (emergency)
- Caesarean section before going into labour (planned) **Go to Q31**

Q29 Was your labour induced?

- Yes
- No

Q30 During your labour, were you able to move around and choose the position that made you most comfortable?

- Yes, most of the time
- Yes, sometimes
- No
- Not applicable to my situation

PAIN DURING LABOUR AND BIRTH

Q31 Did you have enough say about your pain relief during your labour and birth?

- Yes, definitely
- Yes, to some extent
- No

Q32 Do you think the midwives or doctors did everything reasonable to help you manage your pain during your labour and birth?

- Yes, definitely
- Yes, to some extent
- No

YOUR CARE DURING LABOUR AND BIRTH

Q33 Had any of the midwives or doctors who cared for you during your labour and birth been involved in your antenatal care?

- Yes
- No, but I wanted this
- No, but I did not want or need this
- I did not receive antenatal care

Q34 Did the midwives or doctors who you did not already know, introduce themselves to you during your labour and birth?

- Yes, always
- Yes, sometimes
- No
- I already knew all the staff who cared for me
- Don't know/can't remember

Q35 Were you able to get assistance from midwives or doctors when you needed it?

- Yes, always
- Yes, sometimes
- No
- I did not need assistance



Q36 During your labour and birth, did the midwives or doctors explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

Q37 Did midwives or doctors ever give you conflicting information during your labour and birth?

- Yes
- No

Q38 I was involved as much as I wanted in making decisions during labour and birth...

- Always
- Mostly
- Sometimes
- Rarely
- Never

Q39 During your labour and birth, was your birthing companion (e.g. your partner, the baby's father, doula or family member) involved as much as they wanted to be?

- Yes, definitely
- Yes, to some extent
- No
- Not applicable to my situation
- Don't know/can't remember

Q40 Did you have confidence and trust in the midwives or doctors taking care of you during your labour and birth?

- Yes, always
- Yes, sometimes
- No

Q41 Were the midwives or doctors kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q42 Did you have worries or fears during your labour and birth?

- Yes
- No Go to Q44

Q43 Did a midwife or doctor discuss your worries or fears with you?

- Yes, completely
- Yes, to some extent
- No

Q44 Did you feel you were treated with respect and dignity during your labour and birth?

- Yes, always
- Yes, sometimes
- No

Q45 Were you given enough privacy in the birth room or theatre?

- Yes, always
- Yes, sometimes
- No

Q46 Did you have skin to skin contact with your baby (i.e. your baby was naked, and placed directly on your chest or stomach) shortly after the birth?

- Yes
- No, but this was not possible for medical reasons
- No, I did not want skin to skin contact with my baby
- No, for other reasons
- Not applicable to my situation

Q47 Overall, how would you rate the care you received in the hospital during your labour and birth?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

YOUR HOSPITAL STAY FOLLOWING THE BIRTH

Q48 Shortly after the birth, did a health professional talk to you about your birth experience?

- Yes
- No
- Don't know/can't remember

Q49 After the birth of your baby, did the health professionals explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

Q50 After the birth, did the health professionals give you enough information about how to care for yourself (e.g. how to go to the toilet, how to sit and lie down)?

- Yes, completely
- Yes, to some extent
- No
- Not applicable to my situation

Q51 After the birth, did the health professionals give you enough information about how to care for your baby (e.g. how to hold your baby, how to put a nappy on your baby)?

- Yes, completely
- Yes, to some extent
- No
- Not applicable to my situation

Q52 After the birth of your baby, did you ever receive conflicting information from health professionals about how to care for yourself or your baby?

- Yes
- No

Q53 Were your cultural or religious beliefs respected by all hospital staff?

- Yes, always
- Yes, sometimes
- No, my beliefs were not respected
- My beliefs were not an issue

Q54 Were you ever in any pain after the birth of your baby?

- Yes
- No.....Go to Q56

Q55 Do you think the health professionals did everything they could to help you manage your pain after the birth of your baby?

- Yes, definitely
- Yes, to some extent
- No

Q56 After the birth of your baby, were you able to get assistance or advice from health professionals when you needed it?

- Yes, always
- Yes, sometimes
- No
- I did not need assistance or advice

Q57 After the birth of your baby, were the health professionals taking care of you kind and caring?

- Yes, always
- Yes, sometimes
- No

Q58 How clean were the wards or rooms you stayed in after the birth of your baby?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

Q59 How clean were the toilets and bathrooms you used after the birth of your baby?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

Q60 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching you or your baby?

- Yes, always
- Yes, sometimes
- No, I did not see this
- Can't remember



Q61 During your stay in hospital, were you ever bothered by any of the following?

Please all the boxes that apply to you

- Noise from other people's babies
- Noise from patients
- Noise from hospital staff
- Noise from visitors
- Lack of privacy
- Lack of security for your belongings
- Lighting
- None of the above

Q62 Did you have any hospital food during this stay?

- Yes
- No.....Go to Q67

Q63 How would you rate the hospital food?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q64 Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?

- Yes
- No.....Go to Q66

Q65 Was the hospital food suitable for your dietary needs?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember

Q66 Did the hospital provide access to food when you needed it?

- Yes, always
- Yes, sometimes
- No
- Don't know/can't remember

FEEDING YOUR BABY

Q67 Were your decisions about how you wanted to feed your baby respected by the health professionals?

- Yes, always
- Yes, sometimes
- No
- Not applicable to my situation

Q68 Did you ever receive conflicting advice about feeding your baby from the health professionals?

- Yes
- No
- Not applicable to my situation

Q69 Did you try to breastfeed your baby?

- Yes
- No.....Go to Q72
- Not applicable to my situation.. Go to Q72

Q70 How long did you breastfeed your baby for?

- Less than 2 weeks
- 2 – 4 weeks
- Between 1 – 3 months
- For longer than 3 months or still breastfeeding

Q71 Did midwives in the hospital work with you to show you a good position for breastfeeding your baby?

- Yes
- No
- Not applicable to my situation





DISCHARGE FROM HOSPITAL

Q72 Did you feel involved in decisions about your discharge from hospital?

- Yes, definitely
- Yes, to some extent
- No, I did not feel involved
- I did not want or need to be involved

Q73 Looking back, do you feel that the length of your stay in hospital was...?

- Too short
- About right
- Too long

Q74 Before leaving hospital, were you given enough information about caring for yourself and your baby at home?

- Yes, completely
- Yes, to some extent
- No
- I did not need this information

Q75 Did hospital staff tell you who to contact if you were worried about your health or your baby's health after you left hospital?

- Yes
- No
- Don't know/can't remember

Q76 Were you given information about possible changes to your emotional health after the birth of your baby?

- Yes, definitely
- Yes, to some extent
- No
- Don't know/can't remember

Q77 Did hospital staff tell you who to contact if you needed support for any emotional changes you might experience after you left hospital?

- Yes
- No
- Don't know/can't remember

Q78 Overall, how would you rate the care you received in the hospital after your baby was born?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Q79 If friends and family asked about your maternity experience at the hospital where you gave birth, how would you respond?

- I would speak highly of the hospital
- I would neither speak highly nor be critical
- I would be critical of the hospital



CARE AT HOME

Q80 In the first two weeks after arriving home, did you have a postnatal visit with a midwife or nurse?

Please all the boxes that apply to you

- Yes, at home
 Yes, at a hospital
 Yes, somewhere else
 NoGo to Q84

Q81 During a postnatal visit, did a midwife or nurse ask you how you were feeling emotionally?

- Yes
 No
 Don't know/can't remember

Q82 In general, did you feel that the midwife or nurse listened to you?

- Yes, always
 Yes, sometimes
 No

Q83 In general, did you have enough time with the midwife or nurse to ask questions or discuss any concerns?

- Yes, definitely
 Yes, to some extent
 No

Q84 At any point during your pregnancy or after the birth, were you shown, or given information, about safe sleeping for your baby?

Please all the boxes that apply to you

- Yes, the midwives or doctors showed me safe sleeping techniques for my baby
 Yes, I was given this information
 No, I was not shown, or given information, about safe sleeping
 Not applicable to my situation

ABOUT YOU

The following questions will help us to see how experiences vary between different groups of the population.

Q85 What year were you born?

Write in (YYYY)

Q86 Apart from this recent birth, have you given birth before?

- Yes
 No

Q87 What is the highest level of education you have completed?

- Less than Year 12 or equivalent
 Completed Year 12 or equivalent
 Trade or technical certificate or diploma
 University degree
 Post graduate/higher degree

Q88 In general, how would you rate your health?

- Excellent
 Very good
 Good
 Fair
 Poor

Q89 Which, if any, of the following longstanding conditions do you have (including age-related conditions)?

Please all the boxes that apply to you

- Deafness or severe hearing impairment
 Blindness or severe vision impairment
 A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease)
 A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis)
 An intellectual disability
 A mental health condition (e.g. depression)
 A neurological condition (e.g. Alzheimer's, Parkinson's)
 None of these



- Q90** Which language do you mainly speak at home?
- EnglishGo to Q93
 - A language other than English

What is that language? Please write below.

- Q91** Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?
- Yes
 - No.....Go to Q93

- Q92** Did the hospital provide an interpreter when you needed one?
- Yes, always
 - Yes, sometimes
 - No
 - I did not need the hospital to provide a professional interpreter

- Q93** Are you of Aboriginal origin, Torres Strait Islander origin, or both?
- Yes, Aboriginal
 - Yes, Torres Strait Islander
 - Yes, both Aboriginal and Torres Strait Islander
 - NoGo to Q95

- Q94** Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in hospital?
- Yes
 - No
 - Don't know/can't remember

- Q95** Who completed this survey?
- The baby's mother
 - The baby's mother with help from someone else
 - Someone else on behalf of the baby's mother

Q96 The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your healthcare information will allow us to better understand how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients.

Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.

- Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?**
- Yes
 - No





YOUR COMMENTS

Q97 What was the best part of the care you received from the hospital where you gave birth?

Q98 What most needs improving about the care you received from the hospital where you gave birth?

< INSERT BARCODE NUMBER HERE >

THANK YOU FOR YOUR TIME

Please remove the covering letter by tearing along the perforated line.
 Return the questionnaire in the reply paid envelope provided or send it in an envelope addressed to our survey processing centre (no stamp needed):
 NSW Patient Survey, Ipsos Social Research Institute
 Reply Paid 91752, Port Melbourne VIC 3207

Some questions asked in this questionnaire are sourced from: the NHS Patient Survey Programme (courtesy of the NHS Care Quality Commission); the National Research Corporation (USA), the 'Maternity Care in NSW - Having Your Say' survey (courtesy of the Kolling Institute of Medical Research) and; the Australian Patient Experience Indicator Development Working Group national set of core, common patient experience questions. Questions are used with the permission of each organisation.

