



## 2023 Maternity Survey: Early release of CQC benchmark results

This report provides benchmark results for University Hospitals of Morecambe Bay NHS Foundation Trust, in advance of publication of the 2023 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.

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](mailto:patient.survey@cqc.org.uk).

### 2023 Maternity Survey

The 2023 maternity survey involved 121 NHS trusts in England. 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 1st and 28th February 2023 (and January if a trust did not have a minimum of 300 eligible births in February, or March if responding as part of the sample boost of ethnic minority respondents) were invited to take part in the survey. Fieldwork took place between May and August 2023. Almost 19,000 responses were received from respondents in the core sample, an adjusted response rate of 43%<sup>1</sup>.

The maternity survey first ran in 2007 with other surveys being carried out in 2010, 2013, 2015, 2017, 2018, 2019, 2022 and 2023. The questionnaire underwent a major redevelopment ahead of the 2013 survey so results for 2023 are **only comparable** with 2013, 2015, 2017, 2018, 2019, 2021 and 2022.

CQC will use the results from the survey to build an understanding of the risk and quality of services and those who organise care across an area. Where survey findings provide evidence of a change to the level of risk or quality in a service, provider or system, CQC will use the results alongside other sources of people’s experience data to inform targeted assessment activities

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<sup>1</sup>The ‘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.

## **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**

People’s characteristics, such as age and number of previous births can influence their experience of care and the way they report it. For example, older people tend to report more positive experiences than younger people. Since trusts have differing profiles of people who use their services, this could potentially affect their results and make trust comparisons difficult. A trust’s results could appear better or worse than if they had a slightly different profile of people.

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).

## **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 ‘2023 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**

Scores from the previous survey are displayed where available. In the column with the header ‘Change from 2022’ arrows indicate whether the score for the 2023 survey has increased significantly (up arrow), decreased significantly (down arrow) or has not significantly changed from 2022 (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 2022 is not shown, this is because the question was either new in 2023, 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 2022 survey, or if a trust committed a sampling error in 2022.

## **Further information**

The full national results will be available on the CQC website later this year, together with the technical document which outlines the survey methodology and the scoring applied to each question: [www.cqc.org.uk/maternitysurvey](http://www.cqc.org.uk/maternitysurvey)

# Results for University Hospitals of Morecambe Bay NHS Foundation Trust: Executive Summary

## Respondents and response rate

- 131 University Hospitals of Morecambe Bay NHS Foundation Trust patients responded to the survey
- The response rate for University Hospitals of Morecambe Bay NHS Foundation Trust was 43.96%

## Banding

### Better

Your trust's results were much better than most trusts for **1** questions.

Your trust's results were better than most trusts for **19** questions.

Your trust's results were somewhat better than most trusts for **8** 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 **26** questions.

# Tables of Results

Table 1: The start of your care in pregnancy

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
B3.Were you offered a choice about where to have your baby?	109	4.9	Better	3.7	↑
B4.Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	124	7.9	Somewhat better	6.8	↑

Table 2: Antenatal check-ups

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
B7.During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?	126	7.3		5.7	↑
B8.During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	129	9.2		8.5	↑
B9.During your antenatal check-ups, did your midwives listen to you?	129	9.3		9.1	
B10.During your antenatal check-ups, did your midwives ask you about your mental health?	127	9.1		9.4	

Table 3: During your pregnancy

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
B11.Were you given enough support for your mental health during your pregnancy?	81	9.4	Better	9.0	
B12.During your pregnancy, if you contacted a midwifery team, were you given the help you needed?	120	9.2	Better	8.3	↑
B13.Thinking about your antenatal care, were you spoken to in a way you could understand?	129	9.5		9.4	
B14.Thinking about your antenatal care, were you involved in decisions about your care?	129	9.5	Better	8.7	↑
B15.During your pregnancy did midwives provide relevant information about feeding your baby?	125	7.1		6.4	
B16.Did you have confidence and trust in the staff caring for you during your antenatal care?	129	9.1	Better	7.9	↑
B17.Thinking about your antenatal care, were you treated with respect and dignity?	129	9.7	Better	9.2	
B18.If you raised a concern during your antenatal care, did you feel that it was taken seriously?	90	9.6	Better		

Table 4: Your labour and birth

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
C4.Before you were induced, were you given appropriate information and advice on the benefits associated with an induced labour?	42	9.1	Somewhat better		
C5.And before you were induced, were you given appropriate information and advice on the risks associated with an induced labour?	38	7.9		7.5	
C6.Were you involved in the decision to be induced?	43	8.6		8.6	
C7.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?	83	9.2		8.3	
C8.Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?	90	7.9			
C9.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?	127	9.6		9.5	



Table 5: Staff caring for you

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
C10.Did the staff treating and examining you introduce themselves?	129	9.1		9.0	
C12.Were you (and / or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	128	8.4	Somewhat better	7.7	
C13.If you raised a concern during labour and birth, did you feel that it was taken seriously?	88	8.5		7.6	
C14.During labour and birth, were you able to get a member of staff to help you when you needed it?	125	9.3	Better	8.6	↑
C15.Thinking about your care during labour and birth, were you spoken to in a way you could understand?	128	9.3		9.0	
C16.Thinking about your care during labour and birth, were you involved in decisions about your care?	126	8.7		8.6	
C17.Thinking about your care during labour and birth, were you treated with respect and dignity?	128	9.3		9.2	
C18.Did you have confidence and trust in the staff caring for you during your labour and birth?	129	9.1		8.6	
C19.After your baby was born, did you have the opportunity to ask questions about your labour and the birth?	108	6.9		6.7	

Table 5: Staff caring for you (*continued*)

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
C20.During your labour and birth, did your midwives or doctor appear to be aware of your medical history?	110	7.8		7.0	
C21.Thinking about your care during labour and birth, were you treated with kindness and compassion?	129	9.4			

Table 6: Care in hospital after birth

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
D2.On the day you left hospital, was your discharge delayed for any reason?	128	6.8		7.1	
D3.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?	120	8.4	Better	8.3	
D4.Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	127	8.1	Somewhat better	7.6	
D5.Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	127	9.0	Better	8.7	
D6.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?	126	8.7	Somewhat better	6.2	↑
D7.Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?	120	8.6	Better		
D8.Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	128	9.6	Better	9.4	

Table 7: Feeding your baby

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
E2.Were your decisions about how you wanted to feed your baby respected by midwives?	129	9.4	Better	9.3	
E3.Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?	120	8.2		7.8	

Table 8: Care at home after the birth

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
F1.Thinking about your postnatal care, were you involved in decisions about your care?	129	9.0	Better	8.5	
F2.If you contacted a midwifery or health visiting team, were you given the help you needed?	118	8.8		8.7	
F5.Would you have liked to have seen or spoken to a midwife. . .	129	7.6	Somewhat better	6.2	↑
F6.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?	121	8.3		7.4	
F7.Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you?	128	9.3	Much better	8.9	
F8.Did the midwife or midwifery team that you saw or spoke to take your personal circumstances into account when giving you advice?	120	9.0	Somewhat better	8.6	
F9.Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home?	127	9.0	Better	8.6	
F11.Did a midwife or health visitor ask you about your mental health?	127	9.9	Better	9.8	
F12.Were you given information about any changes you might experience to your mental health after having your baby?	123	8.3	Better	7.5	

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

Question	Respondents	2023 Score	2023 Band	2022 Score	Change from 2022
F13.Were you told who you could contact if you needed advice about any changes you might experience to your mental health after the birth?	114	8.5		8.8	
F14.Were you given information about your own physical recovery after the birth?	128	7.8	Better	7.0	
F15.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?	111	7.8		6.9	
F16.If, during evenings, nights or weekends, you needed support or advice about feeding your baby, were you able to get this?	61	7.2	Somewhat better	6.2	
F17.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?	117	8.7	Better	7.4	↑

Table 9: Section Scores

Section	2022 Score	Band
1. The start of your care in your pregnancy	6.4	Better
2. Antenatal check-ups	8.7	
3. During your pregnancy	9.1	Better
4. Your labour and birth	8.7	
5. Staff caring for you	8.7	
6. Care in hospital after the birth	8.5	Better
7. Feeding your baby	8.8	Better
8. Care at home after birth	8.5	Better

Table 10: Demographic information

Characteristic	Percent
Total respondents	131
Response rate	44.0
<b>Parity</b>	
Primiparous	52.7
Multiparous	47.3
<b>Age</b>	
16-18	0.0
19-24	6.2
25-29	28.7
30-34	36.4
35+	28.7
<b>Ethnicity</b>	
White	90.7
Multiple ethnic groups	1.6
Asian or Asian British	4.7
Black or Black British	1.6
Arab or other ethnic group	0.0
Not known	1.6



Table 11: Demographic information

Characteristic	Percent
<b>Religion</b>	
No religion	48.1
Buddhist	0.8
Christian	44.2
Hindu	0.8
Jewish	0.0
Muslim	1.6
Sikh	0.0
Other religion	0.8
Prefer not to say	3.9
<b>Sexuality</b>	
Heterosexual/straight	97.7
Gay/lesbian	0.0
Bisexual	0.8
Other	0.0
Prefer not to say	1.6
<b>Gender</b>	
Gender same as sex at birth	99.2
Gender not the same as sex at birth	0.0
Prefer not to say gender	0.8