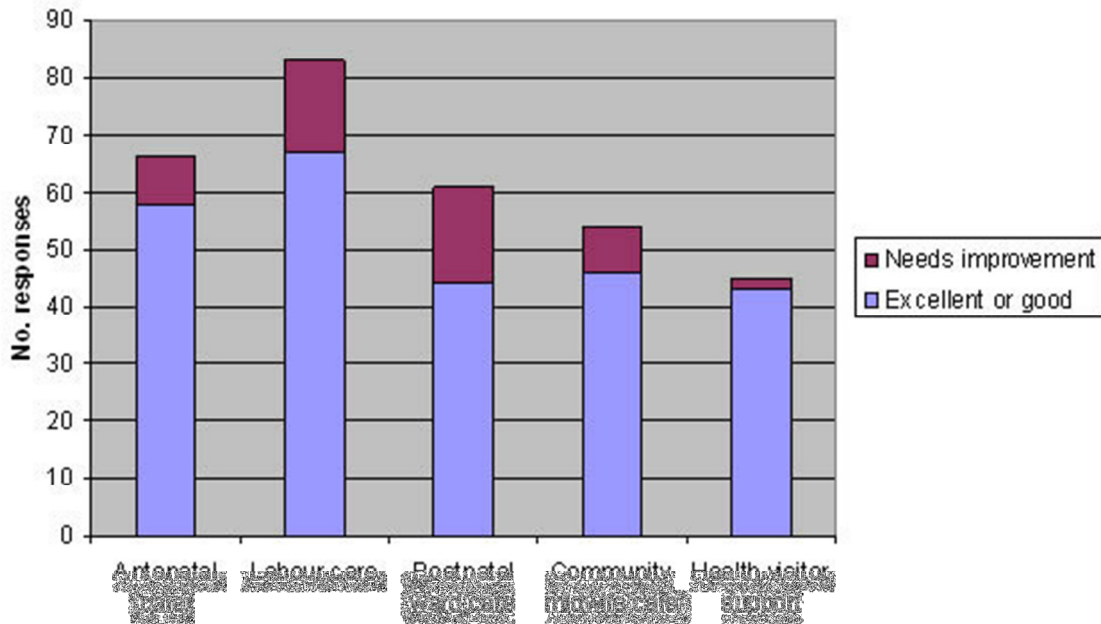
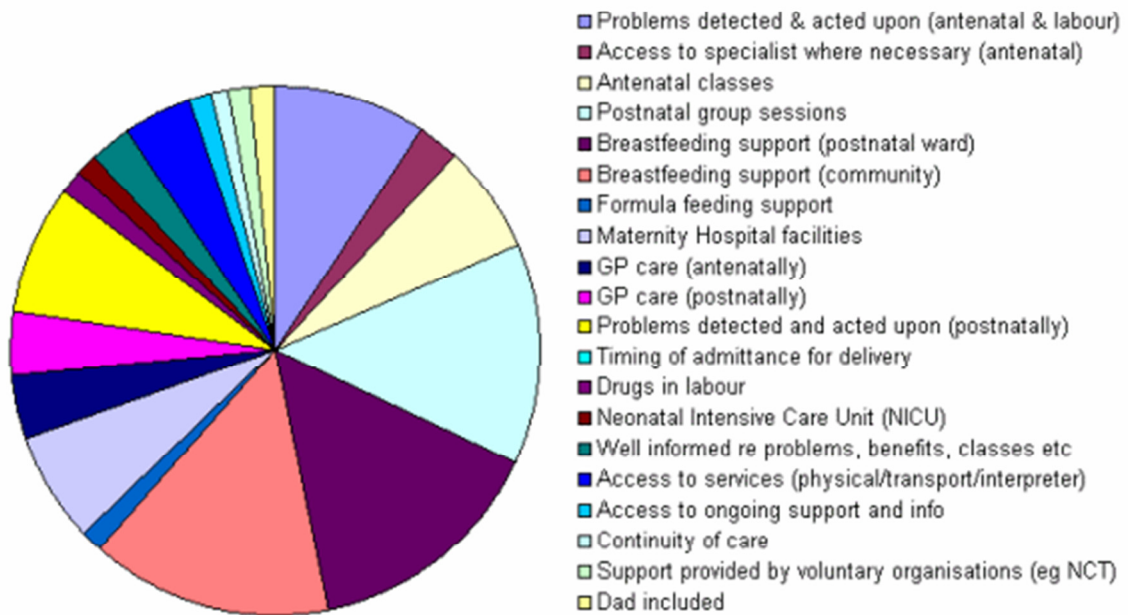


MSLC Question Feedback 2009/10

Respondents views re. maternity services

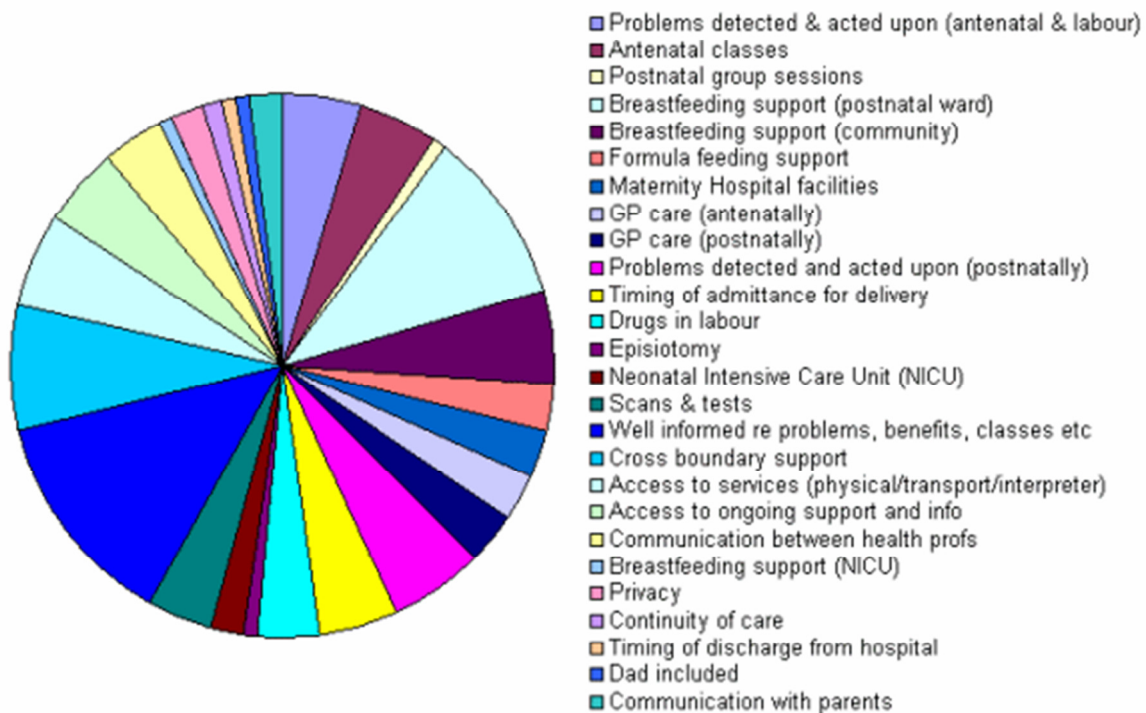


Elements of maternity services highlighted as good or excellent by some parents



MSLC Question Feedback 2009/10

Elements of maternity services which some parents felt could have been better



It is clear from the charts above that some parents have had an excellent experience of services of which other parents feel that there is room for improvement.

The three areas in which parents felt that there is the greatest need for improvement are:

- 1) Communication of information to parents (e.g. with regard to specific problems, benefits available and classes)
- 2) Cross-boundary support for mothers who are registered with a West Essex GP and therefore receive community maternity care from West Essex but deliver their babies outside of the area (e.g. at The Rosie, Addenbrookes, Cambridge; Whipps Cross etc.)
- 3) Breastfeeding support on the postnatal wards.

This consultation, whilst providing a rough snapshot of parents' views of their experience of services, has provided valuable data to inform future service developments.

Recommendations

It is recommended that the MSLC:

- Acknowledges the level of positive feedback received and the high quality of staff and services recognised by many respondents
- Works with relevant organisations to promote further investigation of key issues highlighted by this consultation in order to bring about improvements to services
- Works with providers to develop a robust feedback mechanism and regular consultation with service users (both mothers and fathers)