

2024 CQC Maternity Survey

National ICB Stakeholder Discussion Report

A patient experience summary covering each Integrated Care Board separately

Draft discussion document generated from the CQC better / worse analysis file.

Executive Summary

This report summarises 2024 CQC Maternity Survey patient experience signals across 41 ICBs and 120 maternity providers. It is intended to support constructive discussion, shared learning and local improvement rather than provide a performance ranking.

Measure	Count
ICBs included	41
Providers included	120
Indicators reviewed	4200
Positive experience signals	393
Discussion signals	304
About the same	3392
Not reported / unavailable	111

Most Common National Positive Themes

- Postnatal care
- Labour and birth support
- Communication and information
- Continuity and personalisation
- Choice and decision making

Most Common National Areas for Discussion

- Postnatal care
- Labour and birth support
- Communication and information
- Continuity and personalisation
- Other patient experience theme

How To Interpret This Report

This report uses the CQC better / worse analysis to identify where maternity patient experience appears better than expected, worse than expected, or about the same as expected.

A positive signal does not mean that every woman had a positive experience. It indicates that the survey result was identified as better than expected within the CQC analysis.

A discussion signal should not be interpreted as a judgement of poor care. It is a prompt for local review and should be considered alongside MSDS, LSSI4, Care Opinion, local safety data and local service knowledge.

The report intentionally avoids ranking ICBs. The value lies in helping each system understand its own patient experience profile and compare themes constructively with other systems.

National ICB Overview

The table below provides a compact view of all ICBs. It should be used as a signposting tool to support discussion, not as a league table.

ICB	Providers	Positive	Discussion	Same
Bath and North East Somerset, Swindon and Wiltshire ICB	3	12	3	90
Bedfordshire, Luton and Milton Keynes ICB	2	0	18	52
Birmingham and Solihull ICB	2	0	20	50
Black Country ICB	4	5	18	115
Bristol, North Somerset and South Gloucestershire ICB	2	7	2	61
Buckinghamshire, Oxfordshire and Berkshire West ICB	3	7	10	63
Cheshire and Merseyside ICB	7	18	22	202
Cornwall and Isles of Scilly ICB	1	5	2	28
Coventry and Warwickshire ICB	3	9	7	88
Derby and Derbyshire ICB	1	1	2	32
Devon ICB	3	13	2	90
Dorset ICB	2	4	0	66
Frimley Health and Care ICB	1	9	0	26
Gloucestershire ICB	1	5	0	30
Greater Manchester ICB	6	16	19	175
Hampshire and Isle of Wight ICB	4	7	6	124
Herefordshire and Worcestershire ICB	2	2	3	65
Hertfordshire and West Essex ICB	3	11	8	84
Humber and North Yorkshire ICB	4	13	5	120
Kent and Medway ICB	4	18	7	112
Lancashire and South Cumbria ICB	4	28	18	92
Leicester, Leicestershire and Rutland ICB	1	1	2	32
Lincolnshire ICB	1	14	0	21
Mid and South Essex ICB	1	1	4	30
Norfolk and Waveney ICB	5	23	11	139
North Central London ICB	4	10	5	90
North East London ICB	3	0	28	77
North East and North Cumbria ICB	8	36	6	237
North West London ICB	4	18	13	84
Northamptonshire ICB	2	3	2	65
Nottingham and Nottinghamshire ICB	2	5	0	65
Shropshire, Telford and Wrekin ICB	1	1	1	33
Somerset ICB	1	1	3	31

South East London ICB	3	3	11	91
South West London ICB	4	18	4	117
South Yorkshire ICB	5	44	2	128
Staffordshire and Stoke-on-Trent ICB	1	1	4	30
Suffolk and North East Essex ICB	2	3	2	65
Surrey Heartlands ICB	3	7	14	84
Sussex ICB	2	6	0	62
West Yorkshire ICB	5	8	20	146

ICB Discussion Summaries

Bath and North East Somerset, Swindon and Wiltshire ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Great Western Hospitals NHS Foundation Trust
- Royal United Hospitals Bath NHS Foundation Trust
- Salisbury NHS Foundation Trust

Signal Type	Count
Positive experience signals	12
Discussion signals	3
About the same	90
Not reported / unavailable	0

Positive experience signals

- Labour and birth support
- Choice and decision making
- Communication and information
- Postnatal care
- Other patient experience theme

Examples of positive signal questions:

- 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?
- Were your decisions about how you wanted to feed your baby respected by midwives?
- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?
- Were you offered a choice about where to have your baby?

Areas for discussion

- Postnatal care
- Choice and decision making

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Were you offered a choice about where to have your baby?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?

Bedfordshire, Luton and Milton Keynes ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Bedfordshire Hospitals NHS Foundation Trust
- Milton Keynes University Hospital NHS Foundation Trust

Signal Type	Count
Positive experience signals	0
Discussion signals	18
About the same	52
Not reported / unavailable	0

Positive experience signals

No positive outlier signals were identified in the CQC better / worse analysis for this ICB.

Areas for discussion

- Postnatal care
- Communication and information
- Continuity and personalisation
- Labour and birth support
- Access and responsiveness

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?
- 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?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?
- Can women easily contact maternity services and receive timely advice when they need support?

Birmingham and Solihull ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Birmingham Women's And Children's NHS Foundation Trust
- University Hospitals Birmingham NHS Foundation Trust

Signal Type	Count
Positive experience signals	0
Discussion signals	20
About the same	50
Not reported / unavailable	0

Positive experience signals

No positive outlier signals were identified in the CQC better / worse analysis for this ICB.

Areas for discussion

- Postnatal care
- Labour and birth support
- Choice and decision making
- Access and responsiveness
- Communication and information

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- If you contacted a midwife / midwifery team, were you given the help you needed?
- 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?
- Were your decisions about how you wanted to feed your baby respected by midwives?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Can women easily contact maternity services and receive timely advice when they need support?

Black Country ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Sandwell And West Birmingham Hospitals NHS Trust
- The Dudley Group NHS Foundation Trust
- The Royal Wolverhampton NHS Trust

- Walsall Healthcare NHS Trust

Signal Type	Count
Positive experience signals	5
Discussion signals	18
About the same	115
Not reported / unavailable	2

Positive experience signals

- Continuity and personalisation
- Choice and decision making
- Communication and information
- Labour and birth support

Examples of positive signal questions:

- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?
- 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?
- Were your decisions about how you wanted to feed your baby respected by midwives?
- Did you feel that midwives gave you enough support and advice to feed your baby?

Areas for discussion

- Labour and birth support
- Postnatal care
- Other patient experience theme
- Continuity and personalisation
- Communication and information

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Would you have liked to have seen or spoken to a midwife...
- 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?
- During your labour, were you ever sent home when you were worried about yourself or your baby?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Bristol, North Somerset and South Gloucestershire ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- North Bristol NHS Trust
- University Hospitals Bristol And Weston NHS Foundation Trust

Signal Type	Count
Positive experience signals	7
Discussion signals	2
About the same	61
Not reported / unavailable	0

Positive experience signals

- Choice and decision making
- Labour and birth support
- Postnatal care

Examples of positive signal questions:

- Were you offered a choice about where to have your baby?
- Were your decisions about how you wanted to feed your baby respected by midwives?
- 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?
- During your labour, were you ever sent home when you were worried about yourself or your baby?

Areas for discussion

- Postnatal care

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- On the day you left hospital, was your discharge delayed for any reason?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are women consistently supported to make informed choices and participate in decisions about their care?

Buckinghamshire, Oxfordshire and Berkshire West ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- Buckinghamshire Healthcare NHS Trust
- Oxford University Hospitals NHS Foundation Trust
- Royal Berkshire NHS Foundation Trust

Signal Type	Count
Positive experience signals	7

Discussion signals	10
About the same	63
Not reported / unavailable	25

Positive experience signals

- Labour and birth support
- Communication and information
- Postnatal care
- Choice and decision making

Examples of positive signal questions:

- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- 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?
- Thinking about your postnatal care, were you involved in decisions about your care?
- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?

Areas for discussion

- Postnatal care
- Continuity and personalisation
- Communication and information
- Access and responsiveness

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?
- 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?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Cheshire and Merseyside ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- Countess Of Chester Hospital NHS Foundation Trust
- East Cheshire NHS Trust
- Liverpool Women's NHS Foundation Trust
- Mersey And West Lancashire Teaching Hospitals NHS Trust
- Mid Cheshire Hospitals NHS Foundation Trust
- Warrington And Halton Teaching Hospitals NHS Foundation Trust
- Wirral University Teaching Hospital NHS Foundation Trust

Signal Type	Count
Positive experience signals	18
Discussion signals	22
About the same	202
Not reported / unavailable	3

Positive experience signals

- Postnatal care
- Labour and birth support
- Continuity and personalisation
- Other patient experience theme
- Communication and information

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?
- Would you have liked to have seen or spoken to a midwife...
- Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you?

Areas for discussion

- Postnatal care
- Continuity and personalisation
- Communication and information
- Other patient experience theme
- Labour and birth support

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?
- During your antenatal check-ups, did your midwives listen to you?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Cornwall and Isles of Scilly ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Royal Cornwall Hospitals NHS Trust

Signal Type	Count
Positive experience signals	5
Discussion signals	2
About the same	28
Not reported / unavailable	0

Positive experience signals

- Labour and birth support
- Communication and information
- Choice and decision making

Examples of positive signal questions:

- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?
- During your labour, were you ever sent home when you were worried about yourself or your baby?
- Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?
- Were you offered a choice about where to have your baby?

Areas for discussion

- Postnatal care

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?

Coventry and Warwickshire ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- George Eliot Hospital NHS Trust
- South Warwickshire University NHS Foundation Trust
- University Hospitals Coventry And Warwickshire NHS Trust

Signal Type	Count
Positive experience signals	9
Discussion signals	7
About the same	88
Not reported / unavailable	1

Positive experience signals

- Labour and birth support
- Postnatal care
- Communication and information

Examples of positive signal questions:

- 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?
- Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?
- During your labour, were you ever sent home when you were worried about yourself or your baby?
- Thinking about your postnatal care, were you involved in decisions about your care?

Areas for discussion

- Postnatal care
- Other patient experience theme
- Labour and birth support
- Continuity and personalisation
- Communication and information

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Would you have liked to have seen or spoken to a midwife...
- 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?
- 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?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?

- Are handovers, digital records and continuity arrangements helping staff understand women’s histories and personal circumstances?

Derby and Derbyshire ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- University Hospitals Of Derby And Burton NHS Foundation Trust

Signal Type	Count
Positive experience signals	1
Discussion signals	2
About the same	32
Not reported / unavailable	0

Positive experience signals

- Continuity and personalisation

Examples of positive signal questions:

- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?

Areas for discussion

- Labour and birth support

Examples of discussion signal questions:

- Before you were induced, were you given appropriate information and advice on the risks associated with an induced labour?
- Were you involved in the decision to be induced?

Suggested discussion questions

- Are handovers, digital records and continuity arrangements helping staff understand women’s histories and personal circumstances?

Devon ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Royal Devon University Healthcare NHS Foundation Trust
- Torbay And South Devon NHS Foundation Trust
- University Hospitals Plymouth NHS Trust

Signal Type	Count
Positive experience signals	13
Discussion signals	2
About the same	90
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Communication and information
- Other patient experience theme
- Continuity and personalisation
- Labour and birth support

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- During your antenatal check-ups, did your midwives ask you about your mental health?
- Would you have liked to have seen or spoken to a midwife...

Areas for discussion

- Postnatal care
- Continuity and personalisation

Examples of discussion signal questions:

- On the day you left hospital, was your discharge delayed for any reason?
- 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?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Dorset ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Dorset County Hospital NHS Foundation Trust
- University Hospitals Dorset NHS Foundation Trust

Signal Type	Count
Positive experience signals	4
Discussion signals	0
About the same	66
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Labour and birth support
- Continuity and personalisation

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?
- 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?

Areas for discussion

No worse-than-expected discussion signals were identified in the CQC better / worse analysis for this ICB.

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Frimley Health and Care ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Frimley Health NHS Foundation Trust

Signal Type	Count
Positive experience signals	9
Discussion signals	0
About the same	26
Not reported / unavailable	0

Positive experience signals

- Labour and birth support
- Communication and information
- Continuity and personalisation
- Other patient experience theme
- Postnatal care

Examples of positive signal questions:

- 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?
- Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you?
- Did the midwife or midwifery team that you saw or spoke to take your personal circumstances into account when giving you advice?
- Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home?

Areas for discussion

No worse-than-expected discussion signals were identified in the CQC better / worse analysis for this ICB.

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Gloucestershire ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Gloucestershire Hospitals NHS Foundation Trust

Signal Type	Count
Positive experience signals	5
Discussion signals	0
About the same	30

Not reported / unavailable	0
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Positive experience signals

- Continuity and personalisation
- Labour and birth support
- Other patient experience theme

Examples of positive signal questions:

- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?
- During your antenatal check-ups, did your midwives listen to you?
- 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?
- Were you involved in the decision to be induced?

Areas for discussion

No worse-than-expected discussion signals were identified in the CQC better / worse analysis for this ICB.

Suggested discussion questions

- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Greater Manchester ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- Bolton NHS Foundation Trust
- Manchester University NHS Foundation Trust
- Northern Care Alliance NHS Foundation Trust
- Stockport NHS Foundation Trust
- Tameside And Glossop Integrated Care NHS Foundation Trust
- Wrightington, Wigan And Leigh NHS Foundation Trust

Signal Type	Count
Positive experience signals	16
Discussion signals	19
About the same	175
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Communication and information
- Labour and birth support
- Continuity and personalisation
- Choice and decision making

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you?
- Did the midwife or midwifery team that you saw or spoke to take your personal circumstances into account when giving you advice?
- Were you involved in the decision to be induced?

Areas for discussion

- Postnatal care
- Communication and information
- Continuity and personalisation
- Other patient experience theme
- Labour and birth support

Examples of discussion signal questions:

- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?
- 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?
- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Hampshire and Isle of Wight ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- Hampshire Hospitals NHS Foundation Trust
- Isle Of Wight NHS Trust
- Portsmouth Hospitals University National Health Service Trust
- University Hospital Southampton NHS Foundation Trust

Signal Type	Count
Positive experience signals	7
Discussion signals	6
About the same	124
Not reported / unavailable	3

Positive experience signals

- Labour and birth support
- Postnatal care
- Choice and decision making

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?
- 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?
- Were you involved in the decision to be induced?

Areas for discussion

- Postnatal care
- Communication and information
- Choice and decision making

Examples of discussion signal questions:

- Were you offered a choice about where to have your baby?
- 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?
- Did you feel that the midwife or midwifery team that you saw or spoke to always listened to you?
- Thinking about your postnatal care, were you involved in decisions about your care?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?

Herefordshire and Worcestershire ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- Worcestershire Acute Hospitals NHS Trust
- Wye Valley NHS Trust

Signal Type	Count
Positive experience signals	2
Discussion signals	3
About the same	65
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Labour and birth support

Examples of positive signal questions:

- On the day you left hospital, was your discharge delayed for any reason?
- 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?

Areas for discussion

- Postnatal care
- Labour and birth support

Examples of discussion signal questions:

- 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?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?
- Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?

Hertfordshire and West Essex ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- East And North Hertfordshire NHS Trust
- The Princess Alexandra Hospital NHS Trust
- West Hertfordshire Teaching Hospitals NHS Trust

Signal Type	Count
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Positive experience signals	11
Discussion signals	8
About the same	84
Not reported / unavailable	2

Positive experience signals

- Postnatal care
- Labour and birth support
- Communication and information
- Access and responsiveness

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- During your labour, were you ever sent home when you were worried about yourself or your baby?
- Did you feel that midwives gave you enough support and advice to feed your baby?

Areas for discussion

- Postnatal care
- Continuity and personalisation
- Communication and information

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives ask you about your mental health?
- Did the midwife or midwifery team that you saw or spoke to take your personal circumstances into account when giving you advice?
- Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?
- Can women easily contact maternity services and receive timely advice when they need support?

Humber and North Yorkshire ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Harrogate And District NHS Foundation Trust
- Hull University Teaching Hospitals NHS Trust
- Northern Lincolnshire And Goole NHS Foundation Trust
- York And Scarborough Teaching Hospitals NHS Foundation Trust

Signal Type	Count
Positive experience signals	13
Discussion signals	5
About the same	120
Not reported / unavailable	2

Positive experience signals

- Postnatal care
- Labour and birth support
- Other patient experience theme
- Continuity and personalisation

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your labour, were you ever sent home when you were worried about yourself or your baby?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?
- During your antenatal check-ups, did your midwives listen to you?

Areas for discussion

- Other patient experience theme
- Postnatal care
- Choice and decision making
- Communication and information
- Continuity and personalisation

Examples of discussion signal questions:

- During your antenatal check-ups, did your midwives listen to you?
- Thinking about your postnatal care, were you involved in decisions about your care?
- Were you offered a choice about where to have your baby?
- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?

- Are handovers, digital records and continuity arrangements helping staff understand women’s histories and personal circumstances?

Kent and Medway ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Dartford And Gravesham NHS Trust
- East Kent Hospitals University NHS Foundation Trust
- Maidstone And Tunbridge Wells NHS Trust
- Medway NHS Foundation Trust

Signal Type	Count
Positive experience signals	18
Discussion signals	7
About the same	112
Not reported / unavailable	3

Positive experience signals

- Postnatal care
- Labour and birth support
- Communication and information
- Other patient experience theme
- Access and responsiveness

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?
- During your antenatal check-ups, did your midwives listen to you?

Areas for discussion

- Communication and information
- Postnatal care
- Continuity and personalisation
- Other patient experience theme
- Labour and birth support

Examples of discussion signal questions:

- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- Did you feel that midwives gave you enough support and advice to feed your baby?
- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?
- Can women easily contact maternity services and receive timely advice when they need support?

Lancashire and South Cumbria ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Blackpool Teaching Hospitals NHS Foundation Trust
- East Lancashire Hospitals NHS Trust
- Lancashire Teaching Hospitals NHS Foundation Trust
- University Hospitals Of Morecambe Bay NHS Foundation Trust

Signal Type	Count
Positive experience signals	28
Discussion signals	18
About the same	92
Not reported / unavailable	2

Positive experience signals

- Postnatal care
- Communication and information
- Continuity and personalisation
- Labour and birth support
- Other patient experience theme

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?
- 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?

Areas for discussion

- Postnatal care
- Communication and information
- Continuity and personalisation
- Choice and decision making
- Access and responsiveness

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?
- On the day you left hospital, was your discharge delayed for any reason?
- Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?

- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women’s histories and personal circumstances?

Leicester, Leicestershire and Rutland ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- University Hospitals Of Leicester NHS Trust

Signal Type	Count
Positive experience signals	1
Discussion signals	2
About the same	32
Not reported / unavailable	0

Positive experience signals

- Choice and decision making

Examples of positive signal questions:

- Were you offered a choice about where to have your baby?

Areas for discussion

- Continuity and personalisation
- Postnatal care

Examples of discussion signal questions:

- During your antenatal check-ups, did your midwives ask you about your mental health?
- Thinking about your postnatal care, were you involved in decisions about your care?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women’s histories and personal circumstances?

Lincolnshire ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- United Lincolnshire Hospitals NHS Trust

Signal Type	Count
Positive experience signals	14
Discussion signals	0
About the same	21
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Communication and information
- Labour and birth support
- Continuity and personalisation
- Access and responsiveness

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Before you were induced, were you given appropriate information and advice on the risks associated with an induced labour?
- 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?
- If you contacted a midwife / midwifery team, were you given the help you needed?

Areas for discussion

No worse-than-expected discussion signals were identified in the CQC better / worse analysis for this ICB.

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?
- Can women easily contact maternity services and receive timely advice when they need support?

Mid and South Essex ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Mid And South Essex NHS Foundation Trust

Signal Type	Count
Positive experience signals	1

Discussion signals	4
About the same	30
Not reported / unavailable	0

Positive experience signals

- Postnatal care

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?

Areas for discussion

- Labour and birth support
- Continuity and personalisation
- Postnatal care

Examples of discussion signal questions:

- Were you involved in the decision to be induced?
- 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?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?
- Thinking about your postnatal care, were you involved in decisions about your care?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Norfolk and Waveney ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Cambridge University Hospitals NHS Foundation Trust
- James Paget University Hospitals NHS Foundation Trust
- Norfolk And Norwich University Hospitals NHS Foundation Trust
- North West Anglia NHS Foundation Trust
- The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust

Signal Type	Count
Positive experience signals	23
Discussion signals	11
About the same	139
Not reported / unavailable	2

Positive experience signals

- Postnatal care
- Labour and birth support
- Continuity and personalisation
- Communication and information
- Access and responsiveness

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?

Areas for discussion

- Postnatal care
- Continuity and personalisation
- Labour and birth support
- Communication and information

Examples of discussion signal questions:

- On the day you left hospital, was your discharge delayed for any reason?
- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?
- Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?

- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women’s histories and personal circumstances?
- Can women easily contact maternity services and receive timely advice when they need support?

North Central London ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- North Middlesex University Hospital NHS Trust
- Royal Free London NHS Foundation Trust
- University College London Hospitals NHS Foundation Trust
- Whittington Health NHS Trust

Signal Type	Count
Positive experience signals	10
Discussion signals	5
About the same	90
Not reported / unavailable	35

Positive experience signals

- Postnatal care
- Labour and birth support
- Communication and information
- Access and responsiveness

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?
- Did you feel that midwives gave you enough support and advice to feed your baby?

Areas for discussion

- Other patient experience theme
- Continuity and personalisation
- Postnatal care
- Labour and birth support

Examples of discussion signal questions:

- During your antenatal check-ups, did your midwives ask you about your mental health?
- Thinking about your postnatal care, were you involved in decisions about your care?
- During your labour, were you ever sent home when you were worried about yourself or your baby?
- Would you have liked to have seen or spoken to a midwife...

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?
- Can women easily contact maternity services and receive timely advice when they need support?

North East London ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Barking, Havering And Redbridge University Hospitals NHS Trust
- Barts Health NHS Trust
- Homerton Healthcare NHS Foundation Trust

Signal Type	Count
Positive experience signals	0
Discussion signals	28
About the same	77
Not reported / unavailable	0

Positive experience signals

No positive outlier signals were identified in the CQC better / worse analysis for this ICB.

Areas for discussion

- Postnatal care
- Labour and birth support
- Continuity and personalisation
- Communication and information
- Other patient experience theme

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives ask you about your mental health?
- Would you have liked to have seen or spoken to a midwife...
- During your labour, were you ever sent home when you were worried about yourself or your baby?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

North East and North Cumbria ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- County Durham And Darlington NHS Foundation Trust
- Gateshead Health NHS Foundation Trust
- North Cumbria Integrated Care NHS Foundation Trust
- North Tees And Hartlepool NHS Foundation Trust

- Northumbria Healthcare NHS Foundation Trust
- South Tees Hospitals NHS Foundation Trust
- South Tyneside And Sunderland NHS Foundation Trust
- The Newcastle Upon Tyne Hospitals NHS Foundation Trust

Signal Type	Count
Positive experience signals	36
Discussion signals	6
About the same	237
Not reported / unavailable	1

Positive experience signals

- Postnatal care
- Labour and birth support
- Continuity and personalisation
- Communication and information
- Other patient experience theme

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?
- Did you feel that midwives gave you enough support and advice to feed your baby?

Areas for discussion

- Choice and decision making
- Communication and information
- Labour and birth support
- Postnatal care
- Continuity and personalisation

Examples of discussion signal questions:

- 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?
- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?
- Were you involved in the decision to be induced?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?

- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

North West London ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- Chelsea And Westminster Hospital NHS Foundation Trust
- Imperial College Healthcare NHS Trust
- London North West University Healthcare NHS Trust
- The Hillingdon Hospitals NHS Foundation Trust

Signal Type	Count
Positive experience signals	18
Discussion signals	13
About the same	84
Not reported / unavailable	25

Positive experience signals

- Postnatal care
- Continuity and personalisation
- Labour and birth support
- Other patient experience theme
- Choice and decision making

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- On the day you left hospital, was your discharge delayed for any reason?
- Were you involved in the decision to be induced?
- 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?

Areas for discussion

- Labour and birth support
- Postnatal care
- Choice and decision making
- Continuity and personalisation

Examples of discussion signal questions:

- During your labour, were you ever sent home when you were worried about yourself or your baby?
- Thinking about your postnatal care, were you involved in decisions about your care?
- Were your decisions about how you wanted to feed your baby respected by midwives?
- 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?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are women consistently supported to make informed choices and participate in decisions about their care?

- Are handovers, digital records and continuity arrangements helping staff understand women’s histories and personal circumstances?

Northamptonshire ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- Kettering General Hospital NHS Foundation Trust
- Northampton General Hospital NHS Trust

Signal Type	Count
Positive experience signals	3
Discussion signals	2
About the same	65
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Labour and birth support

Examples of positive signal questions:

- Before you were induced, were you given appropriate information and advice on the risks associated with an induced labour?
- Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?
- Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?

Areas for discussion

- Labour and birth support
- Postnatal care

Examples of discussion signal questions:

- 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?
- Thinking about your postnatal care, were you involved in decisions about your care?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?

Nottingham and Nottinghamshire ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Nottingham University Hospitals NHS Trust
- Sherwood Forest Hospitals NHS Foundation Trust

Signal Type	Count
Positive experience signals	5
Discussion signals	0
About the same	65
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Labour and birth support
- Choice and decision making

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- Were you offered a choice about where to have your baby?

Areas for discussion

No worse-than-expected discussion signals were identified in the CQC better / worse analysis for this ICB.

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are women consistently supported to make informed choices and participate in decisions about their care?

Shropshire, Telford and Wrekin ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- The Shrewsbury And Telford Hospital NHS Trust

Signal Type	Count
Positive experience signals	1
Discussion signals	1
About the same	33
Not reported / unavailable	0

Positive experience signals

- Labour and birth support

Examples of positive signal questions:

- Before you were induced, were you given appropriate information and advice on the risks associated with an induced labour?

Areas for discussion

- Choice and decision making

Examples of discussion signal questions:

- Were you offered a choice about where to have your baby?

Suggested discussion questions

- Are women consistently supported to make informed choices and participate in decisions about their care?

Somerset ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Somerset NHS Foundation Trust

Signal Type	Count
Positive experience signals	1
Discussion signals	3
About the same	31
Not reported / unavailable	0

Positive experience signals

- Postnatal care

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?

Areas for discussion

- Labour and birth support
- Postnatal care
- Continuity and personalisation

Examples of discussion signal questions:

- 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?
- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

South East London ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Guy's And St Thomas' NHS Foundation Trust
- King's College Hospital NHS Foundation Trust
- Lewisham And Greenwich NHS Trust

Signal Type	Count
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Positive experience signals	3
Discussion signals	11
About the same	91
Not reported / unavailable	0

Positive experience signals

- Labour and birth support
- Communication and information
- Postnatal care

Examples of positive signal questions:

- 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?
- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?
- Thinking about your postnatal care, were you involved in decisions about your care?

Areas for discussion

- Postnatal care
- Continuity and personalisation
- Labour and birth support
- Access and responsiveness
- Communication and information

Examples of discussion signal questions:

- Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?
- If you contacted a midwife / midwifery team, were you given the help you needed?
- 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?
- Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?
- Can women easily contact maternity services and receive timely advice when they need support?

South West London ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Croydon Health Services NHS Trust
- Epsom And St Helier University Hospitals NHS Trust
- Kingston Hospital NHS Foundation Trust
- St George's University Hospitals NHS Foundation Trust

Signal Type	Count
Positive experience signals	18
Discussion signals	4
About the same	117
Not reported / unavailable	1

Positive experience signals

- Postnatal care
- Labour and birth support
- Communication and information
- Other patient experience theme
- Choice and decision making

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Would you have liked to have seen or spoken to a midwife...
- 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?
- Were your decisions about how you wanted to feed your baby respected by midwives?

Areas for discussion

- Postnatal care
- Continuity and personalisation
- Other patient experience theme

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?
- Would you have liked to have seen or spoken to a midwife...

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

South Yorkshire ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- Barnsley Hospital NHS Foundation Trust
- Chesterfield Royal Hospital NHS Foundation Trust
- Doncaster And Bassetlaw Teaching Hospitals NHS Foundation Trust
- Sheffield Teaching Hospitals NHS Foundation Trust
- The Rotherham NHS Foundation Trust

Signal Type	Count
Positive experience signals	44
Discussion signals	2
About the same	128
Not reported / unavailable	1

Positive experience signals

- Postnatal care
- Communication and information
- Labour and birth support
- Continuity and personalisation
- Other patient experience theme

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives ask you about your mental health?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- Do you think your healthcare professionals did everything they could to help manage your pain during labour and birth?

Areas for discussion

- Labour and birth support
- Communication and information

Examples of discussion signal questions:

- 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?
- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Staffordshire and Stoke-on-Trent ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- University Hospitals Of North Midlands NHS Trust

Signal Type	Count
Positive experience signals	1
Discussion signals	4
About the same	30
Not reported / unavailable	0

Positive experience signals

- Continuity and personalisation

Examples of positive signal questions:

- During your antenatal check-ups, did your midwives ask you about your mental health?

Areas for discussion

- Communication and information
- Choice and decision making
- Other patient experience theme

Examples of discussion signal questions:

- Did you get enough information from either a midwife or doctor to help you decide where to have your baby?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- Were you offered a choice about where to have your baby?
- During your antenatal check-ups, did your midwives listen to you?

Suggested discussion questions

- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

Suffolk and North East Essex ICB

The ICB profile shows a mixed picture, with both positive experience signals and areas for discussion. This provides a useful basis for local reflection and comparison across providers.

Providers included

- East Suffolk And North Essex NHS Foundation Trust
- West Suffolk NHS Foundation Trust

Signal Type	Count
Positive experience signals	3
Discussion signals	2
About the same	65

Not reported / unavailable

0

Positive experience signals

- Choice and decision making
- Labour and birth support
- Postnatal care

Examples of positive signal questions:

- Were your decisions about how you wanted to feed your baby respected by midwives?
- Before you were induced, were you given appropriate information and advice on the risks associated with an induced labour?
- Thinking about your postnatal care, were you involved in decisions about your care?

Areas for discussion

- Choice and decision making
- Postnatal care

Examples of discussion signal questions:

- Were you offered a choice about where to have your baby?
- On the day you left hospital, was your discharge delayed for any reason?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are women consistently supported to make informed choices and participate in decisions about their care?

Surrey Heartlands ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Ashford And St Peter's Hospitals NHS Foundation Trust
- Royal Surrey County Hospital NHS Foundation Trust
- Surrey And Sussex Healthcare NHS Trust

Signal Type	Count
Positive experience signals	7
Discussion signals	14
About the same	84
Not reported / unavailable	0

Positive experience signals

- Postnatal care
- Communication and information
- Labour and birth support

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- 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?
- 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?

Areas for discussion

- Postnatal care
- Communication and information
- Choice and decision making
- Other patient experience theme

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- 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?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- During your antenatal check-ups, did your midwives listen to you?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?

Sussex ICB

The ICB profile shows more positive experience signals than discussion signals. This may indicate areas of established local strength that could be explored for shared learning across providers.

Providers included

- East Sussex Healthcare NHS Trust
- University Hospitals Sussex NHS Foundation Trust

Signal Type	Count
Positive experience signals	6
Discussion signals	0
About the same	62
Not reported / unavailable	2

Positive experience signals

- Postnatal care
- Labour and birth support
- Choice and decision making

Examples of positive signal questions:

- During your labour, were you ever sent home when you were worried about yourself or your baby?
- 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?
- Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?
- On the day you left hospital, was your discharge delayed for any reason?

Areas for discussion

No worse-than-expected discussion signals were identified in the CQC better / worse analysis for this ICB.

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?
- Are women consistently supported to make informed choices and participate in decisions about their care?

West Yorkshire ICB

The ICB profile shows more discussion signals than positive signals. This does not indicate poor care by itself, but it suggests that local review may be useful to understand whether there are common pathway, workforce, communication or postnatal support themes.

Providers included

- Airedale NHS Foundation Trust
- Bradford Teaching Hospitals NHS Foundation Trust
- Calderdale And Huddersfield NHS Foundation Trust
- Leeds Teaching Hospitals NHS Trust
- Mid Yorkshire Teaching NHS Trust

Signal Type	Count
Positive experience signals	8
Discussion signals	20
About the same	146
Not reported / unavailable	1

Positive experience signals

- Postnatal care
- Continuity and personalisation
- Choice and decision making
- Labour and birth support

Examples of positive signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- During your antenatal check-ups, did your midwives or doctor appear to be aware of your medical history?
- 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?
- Were you offered a choice about where to have your baby?

Areas for discussion

- Postnatal care
- Labour and birth support
- Communication and information
- Continuity and personalisation
- Other patient experience theme

Examples of discussion signal questions:

- Thinking about your postnatal care, were you involved in decisions about your care?
- Do you think your healthcare professionals did everything they could to help manage your pain in hospital after the birth?
- Would you have liked to have seen or spoken to a midwife...
- Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home?

Suggested discussion questions

- Are postnatal pathways, discharge arrangements and community follow-up capacity consistently meeting the needs of women and families?

- Do local teams have consistent approaches for explaining options, listening to concerns and checking understanding?
- Are women consistently supported to make informed choices and participate in decisions about their care?
- Are handovers, digital records and continuity arrangements helping staff understand women's histories and personal circumstances?

National Learning Opportunities

Postnatal care

Many maternity experience issues nationally relate to the period after birth. Systems may wish to review discharge pathways, community follow-up, advice availability and postnatal capacity.

Communication and information

Patient experience is strongly influenced by whether women feel informed, listened to and able to raise concerns. This should remain a core improvement theme.

Shared decision making

Positive signals around involvement in decisions may identify practical examples of personalised care that can be shared across providers.

Family-centred care

Partner and family involvement is a recurring positive theme. Understanding what supports this locally may help spread good practice.

Triangulation with LSSI4 and Care Opinion

The strongest improvement opportunities are likely to be where CQC experience signals align with LSSI4, MSDS, Care Opinion or local safety intelligence.

Conclusion

The CQC Maternity Survey provides a valuable patient experience perspective for maternity improvement. Used alongside clinical, operational and narrative intelligence, it can help ICBs identify where local learning, targeted support and pathway review may have the greatest benefit for women, babies and families.