



2021 Maternity Survey: Early release of CQC benchmark results

This report provides benchmark results for Wirral University Teaching Hospital NHS Foundation Trust, in advance of publication of the 2021 Maternity Survey. It contains the scoring and 'banding' (how your trust performed compared to other trusts across England), but does not include the lowest & highest scores for England. These results can only be shared at official publication of the survey results.

By sharing results now, you will be able to see how your trust performed on individual questions in advance of the publication.

We have amended our analysis and reporting to provide trusts with more granular feedback from the survey. Previously all questions were banded as either 'better', 'about the same' or 'worse', we now also report where trust results are 'much worse', 'somewhat worse', 'somewhat better' or 'much better'.

If you require any assistance, have any queries, or would like to provide feedback on the format of this report, please contact the CQC Surveys Team at: patient.survey@cqc.org.uk.

2021 Maternity Survey

The 2021 maternity survey involved 122 NHS trusts in England¹. All NHS trusts providing maternity services that had at least 300 live births were eligible to take part in the survey. Women aged 16 years or over who had a live birth between 1 and 28 February 2021 (and January if a trust did not have a minimum of 300 eligible births in February) were invited to take part in the survey. Fieldwork took place between April and August 2021. Responses were received from more than 23,000 women, an adjusted response rate of 52%².

The maternity survey first ran in 2007 with other surveys being carried out in 2010, 2013, 2015, 2017, 2018 and 2019. The survey questionnaire underwent a major redevelopment ahead of the 2013 survey so results for 2021 are **only comparable** with 2013, 2015, 2017, 2018 and 2019.

CQC will use the results from the survey in the regulation, monitoring and inspection of NHS trusts in England. Survey data will be used in CQC's monitoring tools, which provide inspectors

¹Two trusts were unable to take part as they did not have enough births.

²The 'adjusted' response rate is reported. The adjusted base is calculated by subtracting the number of questionnaires returned as undeliverable, or if someone had died, from the total number of questionnaires sent out. The adjusted response rate is then calculated by dividing the number of returned useable questionnaires by the adjusted base.

with an assessment of performance in areas of care within an NHS trust that need to be followed up. Survey data will also be used to support CQC inspections.

NHS England and NHS Improvement (NHSE&I) are a key user of data from the CQC survey programme. Listening to women's experiences of their maternity care plays a crucial part in delivering services that are safe and personalised. Data from the maternity survey are important for NHSE&I to understand women's experiences of the services they are receiving across the whole maternity pathway.

Patient experience is a cross-cutting theme throughout the NHS Long Term Plan (NHS LTP). CQC data supports NHSE&I to track how it is doing on user experience, understand where inequality is present and the impact that policy initiatives are having on patients. NHS services have suffered a heavy burden from COVID with the 2021-22 NHS Planning and Operational Guidance outlining a path to recovery, CQC data is supporting NHSE&I understand how they do this in an equitable way.

Antenatal and postnatal care

Some respondents may have experienced antenatal and postnatal care in different trusts. This may be for many reasons such as having to travel for more specialist care or due to variation in service provision across the country.

Trusts were therefore asked to carry out an 'attribution exercise' to identify individuals in their sample that were likely to have received their antenatal and postnatal care from the trust. This was done using either electronic records or residential postcode information.

The survey results contained in this report include only those respondents who were identified as receiving care at this trust. Trusts that did not provide attribution data do not receive results on the antenatal and postnatal sections of the survey.

Data is provided voluntarily, and not all trusts provided this data. The antenatal and postnatal care questions are therefore benchmarked against those other trusts that also provided this information.

Making fair comparisons between trusts

Trusts have differing profiles of people who use their services. For example, one trust may have more first-time mothers than another. This can potentially affect results because people tend to answer questions in different ways depending on certain characteristics. This could lead to a trust's results appearing better or worse than if they had a slightly different profile of maternity service users. To account for this, we 'standardise' respondent data to ensure that a trust does not appear better or worse than another due to its respondent profile. For maternity surveys, we standardise by age and parity (whether or not a mother has given birth previously).

The sample for the survey was drawn from women who gave birth in February (or in some cases January) 2021. This was during the third national lockdown for the Covid-19 (coronavirus) pandemic. This means that respondents will have gone through their antenatal, labour and birth, and postnatal stages under pandemic conditions. Covid-19 impacted on trusts differently with some trusts more severely affected than others. Readers are encouraged to consider the

changes to maternity services due to the pandemic when interpreting the results, and when making comparisons to previous surveys.

Scoring

For each question in the survey that can be scored, individual responses are converted into scores on a scale of 0 to 10. For each question, a score of 10 is assigned to the most positive response and a score of 0 to the least positive. The higher the score, the better the trust's results.

It is not appropriate to score all questions because some of them do not assess a trust's performance.

Interpreting your data

The better and worse categories, displayed in the column with the header '2021 Band' in the tables below, are based on an analysis technique called the 'expected range'. It determines the range within which your trust's score could fall without differing significantly from the average score of all trusts taking part in the survey. If the trust's performance is outside of this range, its performance is significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'.

Where a trust's survey results have been identified as better or worse than the majority of trusts, it is very unlikely that these results have occurred by chance. If your trust's results are 'about the same', this column will be empty.

If fewer than 30 respondents have answered a question, a score will not be displayed for this question. This is because the uncertainty around the result is too great.

Trend data

Prior to 2021, the maternity survey was conducted using a solely paper based methodology. Following a successful pilot, the 2021 survey transitioned to be mixed mode and offered both paper and online completion. As part of the pilot survey analysis, it was concluded that this change in methodology did not have a detrimental impact on trend data. Therefore, data from the 2021 survey is comparable with previous years.

Scores from the last survey are displayed where available. In the column with the header 'Change from 2019' arrows indicate whether the score for the 2021 survey has increased significantly (up arrow), decreased significantly (down arrow) or has not significantly changed from 2019 (no arrow). A statistically significant difference means that the change in the result is unlikely to be due to chance.

Significance is tested using a two-sample t-test. Please note that historical comparisons are not provided for section scores as the questions contained in each section can change.

Where a result for 2019 is not shown, this is because the question was either new in 2021, or the question wording and/or response options have been changed. Comparisons are also not shown if a trust has merged with another trust(s) since the 2019 survey, or if a trust committed a

sampling error in 2019, or had a sampling issue in 2021. For more detail please see the Quality & Methodology document linked to in the 'Further Information' section below.

Further information

The full results will be available on the CQC website when the survey is published, together with the technical document which outlines the survey methodology and the scoring applied to each question. Also available will be a statistical release with the results for England and a Quality & Methodology document.

www.cqc.org.uk/maternitysurvey

The results for England and trust results from previous maternity surveys are available on the NHS survey website. Full details of the methodology for the survey, including questionnaires, letters sent to women, instructions on how to carry out the survey and the survey development report, are also available:

<https://nhssurveys.org/surveys/survey/04-maternity/year/2021/>

Results for Wirral University Teaching Hospital NHS Foundation Trust: Executive Summary

Respondents and response rate

- 138 Wirral University Teaching Hospital NHS Foundation Trust patients responded to the survey
- The response rate for Wirral University Teaching Hospital NHS Foundation Trust was 46.46%

Banding

Better

Your trust's results were much better than most trusts for **2** questions.

Your trust's results were better than most trusts for **2** questions.

Your trust's results were somewhat better than most trusts for **0** questions.

Worse

Your trust's results were much worse than most trusts for **0** questions.

Your trust's results were worse than most trusts for **0** questions.

Your trust's results were somewhat worse than most trusts for **0** questions.

Same

Your trust's results were about the same as other trusts for **46** questions.

Tables of Results

Table 1: Section 1. The start of your care in pregnancy

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
B3. Were you offered a choice about where to have your baby?	107	3.7			
B4. At the start of your care in pregnancy, did you feel that you were given enough information about coronavirus restrictions and any implications for your maternity care?	128	5.0			
B5. Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	124	5.7		8.6	↓

Table 2: Section 2. Antenatal check-ups

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
B7. During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?	129	5.9			
B8. During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	131	8.5		8.8	
B9. During your antenatal check-ups, did your midwives listen to you?	131	8.9		9.2	
B10. During your antenatal check-ups, did your midwives ask you about your mental health?	128	7.3		8.0	

Table 3: Section 3. During your pregnancy

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
B12. Were you given enough support for your mental health during your pregnancy?	75	8.2			
B13. During your pregnancy, if you contacted a midwifery team, were you given the help you needed?	113	8.6		8.6	
B14. Thinking about your antenatal care, were you spoken to in a way you could understand?	131	9.3		9.8	↓
B15. Thinking about your antenatal care, were you involved in decisions about your care?	127	8.8		9.6	↓
B16. During your pregnancy did midwives provide relevant information about feeding your baby?	127	6.2		8.2	↓

Table 4: Section 4. Your labour and birth

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
C3. At the start of your labour, did you feel that you were given appropriate advice and support when you contacted a midwife or the hospital?	89	8.3		9.1	
C4. During your labour, did staff help to create a more comfortable atmosphere for you in a way you wanted?	109	7.3		8.0	
C9. Were you given enough information on induction before you were induced?	49	7.3			
C10. Were you involved in the decision to be induced?	46	7.8			
C13. Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	131	9.1		9.4	
C14. If your partner or someone else close to you was involved in your care during labour and birth, were they able to be involved as much as they wanted?	131	8.8		9.8	↓

Table 5: Section 5. Staff caring for you

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
C16. Did the staff treating and examining you introduce themselves?	137	9.1		9.1	
C18. Were you (and / or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	137	7.7		7.1	
C19. If you raised a concern during labour and birth, did you feel that it was taken seriously?	77	8.3		8.5	
C20. During labour and birth, were you able to get a member of staff to help you when you needed it?	129	9.0		8.7	
C21. Thinking about your care during labour and birth, were you spoken to in a way you could understand?	137	9.7	Much better	9.5	
C22. Thinking about your care during labour and birth, were you involved in decisions about your care?	135	8.9		8.8	
C23. Thinking about your care during labour and birth, were you treated with respect and dignity?	137	9.2		9.3	
C24. Did you have confidence and trust in the staff caring for you during your labour and birth?	137	9.1		9.2	
C25. After your baby was born, did you have the opportunity to ask questions about your labour and the birth?	115	6.3		7.8	↓

Table 6: Section 6. Care in hospital after birth

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
D2. On the day you left hospital, was your discharge delayed for any reason?	136	6.4		6.5	
D4. If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you when you needed it?	127	6.8		8.1	↓
D5. Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	135	7.2		8.5	↓
D6. Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	136	8.0		9.0	↓
D7. Thinking about your stay in hospital, if your partner or someone else close to you was involved in your care, were they able to stay with you as much as you wanted?	119	9.5	Much better	9.0	
D8. Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	136	8.8		9.4	↓

Table 7: Section 7. Feeding your baby

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
E2. Were your decisions about how you wanted to feed your baby respected by midwives?	120	9.2		9.2	
E3. Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?	112	7.5		9.1	↓

Table 8: Section 8. Care at home after the birth

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
F1. Were you given a choice about where your postnatal care would take place?	108	3.8		5.5	↓
F2. When you were at home after the birth of your baby, did you have a phone number for a midwifery or health visiting team that you could contact?	118	9.5		9.5	
F3. If you contacted a midwifery or health visiting team, were you given the help you needed?	93	8.7		9.4	
F6. Would you have liked to have seen or spoken to a midwife... (more/less/saw midwife right amount)	118	6.9		7.4	
F7. Did the midwife or midwifery team that you saw or spoke to appear to be aware of the medical history of you and your baby?	112	7.9		8.0	
F8. Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you?	118	9.2	Better	9.6	
F9. Did the midwife or midwifery team that you saw or spoke to take your personal circumstances into account when giving you advice?	115	8.8		9.5	↓
F10. Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home?	117	9.0	Better	9.3	

Table 8: Section 8. Care at home after the birth (*continued*)

Question	Respondents	2021 Score	2021 Band	2019 Score	Change from 2019
F12. Did a midwife or health visitor ask you about your mental health?	120	9.7		10.0	
F13. Were you given information about any changes you might experience to your mental health after having your baby?	117	7.2		7.7	
F14. Were you told who you could contact if you needed advice about any changes you might experience to your mental health after the birth?	100	7.7		7.3	
F15. Were you given information about your own physical recovery after the birth?	118	6.7		7.2	
F16. In the six weeks after the birth of your baby did you receive help and advice from a midwife or health visitor about feeding your baby?	102	7.2		8.4	↓
F17. If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?	45	6.0			
F18. In the six weeks after the birth of your baby did you receive help and advice from health professionals about your baby's health and progress?	104	7.7		8.9	↓

Table 9: Section Scores

Section	2021 Score	Band
1. The start of your care in your pregnancy	4.8	
2. Antenatal check-ups	7.7	
3. During your pregnancy	8.2	
4. Your labour and birth	8.1	
5. Staff caring for you	8.6	
6. Care in hospital after the birth	7.8	Somewhat better
7. Feeding your baby	8.3	
8. Care at home after birth	7.7	

Table 10: Demographic Information

Characteristic	Percent
Total respondents	138
Response rate	46.5
Parity	
Primiparous	46.7
Multiparous	53.3
Age	
16-18	0.7
19-24	8.8
25-29	16.1
30-34	38.0
35+	36.5
Ethnicity	
White	95.6
Multiple ethnic groups	0.7
Asian or Asian British	2.2
Black or Black British	1.5
Arab or other ethnic group	0.0
Not known	0.0

Table 11: Demographic Information (Continued)

Characteristic	Percent
Religion	
No religion	51.1
Buddhist	0.0
Christian	46.0
Hindu	0.0
Jewish	0.0
Muslim	2.2
Sikh	0.0
Other religion	0.0
Prefer not to say	0.7
Sexuality	
Heterosexual/straight	95.6
Gay/lesbian	0.7
Bisexual	0.7
Other	0.0
Prefer not to say	2.9
Gender	
Gender same as sex at birth	100.0
Gender not the same as sex at birth	0.0
Prefer not to say gender	0.0