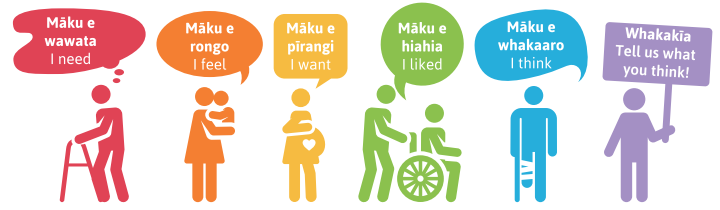


ŌU WHĀINGA

Maternity Experience Survey

Te Whatu Ora Waitaha Canterbury



ŌU WHĀINGA MATERNITY EXPERIENCE SURVEY – APRIL TO JUNE 2023

Evidence tells us that consumer experience is a good indicator of the quality of our health services. Better experience, stronger partnerships with consumers, patient and whānau-centred care have been linked to improved health, clinical, financial, service and satisfaction outcomes. Feedback is used by teams to monitor and improve care provided. Understanding how people experience healthcare gives us valuable insight and an opportunity to celebrate our success, do more of what we are doing well and to find ways of how we can do better.

Every fortnight we invite māmā who have spent at least one night in our Maternity Unit to participate in our patient experience survey. An invitation to participate in the survey is delivered via email or a link in a text message.

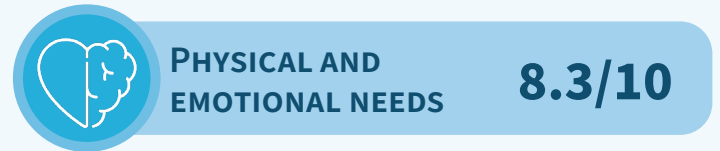
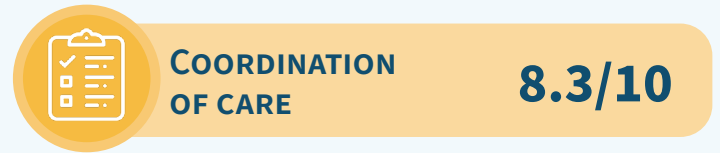
Taking part is voluntary. The survey asks māmā to rate and comment on their experiences in four domain areas: communication, partnership, co-ordination and physical/emotional needs.

Responses are completely anonymous. Comments are reviewed to ensure staff and patient confidentiality. Feedback is verbatim, and comments are published as submitted (including spelling and grammatical errors).

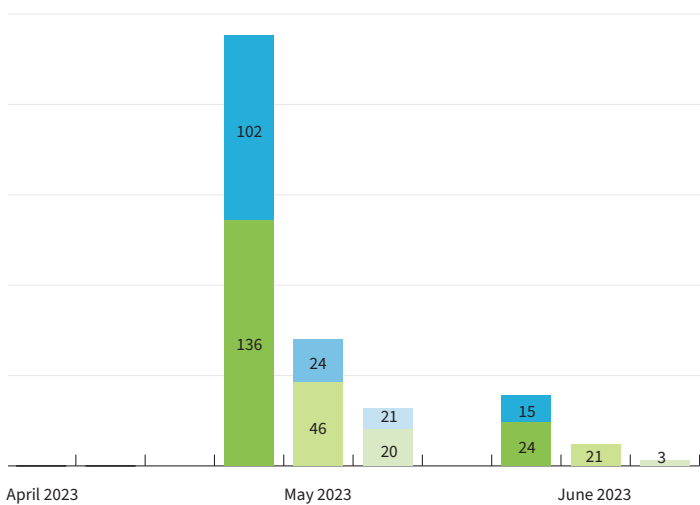
The results of the surveys are available on the intranet for all staff to view on Seeing our System in the [patient experience portal](#). All staff have access to both inpatient and outpatient feedback.

INPATIENT DOMAIN SCORES FROM APRIL TO JUNE 2023

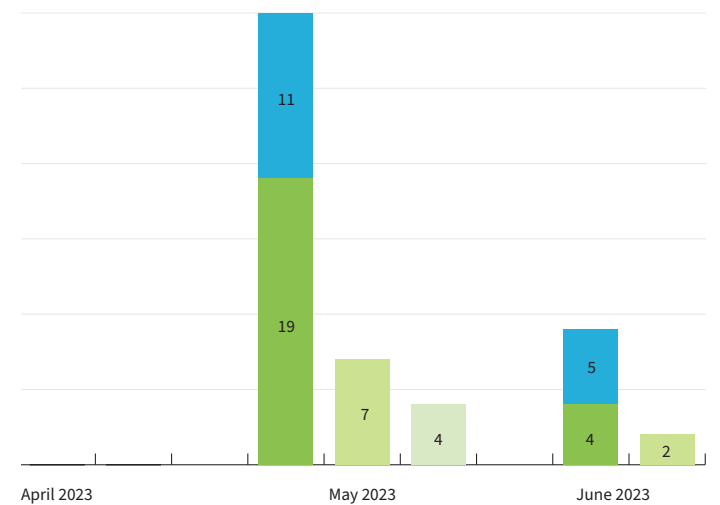
* All respondents are asked to rate their experiences in these 4 domains



Survey completion rate for Te Whatu Ora Canterbury - Maternity



Survey completion rate for Te Whatu Ora Canterbury - Māori



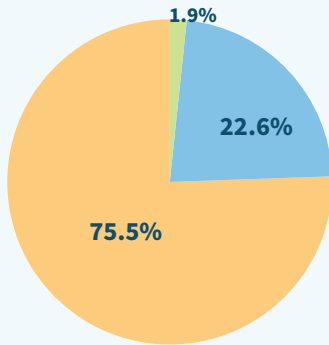
Invited: Email Started: Email Completed: Email Invited: SMS Started: SMS Completed: SMS

During May & June 2023, **390** invitations to participate in the survey were sent. **54** were completed – a response rate of **13.8%**.

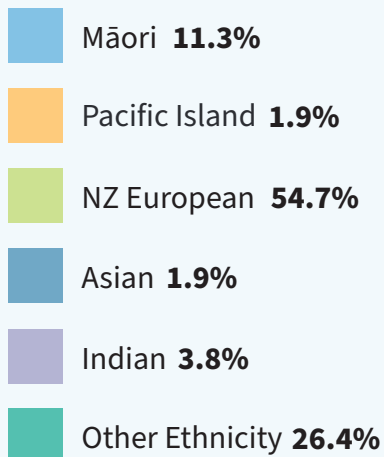
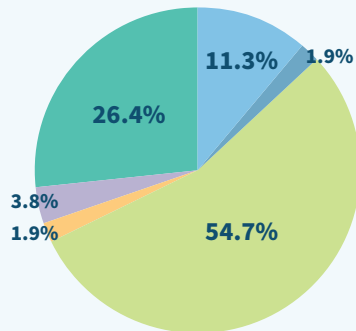
SURVEY DEMOGRAPHICS



Age groups



Ethnicity



WHAT ARE OUR CONSUMERS SAYING?

“My midwife was amazing and I always felt heard and understood by her.”

“Experienced and informed staff, happy to assist us.”

“Faster access to pain relief.”

“Good and regular communication. Consent sought. Respectful and caring approach.”

“Maintaining the safety of both myself and our new baby. Being treated with respect at all stages. Ensuring my husband was able to be involved and treated with respect also.”

“Labour/birth didn’t go as expected but we were well looked after.”

“Felt like I had full control over decisions and was given appropriate information to get the care I needed and wanted.”

“Private bathroom as it is embarrassing to share when you are bleeding after birth. The other person often didn’t lock the door.”

“Improved food and more hot drinks offered.”

IN THE LAST 3 MONTHS:

211 comments were published April – June 2023

27
consumers
commented
specifically about
Staff

13
consumers
commented
specifically about
Discharge

10 consumers
commented specifically
about **communication**

6
consumers
commented
specifically about
Food