



Ipsos
Social Research Institute

Development Report Appendices:

2015 Maternity Care Survey

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at bhi.nsw.gov.au for any amendments.

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APPENDIX A: STAKEHOLDER ENGAGEMENT

The research with key stakeholders encompassed two distinct processes: a pro forma response and a stakeholder workshop.

Pro forma

The pro forma process ensured stakeholder engagement in the questionnaire development process. Its objective was to collect feedback from those who will ultimately use the research findings on the question areas to be included in the Maternity Care Survey. The pro forma took the form of a spreadsheet, in which stakeholders provided the details of topic areas and/or questions they felt should be considered for inclusion in the questionnaire, according to the following fields:

- **Proposed area of care/question topic:** A summary of the stakeholder/s area of interest
- **Reason for interest in that area of care:** Background on why they decided that question was important, to inform decisions around which questions to include and developing the question wording
- **Whether that question applied to a subset of patients and, if so, who they were**
- **How they would use data collected by that question:** How they expected to use that data, whether in indicators of care or reports, to identify poor performance or to measure the effect of improvements in care, or to assist their own research
- **Suggested question phrasing:** to add to the understanding of the most important aspect of that area of care

The complete pro forma can be found overleaf.

How to complete this pro forma

Date due: COB 16 October 2014

The pro forma follows. We ask you to use one row for each new aspect of care or question topic. There are five columns you should complete for each question topic:

- **Aspect of care/question topic:** Summarise your area of interest to allow us to look for themes common to multiple stakeholders. Examples may include arrival at the emergency department or the courtesy and communication of staff.
- **What is your interest in this question topic?** This provides additional information that will help us shape and refine the question wording.
- **Whether this question topic is relevant to a particular group of patients (and if so who?)** Some questions are more relevant to particular groups of patients. For example, questions about pain management are asked of patients who experience pain. Does your question topic relate to a particular group of people?
- **How would you use responses collected about this question topic?** We would like to hear how you expect to use responses to these questions to assist us to develop the questionnaire.
- **If you have a particular question in mind, please let us know what it is.**

Maternity Patient Survey - suggestions for new questionnaire content

Aspect of care/question topic	What is your interest in this question topic?	Is this question topic relevant to a particular subgroup of patients?	How would you use responses to this question topic?	If you would like to suggest a particular question on this topic, please do this here

Stakeholders were invited to participate via an approach email from BHI. The distribution list included the following groups:

- Agency for Clinical Innovation
- Clinical Excellence Commission
- Faculty of Health, University of Technology, Sydney
- Health Care Complaints Commission
- Kolling Institute, University of Sydney
- Maternal and Newborn Advisory Group
- Faculty of Health, University of Technology, Sydney
- National Rural Health Alliance
- NSW Kids and Families
- NSW Ministry of Health
- Pregnancy and Newborn Services Network
- Sydney Children's Hospital Network
- Central Coast LHD
- Hunter New England LHD
- Illawarra Shoalhaven LHD
- Mid North Coast LHD
- Murrumbidgee LHD
- Nepean Blue Mountains LHD
- Northern NSW LHD
- Northern Sydney LHD
- Southern NSW LHD
- South Eastern Sydney LHD
- South Western Sydney LHD
- Sydney LHD
- Western Sydney LHD
- Western NSW LHD.

Stakeholders often circulated the pro forma amongst colleagues before being submitted.

Overall, 62 questions and topic areas were suggested through this stakeholder engagement. The NSW Patient Survey Program would like to thank the following individuals who provided feedback on questionnaire content via the pro forma:

- Bronwyn Atkins, Clinical Nurse Consultant Child and Family Health Nursing, Mid North Coast LHD
- Helen Brynes, Acting Deputy Director Clinical Governance, Mid North Coast LHD
- Natasha Donnelly, Project Officer, NSW Maternal and Newborn Advisory Group

- Caroline Homer, Director of the Centre for Midwifery, Child and Family Health in the Faculty of Health, University of Technology Sydney
- David Hutton, Executive Director of Clinical Governance and Information Services, Northern NSW LHD
- Karen Luxford, Director Patient Based Care, Clinical Excellence Commission
- Stephanie McMahon, Western LHD
- Christine Quinn, Quality Manager, Illawarra Shoalhaven LHD
- Bruce Sanderson, Director Clinical Governance, Central Coast LHD
- Toni Schouton, Clinical Quality Manager, Southern LHD
- Angela Todd, Principal Researcher, Kolling Institute.

Questionnaire working committee

A workshop was held to discuss and shortlist the questionnaire content with a small group of expert stakeholders, BHI and Ipsos. This was attended by:

- BHI – Jason Boyd, Katinka Moran and Clare Aitken
- Ipsos SRI – Andy Cubie and Jessica Elgood
- Kolling Institute – Angela Todd and Jane Ford
- NSW Kids and Families – Deb Beasley, Elizabeth Best and Deb Matha.

This group finalised survey content to be tested in the cognitive interviews, deciding on question wording, response options and question filters.

APPENDIX B: STAKEHOLDER CONTACT EMAIL

The following email was sent to request topics of interest and proposed questions for the 2015 Maternity Care Survey questionnaire:

Dear colleagues,

Re: Maternity Patient Survey - Suggestions for questionnaire content

As part of the NSW Patient Survey Program, we would like to invite you to contribute to the development of the Maternity Patient Survey. The NSW Patient Survey Program seeks to collect information about patient's experience of care from NSW Health services in ways that are robust, statistically meaningful and representative of the patients using each hospital or facility. As a part of the NSW Patient Survey Program redevelopment, maternity questions were removed from the Adult Admitted Patient Survey, with the view to develop a dedicated maternity survey. The Maternity Patient Survey aims to provide information on patient experience and quality of care at NSW maternity services.

The questionnaires for the survey program are being developed, benefitting from a review of national and international literature, focus groups with recent patients and analysis of historic NSW survey data. As part of this process, BHI is contacting stakeholders to identify which questionnaire topics are most useful to inform the improvement of maternity services in NSW.

The pro forma - please return by COB 16 October 2014

We are interested in collecting ideas on topics or questions to be included in the Maternity Patient Survey and how including those topics will be useful to you. Please focus on those areas that are most important to you as there will be a limit to the length of the questionnaire.

Attached is a pro forma and it highlights how we would like it to be completed. Using one row for each new question you want included, please consider:

- The aspect of care or question topic
- Why you are interested in this question topic
- Whether this question topic is relevant to a particular subgroup of patients (and if so, who?)
- How you would use data collected about this question topic
- Whether you would like to suggest a particular question on this topic for inclusion in the survey.

You may wish to also include ideas contributed by your colleagues within your organisation on this pro forma.

After you return the pro forma, we may contact you again for more detail on your suggested content. If this does happen, you will be contacted by BHI's survey partner, IPSOS Social Research Institute, who will conduct the interview. If you do not wish to be contacted, please note this in your return email.

Please add your name to the file name of the pro forma sheet and return it to me (clare.aitken@bhi.nsw.gov.au) by the end of 16 October 2014.

Many thanks

APPENDIX C: PROFILE OF COGNITIVE INTERVIEW PARTICIPANTS

Cognitive interviews were held with recent mothers, with each iterative round comprised of five interviews. The composition of groups is presented in Table 1.

Table 1: Patient cognitive interview profile

Characteristics		Round 1	Round 2	Round 3
Maternity care	Had baby within the last 12 months	5	5	5
CALD	Language other than English spoken at home	0	2	0
Type of birth	Caesarean – emergency	2	0	0
	Caesarean – planned	1	1	1
	Non-caesarean	2	4	4
First birth	First birth	5	1	3
	Subsequent birth	0	4	2
TOTAL		5	5	5

APPENDIX D: COGNITIVE INTERVIEW DISCUSSION GUIDE/PROMPTS

Bureau of Health Information – Maternity Survey Cognitive Testing Guide

Introduction (5 mins)

- Thank for participation and introduce self and the Ipsos Social Research Institute.
- State aim of discussion –The Bureau of Health Information has asked us to conduct a postal survey among patients who have given birth in the maternity ward of a NSW public hospital. We are conducting these interviews to make sure the questions ‘work’ and are easy for patients to answer.
- Explain confidentiality and get permission to record.
- Mention incentive (\$50) and time (up to 1 hour)
- Intro to method:

I will ask you to complete the questionnaire exactly as you would do if it came through the post, but I will ask you to stop at the end of each section so I can ask you some questions.

These will mainly be about what you were thinking about when you responded to each question, rather than your actual response.

If you like, you can mention if you have any difficulties or if you don’t understand anything while you’re completing the survey and I will make a note of them to discuss at the end of each section. But I won’t be able to help you with interpreting the questions as this might change the way you respond – and we are really interested in how you interpret the questions.

We are testing the questionnaire, not you, so there are no right or wrong answers.

It’s really important that we know what you really think - I haven’t worked on this questionnaire myself so please feel free to criticise questions if they aren’t working for you.

The questionnaire is in draft format, so please excuse any typos and the formatting (it will be made more attractive for the final version!).

IF MENTIONED: Please ignore the small reference numbers at the end of each question – they’re just for my reference.

IF ASKED FOR FURTHER INFO: The Bureau of Health Information was set up in 2009 to measure the performance of the public health system in NSW. The Bureau produces reports for the government, for people who work in health care, and for the community.

The Bureau produces regular reports on hospital performance including information on how many patients are visiting NSW hospitals, how long patients waited in emergency departments, and how many elective surgeries were performed within recommended waiting times. Other reports identify areas for improvement and examine how the health system in NSW compares to other states in Australia and other countries. The Bureau delivers this information for decision makers to use in order to improve health care and patient care in NSW. All of their reports are available on their website at www.bhi.nsw.gov.au.

Drafting note: need to insert specific question testing notes into copy of questionnaire once questionnaire finalised for cognitive testing

General probes:

Observation Qs: you seemed to spend a little more time/hesitated/missed out/changed response/answered very quickly at QX – what were you thinking?

Was the answer you wanted to give missing from any of these questions (what)?

Which questions were easiest to answer, which were hardest? Why?

Were there any questions you weren't quite sure how to answer?

What else you would have liked to have commented on about your experience of being admitted to hospital?

Was it difficult to remember well enough to answer any of these Qs?

Were all these questions relevant to you or not?

Final probes:

Is there any important part of your experience as a patient that you think isn't covered by this questionnaire?

Which questions do you think are most important?

Were any questions unimportant or irrelevant to you?

Do you have any other feedback about the questionnaire?

APPENDIX E: POTENTIAL QUESTION AREAS

A list of potential question areas for inclusion in the Maternity Care Survey was identified primarily from the analysis of the Kolling Institute's survey, stakeholder engagement and the maternity conceptual framework, as follows.

Your baby

- Type of birth (single/multiple)
- Sex of baby
- Weight of baby
- Date of birth
- Length of gestation
- Whether a public or private patient
- Hospital in which mother gave birth
- Reasons for choosing to give birth in the facility

Models of care

- What the mother knows about the different models of care available
- Whether the mother chose their model of care
- Whether the mother knew which model of care they received
- Whether the mother's experience reflected their expectations of the model of care
- Any feedback the mother had about their model of care
- Factors influencing mothers who changed their model of care during their pregnancy

Antenatal care

- When antenatal care was first provided
- Who co-ordinated and provided antenatal care
- Time taken to travel to antenatal check-ups
- When the booking-in appointment took place
- Provision of an antenatal card for antenatal appointments
- Health care providers updating the card at each antenatal check-up
- Whether there was timely access to mothers' medical history
- The physical and mental health and wellbeing of the mother
- Stressors experienced by the mother in the 12 months prior to the birth
- Healthy weight gain during pregnancy
- Information provision to the mother about the risks of smoking and drinking alcohol during pregnancy
- The offer of assistance in smoking cessation during pregnancy
- Birth plans of where and how the mother wanted the birth to occur

- The reasons for choosing the hospital that the mother attended to give birth
- The quality of the antenatal care provided

Labour and birth

- Whether the birth plan was followed during labour and birth
- Whether decisions made by the mother were respected during labour and birth
- Pain management
- Options for pain relief offered at the facility (including water immersion)
- Whether mothers had enough say in their pain relief
- Whether mothers were able to move around during labour
- Whether mothers were given sufficient privacy in labour and birth
- Whether birthing companion were involved as much as they wanted to be
- The kind of birth the mother had (vaginal/caesarean)
- (Where applicable) the reasons for having a caesarean section
- Whether there was skin-to-skin contact between the mother and the baby immediately after birth
- Difference between expectations of birth and the actual experience
- Continuity of care (e.g. if the mother already knew the staff who cared for them during labour)
- Whether the mother could identify or name the midwife that took care of them during each stage of their pregnancy and birth
- Whether mothers were introduced to the health professionals caring for her during labour and birth
- Quality of communication between staff and the mother during labour
- Whether mothers received assistance when needed
- Whether consent/informed consent was given by the mother when doctors or midwives performed checks or procedures on the mother during pregnancy and labour
- If the midwife or obstetrician checked the baby's heart beat regularly during labour (to identify if the baby was in distress)
- Trust and confidence in staff
- Transfers between facilities

Care in hospital

- Whether, shortly after the birth, health professionals explained how the birth had gone
- Whether mothers received assistance when needed
- Whether there was good communication, sufficient time to ask questions and the mother felt listened to by health professionals
- Whether the mother was included in discussions about their ongoing maternity care after birth
- Whether health professionals were kind and caring to mothers

- Cleanliness of wards and rooms
- Rating of hospital food, and whether it was appropriate and met mothers' dietary needs
- Whether a midwife in hospital taught/helped the mother with breastfeeding and mothercraft skills (a number of suggestions related to breastfeeding support, and taking care of both self and baby after the birth)
- Whether mothers received support for breastfeeding/feeding the baby, and whether their feeding decisions were respected by health professionals
- Whether the hospital visiting hours were sufficient in allowing partners/family to support the mother throughout their stay
- Whether mothers were bothered by lack of security, lack of privacy or noise problems
- Whether the mother needed, and received, an interpreter

Discharge pathways and postnatal care

- Whether, shortly after the birth, health professionals explained how the birth had gone
- The mother and baby's health after birth
- Whether the mother had worries about her health, or the baby's health, after leaving hospital
- Whether the opportunity to debrief about the birthing experience was given to the mother prior to discharge
- Length of stay in hospital
- Appropriateness of length of stay in hospital
- Cleanliness of wards and rooms
- Whether the mother was informed about, and visited at home by, the Child and Family Community Nurse
- Whether there was a handover between the midwife and the Child and Family Community Nurse
- Whether the mother felt supported once she had returned home
- Whether the Community Nurse asked how the mother was feeling emotionally
- Whether information provided to the mother was sufficient and appropriate
- Whether the mother was happy with the discharge processes
- Whether the mother experienced any complications, and if so, the impact
- Education of mothers about safe sleeping for their babies

Overall care experience

- Continuity of care between different stages of pregnancy and birth, and between different health professionals
- Whether there was good communication, sufficient time to ask questions and the mother felt listened to by health professionals
- Whether the mother would recommend the facility to family and friends
- Overall rating of care

Demographics

- Age of the mother
- Educational attainment of the mother
- Language primarily used by the mother
- Whether the mother is Aboriginal or Torres Strait Islander
- Self-reported health status
- Long-standing health conditions
- Mental illness
- Whether the survey was completed by the mother, or by, or with help from, somebody on behalf of the mother

APPENDIX F: MATERNITY CARE SURVEY DEVELOPMENT TABLE

The following table outlines the process of development for each question of the Maternity Care Survey. Included in the table is: the final question; the main reasons for the question's inclusion; the source questionnaire or survey and original source question; and any changes made to the question in development, either as a result of the three rounds of cognitive interviews and/or discussions between BHI and Ipsos SRI. Where there are no development notes, it is an indication that the question tested well and did not require any significant amendments.

The source question listed below is the version of this question that BHI assessed for inclusion in the Maternity Care Survey. No assessment of the provenance of the question beyond the stated survey tool has been conducted.

The following acronyms used in the table denote the source of the questions:

- **NHS** - NHS Inpatient Question Bank 2011
- **NHS Maternity** - NHS Maternity Survey 2013
- **NCCQ** - National Set of Core, Common Patient Experience Questions for use with overnight-admitted patients: pen and paper
- **AAPS** – the Adult Admitted Patient Survey
- **EDPS** – the Emergency Department Patient Survey
- **NSWAPS** – 2010 NSW Overnight Patient Survey/2010 NSW Day Patient Survey
- **Kolling Institute** – Kolling Institute 'Maternity Care in NSW – Having your say'
- **Victorian Maternity Survey** – Victorian Healthcare Experience Survey – Maternity 2014
- **ORIGINAL QUESTION** – new question created for this survey
- **ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM** – question created by BHI and used in previous surveys in the program

Table 2: Survey development table

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q1 How many weeks pregnant were you when you had your first appointment for antenatal care?</p> <p><i>Less than 14 weeks pregnant</i></p> <p><i>14-19 weeks pregnant</i></p> <p><i>20-18 weeks pregnant</i></p> <p><i>More than 28 weeks pregnant</i></p> <p><i>I didn't receive antenatal care</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was included to better understand and assess the impact of late first presentation to antenatal services. Also used in other validated maternity survey/s.</p>	<p>Roughly how many weeks pregnant were you when you first saw this health professional about your pregnancy care?</p> <p><i>When I was 0 to 6 weeks pregnant</i></p> <p><i>When I was 7 to 12 weeks pregnant</i></p> <p><i>When I was 13 or more weeks pregnant</i></p> <p><i>Don't know/can't remember</i></p> <p>NHS Maternity</p>	<p>The question was changed to remove the shorter timeframes to first contact with antenatal care and to extend the response options from weeks 14 to 28.</p>
<p>Q2 Who provided <u>most</u> of your antenatal care?</p> <p><i>Public hospital midwife/midwives</i></p> <p><i>Public hospital obstetrician</i></p> <p><i>GP/family doctor</i></p> <p><i>Private midwife/midwives</i></p> <p><i>Private obstetrician</i></p> <p><i>Other</i></p>	<p>The question was included to understand the source of antenatal care for the mother and attribute results accordingly. Also used in other validated maternity survey/s.</p>	<p>Was there <u>one</u> person who coordinated your care and provided the majority of your antenatal check-ups?</p> <p><i>Yes, my GP</i></p> <p><i>Yes, my midwife/midwives</i></p> <p><i>Yes, my obstetrician</i></p> <p><i>Yes, another single person (please specify)</i></p> <p><i>No, no <u>single</u> person coordinate my care</i></p> <p><i>Don't know/Can't remember/Not applicable</i></p> <p>Kolling Institute</p>	<p>The question was heavily modified to provide information about whether the antenatal care was public or private, given the survey goes on to assess care in a public hospital.</p>

Question	Reason(s) for inclusion	Source question	Development notes
<p>Q3 Was this antenatal care provided by the hospital named on the cover of this booklet?</p> <p>Yes</p> <p>No</p>	<p>This question was included for the purpose of attribution of results. Also used in other validated maternity survey/s.</p>	<p>Did you receive any pregnancy care (antenatal services) from the hospital named on the cover of this booklet?</p> <p>Yes</p> <p>No</p> <p>Victorian Maternity Survey</p>	<p>The question was changed to be shorter and more specific, relating the care identified in the previous question to the hospital of interest.</p>
<p>Q4 How long did you usually have to travel (one way) for antenatal care check-ups during your pregnancy?</p> <p><i>Under 30 minutes</i></p> <p><i>30-59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours to under 3 hours</i></p> <p><i>3 hours or more</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was included to address the aspect of care of access, raised by stakeholders and workshop attendees. Also used in other validated maternity survey/s.</p>	<p>Roughly, how long did you usually have to travel (one way) for antenatal appointments during your pregnancy? If you did not travel (e.g. had then at home) please answer '0'. If you had appointments with more than one carer, choose the one that was most important to you.</p> <p>__ hours __ minutes</p> <p>Kolling Institute</p>	<p>Answer categories were added to ease completion and analysis and to align formatting with similar questions in the NSW Patient Survey Program.</p>

<p>Q5 How long did you usually spend at your antenatal check-ups between the time you arrived and when you left?</p> <p><i>Under 30 minutes</i></p> <p><i>30 to 59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours to under 3 hours</i></p> <p><i>3 hours or more</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was added to work in conjunction with Q6 as patient feedback suggested that waiting times, not only to initially being seen, but also between seeing various health professionals at a single appointment, were an issue.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q6 How much of this time did you usually spend waiting to be seen?</p> <p><i>Under 30 minutes</i></p> <p><i>30 to 59 minutes</i></p> <p><i>1 hour to under 2 hours</i></p> <p><i>2 hours to under 3 hours</i></p> <p><i>3 hours or more</i></p> <p><i>Don't know/can't remember</i></p>	<p>This question was added as patient feedback suggested that waiting times, not only to initially being seen, but also between seeing various health professionals at a single appointment, were an issue.</p>	<p>ORIGINAL QUESTION</p>	

<p>Q7 How well organised was the antenatal care you received at your check-ups?</p> <p><i>Very well organised</i></p> <p><i>Fairly well organised</i></p> <p><i>Not well organised</i></p>	<p>This question was added to address the co-ordination of antenatal care between health professionals. It was also a topic asked in the Kolling Institute study.</p>	<p>How organised was the care you received in the A&E Department?</p> <p><i>Very organised</i></p> <p><i>Fairly organised</i></p> <p><i>Not at all organised</i></p> <p>NHS, subsequently adapted for AAPS</p>	<p>The question wording was altered to refer specifically to antenatal care check-ups and to bring in line with the format used elsewhere in the NSW Patient Survey Program.</p>
<p>Q8 Did the health professionals providing your antenatal care explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Clear, appropriate communication between mothers and health professionals and the quality of the communication between staff and patients are issues commonly included in other prominent patient surveys. The question is based on part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Did the health professionals explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>NCCQ</p>	<p>The question wording was amended to refer to health professionals providing antenatal care.</p>

<p>Q9 Did you have confidence and trust in the health professionals providing your antenatal care?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Measurement of confidence and trust in health professionals is a key question in all surveys in the NSW Patient Survey Program.</p>	<p>Did you have confidence and trust in the doctors treating you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>NHS</p>	<p>The question wording was amended to refer to health professionals providing antenatal care.</p>
<p>Q10 Were the health professionals providing your antenatal care polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Measurement of a polite and courteous manner by health professionals is a key question in all surveys in the NSW Patient Survey Program.</p>	<p>Were the doctors polite and courteous?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>The question wording was amended to refer to health professionals providing antenatal care.</p>
<p>Q11 Was there any time when the health professionals needed access to your medical history and it was not available?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Patient feedback indicated that access to notes and medical history was sometimes an issue. Also used in other validated maternity survey/s.</p>	<p>Do you remember any times when your health records or file seemed to be missing, or other information, like test results, was not available to your care providers when they wanted them?</p> <p><i>No, my health care providers always had my information</i></p> <p><i>Yes, 1 or 2 times</i></p> <p><i>Yes, more than 2 times</i></p> <p><i>Don't know/Can't remember/Not applicable</i></p> <p>Kolling Institute</p>	<p>The question wording was simplified for ease of comprehension.</p>

<p>Q12 Were you provided with a personal antenatal card (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop highlighted the guidelines around the provision of an antenatal card.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q13 Did the health professionals update your personal antenatal card at every check-up?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop highlighted the guidelines around updating the antenatal card.</p>	<p>ORIGINAL QUESTION</p>	

<p>Q14 Did the health professionals give you advice about the risks of consuming alcohol while pregnant?</p> <p>Yes</p> <p>No</p> <p>Don't know/can't remember</p>	<p>Stakeholders and those attending the workshop raised the guidelines around information provision to the mother about the risks of drinking alcohol during pregnancy. Also used in other validated maternity survey/s.</p>	<p>At your 'booking-in' appointment, were you given written information or told about the risk to the baby from alcohol use in pregnancy?</p> <p><i>Not applicable, I don't drink alcohol, so I wasn't given any information</i></p> <p><i>No, I was never given written information or told about programs</i></p> <p><i>Yes, I was given written information only</i></p> <p><i>Yes, I was told about programs only</i></p> <p><i>Yes, I was given written information and told about programs</i></p> <p><i>Don't know/Can't remember</i></p> <p>Kolling Institute</p>	<p>The question was simplified for ease of comprehension.</p>
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<p>Q15 Did the health professionals give you advice about the risks of exposure to tobacco smoke while pregnant?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop raised the guidelines around informing mothers about the risks of smoking during pregnancy. Also used in other validated maternity survey/s.</p>	<p>At your 'booking-in' appointment were you given written information or told about programs to help women stop smoking in pregnancy?</p> <p><i>Not applicable, I don't smoke, so I wasn't given any information</i></p> <p><i>No, I was never given written information or told about programs</i></p> <p><i>Yes, I was given written information only</i></p> <p><i>Yes, I was told about programs only</i></p> <p><i>Yes, I was given written information and told about programs</i></p> <p><i>Don't know/Can't remember</i></p> <p>Kolling Institute</p>	<p>The question was simplified for ease of comprehension.</p>
<p>Q16 Were you told about programs you could join or take part in to stop smoking?</p> <p><i>Not applicable, I don't smoke</i></p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop raised the guidelines around information provision and the offer of assistance in smoking cessation during pregnancy.</p>	<p>ORIGINAL QUESTION</p>	

<p>Q17 Did the health professionals discuss the importance of healthy weight gain with you?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop raised the importance of providing information about healthy weight gain during pregnancy, given the increased complications associated with overweight mothers. Also used in other validated maternity survey/s.</p>	<p>During your pregnancy, did the doctors or midwives tell you that your weight was a concern?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/Can't remember</i></p> <p>Kolling Institute</p>	<p>The question was re-phrased to refer to 'health professionals' rather than 'doctors or midwives'. It was also amended to present the issue as a positive, e.g. 'healthy weight gain', rather than a negative, 'concern'.</p>
<p>Q18 Did the health professionals ask you how were feeling emotionally during your pregnancy?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop raised the importance of monitoring mother's mental health during pregnancy to identify those with increased risk of post-natal depression. Also used in other validated maternity survey/s.</p>	<p>Did the midwife or health visitor ask you how you were feeling emotionally?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p> <p>NHS Maternity</p>	<p>'Midwife or health visitor' was replaced with 'health professional' for consistency with other questions in the survey.</p>
<p>Q19 Did you have worries or fears about your pregnancy or the birth?</p> <p>Yes</p> <p>No</p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Did you have worries or fears about your condition or treatment while in hospital?</p> <p>Yes</p> <p>No</p> <p>NCCQ</p>	<p>'Your condition or treatment' was replaced by 'your pregnancy or the birth' and 'while in hospital' removed to reflect that this question addressed the antenatal period.</p>

<p>Q20 Did the health professionals discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Did a healthcare professional discuss your worries or fears?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p>NCCQ</p>	
<p>Q21 Where did you get information about pain relief options for this birth?</p> <p><i>Antenatal check-ups</i></p> <p><i>Birthing classes</i></p> <p><i>Online (websites or apps)</i></p> <p><i>Other</i></p> <p><i>I did not need this information</i></p>	<p>The cognitive interviews with mothers highlighted the importance of pain relief information before the birth, and the range of sources being used to obtain this information.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q22 Overall, how would you rate the <u>antenatal</u> care you received during your pregnancy?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Overall, how would you rate the care you received while in hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p>NCCQ</p>	<p>The question was adapted to refer specifically to the antenatal period of care.</p>

<p>Q23 Did you give birth to a single baby or multiple babies (twins, triplets or more)?</p> <p><i>A single baby</i></p> <p><i>Twins or more (now answer about the baby born <u>first</u> in this pregnancy)</i></p>	<p>This question was included to provide instruction to respondents about which baby to answer the following questions about and to assist in the analysis of results. Also used in other validated maternity survey/s.</p>	<p>Did you give birth to a single baby, twins or more in your most recent pregnancy? If you had more than one baby, please complete this survey for the baby who was born first in the most recent pregnancy.</p> <p>Kolling Institute</p>	<p>The question was simplified for ease of comprehension.</p> <p>'In your most recent pregnancy' was removed as it was not found to be necessary in the cognitive interviews.</p>
<p>Q24 How many weeks pregnant were you when your baby was born?</p> <p><i>Less than 32 weeks</i></p> <p><i>32-36 weeks</i></p> <p><i>37-40 weeks</i></p> <p><i>More than 40 weeks</i></p>	<p>This question was included for analysis purposes. Also used in other validated maternity survey/s.</p>	<p>How many weeks pregnant were you when your baby was born?</p> <p><i>_ _ weeks</i></p> <p>Kolling Institute</p>	<p>The 'write-in' design was replaced with a range of answer categories for ease of completion and data analysis.</p>
<p>Q25 What type of birth did you have?</p> <p><i>Vaginal birth</i></p> <p><i>Assisted vaginal birth (with vacuum extraction or forceps)</i></p> <p><i>Caesarean section after going into labour (emergency)</i></p> <p><i>Caesarean section before going into labour (planned)</i></p>	<p>This question was included for analysis purposes. Also used in other validated maternity survey/s.</p>	<p>What kind of birth did you have?</p> <p><i>Vaginal birth</i></p> <p><i>Assisted vaginal birth (with vacuum extraction (suction) or forceps)</i></p> <p><i>Caesarean section after going into labour</i></p> <p><i>Caesarean section before labour started</i></p> <p>Kolling Institute</p>	<p>The 'caesarean' answer categories were altered to reference whether they were 'planned' or 'emergency' to clarify this for the respondent.</p>

<p>Q26 Why was your baby born by caesarean section?</p> <p><i>My health was at risk</i></p> <p><i>My baby's health was at risk</i></p> <p><i>Labour had 'failed to progress'</i></p> <p><i>I wanted my baby born this way</i></p> <p><i>I'd had a caesarean previously</i></p> <p><i>Other reason</i></p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop raised the importance of understanding the reasons underlying caesarean. Also used in other validated maternity survey/s.</p>	<p>If your baby was born by caesarean section, what was the reason?</p> <p><i>Not applicable to me; my baby was not born by caesarean section</i></p> <p><i>My baby was 'distressed'</i></p> <p><i>Labour had 'failed to progress'</i></p> <p><i>I wanted my baby to be born this way</i></p> <p><i>My baby wouldn't fit through my pelvis</i></p> <p><i>My baby was in breech position (feet first)</i></p> <p><i>I had twins or triplets</i></p> <p><i>Because of worries about my health</i></p> <p><i>Because I had a caesarean before</i></p> <p><i>Because I was in premature labour</i></p> <p><i>Because I was bleeding or had placental problems</i></p> <p><i>Other reason (please give details)</i></p> <p><i>Don't know/Can't remember</i></p> <p>Kolling Institute</p>	<p>The answer categories were condensed to provide respondents with a more manageable list.</p>
<p>Q27 Was your labour induced?</p> <p>Yes</p> <p>No</p>	<p>This was raised in the cognitive interviews and was a significant part of the mother's experience.</p>	<p>ORIGINAL QUESTION</p>	

<p>Q28 During your labour, were you able to move around and choose the position that made you most comfortable?</p> <p><i>Yes, most of the time</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Not applicable to my situation</i></p>	<p>This was raised by stakeholders and those attending the workshop as an important factor in contributing to a satisfactory experience for the mother. Also used in other validated maternity survey/s.</p>	<p>During labour, were you able to move around and choose the position that made you most comfortable?</p> <p><i>Yes, most of the time</i></p> <p><i>Some of the time</i></p> <p><i>No, not at all</i></p> <p><i>Because of my circumstances, this was not appropriate for me</i></p> <p><i>Don't know/Can't remember/Not applicable</i></p> <p>Kolling Institute</p>	<p>The answer categories were adjusted to better match those used elsewhere in the NSW Patient Surveys.</p>
<p>Q29 Were you offered the option of being in a bath during labour?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don't know/can't remember</i></p>	<p>This was raised by stakeholders and those attending the workshop as being a policy of promoting water immersion for pain relief in NSW. Also used in other validated maternity survey/s.</p>	<p>Were you offered the option of being in a bath during labour?</p> <p><i>Yes</i></p> <p><i>No, the option was not given to me</i></p> <p><i>No, a bath was not available in the hospital</i></p> <p><i>Because of my circumstances, this option was not appropriate for me</i></p> <p><i>I did not want this option</i></p> <p><i>Don't know/Can't remember/Not applicable</i></p> <p>Kolling Institute</p>	<p>The answer categories were simplified for ease of comprehension and to align formatting with similar questions in the survey.</p>

<p>Q30 Did you have enough say about your pain relief during your labour and birth?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>This was raised by stakeholders and those attending the workshop as an important factor in contributing to a satisfactory experience for the mother. Also used in other validated maternity survey/s.</p>	<p>Did you have enough say about your pain control during labour and delivery?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, somewhat</i></p> <p><i>No</i></p> <p>NSWAPS</p>	<p>The phrase 'pain control' was changed to 'pain relief' as being more appropriate.</p>
<p>Q31 Do you think the midwives or doctors did everything reasonable to help you manage your pain during your labour and birth?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Do you think the hospital staff did everything they could to help manage your pain?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p>NCCQ</p>	<p>The question was changed from 'hospital staff' to 'midwives or doctors'. The wording was also altered from 'everything' to 'everything reasonable'. 'During your labour and birth' was added to be specific about the period.</p>
<p>Q32 Had you previously met any of the midwives or doctors who cared for you during your labour and birth?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop highlighted that continuity of care during pregnancy is highlighted in NSW Health policy. Also used in other validated maternity survey/s.</p>	<p>Had you previously met any of the staff who cared for you during labour and birth?</p> <p><i>Yes, at least one staff</i></p> <p><i>No</i></p> <p><i>Don't know/Can't remember</i></p> <p>Kolling Institute</p>	<p>'Staff' was changed to 'midwives or doctors' and response options simplified.</p>

<p>Q33 Did the midwives or doctors who you did not already know, introduce themselves to you during your labour and birth?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I already knew all the staff who cared for me</i></p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop raised the importance of the relationship between the mother and health professionals caring for her during labour and birth.</p>	<p>Did the staff treating and examining you introduce themselves?</p> <p><i>Yes, all of the staff introduced themselves</i></p> <p><i>Some of the staff introduced themselves</i></p> <p><i>Very few or none of the staff introduced themselves</i></p> <p><i>Don't know / Can't remember</i></p> <p>NHS, subsequently adapted for AAPS</p>	<p>'Staff' was changed to 'midwives or doctors' in line with the more specific approach used through the NSW Patient Survey Program. The phrase 'who you did not already know' was added to clarify the question for mothers who had already met their attending staff.</p>
<p>Q34 Were you able to get assistance from midwives or doctors when you needed it?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>I did not need assistance</i></p>	<p>Stakeholders and those attending the workshop raised the issue of mothers being able to get help and support when needed during labour and birth.</p>	<p>Were you able to get assistance or advice from an ED health professional when you needed it?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I didn't need assistance or advice</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>'Staff' was changed to 'midwives or doctors'. Response options were changed to align with the format used elsewhere in the NSW Patient Survey Program</p> <p>The answer category 'No, I didn't need assistance or advice' was split into two separate categories, 'No' and 'I did not need assistance' as these are two distinct responses.</p>

<p>Q35 During your labour and birth, did the midwives or doctors explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Questions relating to the quality of communication between staff and patients are commonly included in other prominent maternity surveys. Adapted part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>How often did the doctors, nurses and other health professionals caring for you explain things in a way you could understand?</p> <p><i>All of the time</i></p> <p><i>Most of the time</i></p> <p><i>Some of the time</i></p> <p><i>Rarely</i></p> <p><i>Never</i></p> <p>NCCQ, subsequently adapted for AAPS</p>	<p>The phrase 'During your labour and birth' was added to ensure respondents are commenting on this stage of their journey.</p> <p>'Health professionals' was changed to 'midwives or doctors' to align with the more specific approach used throughout the NSW Patient Survey Program.</p>
<p>Q36 Did midwives or doctors ever give you conflicting information during your labour and birth?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>This question was added as mothers mentioned the contrary opinions they received from different members of staff.</p>	<p>Did you receive contradictory information from Emergency Department healthcare professionals – for example, giving different opinions on your treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>The wording was simplified for ease of comprehension.</p>
<p>Q37 Were you involved, as much as you</p>	<p>Part of the suite of proposed</p>	<p>Were you involved, as much as you wanted to be,</p>	<p>'About your care and</p>

<p>wanted to be, in decisions during your labour and birth?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not want or need to be involved</i></p>	<p>National Set of Core, Common Patient Experience questions but is also used in other validated maternity surveys.</p>	<p>in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I was not well enough or did not want to be involved</i></p> <p>NCCQ, subsequently adapted for AAPS</p>	<p>treatment’ was replaced with ‘during your labour and birth’.</p> <p>Response options were changed to align with the format used elsewhere in the NSW Patient Survey Program</p>
<p>Q38 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?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Not applicable to my situation</i></p> <p><i>Don’t know/can’t remember</i></p>	<p>Stakeholders and those attending the workshop raised the importance of mothers being supported by their birthing companion during labour and birth, and the birthing companion being actively involved. Also used in other validated maternity survey/s.</p>	<p>Was your partner or birthing companion able to be involved as much as they wanted to be?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>They did not want to be involved</i></p> <p><i>I did not want them to be involved</i></p> <p><i>I did not have a partner or companion with me</i></p> <p>Victorian Maternity Survey</p>	<p>The phrase ‘During your labour and birth’ was added to ensure respondents commented on this stage of their journey.</p> <p>Birthing companion examples were provided for clarity.</p>
<p>Q39 Did you have confidence and trust in</p>	<p>Measurement of trust and</p>	<p>Did you have confidence and trust in the doctors</p>	<p>‘Treating you’ was</p>

<p>the midwives or doctors taking care of you during your labour and birth?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>confidence between patient and health professionals is a key question in all surveys in the NSW Patient Survey Program. It was also asked in other validated maternity survey/s.</p>	<p>treating you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>NHS</p>	<p>changed to 'taking care of you during your labour and birth'.</p> <p>'Midwives' was added to the question wording.</p>
<p>Q40 Were the midwives or doctors kind and caring towards you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Measurement of health professionals being kind and caring to patients is a key question in all surveys in the NSW Patient Survey Program and was raised by stakeholders as being important.</p>	<p>Were the doctors kind and caring towards you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>'Midwives' was added to the question wording.</p>
<p>Q41 Did you have worries or fears during your labour and birth?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Did you have worries or fears about your condition or treatment while in hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p>NCCQ</p>	<p>'Condition or treatment' was changed to 'labour and birth'.</p>

<p>Q42 Did a midwife or doctor discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Did a healthcare professional discuss your worries or fears with you?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p>NCCQ</p>	<p>'Healthcare professional' was changed to 'midwife or doctor'.</p>
<p>Q43 Did you feel you were treated with respect and dignity during your labour and birth?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions and was raised by stakeholders as being important.</p>	<p>Did you feel you were treated with respect and dignity while you were in the hospital?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>NCCQ</p>	<p>'While you were in the hospital' was changed to 'during your labour and birth'.</p>
<p>Q44 Were you given enough privacy in the birth room or theatre?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>The issue of privacy during birth was raised by stakeholders and those attending the workshop.</p>	<p>Were you given enough privacy when being examined or treated?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>NHS</p>	<p>The question was changed to specifically refer to the 'birth room or theatre'.</p>

<p>Q45 Did you have skin to skin contact with your baby (that means that your baby was naked, and placed directly on your chest or tummy) shortly after the birth?</p> <p>Yes</p> <p><i>No, but this was not possible for medical reasons</i></p> <p><i>No, I did not want skin to skin contact with my baby</i></p> <p><i>No, for other reasons</i></p> <p><i>Not applicable to my situation</i></p>	<p>Stakeholders raised the importance of skin to skin contact between mother and baby as an essential element of bonding between them and pointed out that promoting this is written into policy. Also used in other validated maternity survey/s.</p>	<p>Did you have skin to skin contact with your baby (that means that your baby was naked, and placed directly on your chest or tummy) shortly after the birth?</p> <p>Yes</p> <p><i>No, but this was not possible for medical reasons</i></p> <p><i>No, I did not want skin to skin contact with my baby</i></p> <p><i>No, for other reasons</i></p> <p><i>Don't know/Can't remember/Not applicable</i></p> <p>Kolling Institute</p>	<p>The answer category 'Not applicable to my situation' was added to provide a response for situations such as still birth.</p>
<p>Q46 Overall, how would you rate the care you received in the hospital <u>during</u> your labour and birth?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Overall, how would you rate the care you received while in hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p>NCCQ</p>	<p>'During your labour and birth' was added to direct the respondent to comment on this stage of their journey.</p>

<p>Q47 How would you describe your health immediately after the birth?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>In general, how would you rate your health?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p> <p>NCCQ</p>	<p>The question wording was revised to focus on the period immediately after birth.</p>
<p>Q48 Shortly after the birth, did a health professional talk to you about how the birth had gone?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>The provision of understandable explanations at key stages during the birth journey was mentioned by stakeholders and those attending the workshop. Questions relating to the quality of communication between staff and patients are commonly included in other prominent maternity surveys.</p>	<p>ORIGINAL QUESTION</p>	

<p>Q49 After the birth of your baby, did the health professionals explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> <p>Questions relating to the quality of communication between staff and patients are commonly included in other prominent maternity surveys.</p>	<p>Did the health professionals explain things in a way you could understand?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>NCCQ</p>	<p>'After the birth of your baby' was added to clarify the stage of the journey referred to.</p>
<p>Q50 After the birth, did the health professionals give you enough information about how to care for <u>yourself</u> (e.g. how to go to the toilet, how to sit and lie down)?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Not applicable in my situation</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> <p>Stakeholders and those attending the workshop mentioned the importance of information for mothers on how to care for themselves after the birth of their baby, as part of continuity of care</p>	<p>Thinking about when you left hospital, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need this type of information</i></p> <p>CCQ</p>	<p>'After the birth' was added so that respondents were clear which stage of their journey was being referred to. The cognitive interview highlighted that the question needed to distinguish between caring for yourself, rather than the baby, and that examples were necessary to clarify the question</p>

<p>Q51 After the birth, did the health professionals give you enough information about how to care for <u>your baby</u> (e.g. how to hold your baby, how to put a nappy on your baby)?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>Not applicable to my situation</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p> <p>Stakeholders and those attending the workshop mentioned the importance of information for mothers on how to care for their babies, as part of continuity of care.</p>	<p>Thinking about when you left hospital, were you given enough information about how to manage your care at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need this type of information</i></p> <p>CCQ</p>	<p>'After the birth' was added to specify the stage of care. The cognitive interviews highlighted that the question needed to distinguish between caring for the baby, rather than oneself, and examples were necessary to clarify the question. 'Not applicable to my situation' was added to account for situations such as stillbirth, or very ill babies.</p>
<p>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?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>This question was added as mothers mentioned the contrary opinions they received from different members of staff.</p>	<p>Did you receive contradictory information from Emergency Department healthcare professionals – for example, giving different opinions on your treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>The wording was simplified for ease of comprehension. 'After the birth' was added to specify the stage of care.</p>

<p>Q53 Were you ever in any pain after the birth of your baby?</p> <p>Yes</p> <p>No</p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Were you ever in any pain while in hospital?</p> <p>Yes</p> <p>No</p> <p>NCCQ</p>	<p>'After the birth of your baby' was added to specify the stage of care, i.e. not the pain of birth.</p>
<p>Q54 Do you think the health professionals did everything they could to help you manage your pain after the birth of your baby?</p> <p>Yes, definitely</p> <p>Yes, to some extent</p> <p>No</p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Do you think hospital staff did everything they could to help manage your pain?</p> <p>Yes, definitely</p> <p>Yes, to some extent</p> <p>No</p> <p>NCCQ</p>	<p>'Hospital staff' was changed to 'health professionals'. 'After the birth' was added so that respondents were clear which stage of their journey was being referred to.</p>
<p>Q55 After the birth of your baby, were you able to get assistance or advice from health professionals when you needed it?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p> <p>I did not need assistance or advice</p>	<p>Stakeholders and those attending the workshop raised the importance of timely support for mothers from health professionals.</p>	<p>If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?</p> <p>All of the time</p> <p>Most of the time</p> <p>Some of the time</p> <p>Rarely</p> <p>Never</p> <p>I did not need assistance</p> <p>NCCQ, subsequently adapted for AAPS</p>	<p>'After the birth' was added so that respondents were clear which stage of their journey was being referred to. Response options were changed to align with the format used elsewhere in the NSW Patient Survey Program</p>

<p>Q56 After the birth of your baby, were the health professionals taking care of you kind and caring?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p>	<p>Measurement of health professionals being kind and caring to patients is a key question in all surveys in the NSW Patient Survey Program.</p> <p>The importance of kindness and care in the relationship between the mother and health professional was raised by mothers, stakeholders and those attending the workshop.</p>	<p>Were the doctors kind and caring towards you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>'After the birth' was added to specify the stage of care. 'Doctors' was changed to 'health professionals' to account for the variety of professionals that may have cared for them.</p>
<p>Q57 How clean were the wards or rooms you stayed in after the birth of your baby?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p>	<p>Hygiene questions are commonly included in other prominent patient surveys, as highlighted by stakeholders and those attending the workshop. This question also complements Q58 to get a more comprehensive view on cleanliness.</p>	<p>How clean were the wards or rooms you stayed in while in hospital?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>'After the birth' was added to specify the stage of care.</p>

<p>Q58 How clean were the toilets and bathrooms you used after the birth of your baby?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>How clean were the toilets and bathrooms that you used while in hospital?</p> <p><i>Very clean</i></p> <p><i>Fairly clean</i></p> <p><i>Not very clean</i></p> <p><i>Not at all clean</i></p> <p>NCCQ</p>	<p>'After the birth' was added so that respondents were clear which stage of their journey was being referred to.</p>
<p>Q59 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching you or your baby?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No, I did not see this</i></p> <p><i>Can't remember</i></p>	<p>Hand hygiene questions are commonly included in the NSW Patient Survey program, related to NSW Health policy on handwashing.</p>	<p>Did you see doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>'Doctors' was changed to 'health professionals' to cover the variety of staff seen in a maternity ward. The reference to 'clean gloves' was removed and 'don't know/can't remember' option truncated to emphasise the purpose of the question focusing on whether they saw the act happen, and to align with the format used elsewhere in the NSW Patient Survey Program</p>

<p>Q60 During your stay in hospital, were you ever bothered by any of the following?</p> <p><i>Noise from other people's babies</i></p> <p><i>Noise from patients</i></p> <p><i>Noise from hospital staff</i></p> <p><i>Noise from other people's visitors</i></p> <p><i>Lack of privacy</i></p> <p><i>Lack of security for your belongings</i></p> <p><i>Lighting</i></p> <p><u><i>None of the above</i></u></p>	<p>Stakeholders and those attending the workshop raised the issue of mothers' being disturbed by noise during their stay in hospital. Also used in other validated maternity survey/s.</p>	<p>During your hospital stay, were you ever bothered by any of the following?</p> <p>Noise from other patients</p> <p>Noise from hospital staff</p> <p>Noise from visitors</p> <p>Noise from hospital equipment</p> <p>Noise from something else</p> <p>Lighting</p> <p>None of the above</p> <p>Victorian Maternity Survey</p>	<p>'Noise from other people's babies' and 'lack of security' emerged as issues in the cognitive testing.</p>
<p>Q61 Did you have any hospital food during this stay?</p> <p>Yes</p> <p>No</p>	<p>Required for routing purposes.</p>	<p>Did you have any hospital food during this visit?</p> <p>Yes</p> <p>No</p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>'Visit' was changed to 'stay' to better reflect the nature of the experience.</p>

<p>Q62 How would you rate the hospital food?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>This issue was raised by stakeholders and those attending the workshop because of the importance in maintaining the nutrition of patients for clinical outcomes.</p>	<p>How would you rate the hospital food?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p><i>I did not have any hospital food</i></p> <p>NHS, subsequently adapted for AAPS</p>	
<p>Q63 Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?</p> <p><i>Yes</i></p> <p><i>No</i></p>	<p>Stakeholders and those attending the workshop mentioned the need for questions about dietary needs in order to address the possibility of malnutrition. Specific reference was made to ensuring the needs of mothers from diverse cultural and ethnic backgrounds are met.</p> <p>Also required for routing purposes.</p>	<p>Do you have any special dietary requirements (e.g. vegetarian, diabetic, food allergies)?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know</i></p> <p>NHS, subsequently adapted for AAPS</p>	

<p>Q64 Was the hospital food suitable for your dietary needs?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>This issue was raised by stakeholders and those attending the workshop because of its importance in maintaining the nutrition of mothers and subsequent recovery from birth and breastfeeding.</p>	<p>Was the hospital food suitable for your dietary needs?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p> <p>NHS</p>	
<p>Q65 Did the hospital provide access to food when you needed it?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>The question was added after cognitive testing raised the issue of mothers (and their partners) being hungry outside of regular meal times.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q66 Were your decisions about how you wanted to feed your baby respected by the health professionals?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Not applicable to my situation</i></p>	<p>NSW Health policy stipulates that mothers should be given support in their choice of feeding method. Also used in other validated maternity survey/s.</p>	<p>Were your decisions about how you wanted to feed your baby respected by midwives?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p> <p>NHS Maternity</p>	<p>'Midwives' was changed to 'health professionals' to include a broader range of staff (e.g. lactation consultants). 'Not applicable to my situation' was added to account for situations such as stillbirth, or very ill babies who were unable to breastfeed.</p>

<p>Q67 Did you ever receive conflicting advice about feeding your baby from the health professionals?</p> <p>Yes</p> <p>No</p> <p><i>Not applicable to my situation</i></p>	<p>This question was added after cognitive testing as mothers mentioned the contrary opinions they received from different members of staff.</p>	<p>Did you receive contradictory information from Emergency Department healthcare professionals – for example, giving different opinions on your treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>The wording was simplified for ease of comprehension.</p>
<p>Q68 Did you try to breastfeed your baby?</p> <p>Yes</p> <p>No</p> <p><i>Not applicable to my situation</i></p>	<p>NSW Health policy stipulates that breastfeeding, where possible, should be encouraged and supported. Also used in other validated maternity survey/s.</p>	<p>Did you ever try to breastfeed your baby?</p> <p>Yes</p> <p>No</p> <p>Victorian Maternity Survey</p>	<p>The word 'ever' was removed. 'Not applicable to my situation' was added to account for situations such as stillbirth, or very ill babies who were unable to breastfeed.</p>
<p>Q69 How long did you breastfeed your baby for?</p> <p><i>Less than 2 weeks</i></p> <p><i>2-4 weeks</i></p> <p><i>Between 1-3 months</i></p> <p><i>For longer than 3 months or still breastfeeding</i></p>	<p>NSW Health policy stipulates that breastfeeding, where possible, should be encouraged and supported</p>	<p>ORIGINAL QUESTION</p>	

<p>Q70 Did midwives in the hospital work with you to show you a good position for breastfeeding your baby?</p> <p>Yes</p> <p>No</p> <p><i>Not applicable to my situation</i></p>	<p>Stakeholders and those attending the workshop raised the importance of support from midwives in establishing successful on-going breastfeeding.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q71 Did you feel involved in decisions about your discharge from hospital?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No, I did not feel involved</i></p> <p><i>I did not want or need to be involved</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p> <p><i>I was not well enough or did not want to be involved in decisions about my care or treatment</i></p> <p>NCCQ, subsequently adapted for AAPS</p>	
<p>Q72 Looking back, do you feel that the length of your stay in hospital was ...?</p> <p><i>Too short</i></p> <p><i>About right</i></p> <p><i>Too long</i></p>	<p>Stakeholders and those attending the workshop suggested this question to understand whether or not mothers felt ready to leave hospital at the time of discharge. Also used in other validated maternity survey/s.</p>	<p>Looking back, do you feel that the length of your stay in hospital was ...</p> <p><i>About right</i></p> <p><i>Too long</i></p> <p><i>Too short</i></p> <p><i>Don't know/Can't remember</i></p> <p>Kolling Institute</p>	<p>The answer categories were re-ordered to be more sequential, and the 'Don't know/can't remember' category was removed, due to the nature of the question being about opinion.</p>

<p>Q73 Before leaving hospital, were you given enough information about caring for yourself and your baby at home?</p> <p><i>Yes, completely</i></p> <p><i>Yes, to some extent</i></p> <p><i>No</i></p> <p><i>I did not need this information</i></p>	<p>This question was suggested by stakeholders and those attending the workshop to understand whether or not mothers' felt sufficiently well informed on caring for their babies, and themselves, at discharge.</p>	<p>Did you get enough information about caring for your baby?</p> <p><i>Yes, completely</i></p> <p><i>Yes, somewhat</i></p> <p><i>No</i></p> <p>NSWAPS</p>	<p>The question wording was extended to include information on the mother taking care of herself, as well as the baby. The preface 'Before leaving hospital' was added to direct respondents to think about information provision while in hospital.</p>
<p>Q74 Did hospital staff tell you who to contact if you were worried about your health or your baby's health after you left hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop felt it was important to understand if mothers' felt supported when they left hospital.</p>	<p>Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?</p> <p><i>Yes</i></p> <p><i>No</i></p> <p><i>Don't know / Can't remember</i></p> <p>NHS</p>	<p>'Condition or treatment' was changed to 'health' as more appropriate, and the wording was extended to include the baby's as well as the mother's health.</p>

<p>Q75 Overall, how would you rate the care you received in the hospital after your baby was born?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Overall, how would you rate the care you received while in hospital?</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Neither good nor poor</i></p> <p><i>Poor</i></p> <p><i>Very poor</i></p> <p>NCCQ</p>	<p>'After your baby was born?' was added to clarify which stage of their journey respondents are being asked to focus on in this question.</p>
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<p>Q76 During your hospital stay or soon afterwards, did you experience any of the following complications or problems?</p> <p><i>An infection</i></p> <p><i>Excessive bleeding/haemorrhage</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a result of an operation or surgical procedure</i></p> <p><i>Complications as a result of tests, X-rays or scans</i></p> <p><i>A blood clot in the leg/DVT</i></p> <p><i>A fall</i></p> <p><i>Any other complication or problem</i></p> <p><u><i>None of these</i></u></p>	<p>This question has been included in each of the suite of NSW Patient Surveys. Stakeholders and those attending the workshop raised the need to understand mothers' experience of adverse events.</p>	<p>Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or negative effects?</p> <p><i>An infection</i></p> <p><i>Uncontrolled bleeding</i></p> <p><i>A negative reaction to medication</i></p> <p><i>Complications as a result of surgery</i></p> <p><i>Complications as a result of tests or procedures</i></p> <p><i>A blood clot</i></p> <p><i>A pressure wound or bed sore</i></p> <p><i>A fall</i></p> <p><i>Any other complication or negative effect</i></p> <p><i>None of these</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>The phrase 'Not including the reason you came to hospital' was deleted as it was not relevant.</p> <p>'Negative effects' was changed to 'problems' across the NSW Patient Survey Program, as this was more easily understood by respondents.</p> <p>Response categories were slightly modified to complications that were more specific to maternity patients.</p>
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<p>Q77 Was the impact of this complication or problem ...?</p> <p><i>Very serious</i></p> <p><i>Fairly serious</i></p> <p><i>Not very serious</i></p> <p><i>Not at all serious</i></p>	<p>Stakeholders and those attending the workshop raised the need to understand mothers' experience of adverse events.</p>	<p>Was the impact of this complication or negative effect ...?</p> <p><i>Very serious</i></p> <p><i>Fairly serious</i></p> <p><i>Not very serious</i></p> <p><i>Not at all serious</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>'Negative effect' was changed to 'problem' across the NSW Patient Survey Program, as this was more easily understood by respondents.</p>
<p>Q78 In the first 2 weeks after arriving home, did you have a follow-up appointment with a midwife or nurse?</p> <p><i>Yes, with a midwife at home</i></p> <p><i>Yes, with a nurse at home</i></p> <p><i>Yes, with a midwife or nurse at a clinic</i></p> <p><i>No</i></p>	<p>This question was included to understand the proportion of mothers' getting on-going support from health professionals, as stakeholders raised this as a requirement. Also used in other validated maternity survey/s.</p>	<p>Since your baby's birth have you been visited at home by a midwife?</p> <p><i>Yes</i></p> <p><i>Yes, but I had to contact them to ask them to visit</i></p> <p><i>No, I visited the midwife or saw a midwife in clinic</i></p> <p><i>No, I was not offered a visit</i></p> <p><i>No, I was visiting or staying near my baby in a neonatal unit (NNU, NICU, SCBU)</i></p> <p><i>No, for another reason</i></p> <p>NHS Maternity</p>	<p>The question was significantly re-worded following the cognitive testing, with the answer categories being clarified to distinguish between a nurse or midwife, and the location of home or clinic.</p>

<p>Q79 During a follow-up appointment, did a midwife or nurse ask you how you were feeling emotionally?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p>	<p>Stakeholders and those attending the workshop raised the importance of monitoring mother's mental health to identify those with increased risk of post-natal depression. Also used in other validated maternity survey/s.</p>	<p>Did a midwife or health visitor ask you how you were feeling emotionally?</p> <p>Yes</p> <p>No</p> <p><i>Don't know/can't remember</i></p> <p>NHS Maternity</p>	<p>'During a follow-up appointment' was added to clarify that this refers to care given after the mother has left hospital.</p> <p>'Health visitor' was replaced with 'nurse' as more appropriate to the NSW context.</p>
<p>Q80 In general, did you feel that the midwife or nurse listened to you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p>No</p>	<p>Stakeholders and those attending the workshop raised the issue of good communication between health professionals and mothers. Also used in other validated maternity survey/s.</p>	<p>Did you feel that the midwife or midwives that you saw listened to you?</p> <p><i>Yes, always</i></p> <p><i>Yes, sometimes</i></p> <p>No</p> <p>Victorian Maternity Survey</p>	<p>'In general' was added to encourage mothers to think about their collective experience, not single appointments.</p>
<p>Q81 In general, did you have enough time with the midwife or nurse to ask questions or discuss any concerns?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p>	<p>Stakeholders and those attending the workshop raised the issue of good communication between health professionals and mothers. Also used in other validated maternity survey/s.</p>	<p>Did you have enough time to ask your midwife questions or discuss anything about your baby or your health?</p> <p><i>Yes, definitely</i></p> <p><i>Yes, to some extent</i></p> <p>No</p> <p>Victorian Maternity Survey</p>	<p>'In general' was added to encourage mothers to think about their collective experience, not single appointments.</p> <p>'Nurse' was added following cognitive testing.</p>

<p>Q82 At any point during your pregnancy or after the birth, were you shown or given information about safe sleeping for your baby?</p> <p><i>Yes, written information</i></p> <p><i>Yes, verbal information</i></p> <p><i>Yes, the midwives or doctors showed me how to put my baby to sleep</i></p> <p><i>No, I was not given this information</i></p> <p><i>Not applicable to my situation</i></p>	<p>Stakeholders and those attending the workshop raised the issue of providing mothers with information about safe sleeping for babies. This issue has not been addressed in other validated maternity surveys, and was included to better understand whether information about safe sleeping was being passed to mothers during contact with health professionals, as it is intended to be under NSW Health policy.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q83 If friends and family asked about your maternity experience at the hospital where you gave birth, how would you respond?</p> <p><i>I would speak highly of the hospital</i></p> <p><i>I would neither speak highly nor be critical</i></p> <p><i>I would be critical of the hospital</i></p>	<p>This question forms part of a set of overall ratings of care questions used in the NSW Patient Survey Program.</p>	<p>If asked about your hospital experience by friends and family how would you respond?</p> <p><i>I would speak highly of the hospital</i></p> <p><i>I would neither speak highly nor be critical</i></p> <p><i>I would be critical of the hospital</i></p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	<p>The question wording was changed to refer to 'your maternity experience' and 'where you gave birth'.</p>
<p>Q84 What year were you born?</p>	<p>Part of the suite of proposed National Set of Core Common Patient Experience questions. This question was included in order to standardise patient responses, and allow analysis by age of patient.</p>	<p>What year were you born?</p> <p>NCCQ</p>	

<p>Q85 Apart from this recent birth, have you given birth before?</p> <p>Yes</p> <p>No</p>	<p>This question was added for analysis purposes as subsequent mothers may have different expectations or needs than first time mothers.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q86 What is the highest level of education you have <u>completed</u>?</p> <p><i>Still at secondary school</i></p> <p><i>Less than Year 12 or equivalent</i></p> <p><i>Completed Year 12 or equivalent</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University degree</i></p> <p><i>Post graduate/higher degree</i></p>	<p>Required for classification and analysis purposes (including standardisation).</p>	<p>What was the highest level of education you completed?</p> <p><i>Less than Year 12 at secondary school</i></p> <p><i>Completed Year 12 at secondary school</i></p> <p><i>Trade or technical certificate or diploma</i></p> <p><i>University graduate</i></p> <p><i>Post graduate/higher degree</i></p> <p>NSWAPS, subsequently adapted for AAPS</p>	
<p>Q87 In general, how would you rate your health?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>In general, would you say your health is?</p> <p><i>Excellent</i></p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>Fair</i></p> <p><i>Poor</i></p> <p>NCCQ, subsequently modified for AAPS</p>	

<p>Q88 Which, if any, of the following long-standing conditions do you have (including age related conditions)?</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or partially sighted</i></p> <p><i>A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition (e.g. depression)</i></p> <p><i>A neurological condition (e.g. Alzheimer's, Parkinson's)</i></p> <p><u><i>None of these</i></u></p>	<p>Raised by stakeholders and those attending the workshop as important to identify those mothers with long-standing conditions to analyse the data and see if their needs are being met.</p>	<p>Do you have any of the following long-standing conditions?</p> <p><i>Deafness or severe hearing impairment</i></p> <p><i>Blindness or partially sighted</i></p> <p><i>A long-standing physical condition</i></p> <p><i>A learning disability</i></p> <p><i>A mental health condition</i></p> <p><i>A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy</i></p> <p><i>No, I do not have a long-standing condition</i></p> <p>NHS, subsequently adapted for AAPS</p>	
<p>Q89 Which language do you mainly speak at home?</p> <p><i>English</i></p> <p><i>A language other than English</i></p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Which language do you mainly speak at home?</p> <p><i>English</i></p> <p><i>A language other than English – please specify</i></p> <p>NCCQ</p>	

<p>Q90 Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?</p> <p>Yes</p> <p>No</p>	<p>This question was originally requested by stakeholders and those attending the workshop because of the importance of interpreters for ensuring all mothers are informed about their treatment and care. It is included in all surveys in the NSW Patient Survey Program and will contribute evidence of compliance with National Standards.</p>	<p>Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?</p> <p>Yes</p> <p>No</p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	
<p>Q91 Was an interpreter provided when you need one?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p>	<p>As above.</p>	<p>Was an interpreter provided when you needed one?</p> <p>Yes, always</p> <p>Yes, sometimes</p> <p>No</p> <p>ORIGINAL QUESTION FROM NSW PATIENT SURVEY PROGRAM</p>	
<p>Q92 Are you of Aboriginal origin, Torres Strait Islander origin, or both?</p> <p>Yes, Aboriginal</p> <p>Yes, Torres Strait Islander</p> <p>Yes, both Aboriginal and Torres Strait Islander</p> <p>No</p>	<p>Part of the suite of proposed National Set of Core, Common Patient Experience questions.</p>	<p>Question is unchanged.</p> <p>NCCQ</p>	

<p>Q93 Who completed this survey?</p> <p><i>The baby's mother</i></p> <p><i>The baby's mother with help from someone else</i></p> <p><i>Someone else on behalf of the baby's mother</i></p>	<p>Required for standardisation at the analysis stage.Fhistory</p>	<p>Who was the main person or people that filled in this questionnaire?</p> <p><i>The patient (named on the front of the envelope)</i></p> <p><i>A friend or relative of the patient</i></p> <p><i>Both patient and friend/relative together</i></p> <p><i>The patient with the help of a health professional</i></p> <p>NHS, subsequently adapted for AAPS</p>	<p>'Patient' was replaced with 'baby's mother'.</p>
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<p>Q94 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 health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health facilities of their patients.</p> <p>Your information will be treated in the strictest of 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.</p> <p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you?</p> <p>Yes</p> <p>No</p>	<p>To enable data linkage.</p>	<p>ORIGINAL QUESTION</p>	
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<p>Q95 What was the best part of the care you received from the hospital where you gave birth?</p>	<p>This open-ended question was added after discussion with BHI, with the aim of providing a space within the survey for the mother to describe highlights in their care. The text will be analysed to provide feedback on good practice, and be illustrated in the patient's own words.</p>	<p>ORIGINAL QUESTION</p>	
<p>Q96 What part of your care provided by the hospital where you gave birth most needs improving?</p>	<p>This open-ended question was added after discussion with BHI, with the aim of providing a space within the survey for the mother to provide feedback on areas of maternity care that need improvement. The text will be analysed to provide feedback on good practice, and be illustrated in the patient's own words.</p>	<p>ORIGINAL QUESTION</p>	

APPENDIX G: SURVEY QUESTIONS RELEVANT TO THE NATIONAL SAFETY AND QUALITY HEALTH SERVICE STANDARDS AND THE AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

National Safety and Quality Health Service Standards

The Maternity Care Survey includes a number of questions that are relevant to the implementation and achievement of the mandatory National Safety and Quality Health Service Standards that came into operation in January 2013. The ten standards aim to protect the public from harm and improve the quality of health service provision. Standard 1 'Governance for Safety and Quality in Health Service Organisations' and Standard 2 'Partnering with Consumers' set the overarching framework for the remaining eight standards¹. The Maternity Care Survey sits within the intention of Standard 2 – to create a health service that is responsive to patient, carer and consumer input and needs. The following table identifies which questions provide data relevant to specific standards.

Table 3: Questions relevant to the National Safety and Quality Health Service Standards

National Safety and Quality Health Service Standards	Relevant question from the Maternity Care Survey
1.15 Implementing a complaints management system that includes partnership with patients and carers	Not covered in this survey.
1.16 Implementing an open disclosure process based on the national open disclosure standard	Q48 Shortly after the birth, did a health professional talk to you about how the birth had gone?

¹ Australian Commission on Safety and Quality in Healthcare. *Australian Safety and Quality Framework for Health Care*. Accessed 27/11/2012 from <http://qldvoice.org.au/wp-content/uploads/2011/10/Australian-Safety-and-Quality-Framework-for-Health-Care.pdf>

National Safety and Quality Health Service Standards	Relevant question from the Maternity Care Survey
1.17 Implementing through organisational policies and practices a patient charter of rights that is consistent with the current national charter of healthcare rights	Not covered in this survey.
1.18 Implementing processes to enable partnership with patients in decisions about their care, including informed consent to treatment	<p>Q8 Did the health professionals providing your antenatal care explain things in a way you could understand?</p> <p>Q35 During your labour and birth, did the midwives or doctors explain things in a way you could understand?</p> <p>Q37 Were you involved, as much as you wanted to be, in decisions during your labour and birth?</p> <p>Q38 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?</p> <p>Q49 After the birth of your baby, did the health professionals explain things in a way you could understand?</p> <p>Q71 Did you feel involved in decisions about your discharge from hospital?</p>
<p>1.8 Adopting processes to support the early identification, early intervention and appropriate management of patients at increased risk of harm.</p> <p>1.8.1 Mechanisms are in place to identify</p>	<p>Q18 Did the health professionals ask you how you were feeling emotionally during your pregnancy?</p> <p>Q19 Did you have worries or fears about your pregnancy or the birth?</p>

National Safety and Quality Health Service Standards	Relevant question from the Maternity Care Survey
<p>patients at increased risk of harm</p>	<p>Q20 Did the health professionals discuss your worries or fears with you?</p> <p>Q41 Did you have worries or fears during your labour and birth?</p> <p>Q55 After the birth of your baby, were you able to get assistance or advice from health professionals when you needed it?</p> <p>Q74 Did hospital staff tell you who to contact if you were worried about your health or your baby's health after you left hospital?</p> <p>Q79 During a follow-up appointment, did a midwife or nurse ask you how you were feeling emotionally?</p>
<p>2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers in:</p> <ul style="list-style-type: none"> • strategic and operational/services planning • decision making about safety and quality initiatives • quality improvement activities <p>2.2.2 Consumers and/or carers are actively involved in decision making about safety and quality</p>	<p>Q37 Were you involved, as much as you wanted to be, in decisions during your labour and birth?</p> <p>Q38 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?</p>
<p>2.7 Informing consumers and/or carers about the organisation's safety and quality performance in a format that can be</p>	<p>Not covered in this survey.</p>

National Safety and Quality Health Service Standards	Relevant question from the Maternity Care Survey
<p>understood and interpreted independently</p> <p>2.7.1 The community and consumers are provided with information that is meaningful and relevant on the organisation's safety and quality performance</p>	
<p>3.5 Developing, implementing and auditing hand hygiene program consistent with the current national hand hygiene initiative</p>	<p>Q59 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching you or your baby?</p>
<p>3.15 Using risk management principles to implement systems that maintain a clean and hygienic environment for patients and healthcare workers</p>	<p>Q57 How clean were the wards or rooms you stayed in after the birth of your baby?</p> <p>Q58 How clean were the toilets and bathrooms you used after the birth of your baby?</p>
<p>4.4 Using a robust organisation-wide system of reporting, investigating and managing change to respond to medication incidents.</p> <p>4.4.1 Medication incidents are regularly monitored, reported and investigated</p>	<p>Q76 During your hospital stay or soon afterwards, did <u>you</u> experience any of the following complications or problems?</p>
<p>4.5 Undertaking quality improvement activities to enhance the safety of medicines use</p>	<p>Q76 During your hospital stay or soon afterwards, did <u>you</u> experience any of the following complications or problems?</p>
<p>4.12 Developing and implementing governance arrangements and organisational policies, procedures and/or protocols for medication safety, which are consistent with national and jurisdictional legislative requirements, policies and guidelines</p>	<p>Not covered in this survey.</p>

National Safety and Quality Health Service Standards	Relevant question from the Maternity Care Survey
<p>4.13 The clinical workforce informing patients and carers about medication treatment options, benefits and associated risks</p>	<p>Q21 Where did you get information about pain relief options for this birth?</p> <p>Q37 Were you involved, as much as you wanted to be, in decisions during your labour and birth?</p>
<p>4.15 Providing current medicines information to patients in a format that meets their needs whenever new medicines are prescribed or dispensed</p>	<p>Not covered in this survey.</p>
<p>5.4 Developing, implementing and regularly reviewing the effectiveness of the patient identification and matching system at patient handover, transfer and discharge</p> <p>5.4.1: A patient identification and matching system is implemented and regularly reviewed as part of structured clinical handover, transfer and discharge processes</p>	<p>Q11 Was there any time when the health professionals needed access to your medical history and it was not available?</p> <p>Q12 Were you provided with a personal antenatal card (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?</p> <p>Q13 Did the health professionals update your personal antenatal card at every check-up?</p>
<p>5.5 Developing and implementing a documented process to match patients to their intended procedure, treatment or investigation and implementing the consistent national guidelines for patient procedure matching protocol or other relevant protocols</p>	<p>Q11 Was there any time when the health professionals needed access to your medical history and it was not available?</p> <p>Q12 Were you provided with a personal antenatal card (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?</p> <p>Q13 Did the health professionals update your</p>

National Safety and Quality Health Service Standards	Relevant question from the Maternity Care Survey
	personal antenatal card at every check-up?
<p>6.3 Monitoring and evaluating the agreed structured clinical handover processes, including:</p> <p>Regularly reviewing local processes based on current best practice in collaboration with clinicians, patients and carers</p> <p>Undertaking quality improvement activities and acting on issues identified from clinical handover reviews</p> <p>Reporting the results of clinical handover reviews at executive level of governance</p>	<p>Q11 Was there any time when the health professionals needed access to your medical history and it was not available?</p> <p>Q12 Were you provided with a personal antenatal card (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?</p> <p>Q13 Did the health professionals update your personal antenatal card at every check-up?</p>
<p>6.5 Developing and implementing mechanisms to include patients and carers in the clinical handover process that are relevant to the healthcare setting.</p> <p>6.5.1 Mechanisms to involve a patient and, where relevant, their carer in clinical handover are in use</p>	<p>Q12 Were you provided with a personal antenatal card (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?</p> <p>Q13 Did the health professionals update your personal antenatal card at every check-up?</p>
<p>9.7 Ensuring patients, families and carers are informed about, and are supported so that they can participate in recognition and response systems and processes</p>	<p>Q74 Did hospital staff tell you who to contact if you were worried about your health or your baby's health after you left hospital?</p>
<p>9.9 Enabling patients, families and carers to initiate an escalation of care response</p>	<p>Q55 After the birth of your baby, were you able to get assistance or advice from health professionals when you needed it?</p>

National Safety and Quality Health Service Standards	Relevant question from the Maternity Care Survey
10.3 Undertaking quality improvement activities to address safety risks and ensure the effectiveness of the falls prevention system	<p>Q55 After the birth of your baby, were you able to get assistance or advice from health professionals when you needed it?</p> <p>Q76 During your hospital stay or soon afterwards, did <u>you</u> experience any of the following complications or problems?</p>

The Australian Charter of Healthcare Rights

The Maternity Care Survey includes a number of questions that are relevant to the Australian Charter of Healthcare Rights, developed by ACSQHC in 2007 and 2008. The charter was developed with extensive and widespread consultation and specifies the key rights of patients and consumers, when seeking or receiving healthcare services. The Charter highlights seven rights, underpinned by the principles of access to health care, the right to the highest possible standard of physical and mental health, and acknowledgement and respect for difference.² The following table identifies which questions provide data relevant to specific standards.

Table 4: Questions relevant to the Australian Charter of Healthcare Rights

Australian Charter of Healthcare Rights	Relevant question from the Maternity Care Survey
Access: I have a right to health care	<p>Q4 How long did you usually have to travel (one way) for antenatal care check-ups during your pregnancy?</p> <p>Q5 how long did you usually spend at your antenatal check-ups between the time you arrived and when you left?</p>

² *Australian Charter of Healthcare Rights*. Accessed from <http://www.safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf>

Australian Charter of Healthcare Rights	Relevant question from the Maternity Care Survey
	Q6 How much of this time did you usually spend waiting to be seen?
Safety: I have a right to receive safe and high quality care	<p>Q9 Did you have confidence and trust in the health professionals providing your antenatal care?</p> <p>Q31 Do you think the midwives or doctors did everything reasonable to help you manage your pain during your labour and birth?</p> <p>Q39 Did you have confidence and trust in the midwives or doctors taking care of you during your labour and birth?</p> <p>Q54 Do you think the health professionals did everything they could to help you manage your pain after the birth of your baby?</p> <p>Q57 How clean were the wards or rooms you stayed in after the birth of your baby?</p> <p>Q58 How clean were the toilets and bathrooms you used after the birth of your baby?</p> <p>Q59 Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching you or your baby?</p> <p>Q76 During your hospital stay or soon afterwards, did you experience any of the following complications or problems?</p>
Respect: I have a right to be shown respect, dignity and consideration.	<p>Q10 Were the health professionals providing your antenatal care polite and courteous?</p> <p>Q31 Do you think the midwives or doctors did</p>

Australian Charter of Healthcare Rights	Relevant question from the Maternity Care Survey
	<p>everything reasonable to help you manage your pain during your labour and birth?</p> <p>Q33 Did the midwives or doctors who you did not already know, introduce themselves to you during your labour and birth?</p> <p>Q34 Were you able to get assistance from midwives or doctors when you needed it?</p> <p>Q40 Were the midwives or doctors kind and caring towards you?</p> <p>Q43 Did you feel you were treated with respect and dignity during your labour and birth?</p> <p>Q44 Were you given enough privacy in the birth room or theatre?</p> <p>Q54 Do you think the health professionals did everything they could to help you manage your pain after the birth of your baby?</p> <p>Q56 After the birth of your baby, were the health professionals taking care of you kind and caring?</p> <p>Q80 In general, did you feel that the midwife or nurse listened to you?</p>
<p>Communication: I have a right to be informed about services, treatment, options and costs in a clear and open way</p>	<p>Q8 Did the health professionals providing your antenatal care explain things in a way you could understand?</p> <p>Q14 Did the health professionals give you advice about the risks of consuming alcohol while pregnant?</p>

Australian Charter of Healthcare Rights	Relevant question from the Maternity Care Survey
	<p>Q15 Did the health professionals give you advice about the risks of exposure to tobacco smoke while pregnant?</p> <p>Q16 Were you told about programs you could join or take part in to stop smoking?</p> <p>Q17 Did the health professionals discuss the importance of healthy weight gain with you?</p> <p>Q35 During your labour and birth, did the midwives or doctors explain things in way you could understand?</p> <p>Q48 Shortly after the birth, did a health professional talk to you about how the birth had gone?</p> <p>Q49 After the birth of your baby, did the health professionals explain things in a way you could understand?</p> <p>Q50 After the birth, did the health professionals give you enough information about how to care for <u>yourself</u> (e.g. how to go to the toilet, how to lie down)?</p> <p>Q51 After the birth, did the health professionals give you enough information about how to care for <u>your baby</u> (e.g. how to hold your baby, how to put a nappy on your baby)?</p> <p>Q73 Before leaving hospital, were you given enough information about caring for yourself and your baby at home?</p> <p>Q82 At any point during your pregnancy or after the birth, were you shown or given</p>

Australian Charter of Healthcare Rights	Relevant question from the Maternity Care Survey
	<p>information about safe sleeping for your baby?</p> <p>Q91 Was an interpreter provided when you needed one?</p>
<p>Participation: I have a right to be included in decisions and choices about my care</p>	<p>Q8 Did the health professionals providing your antenatal care explain things in a way you could understand?</p> <p>Q35 During your labour and birth, did the midwives or doctors explain things in way you could understand?</p> <p>Q37 Were you involved, as much as you wanted to be, in decisions during your labour and birth?</p> <p>Q38 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?</p> <p>Q48 Shortly after the birth, did a health professional talk to you about how the birth had gone?</p> <p>Q49 After the birth of your baby, did the health professionals explain things in a way you could understand?</p> <p>Q50 After the birth, did the health professionals give you enough information about how to care for <u>yourself</u> (e.g. how to go to the toilet, how to lie down)?</p> <p>Q51 After the birth, did the health professionals give you enough information about how to care for <u>your baby</u> (e.g. how to hold your baby, how</p>

Australian Charter of Healthcare Rights	Relevant question from the Maternity Care Survey
	<p>to put a nappy on your baby)?</p> <p>Q71 Did you feel involved in decisions about your discharge from hospital?</p> <p>Q73 Before leaving hospital, were you given enough information about caring for yourself and your baby at home?</p> <p>Q80 In general, did you feel that the midwife or nurse listened to you?</p> <p>Q82 At any point during your pregnancy or after the birth, were you shown or given information about safe sleeping for your baby?</p> <p>Q91 Was an interpreter provided when you needed one?</p>
<p>Privacy: I have a right to privacy and confidentiality of my personal information</p>	<p>Q44 Were you given enough privacy in the birth room or theatre?</p>
<p>Comment: I have a right to comment on my care and to have my concerns addressed.</p>	<p>Q20 Did the health professionals discuss your worries or fears with you?</p> <p>Q43 Did a midwife or doctor discuss your worries or fears with you?</p>

APPENDIX H: FINAL MATERNITY CARE SURVEY



NSW Patient Survey: Maternity Care

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

Date

Dear <TITLE> <LAST NAME>,

Your experience of maternity care is very important to us

I am writing to ask you to take part in the NSW Maternity Care Survey by telling us about your recent experience of having your baby at [HOSPITAL NAME] during [MONTH].

Your experience at this hospital is important as it helps us understand the quality of care you received and allows health services to see where they need to improve. The survey asks about women's experiences and satisfaction with care during pregnancy, birth and the period after the birth. Taking part in the survey is voluntary and while many women have a positive birth experience, unfortunately this is not always the case. We respect each woman's decision about whether to complete the survey or not.

The survey is easiest to complete online. Please visit the web address below and log in with the following username and password. It is possible to partially complete the survey online and then return to it later to complete the remainder.



Web address: survey.ipsos.com.au/patientsurvey

Username: [INS_UNAME]

Password: [INS_PWORD]

If you prefer to complete the attached paper survey, please use the included reply-paid envelope to mail it back to us.

You have been randomly selected to participate and there are many safeguards in place to protect your identity. The staff who cared for you will not know if you have returned a completed survey and will not be able to see your responses to the survey. At no point will we report any information that identifies you or your baby as individuals.

The Bureau of Health Information (BHI) runs the survey along with Ipsos Social Research Institute, who is sending you this survey on BHI's behalf. BHI was established by the NSW Government to independently report on the performance of the public health system in NSW, including the healthcare experiences of patients. Results for the NSW Patient Survey are reported in *Healthcare Observer*, found on our website www.bhi.nsw.gov.au

If you have any queries regarding the survey, please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm). Thank you for taking part in the survey.

Yours sincerely

Jean-Frédéric Lévesque
Chief Executive
Bureau of Health Information

How to complete the survey

This survey is about your recent experience of having a baby at the hospital named on the previous page.

For each question, please use a blue or black pen to mark the box next to the answer you choose.

Please do not write your name or address on the survey.

Sometimes you will find the box you have marked has an instruction to go to another question. By following the instructions carefully you will be able to move past questions that do not apply to you.

If you would prefer not to answer individual questions, leave them blank but please complete the rest of the survey.

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

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

Some questions and answers

Why are you carrying out the survey?

The NSW Maternity Care Survey gathers information about your experience of health services.

The survey will help us to understand your experiences with maternity care services. It will assist us to identify ways to improve services, so that the health care system in NSW can better meet the needs of women using maternity services now and in the future.

Why have I been sent a survey?

You have been sent this survey because you gave birth recently. While most women have a positive birth experience, unfortunately some do not. We appreciate that for some women this survey may be difficult to complete and we respect each woman's decision about whether or not to complete the survey.

We have taken all practical steps to ensure the survey 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 survey, however, all women who receive the survey 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

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

- SIDS and Kids NSW Bereavement Support Line on 1300 308 307
- Or search online for the NSW Health brochure called 'Pregnancy and Infant Loss - Parents'

How do I get more information about the survey?

Please contact the toll-free Patient Survey Helpline on 1800 220 936 (Monday to Friday, 4pm–8pm, excluding public holidays).

What happens to my survey responses?

Your survey responses will be de-identified and then processed with responses from other people who completed the survey to form a report. These reports will then be provided to NSW Health and local hospitals to help them to improve health services.

Your responses will be treated in the strictest confidence and no identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or other health provider unless required by law. Your responses will not affect any future health services that may be provided to you.

How is my privacy protected?

Your privacy is protected by legislation. Ipsos has been provided with your name and address by NSW Health for the purpose of sending you this survey only, and will keep your contact details confidential.

After all surveys are processed, identifying information will be destroyed and Ipsos will then no longer be able to identify the responses you provided. However, for the period that identifiable details remain, you will be able to contact Ipsos through the toll-free Patient Survey Helpline to ask to see your responses, or to request that some or all of your information be deleted.

You can get more information about privacy and confidentiality by calling the toll-free Patient Survey Helpline or at the following website:

www.bhi.nsw.gov.au/nsw_patient_survey_program/privacy

How do I make a formal complaint about my experience at the hospital?

Please contact the hospital directly.

Alternatively, you can get more information about your options at the following website:

www.health.nsw.gov.au/patientconcerns

NSW Patient Survey: Maternity Care

ANTENATAL CARE (BEFORE THE BIRTH)

Q1 How many weeks pregnant were you when you had your first appointment for antenatal care?

- Less than 14 weeks pregnant
- 14-19 weeks pregnant
- 20-28 weeks pregnant
- More than 28 weeks pregnant
- I didn't receive antenatal care..Go to Q23
- Don't know/can't remember

Q2 Who provided most of your antenatal care?

- Public hospital midwife/midwives
- Public hospital obstetrician
- GP/family doctorGo to Q4
- Private midwife/midwivesGo to Q4
- Private obstetricianGo to Q4
- OtherGo to Q4

Q3 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...

Q4 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 to under 3 hours
- 3 hours or more
- Don't know/can't remember

Q5 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 to under 3 hours
- 3 hours or more
- Don't know/can't remember

Q6 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 to under 3 hours
- 3 hours or more
- Don't know/can't remember

Q7 How well organised was the antenatal care you received at your check-ups?

- Very well organised
- Fairly well organised
- Not well organised

Q8 Did the health professionals providing your antenatal care explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

Q9 Did you have confidence and trust in the health professionals providing your antenatal care?

- Yes, always
- Yes, sometimes
- No

■

Q10 Were the health professionals providing your antenatal care polite and courteous?

- Yes, always
- Yes, sometimes
- No

Q11 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

Q12 Were you provided with a personal antenatal card (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?

- Yes
- NoGo to Q14
- Don't know/can't rememberGo to Q14

Q13 Did the health professionals update your personal antenatal card at every check-up?

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

Q14 Did the health professionals give you advice about the risks of consuming alcohol while pregnant?

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

Q15 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

Q16 Were you told about programs you could join or take part in to stop smoking?

- Not applicable, I don't smoke
- Yes
- No
- Don't know/can't remember

Q17 Did the health professionals discuss the importance of healthy weight gain with you?

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

Q18 Did the health professionals ask you how you were feeling emotionally during your pregnancy?

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

Q19 Did you have worries or fears about your pregnancy or the birth?

- Yes
- NoGo to Q21

Q20 Did the health professionals discuss your worries or fears with you?

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

Q21 Where did you get information about pain relief options for this birth?

Please all the boxes that apply to you

- Antenatal check-ups
- Birthing classes
- Online (websites or apps)
- Other
- I did not need this information

Q22 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

Q23 Did you give birth to a single baby or multiple babies (twins, triplets or more)?

- A single baby
- Twins or more (*now answer about the baby born first in this pregnancy*)

Q24 How many weeks pregnant were you when your baby was born?

- Less than 32 weeks
- 32 – 36 weeks
- 37 - 40 weeks
- More than 40 weeks

Q25 What type of birth did you have?

- Vaginal birthGo to Q27
- Assisted vaginal birth (with vacuum extraction or forceps)Go to Q27
- Caesarean section after going into labour (emergency)
- Caesarean section before going into labour (planned)

Q26 Why was your baby born by caesarean section?

Please all the boxes that apply

- My health was at risk
- My baby's health was at risk
- Labour had 'failed to progress'
- I wanted my baby born this way
- I'd had a caesarean previously
- Other reason
- Don't know/can't remember

IF YOU HAD A PLANNED CAESAREAN, NOW GO TO Q30 AND ANSWER ABOUT THE BIRTH

Q27 Was your labour induced?

- Yes
- No

Q28 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

Q29 Were you offered the option of being in a bath during labour?

- Yes
- No
- Not applicable to my situation
- Don't know/can't remember

Pain during labour and birth

Q30 Did you have enough say about your pain relief during your labour and birth?

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

Q31 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

Q32 Had you previously met any of the midwives or doctors who cared for you during your labour and birth?

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

Q33 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

Q34 Were you able to get assistance from midwives or doctors when you needed it?

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

Q35 During your labour and birth, did the midwives or doctors explain things in a way you could understand?

- Yes, always
- Yes, sometimes
- No

Q36 Did midwives or doctors ever give you conflicting information during your labour and birth?

- Yes
- No

Q37 Were you involved, as much as you wanted to be, in decisions during your labour and birth?

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

Q38 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

Q39 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

Q40 Were the midwives or doctors kind and caring towards you?

- Yes, always
- Yes, sometimes
- No

Q41 Did you have worries or fears during your labour and birth?

- Yes
- No [Go to Q43](#)

Q42 Did a midwife or doctor discuss your worries or fears with you?

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

Q43 Did you feel you were treated with respect and dignity during your labour and birth?

- Yes, always
- Yes, sometimes
- No

Q44 Were you given enough privacy in the birth room or theatre?

- Yes, always
- Yes, sometimes
- No

Q45 Did you have skin to skin contact with your baby (that means that your baby was naked, and placed directly on your chest or tummy) 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

Q46 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

Q47 How would you describe your health immediately after the birth?

- Excellent
- Very good
- Good
- Fair
- Poor

Q48 Shortly after the birth, did a health professional talk to you about how the birth had gone?

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

- Yes
- No [Go to Q55](#)

Q54 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

Q55 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

Q56 After the birth of your baby, were the health professionals taking care of you kind and caring?

- Yes, always
- Yes, sometimes
- No

Q57 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

Q58 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

Q59 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

Q60 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 other people's visitors
- Lack of privacy
- Lack of security for your belongings
- Lighting
- None of the above

Q61 Did you have any hospital food during this stay?

- Yes
- No Go to Q66

Q62 How would you rate the hospital food?

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

Q63 Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?

- Yes
- No Go to Q65

Q64 Was the hospital food suitable for your dietary needs?

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

Q65 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

Q66 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

Q67 Did you ever receive conflicting advice about feeding your baby from the health professionals?

- Yes
- No
- Not applicable to my situation

Q68 Did you try to breastfeed your baby?

- YesGo to Q69
- NoGo to Q71
- Not applicable to my situation.....Go to Q71

Q69 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

Q70 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

Q71 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

Q72 Looking back, do you feel that the length of your stay in hospital was...?

- Too short
- About right
- Too long

Q73 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

Q74 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

Q75 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

Complications

Q76 During your hospital stay or soon afterwards, did you experience any of the following complications or problems?

Please all the boxes that apply to you

- An infection
- Excessive bleeding/haemorrhage
- A negative reaction to medication
- Complications as a result of an operation or surgical procedure
- Complications as a result of tests, X-rays or scans
- A blood clot in the leg/DVT
- A fall
- Any other complication or problem
- None of theseGo to Q78

Q77 Was the impact of this complication or problem....?

- Very serious
- Fairly serious
- Not very serious
- Not at all serious

FOLLOW UP AT HOME

Q78 In the first 2 weeks after arriving home, did you have a follow-up appointment with a midwife or nurse?

Please all the boxes that apply to you

- Yes, with a midwife at home
- Yes, with a nurse at home
- Yes, with a midwife or nurse at a clinic
- NoGo to Q82

Q79 During a follow-up appointment, did a midwife or nurse ask you how you were feeling emotionally?

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

Q80 In general, did you feel that the midwife or nurse listened to you?

- Yes, always
- Yes, sometimes
- No

Q81 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

Q82 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, written information
- Yes, verbal information
- Yes, the midwives or doctors showed me how to put my baby to sleep
- No, I was not given this information
- Not applicable to my situation

OVERALL EXPERIENCE

Q83 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

ABOUT YOU

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

Q84 What year were you born?

WRITE IN (YYYY)

Q85 Apart from this recent birth, have you given birth before?

- Yes
- No

Q86 What is the highest level of education you have completed?

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

Q87 In general, how would you rate your health?

- Excellent
- Very good
- Good
- Fair
- Poor

Q88

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

Please all the boxes that apply to you

- Deafness or severe hearing impairment
- Blindness or partially sighted
- A long-standing illness (e.g. cancer, HIV, diabetes, chronic heart disease)
- A long-standing physical condition
- A learning disability
- A mental health condition (e.g. depression)
- A neurological condition (e.g. Alzheimer's, Parkinson's)
- None of these

Q89

Which language do you mainly speak at home?

- EnglishGo to Q92
- A language other than English



Please write in the language:

Q90

Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?

- Yes
- NoGo to Q92

Q91

Was an interpreter provided when you needed one?

- Yes, always
- Yes, sometimes
- No

Q92

Are you of Aboriginal origin, Torres Strait Islander origin, or both?

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander
- No

Q93

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

Q94

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 health care information for the two years before and after your visit will allow us to better understand how different aspects of the care provided by health facilities are related to the health and use of health services of 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?

- Yes
- No

Please go to the next page to complete the final questions

YOUR FINAL COMMENTS

Q95 What was the best part of the care you received from the hospital where you gave birth?

Q96 What part of your care provided by the hospital where you gave birth most needs improving?

THANK YOU FOR YOUR TIME.

Please remove the covering letter by tearing along the perforated line.
Return the survey in the reply paid envelope provided or send it in an envelope addressed to:
NSW Patient Survey,
Ipsos Social Research Institute
Reply Paid 84599
Hawthorn VIC 3122
(no stamp is needed)

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

Barcode