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PRESS RELEASE

National Maternity Survey 2019

Ninety-nine per cent of women having babies at Russells Hall Hospital feel they are treated with dignity and respect, have confidence and trust in staff during labour and birth and feel involved enough in decisions about their care.

Those are the findings of the National Maternity Survey 2019 – an annual survey which all eligible trusts in England are required by the Care Quality Commission to conduct.

The Dudley Group NHS Foundation Trust worked with independent company Picker for the survey, along with 62 other trusts. Dudley scored well above its peers for patients being offered NHS antenatal classes courses at 84 per cent (in comparison to 73 per cent).

The Trust also scored particularly well, in relation to the average and also to its own 2018 results, for providing patients with relevant information about feeding their baby and creating a comfortable atmosphere during labour. Women felt they saw the midwife as much as they wanted, and that midwives took personal circumstances into account when giving advice on feeding.

Compared to the previous year, the Maternity Department had greatly improved its active support and encouragement in feeding.

Head of midwifery Dawn Lewis said: “We are delighted to have seen improvements in 24 of the 37 questions asked the previous year, while we maintained our good response rates in another three.

“Our overall 88.3 per cent rating is very pleasing and a reflection of the care and dedication shown by our midwives.

“However, we know we need to focus in particular on two areas where we didn’t do so well – reducing delays in discharge, and allowing partners to stay for as long as they want.

“We have already begun work under our action plan to ensure our families have the best possible experience with us.”

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