

“Quality First and Foremost”

Halton Midwifery Service Annual Questionnaire 2017

Questionnaires Distributed	500
Questionnaires Returned Completed	353

Is this your first baby?	Yes	No	not answered
	161	192	0

How were you referred to our Service?	By your GP	Self-referral	not answered	Other method of referral
	92	261	0	0

Age	15-25	26-35	36-45	not answered
	122	183	43	5

Where do you live?	Runcorn	Widnes	Other/OOA
	154	192	6 not answered and 1 out of area

Did you feel you had continuity of care from your midwife?	Yes	No	not answered
	344	8	11

Did you feel you had continuity of care from the midwifery team?	Yes	No	not answered
	307	5	41

Did the service meet your expectation?	Yes	No	not answered
	340	4	9

Have you been supplied with written information?	Yes	No	not answered
	349	2	2

Did you have the chance to ask questions?	Yes	No	not answered
	349	2	2

Were your questions addressed satisfactorily?	Yes	No	not answered
	347	1	5

Was your care delivered in a professional style?	Yes	No	not answered
	348	5	0

Do you know how to contact the service?	Yes	No	not answered
	348	5	0

Do you know how to contact your named midwife?	Yes	No	not answered
	348	0	5

Did you know there was a local midwifery service?	yes	No	not answered
	347	1	5

Would you recommend the service to family and friends?	Yes	No	not answered
	348	0	5

Have you any suggestions for improvement to the service?	Yes	No	not answered
	26	322	5

Halton Midwifery Service Annual Questionnaire Feedback/Comments for 2017

Lovely approachable ladies, they make me feel safe and comfortable, I have seen 3 midwives.
My midwife is amazing, professional and caring.
More parking at the walk in.
Told by the GP and rang up.
Excellent service.
My named midwife was always unavailable for each appointment, I felt looked after and supported throughout.
Always satisfied by the care I received and questions answered.
Not enough evening antenatal classes
I just want to say thank you to the entire group. I have received excellent services from doctors, nurses and midwives, they have been so comprehensive with me and helpful.
The midwifery team deliver an amazing service and how knowledgeable they are.
Midwife didn't tell me everything I needed to know about pregnancy/birth - had to ask family.
This is my first time of using Halton hospital and the maternity services and I have found them to be wonderful.
I have had only 3 appointments so far and the telephone number for the midwife has been very helpful.
Midwife wasn't great. Missed appointments - re-arranged appointments & not told us. Turned up on the wrong date for home visit and blamed us. Communication/correspondence wasn't great.
Fabulous staff, thank you.
Runcorn need some more Sure Start vitamins - like gold dust!
Longer appointments in antenatal clinic and home visits
More flexible clinic times.
More time in clinic.
Good service.
Would like weekend clinics so I don't miss work.
Fab service.
I don't like to sit with poorly people in the waiting room.
I had most appointments at the hospital.
The line for the central midwives number hardly gets answered and I have to ring my GP instead.