

# Maternity services in East London

Your local Healthwatch in North East London wants to ensure people are offered the best experience when using maternity services; which is why we are conducting this survey. Ask us about your local Healthwatch in Barking and Dagenham, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest).

East London has the highest birth rate in the UK. Our health and care services must cope with this growth and continue to ensure the best possible outcomes for mothers and babies. In particular, we are looking to understand the experiences of patients people from minority or marginalised groups when accessing and experiencing maternity services.

We will be asking you a few questions, based on your experience of pregnancy and/or giving birth in North East London. By taking part in this survey, you will help shape NHS maternity services to make them better for local people like you.

**CONTENT WARNING:** Depending on your experience, you may be asked questions about sensitive or difficult topics, including miscarriage, stillbirth, pregnancy termination, foetal abnormalities and mental health during pregnancy.

You can skip any individual question you prefer not to answer, by simply leaving it blank. Sections containing particularly sensitive questions will be clearly marked, and you will be able to skip them without seeing the questions.

If you need support, you may want to get in touch with one of these charities:

**The Miscarriage Association-** for people affected by pregnancy loss

**SANDS-** for people affected by stillbirth and neonatal death;

**BLISS-** for babies born premature or sick.

## What happens with your data

Local Healthwatch engage with local people on their experience with health and social care services. We represent the voice of local people in the health and social care debate, and work with relevant stakeholders in health and social care to improve services for people like you and ensure they meet your needs.

This survey is anonymous (no one will see any of your personal information); however, at the end of this survey, you will have the option to leave us your name and contact details, in case you want to keep in touch this is so we can let you know the outcome of the survey and give you the opportunity to be involved in designing future services. This will be stored separately from your survey answers.

We will only contact you with your consent. We will only collect personal data (including your demographic characteristics, experience of services or contact details) in order to serve the purpose of better understanding patient experience and formulating recommendations for service improvement).

The findings of this survey will be shared with relevant stakeholders, such as NHS service providers or local authorities, in an anonymised and aggregated format

## Have you been pregnant within the last four years?

Yes → Proceed to next question

No

## What borough do you live in?

Barking and Dagenham  Hackney  Havering

Redbrige  Tower Hamlets  Waltham Forest

Somewhere else → End survey here

## Thinking about your most recent pregnancy, which of the following describes your situation:

I am currently pregnant → Go to page 3, general survey

I have given birth to my child → Go to page 3, general survey

I have suffered a miscarriage → Go to page 29, miscarriage/ termination

I have experienced a stillbirth or my child died within 24 hours of being born → Go to page 51, stillbirth

I have experienced a missed miscarriage/ terminated the pregnancy because the foetus was no longer alive → Go to page 29, miscarriage/ termination

I have terminated the pregnancy because screening or consultations revealed the foetus would be born with a severe condition → Go to page 29, miscarriage/ termination

I have terminated the pregnancy because it posed a severe risk to my life or health → Go to page 29, miscarriage/ termination

I have terminated the pregnancy for any other reason → End survey here

# GP SERVICES

Did you have at least one appointment -in-person or remotely- at your GP surgery about your pregnancy? (check all that applies)

- Yes, with a GP    Yes, with a practice nurse
- Yes, with other professionals in the practice
- No, still waiting for the first one
- No, I'm not registered with a GP or don't know how to inform them
- No, I don't want to access GP care for my pregnancy

➔ For any NO answers, skip to page 6 : antenatal midwives

How easy or difficult did you find making GP appointments during your pregnancy?

- Very easy    Quite easy    Quite difficult    Very difficult

Which of the following have you done in order to access GP care during your pregnancy? Check all that applies.

- Booked an appointment online
- Booked an appointment by calling the practice
- Booked an appointment by showing up in person at the practice
- Had an appointment in person    Had an appointment via telephone
- Filled in an e-consult form    Had an appointment online/via video call
- Something else...

Thinking about your experience with your GP surgery during your pregnancy, to what extent do you agree or disagree with the following?

Definitely agree   Somewhat agree   Neither/nor   Somewhat disagree   Definitely disagree   Not sure

Doctors and nurses were helpful.

I felt comfortable asking doctors or nurses in my surgery any questions I had about my pregnancy.

Doctors and nurses spoke to me in a way that was easy for me to understand.

I felt supported to make informed choices about my care, including where and how to give birth.

I felt I was treated with dignity and respect.

The GP surgery was well-organised and ran smoothly.

In my GP surgery, everyone is treated equally.

Thinking about the care you received from your GP surgery during pregnancy, what do you think went well, and what do you think didn't go so well?'


continue here if necessary

What do you think could be done to improve GP surgeries for people like you?

What GP surgery are you registered with?

# ANTENATAL MIDWIVES

Did you have any midwife appointments?

- Yes  No, still waiting for the first one  **End survey here**
- No, I don't know how to access midwife appointments, or I can't access.
- No, I don't want to receive antenatal care from NHS midwives

**For any NO answers other than waiting for the first one, skip to page : any other help no NHS GP or midwife**

How did you begin to access midwife services?

- My GP referred me
- I self referred
- Another professional/ organisation referred me \_\_\_\_\_

How long did you have to wait for your first midwife appointment?

Do you think this wait was:

- Entirely reasonable  Somewhat reasonable
- A bit too long  Way too long

Thinking about the process of accessing antenatal midwives, what do you think went well, and what do you think didn't go so well?

What do you think could be done to make the process of accessing antenatal midwives easier and more accessible for people like you?

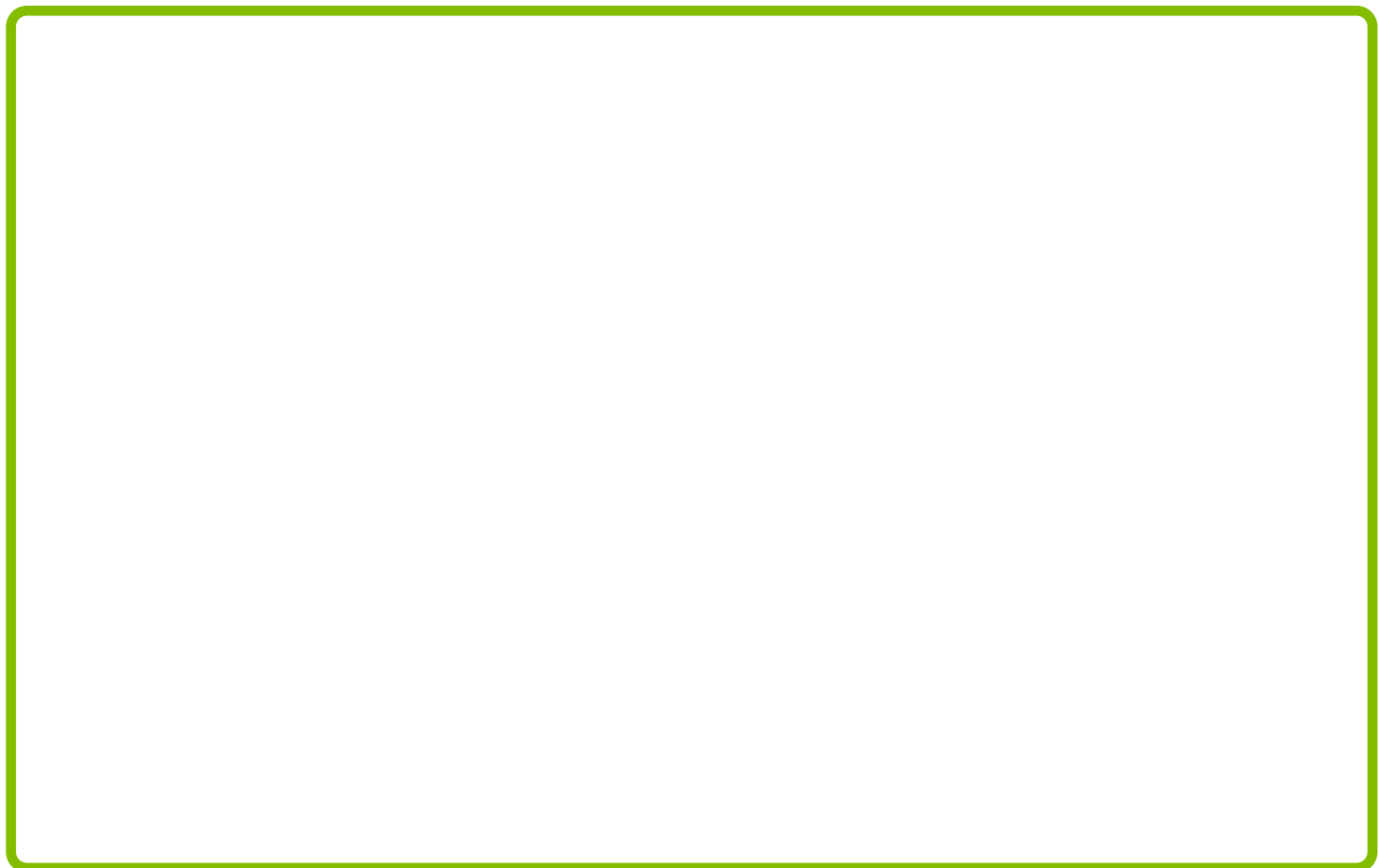
Thinking about your experience with your antenatal midwife, to what extent do you agree or disagree with the following?

	Definitely agree	Somewhat agree	Neither/nor	Somewhat disagree	Definitely disagree	Not sure
Antenatal midwives were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable asking midwives any questions I had about my pregnancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Midwives spoke to me in a way that was easy for me to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt supported to make informed choices about my care, including where and how to give birth.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I was treated with dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The midwife service was well-organised and ran smoothly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Antenatal midwives treat everyone equally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about the care you received from antenatal midwives, what do you think went well, and what do you think didn't go so well?



What do you think could be done to improve antenatal midwife-led care for people like you?





# SPECIALIST CONSULTANTS

Were you told by a medical professional- such as a doctor or midwife- that your pregnancy is high risk?

Yes  No

Did your GP or midwife refer you to any other professionals? (for example: consultant gynaecologist, community mental health team, diabetes clinic)

Yes  No, but I self-referred

No  **Go to page 12: antenatal screenings and scans**

If you saw any other health professionals, please give details

How long did you have to wait for your first specialist appointment?

Do you think this wait was:

Entirely reasonable  Somewhat reasonable

A bit too long  Way too long

Thinking about the process of accessing specialist consultants, what do you think went well, and what do you think didn't go so well?

What do you think could be done to make the process of accessing antenatal specialist care easier and more accessible for people like you?

Thinking about your experience with specialists or consultants, such as obstetricians, to what extent do you agree or disagree with the following?

Definitely agree   Somewhat agree   Neither/nor   Somewhat disagree   Definitely disagree   Not sure

Medical professionals were helpful.

I felt comfortable asking my consultant any questions I had about my pregnancy.

Medical professionals spoke to me in a way that was easy for me to understand.

I felt supported to make informed choices about my care, including where and how to give birth.

I felt I was treated with dignity and respect.


     

The service was well-organised and ran smoothly.

Medical consultants/ specialists treat everyone equally.

Thinking about the care you received from specialists or consultants, what do you think went well, and what do you think didn't go so well?



What do you think could be done to improve specialist care for people like you?



# ANTENATAL SCANS AND SCREENINGS

Did you have any of the following screenings and scans?

	Yes, I had it	Not yet, but intend to have it	No, decided not to have it	No, it was not available/ I didn't know how to access it	Not sure
Medical professionals Blood test for Hep B, HIV and syphilis- before 10 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blood test for sickle cell and thalassaemia - before 10 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening for Down's syndrome, Edwards' syndrome and Patau's syndrome- at 12 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan at 12 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan at 20 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

➔ If none of the above: go to page 16: urgent care

Did you have any of these tests or screening later than you should have had them? (See above for when these should normally be administered).

- Yes, I have experienced delays of more than two weeks
- Yes, I have experienced delays of two weeks or less
- No delays

If you experienced any delays, please tell us briefly what happened.

Did anyone accompany you for scan appointments?

- Yes, my partner     Yes, a friend or family member     Yes, a doula  
 Someone else \_\_\_\_\_  
 No, I wanted to have someone with me but it wasn't allowed  
 No, and it was my choice     N/a, no scans yet

If you were not allowed to have your partner or another supportive person with you at the scan, how much did this bother you?

- A great deal     A little     Not at all     N/a

Did you experience any admin issues in relation to your screening?  
(such as: lost test results, errors in your medical records,  
appointment scheduling errors)

- Yes     No

If yes, please tell us briefly what happened.

Following scans or screenings, were you referred to other professionals or offered further tests?

- Yes     No, but I should have been     No, not necessary     N/a

If yes, please tell us briefly about your experience.

Thinking about your experience having screening in pregnancy, including the screening itself, communication about results and later communications with professionals such as fetal medicine consultants if applicable, to what extent do you agree or disagree with the following?

Definitely agree    Somewhat agree    Neither/nor    Somewhat disagree    Definitely disagree    Not sure

Medical professionals were helpful.

I felt comfortable asking them any questions I had about the procedure.

I felt comfortable asking them any questions I had about my screening results.

Medical professionals spoke to me in a way that was easy for me to understand.

I have been told the outcome of screenings within a reasonable time.

Receiving the results of my screenings helped me make informed choices moving forward.

I felt I was treated with dignity and respect.

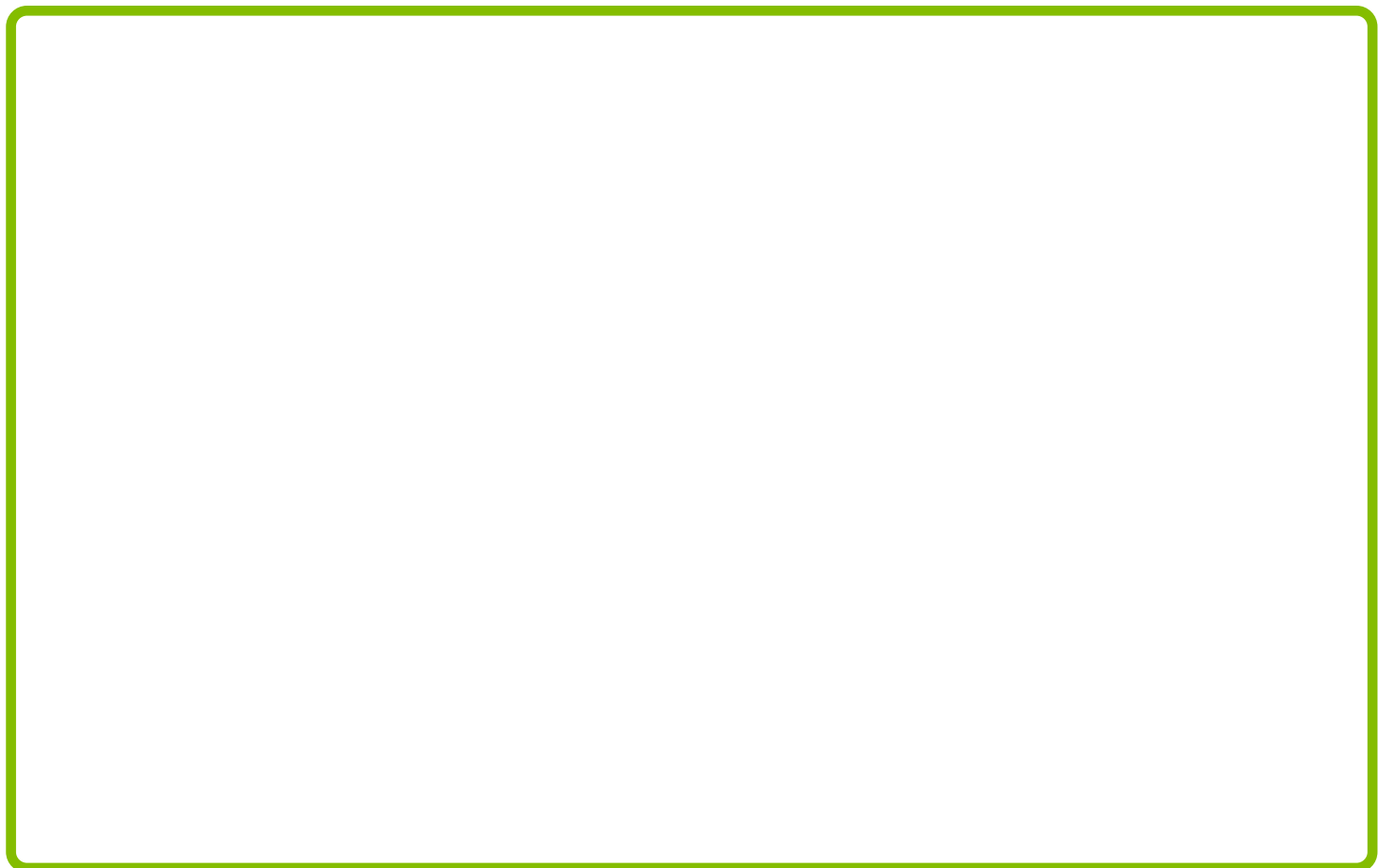
The service was well-organised and ran smoothly.

Medical professionals I dealt with treat everyone equally.

Thinking about your experience of antenatal screening and scans, what do you think went well, and what do you think didn't go so well?




What do you think could be done to improve antenatal screening for people like you?



# ACCESSING URGENT CARE WHILE PREGNANT

Over the course of your pregnancy, have you done any of these? Check all that applies.

- Called 111- for reasons related to my pregnancy
- Called 111- for reasons unrelated to my pregnancy
- Went to an Early Pregnancy Unit (EPU)
- Went to a hospital A&E- for reasons related to my pregnancy
- Went to a hospital A&E- for reasons unrelated to my pregnancy
- None of these  **Go to page 19: giving birth**

How long did you wait to receive care?

Do you think this wait was:

- Entirely reasonable     Somewhat reasonable
- A bit too long     Way too long

If you went to A&E or an Early Pregnancy Unity, did anyone accompany you?

- Yes, my partner     Yes, a friend or family member     Yes, a doula
- Someone else \_\_\_\_\_
- No, I wanted to have someone with me but it wasn't allowed
- No, and it was my choice     N/a, haven't been to A&E

If you were not allowed to have your partner or another supportive person with you, how much did this bother you?

- A great deal     A little     Not at all     N/a



Thinking about your experience with the medical professionals you have seen in A&E (such as doctors, nurses or midwives), to what extent do you agree or disagree with the following?

Definitely agree   Somewhat agree   Neither/nor   Somewhat disagree   Definitely disagree   Not sure

Medical professionals were helpful.

I felt comfortable asking my consultant any questions I had about my pregnancy.

Medical professionals spoke to me in a way that was easy for me to understand.

I felt I was treated with dignity and respect.

The service was well-organised and ran smoothly.

Everyone accessing urgent care is treated equally.

Thinking about your experience of accessing urgent care while pregnant, what do you think went well, and what do you think didn't go so well?

continue here if necessary

What do you think could be done to improve urgent care for people like you?

# GIVING BIRTH

Where and how did you initially plan on giving birth?

- At home, with a midwife
- In a freestanding midwife-led unit
- In a hospital midwife-led unit
- Planned C-section in a hospital
- In a hospital/ with a doctor, but not C-section
- Undecided yet
- Other \_\_\_\_\_

Where and how did you end up giving birth?

- At home, with a midwife
- In a freestanding midwife-led unit
- In a hospital midwife-led unit
- Planned C-section in a hospital
- Emergency C-section in a hospital
- In a hospital/ with a doctor, but not C-section
- Not given birth yet
- Other \_\_\_\_\_

Upon turning up the hospital or birth centre to give birth...

- I was admitted straight away.
- I had to wait for less than an hour before being admitted
- I had to wait for more than an hour before being admitted
- I have been asked to leave and come back later
- Other \_\_\_\_\_

Did anyone other than medical professionals stay with you in the delivery room while you gave birth?

- Yes, my partner
- Yes, a friend or family member
- Yes, a doula
- Someone else \_\_\_\_\_
- No, I wanted to have someone with me but it wasn't allowed
- No, and it was my choice

If you were not allowed to have your partner or another supportive person with you, how much did this bother you?

A great deal    A little    Not at all    N/a

Thinking about the midwives and/or doctors who assisted you in giving birth, to what extent do you agree or disagree with the following?

	Definitely agree	Somewhat agree	Neither/nor	Somewhat disagree	Definitely disagree	Not sure
Midwives and/or doctors were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable asking midwives and/or doctors any questions I had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Midwives and/or doctors spoke to me in a way that was easy for me to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had access to appropriate pain relief.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I was treated with dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt in control of my own care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was well-organised and ran smoothly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everyone giving birth here is treated equally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about your experience of giving birth, what do you think went well, and what do you think didn't go so well?

What do you think could be done to improve birth experience for people like you?

What hospital or birth centre did you give birth in?

**After this section, skip to  
Page 24: Any other help**

# ANY OTHER SERVICES- NO GP OR MIDWIFE

You should arrive here from Page 6.  
If you filled in the Midwives section or any other section after, skip this and go to Page 24: Any other help

Have you received any medical care or health advice from anyone since becoming pregnant; and before giving birth? Check all that applies

- NHS services other than GPs or midwives
- Private healthcare provider in the UK
- Healthcare provider in a different country
- Charity or community group (such as Praxis/ Doctors of the World)
- Someone else \_\_\_\_\_

Why is it that you have not received care from NHS midwives to date?

- I cannot use the NHS because of my immigration status
- I don't know how to get in touch with a midwife or be referred
- I am accessing a similar service privately
- I have decided I don't want to be seen by a midwife
- Another reason \_\_\_\_\_

What obstacles to accessing the care you need have you encountered?

What would help people like you access healthcare you currently don't have access to?

Where and how did you give birth? Or if you haven't yet, where do you plan on giving birth?

- At home, with no medical assistance
- At home, with a midwife → Go to page 19: giving birth
- In a hospital or birth centre in the UK → Go to page 19: giving birth
- In a hospital or birth centre in another country

Other \_\_\_\_\_

# ANY OTHER HELP

Over the course of your pregnancy, have you done any of the following?

- Attended an antenatal class
- Joined a local support group for parents and/or expecting parents
- Joined a support group for parents and/or expecting parents on social media (such as Facebook groups or Netmums)
- Received help accessing NHS care from an advocate or community organisation (such as Praxis/ Doctors of the World)
- Received support from a doula that I paid for
- Received support from a volunteer doula or Maternity Mate
- Received advice and support regarding breastfeeding or newborn care from a community group or charity
- Received other kind of advice from a charity or community organization (Example: advice on your maternity rights in the workplace from an advice charity)
- Received material help from charity or community organization (example: food from a food bank, nappies from a charity)

If yes to any of the above, please tell us about your experience- what worked well? What didn't work well?



# A few questions about you

These questions will help us better understand the circumstances of people like you and how different groups may face different challenges. Remember: your answers are confidential and you can skip any questions you are not comfortable answering by simply leaving them blank.

Which of the following describes you?

I am a woman  I am a trans man  I am nonbinary

I prefer to self-describe \_\_\_\_\_

What is your age?

Under 18  18 to 24  25 to 34  35 to 49  50+

What ethnicity do you identify as?

**WHITE:**  British  Irish  Traveler  Romanian  
 Bulgarian  Polish  Other

**ASIAN:**  Bangladeshi  Pakistani  Indian  Chinese  
 Vietnamese  Other

**BLACK:**  Somali  African  Caribbean  Other

**MIXED:**  White & Black African  White & Black Caribbean  
 White & Asian  Other

**OTHER:**  Roma or Sinti  Jewish or Charedi Jewish  
 Arab  Latin American  Any other ethnicity

Which of the following describes your sexual orientation?

Heterosexual  Gay or lesbian  Bisexual  Pansexual

Prefer to self-describe \_\_\_\_\_

Whom do you share a household with? Check all that applies

- My partner     My child/ children under 18
- My adult child/ children     My parents     Other relatives
- One or multiple housemates     No one, I live alone
- Other \_\_\_\_\_

Do any of these describe you?

- I am disabled- physical or mobility disability
- I am disabled- sight impairment
- I am disabled- hearing impairment
- I am disabled- learning disability
- I am disabled- other type of disability
- I am autistic or on the autism spectrum
- I suffer from a long term condition (such as diabetes or arthritis)
- I suffer from a mental health condition

Which of these describes your financial situation at the moment?

- I have more than enough for basic necessities; I can easily afford savings or leisure.
- I have more than enough for basic necessities; I can afford to save or spend on leisure small amounts.
- I have just enough for basic necessities and little else.
- I don't have enough for basic necessities and sometimes run out of money.

What is the highest level of education you have achieved?

- No formal education     Primary- up to age 14
- Secondary- up to age 16 (O-levels, GCSEs, Level 2 professional training or equivalent)
- Tertiary- up to age 18 (A-levels, high school or equivalent)
- University undergraduate/ First Degree
- University postgraduate

How well can you speak English?

- Not at all     Basic     Conversational     Fluent     Native

Do you have access to any of these at home?  
(please check all that applies)

- Desktop computer     Laptop     Tablet     Smartphone
- Internet at home     Internet on your phone

How confident do you feel using the internet to access services?

- Very confident     Somewhat confident
- Not so confident     Not at all confident

# Keep in touch

Would you be interested in taking part in future research or community engagements activities to help shape health and social care services in East London?

If yes, please let us know what topics you are particularly interested in.

- Maternity
- Children's health
- Reproductive health
- Older people's health
- Primary care and GP surgeries
- Hospital-based and specialist care
- Covid-19, including long Covid
- Mental health
- Social care
- Health inequalities/social inequalities
- Other \_\_\_\_\_

If you would like to keep in touch about the topics that matter to you, please leave us your contact details

Name

Phone

Email

Organisation (support professionals and advocates only):

# GP SERVICES

## miscarriage or pregnancy loss

The following questions are going to be about your experience accessing GP services during your pregnancy and after your loss. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about care received from your GP?

- Yes, I am OK answering questions about GP care
- No, I would rather skip this section
- N/a, I'm not registered with a GP or didn't know how to inform my GP about my pregnancy
- N/a, I did not use GP services during my pregnancy

→ If the respondents wants to skip the GP question or has not used GP services, skip to page 33 : antenatal midwives

Which of these professionals from your GP surgery have you seen during your pregnancy?

- GP
- practice nurse
- Other \_\_\_\_\_

How easy or difficult did you find making GP appointments during your pregnancy?

- Very easy
- Quite easy
- Quite difficult
- Very difficult

Which of the following have you done in order to access GP care during your pregnancy? Check all that applies.

- Booked an appointment online
- Booked an appointment by calling the practice
- Booked an appointment by showing up in person at the practice
- Had an appointment in person     Had an appointment via telephone
- Filled in an e-consult form     Had an appointment online/via video call
- Something else...

Was your GP notified of your miscarriage or termination (by someone other than yourself)?

- Yes     No     Not sure

Did you receive any care from your GP after your loss? Check all that applies.

- Yes, in relation to my physical health
- Yes, in relation to my mental health
- No, I tried accessing care through my GP but I was unsuccessful
- No, I didn't try to access care through my GP

Thinking about your experience with your GP surgery during your pregnancy and after your loss, to what extent do you agree or disagree with the following?

Definitely agree

Somewhat agree

Neither/nor

Somewhat disagree

Definitely disagree

Not sure

Doctors and nurses were helpful.







I felt comfortable asking doctors or nurses in my surgery any questions I had about my pregnancy.







Doctors and nurses spoke to me in a way that was easy for me to understand.







I felt supported to make informed choices about my care, including terminating or continuing the pregnancy.







I felt I was treated with dignity and respect.







The GP surgery was well-organised and ran smoothly.







My GP was sensitive about my loss.







The GP surgery was well-organised and ran smoothly.







In my GP surgery, everyone is treated equally.







Thinking about the care you received from your GP surgery during pregnancy, what do you think was done well, and what do you think was not done so well?

continue here if necessary

What do you think could be done to improve GP surgeries for people like you?

What GP surgery are you registered with?



# ANTENATAL MIDWIVES

## miscarriage or pregnancy loss

The following questions are going to be about your experience accessing antenatal midwifery services. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about care received from your antenatal midwives?

- Yes, I am OK answering questions about antenatal midwives
- No, I would rather skip this section —→ Go to page: 36 consultants.
- N/a, I didn't know how to access midwife appointments, or I can't access them —→ Go to page 43: urgent care.
- N/a, I didn't want to receive antenatal care from NHS midwives —→ Go to page 43: urgent care.
- N/a, I suffered a miscarriage before my first midwife appointment —→ Go to page 43: urgent care.

How did you begin to access midwife services?

- My GP referred me
- I self referred
- Another professional/ organisation referred me \_\_\_\_\_

How long did you have to wait for your first midwife appointment?

Do you think this wait was:

- Entirely reasonable     Somewhat reasonable
- A bit too long     Way too long

Thinking about the process of accessing antenatal midwives, what do you think was done well, and what do you think was not done so well?

What do you think could be done to make the process of accessing antenatal midwives easier and more accessible for people like you?

Thinking about your experience with your antenatal midwife, to what extent do you agree or disagree with the following?

Definitely agree
Somewhat agree
Neither/nor
Somewhat disagree
Definitely disagree
Not sure

Antenatal midwives were helpful.

I felt comfortable asking midwives any questions I had about my pregnancy.

Midwives spoke to me in a way that was easy for me to understand.

I felt supported to make informed choices about my care, including continuing or terminating the pregnancy.

I felt I was treated with dignity and respect.

My midwife was sensitive about my loss.

The midwife service was well-organised and ran smoothly.

Antenatal midwives treat everyone equally.

Was your midwife notified of your miscarriage or termination (by someone other than yourself)?

Yes  No  Not sure

Thinking about the care you received from antenatal midwives, what do you think was done well, and what do you think was not done so well?

What do you think could be done to improve antenatal midwife-led care for people like you?

# SPECIALIST CONSULTANTS

## miscarriage or pregnancy loss

The following questions are going to be about your experience accessing healthcare from specialist consultants during your pregnancy- such as obstetricians, gynaecologists, diabetes clinic etc. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about care received from specialists or consultants?

- Yes, I am OK answering questions about specialists/ consultants.
- No, I would rather skip this section —→ Go to page: 39 antenatal scans.
- N/a, I didn't receive care from professionals other than GPs or midwives during my pregnancy —→ Go to page 39: antenatal scans.

Please tell us in a few words which specialists you have seen (including if you discussed your pregnancy with doctors treating you for other long-term conditions, such as oncologists)

Were you told by a medical professional- such as a doctor or midwife- that your pregnancy is high risk?

- Yes  No

How long did you have to wait for your first specialist appointment?

Do you think this wait was:

- Entirely reasonable  Somewhat reasonable  
 A bit too long  Way too long

Thinking about the process of accessing specialist consultants, what do you think was done well, and what do you think was not done so well?


What do you think could be done to make the process of accessing antenatal specialist care easier and more accessible for people like you?

Thinking about your experience with specialists or consultants, such as obstetricians, to what extent do you agree or disagree with the following?

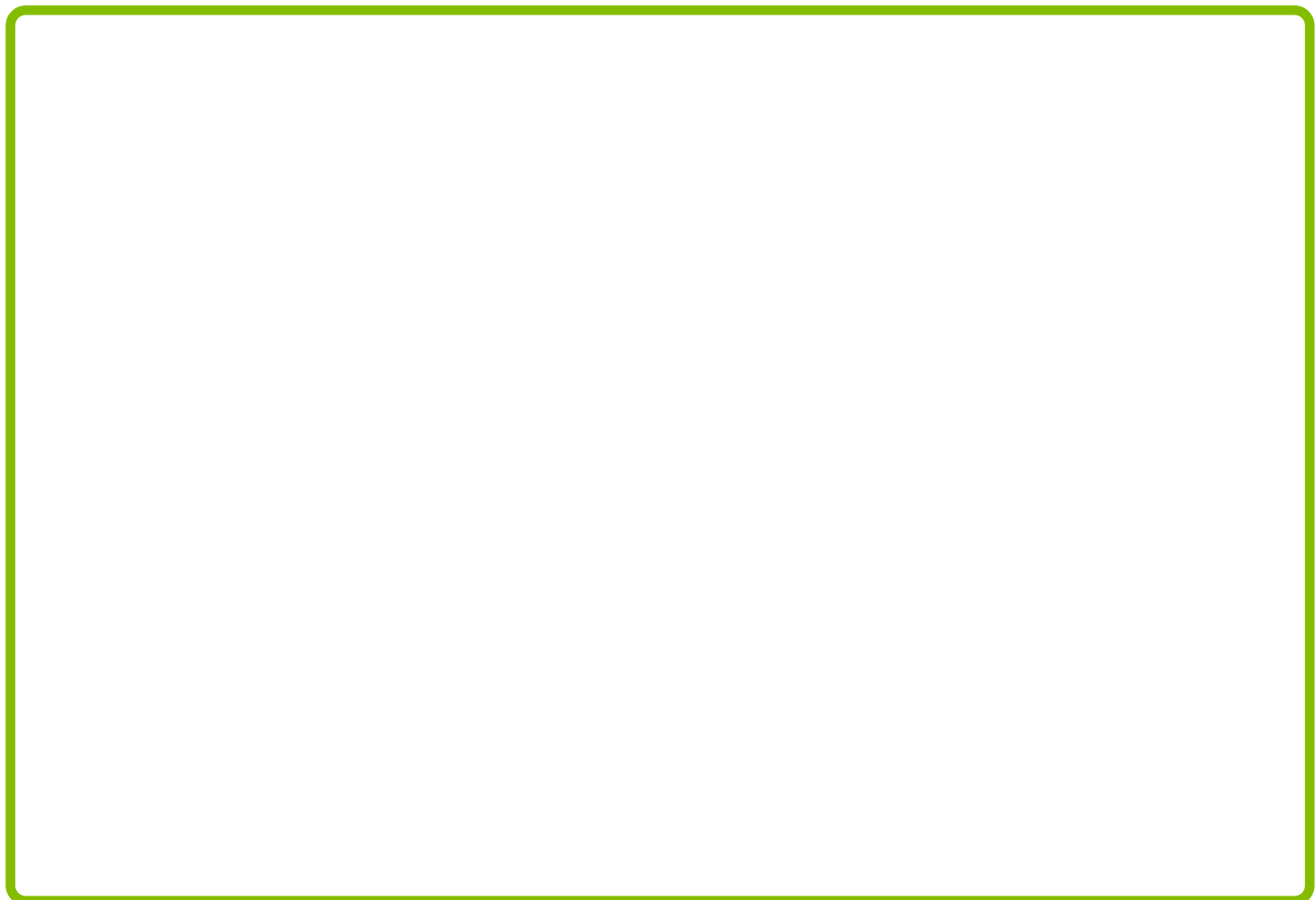
Definitely agree    Somewhat agree    Neither/nor    Somewhat disagree    Definitely disagree    Not sure

	Definitely agree	Somewhat agree	Neither/nor	Somewhat disagree	Definitely disagree	Not sure
Medical professionals were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable asking my consultant any questions I had about my pregnancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical professionals spoke to me in a way that was easy for me to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt supported to make informed choices about my care, including continuing or terminating the pregnancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I was treated with dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My consultant was sensitive about my loss.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was well-organised and ran smoothly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical consultants/ specialists treat everyone equally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about the care you received from specialists or consultants, what do you think was done well, and what do you think was not done so well?



What do you think could be done to improve specialist care for people like you?



# ANTENATAL SCANS/SCREENINGS

## miscarriage or pregnancy loss

The following questions are going to be about your experience with screenings and scans during your pregnancy. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about screening/ scans?

- Yes, I am OK answering questions about screening/scans?
- No, I would rather skip this section → Go to page: 43 urgent care
- N/a, I didn't attend any screening or scans → Go to page 43 urgent care

	Yes, I had it	No, lost pregnancy before I was due to have it.	No, decided not to have it	No, it was not available/ I didn't know how to access it	Not sure
Medical professionals Blood test for Hep B, HIV and syphilis- before 10 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blood test for sickle cell and thalassaemia - before 10 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening for Down's syndrome, Edwards' syndrome and Patau's syndrome- at 12 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan at 12 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan at 20 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other screenings or follow up tests- please explain

Did you have any of these tests or screening later than you should have had them? (See above for when these should normally be administered).

- Yes, I have experienced delays of more than two weeks
- Yes, I have experienced delays of two weeks or less
- No delays

If you experienced any delays, please tell us briefly what happened.

Did anyone accompany you for scan appointments?

- Yes, my partner     Yes, a friend or family member
- Someone else \_\_\_\_\_
- No, I wanted to have someone with me but it wasn't allowed
- No, and it was my choice

If you were not allowed to have your partner or another supportive person with you at the scan, how much did this bother you?

- A great deal     A little

Did you experience any admin issues in relation to your screening? (such as: lost test results, receiving invitations to a scan after your miscarriage)

- Yes     No

If yes, please tell us briefly what happened.



Following scans or screenings, were you referred to other professionals or offered further tests?

Yes  No, but I should have been  No, not necessary  N/a

If yes, please tell us briefly about your experience.

Thinking about your experience having screening in pregnancy, including the screening itself, communication about results and later communications with professionals such as fetal medicine consultants if applicable, to what extent do you agree or disagree with the following?

Definitely agree  
  Somewhat agree  
  Neither/nor  
  Somewhat disagree  
  Definitely disagree  
  Not sure

Medical professionals were helpful.

I felt comfortable asking them any questions I had about the procedure.

I felt comfortable asking them any questions I had about my screening results.

Medical professionals spoke to me in a way that was easy for me to understand.

I have been told the outcome of screenings within a reasonable time.

Receiving the results of my screenings helped me make informed choices moving forward.

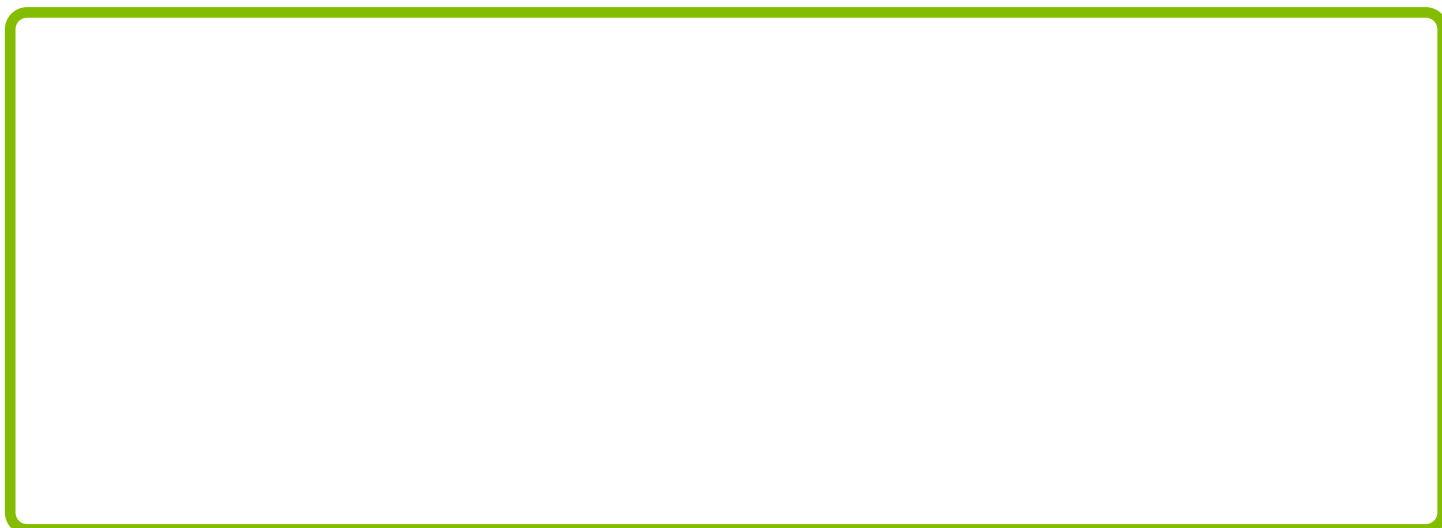
I felt I was treated with dignity and respect.

Medical professionals deliver bad news sensitively

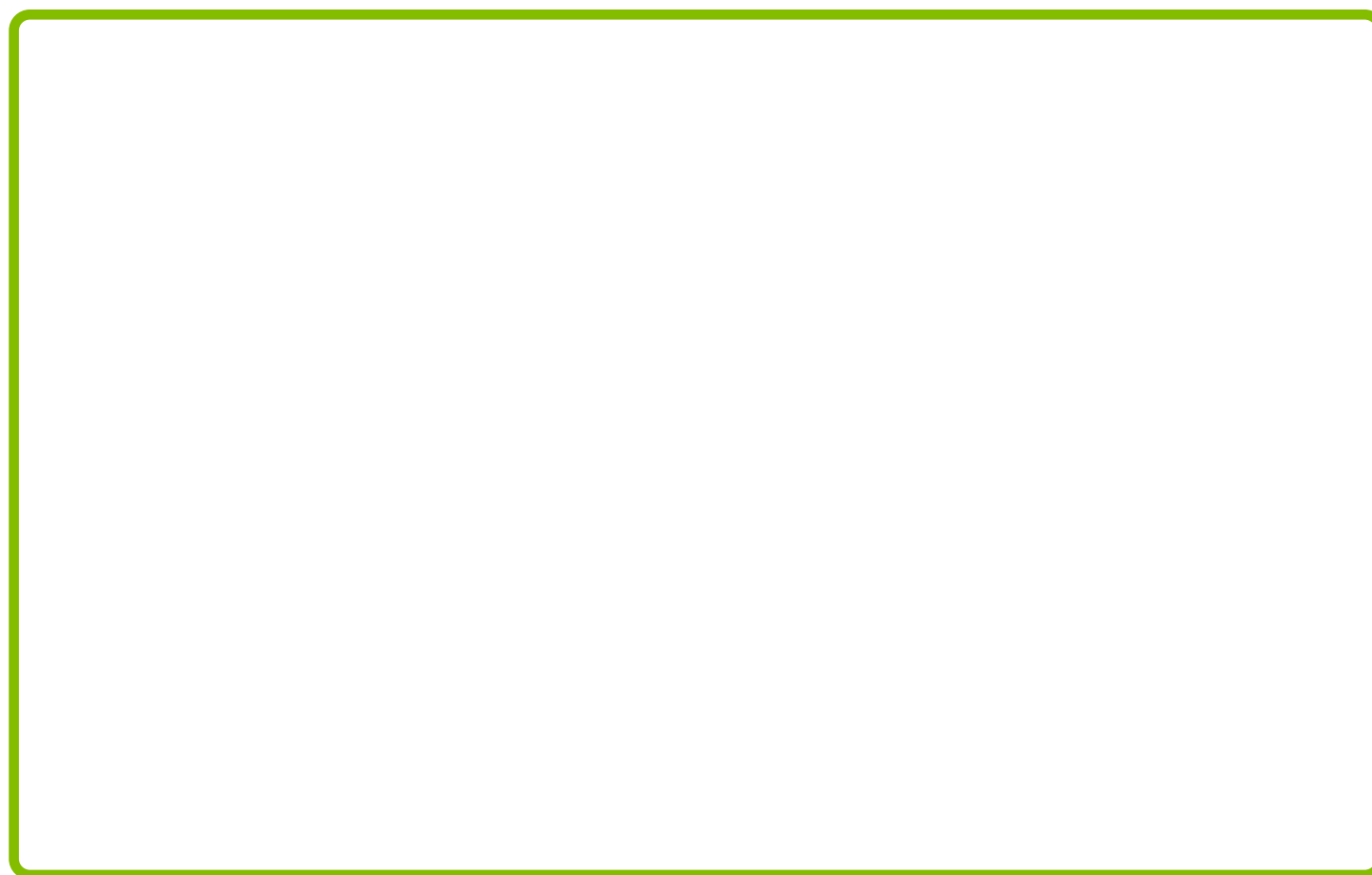
The service was well-organised and ran smoothly.

Medical professionals I dealt with treat everyone equally

Thinking about your experience of antenatal screening and scans, what do you think the hospital did well, and what do you think they didn't do so well?



What do you think could be done to improve antenatal screening for people like you?



# ACCESSING URGENT CARE

## miscarriage or pregnancy loss

The following questions are going to be about accessing urgent medical care during your pregnancy or following your miscarriage. Urgent care may refer to going to a hospital A&E, going to an Early Pregnancy Unit in a hospital or calling the 111 line for advice. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about urgent care?

- Yes, I am OK answering questions about urgent care?
- No, I would rather skip this section → Go to page 46: termination
- N/a, I didn't use urgent care → Go to page 46 termination

Over the course of your pregnancy or following your miscarriage, have you done any of these? Check all that applies.

- Called 111- for reasons related to my pregnancy
- Called 111- for reasons unrelated to my pregnancy
- Went to an Early Pregnancy Unit (EPU)
- Went to a hospital A&E- for reasons related to my pregnancy or miscarriage
- Went to a hospital A&E- for reasons unrelated to my pregnancy or miscarriage
- None of these → Go to page 46: termination

How long did you wait to receive care?

Do you think this wait was:

- Entirely reasonable     Somewhat reasonable
- A bit too long     Way too long

If you went to A&E or an Early Pregnancy Unity, did anyone accompany you?

- Yes, my partner   
  Yes, a friend or family member   
  Yes, a doula  
 Someone else \_\_\_\_\_  
 No, I wanted to have someone with me but it wasn't allowed  
 No, and it was my choice     N/a

If you were not allowed to have your partner or another supportive person with you, how much did this bother you?

- A great deal   
  A little   
  Not at all   
  N/a

Thinking about the medical professionals you have seen in A&E (such as doctors, nurses or midwives), to what extent do you agree or disagree with the following?

Definitely agree   
  Somewhat agree   
  Neither/nor   
  Somewhat disagree   
  Definitely disagree   
  Not sure

Medical professionals were helpful.

I felt comfortable asking my consultant any questions I had about my pregnancy.

Medical professionals spoke to me in a way that was easy for me to understand.

I felt I was treated with dignity and respect.

Medical professionals delivered bad news sensitively

The service was well-organised and ran smoothly.

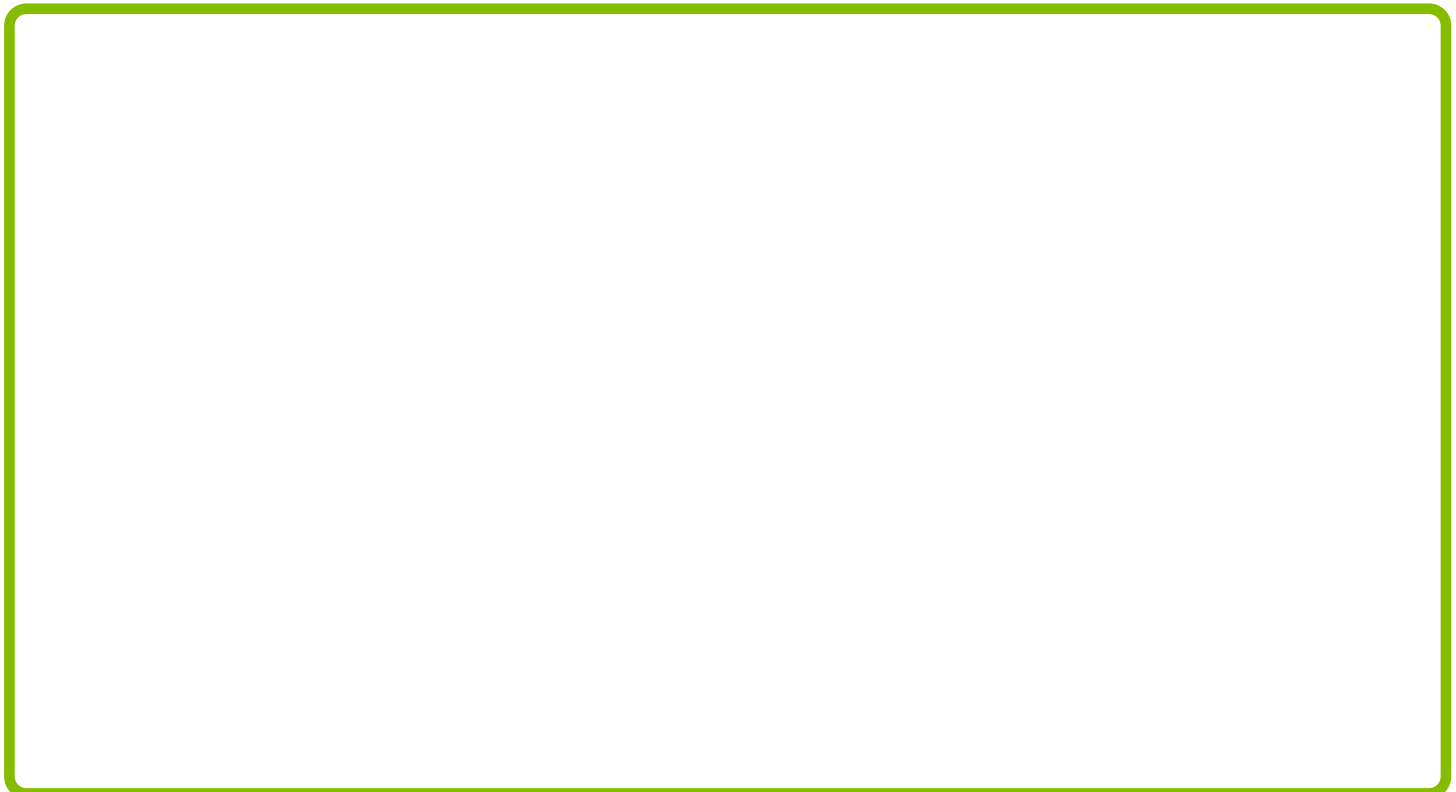
  
    
    
    
    

Everyone accessing urgent care is treated equally.

Thinking about your experience of accessing urgent care, what do you think the hospital did well, and what do you think they didn't do so well?



What do you think could be done to improve urgent care for people like you?



# Termination of pregnancy

The following questions are going to be about the termination of your pregnancy or missed miscarriage; they only apply to respondents who have had a medical or surgical termination of pregnancy, including a missed miscarriage/ termination of a pregnancy where the foetus was no longer alive. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about the termination of your pregnancy?

- Yes, I am OK answering questions about the termination of my pregnancy
- No, I would rather skip this section → Go to page 49: mental health
- N/a, my pregnancy was not medically terminated.  
→ Go to page 49: mental health

When did you terminate your pregnancy?

- Before 9 weeks
- Between 9 and 14 weeks
- After 14 weeks

Thinking about your decision to terminate the pregnancy, to what extent do you feel...

Definitely

To some extent

Not really

Not at all

I received from medical professionals information that was accurate and complete.

I received from medical professionals information that was impartial.

I was able to make my own decision about terminating the pregnancy rather than continuing it

I was able to make my own decision about how to terminate the pregnancy ( e. g: surgically or medically; with or without sedation)

I was able to make my own decision about what happens after the termination (e.g: to have a funeral for my child or not)

Medical professionals were supportive and non-judgemental.

I felt comfortable talking through my options with medical professionals

## Did anyone accompany you on the day?

- Yes, my partner     Yes, a friend or family member
- Someone else \_\_\_\_\_
- No, I wanted to have someone with me but it wasn't allowed
- No, and it was my choice

## If you were not allowed to have your partner or another supportive person with you, how much did this bother you?

- A great deal     A little     Not at all     N/a

## Did you receive any mental health support or grief counselling before or after terminating the pregnancy?

- Yes, from a therapist or medical professional
- Yes, from a charity such as Antenatal Results and Choices or the Lullaby Trust
- No, I would have needed mental health support but it was not available.
- No, and I don't think I would have needed it.

Definitely agree    Somewhat agree    Neither/nor    Somewhat disagree    Definitely disagree    Not sure

	Definitely agree	Somewhat agree	Neither/nor	Somewhat disagree	Definitely disagree	Not sure
Medical professionals were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable asking my consultant any questions I had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical professionals spoke to me in a way that was easy for me to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I was treated with dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical professionals were sensitive about my loss	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was well-organised and ran smoothly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everyone accessing the termination of pregnancy service is treated equally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about your experience of receiving medical care during and after your pregnancy termination, what do you think the hospital did well, and what do you think they didn't do so well?

What do you think could be done to improve medical services for people terminating a pregnancy?



# Mental health support

The following questions are about accessing support for your mental health after your loss. Are you comfortable answering questions about this?

- Yes, I am OK answering mental health support
- No, I would rather skip this section ➔ [Go to page: demographics](#)

After your loss, did you talk to anyone about your grief or your feelings? Check all that applies

- Yes, my partner     Yes, my friends or family
- Yes, a therapist or counsellor     Yes, a support group     Yes, my GP
- Someone else \_\_\_\_\_
- I didn't speak to anyone

After your loss, did you talk to anyone about your grief or your If you received mental health support from the NHS (for example, from a therapist, your GP or a consultant psychiatrist, please tell us briefly about your experience: what worked well and what didn't work well.

Did you contact a charity for bereavement support or resources, such as ARC or The Lullaby Trust?

Yes  No

If yes, did you find them helpful?

Definitely  To some extent  Not at all

Please tell us a bit about your experience getting support from them, what worked well and what didn't work well.

Is there any kind of support you wish you had in order to help you deal with your loss, which you didn't have?

How can we improve mental health support for mothers and families affected by miscarriage, stillbirth or infant death?

# GP SERVICES

## stillbirth or child loss

The following questions are going to be about your experience accessing GP services during your pregnancy and after your loss. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about care received from your GP?

- Yes, I am OK answering questions about GP care
- No, I would rather skip this section
- N/a, I'm not registered with a GP or didn't know how to inform my GP about my pregnancy
- N/a, I did not use GP services during my pregnancy

→ If the respondents wants to skip the GP question or has not used GP services, skip to page 55 : antenatal midwives

Which of these professionals from your GP surgery have you seen during your pregnancy?

- GP
- practice nurse
- Other \_\_\_\_\_

How easy or difficult did you find making GP appointments during your pregnancy?

- Very easy
- Quite easy
- Quite difficult
- Very difficult

Which of the following have you done in order to access GP care during your pregnancy? Check all that applies.

- Booked an appointment online
- Booked an appointment by calling the practice
- Booked an appointment by showing up in person at the practice
- Had an appointment in person     Had an appointment via telephone
- Filled in an e-consult form     Had an appointment online/via video call
- Something else...

Was your GP notified of your stillbirth or the death of your child (by someone other than yourself)?

- Yes     No     Not sure

Did you receive any care from your GP after your loss? Check all that applies.

- Yes, in relation to my physical health
- Yes, in relation to my mental health
- No, I tried accessing care through my GP but I was unsuccessful
- No, I didn't try to access care through my GP

Thinking about your experience with your GP surgery during your pregnancy and after your loss, to what extent do you agree or disagree with the following?

Definitely agree    Somewhat agree    Neither/nor    Somewhat disagree    Definitely disagree    Not sure

Doctors and nurses were helpful.

I felt comfortable asking doctors or nurses in my surgery any questions I had about my pregnancy.

Doctors and nurses spoke to me in a way that was easy for me to understand.

I felt supported to make informed choices about my care and pregnancy.

I felt I was treated with dignity and respect.

The GP surgery was well-organised and ran smoothly.

My GP was sensitive about my loss.

The GP surgery was well-organised and ran smoothly.

In my GP surgery, everyone is treated equally.

Thinking about the care you received from your GP surgery during pregnancy, what do you think was done well, and what do you think was not done so well?'

continue here if necessary

What do you think could be done to improve GP surgeries for people like you?

What GP surgery are you registered with?

# ANTENATAL MIDWIVES

## stillbirth or child loss

The following questions are going to be about your experience accessing antenatal midwifery services. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about care received from your antenatal midwives?

- Yes, I am OK answering questions about antenatal midwives
- No, I would rather skip this section → Go to page 58: consultants
- N/a, I didn't know how to access midwife appointments, or I can't access them → Go to page 65: urgent care.
- N/a, I didn't want to receive antenatal care from NHS midwives → Go to page 65: urgent care.

How did you begin to access midwife services?

- My GP referred me
- I self referred
- Another professional/ organisation referred me \_\_\_\_\_

How long did you have to wait for your first midwife appointment?

Do you think this wait was:

- Entirely reasonable     Somewhat reasonable
- A bit too long     Way too long

Thinking about the process of accessing antenatal midwives, what do you think was done well, and what do you think was not done so well?

What do you think could be done to make the process of accessing antenatal midwives easier and more accessible for people like you?

Thinking about your experience with your antenatal midwife, to what extent do you agree or disagree with the following?

Definitely agree
Somewhat agree
Neither/nor
Somewhat disagree
Definitely disagree
Not sure

Antenatal midwives were helpful.

I felt comfortable asking midwives any questions I had about my pregnancy.

Midwives spoke to me in a way that was easy for me to understand.

I felt supported to make informed choices about my care and my pregnancy.

I felt I was treated with dignity and respect.

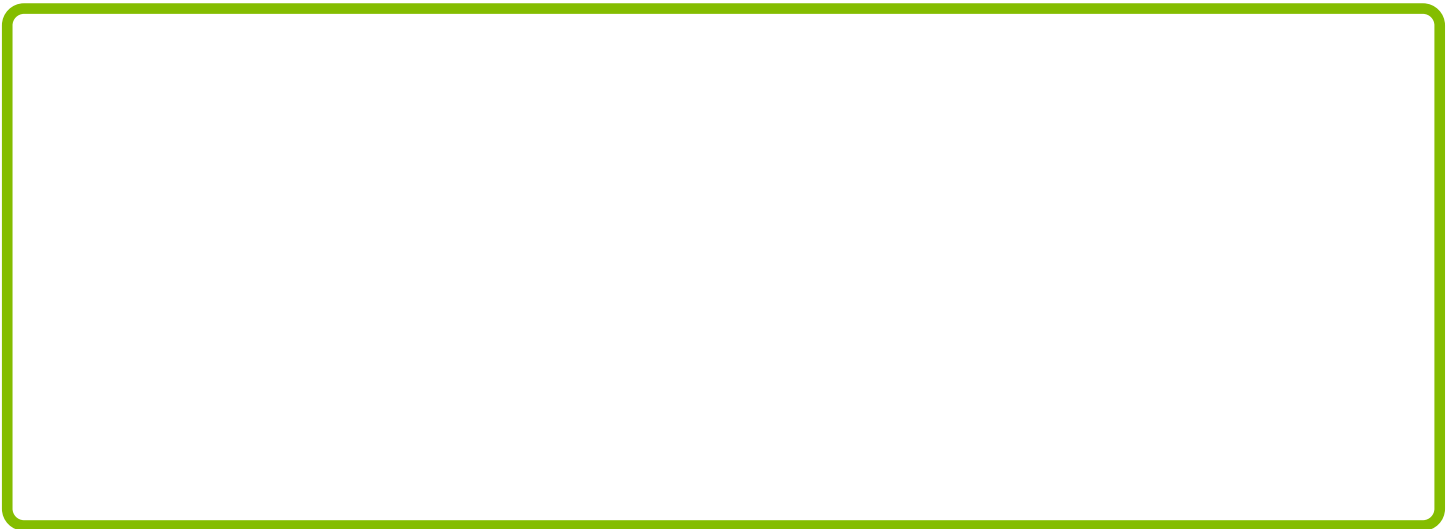
My midwife was sensitive about my loss.

The midwife service was well-organised and ran smoothly.

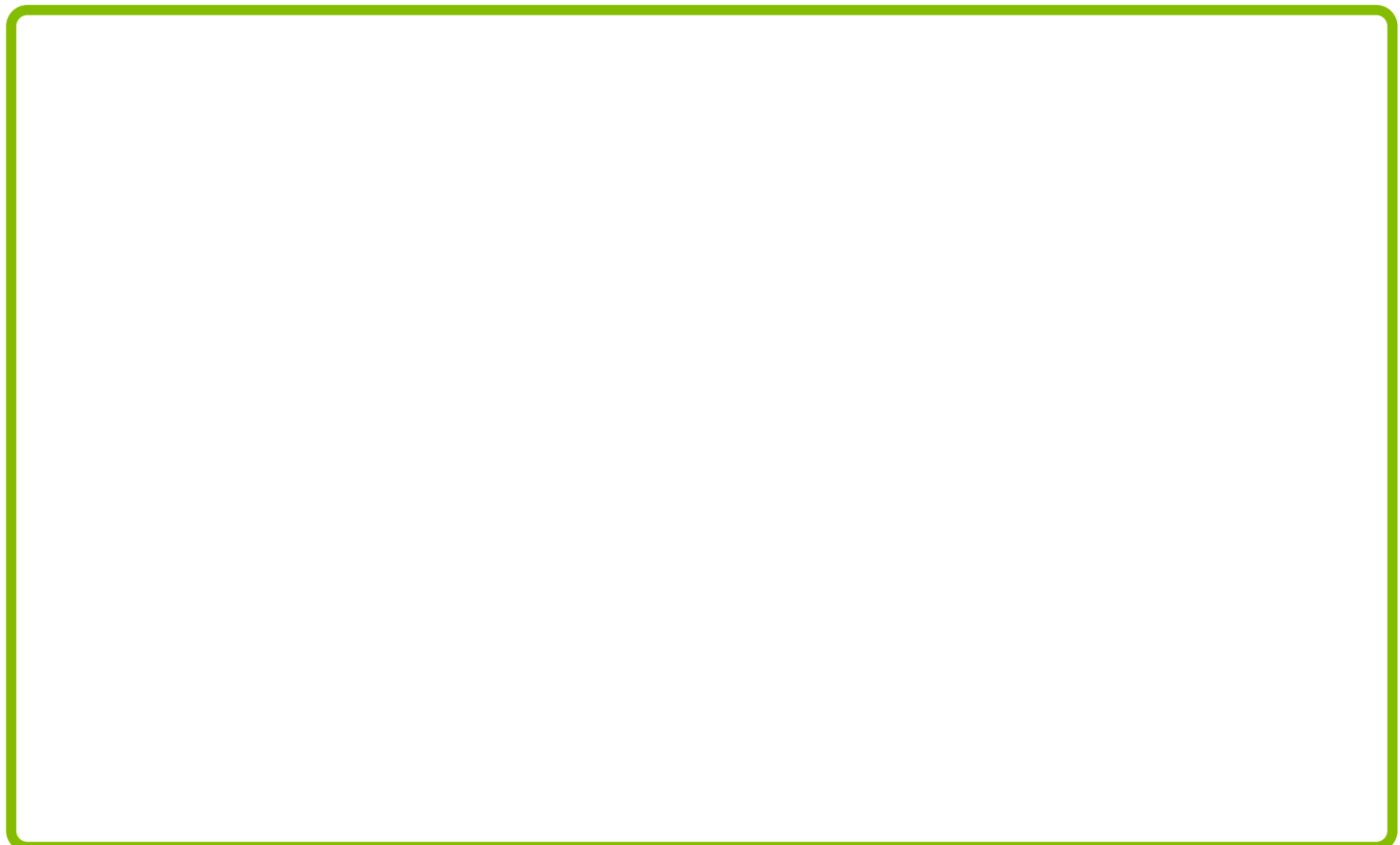
Antenatal midwives treat everyone equally.



Thinking about the care you received from antenatal midwives, what do you think was done well, and what do you think was not done so well?



What do you think could be done to improve antenatal midwife-led care for people like you?



# SPECIALIST CONSULTANTS

## stillbirth or child loss

The following questions are going to be about your experience accessing healthcare from specialist consultants during your pregnancy- such as obstetricians, gynaecologists, diabetes clinic etc. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about care received from specialists or consultants?

- Yes, I am OK answering questions about specialists/ consultants.
- No, I would rather skip this section → Go to page 61: antenatal scans.
- N/a, I didn't receive care from professionals other than GPs or midwives during my pregnancy → Go to page 61: antenatal scans.

Please tell us in a few words which specialists you have seen (including if you discussed your pregnancy with doctors treating you for other long-term conditions, such as oncologists)

Were you told by a medical professional- such as a doctor or midwife- that your pregnancy is high risk?

- Yes  No

How long did you have to wait for your first specialist appointment?

Do you think this wait was:

- Entirely reasonable  Somewhat reasonable  
 A bit too long  Way too long

Thinking about the process of accessing specialist consultants, what do you think was done well, and what do you think was not done so well?

What do you think could be done to make the process of accessing antenatal specialist care easier and more accessible for people like you?

Thinking about your experience with specialists or consultants, such as obstetricians, to what extent do you agree or disagree with the following?

Definitely agree    Somewhat agree    Neither/nor    Somewhat disagree    Definitely disagree    Not sure

Medical professionals were helpful.

I felt comfortable asking my consultant any questions I had about my pregnancy.

Medical professionals spoke to me in a way that was easy for me to understand.

I felt supported to make informed choices about my care and my pregnancy.

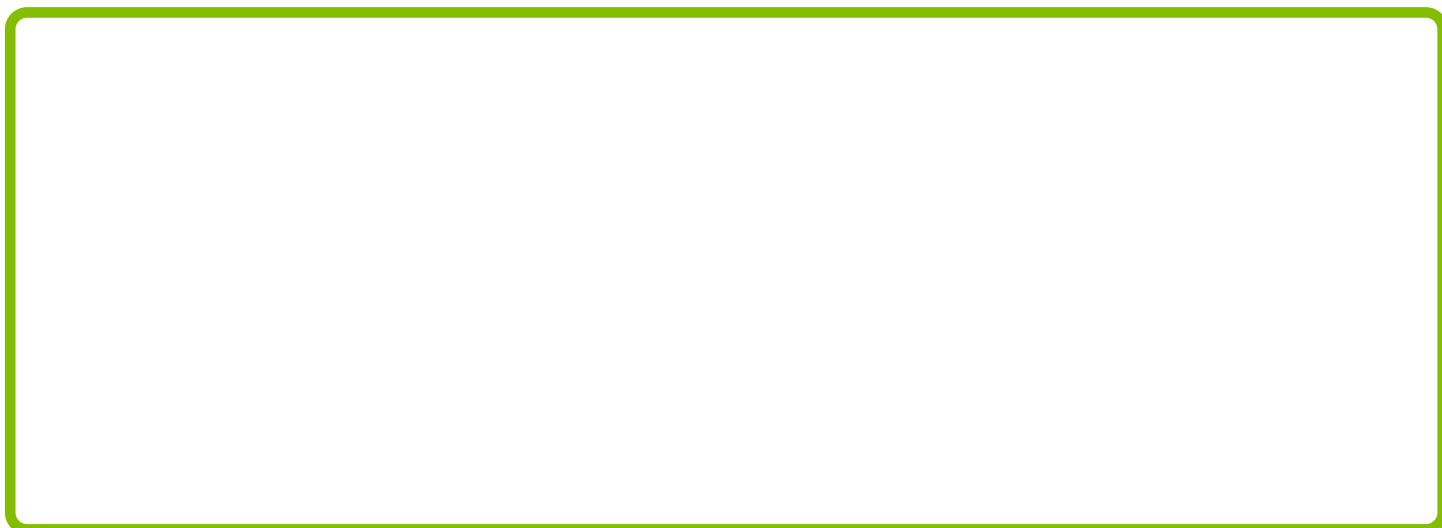
I felt I was treated with dignity and respect.

My consultant was sensitive about my loss.

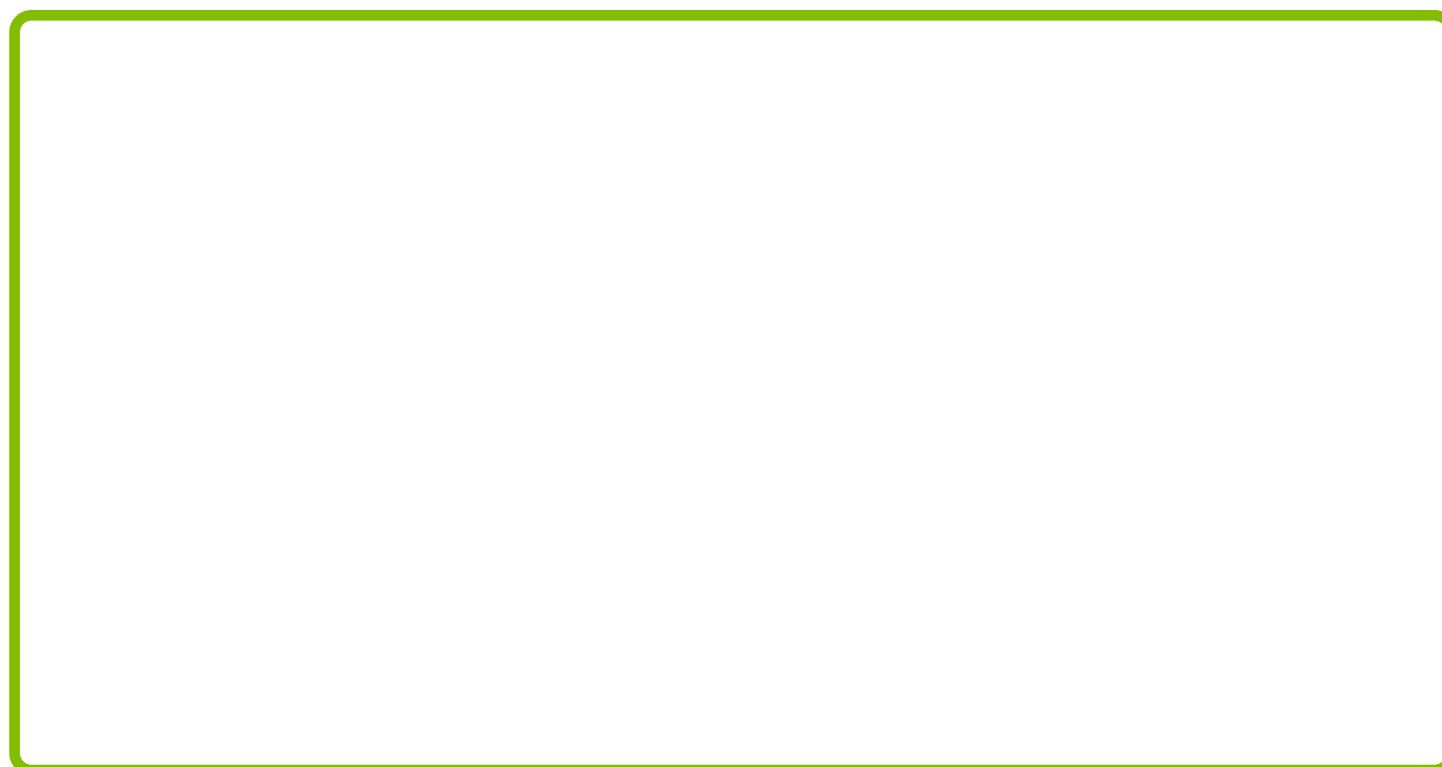
The service was well-organised and ran smoothly.

Medical consultants/ specialists treat everyone equally.

**Thinking about the care you received from specialists or consultants, what do you think was done well, and what do you think was not done so well?**



**What do you think could be done to improve specialist care for people like you?**



# ANTENATAL SCANS/SCREENINGS

## stillbirth or child loss

The following questions are going to be about your experience with screenings and scans during your pregnancy. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about screening/ scans?

- Yes, I am OK answering questions about screening/scans?
- No, I would rather skip this section → Go to page 65: urgent care
- N/a, I didn't attend any screening or scans → Go to page 65: urgent care

	Yes, I had it	No, decided not to have it	No, it was not available/ I didn't know how to access it	Not sure
Medical professionals Blood test for Hep B, HIV and syphilis- before 10 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blood test for sickle cell and thalassaemia - before 10 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening for Down's syndrome, Edwards' syndrome and Patau's syndrome- at 12 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan at 12 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan at 20 weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other screenings or follow up tests- please explain

Did you have any of these tests or screening later than you should have had them? (See above for when these should normally be administered).

- Yes, I have experienced delays of more than two weeks
- Yes, I have experienced delays of two weeks or less
- No delays

If you experienced any delays, please tell us briefly what happened.

Did anyone accompany you for scan appointments?

- Yes, my partner     Yes, a friend or family member
- Someone else \_\_\_\_\_
- No, I wanted to have someone with me but it wasn't allowed
- No, and it was my choice

If you were not allowed to have your partner or another supportive person with you at the scan, how much did this bother you?

- A great deal     A little

Did you experience any admin issues in relation to your screening? (such as: lost test results,)

- Yes     No

If yes, please tell us briefly what happened.

## Following scans or screenings, were you referred to other professionals or offered further tests?

Yes  No, but I should have been  No, not necessary  N/a

If yes, please tell us briefly about your experience.

Thinking about your experience having screening in pregnancy, including the screening itself, communication about results and later communications with professionals such as fetal medicine consultants if applicable, to what extent do you agree or disagree with the following?

Definitely agree  
  Somewhat agree  
  Neither/nor  
  Somewhat disagree  
  Definitely disagree  
  Not sure

Medical professionals were helpful.

I felt comfortable asking them any questions I had about the procedure.

I felt comfortable asking them any questions I had about my screening results.

Medical professionals spoke to me in a way that was easy for me to understand.

I have been told the outcome of screenings within a reasonable time.

Receiving the results of my screenings helped me make informed choices moving forward.

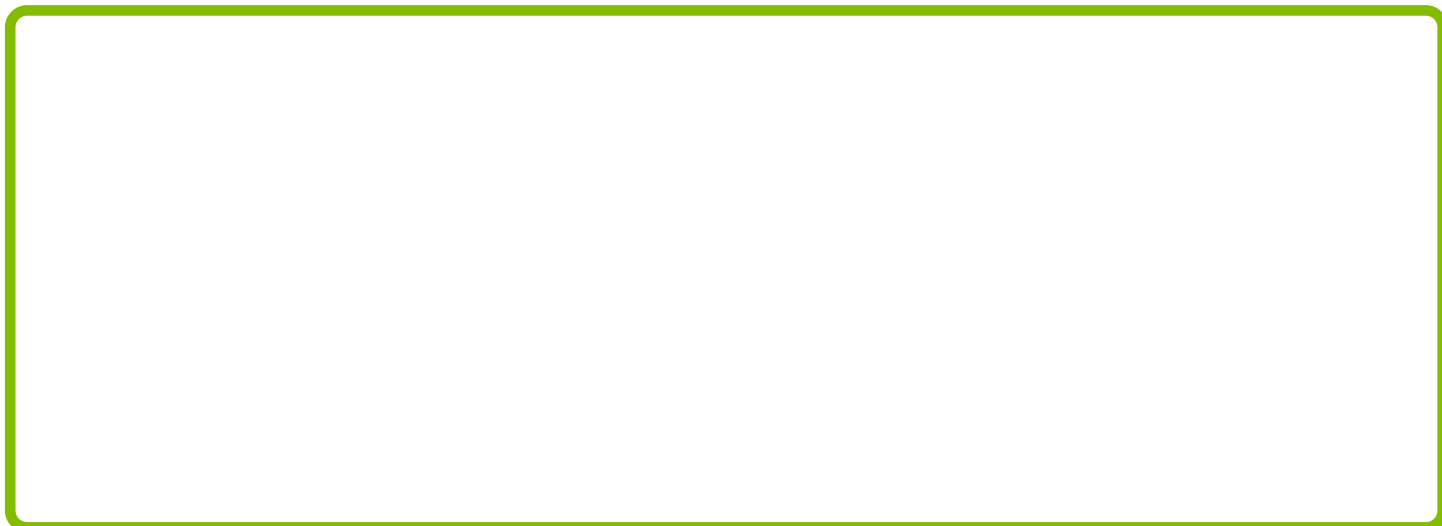
I felt I was treated with dignity and respect.

Medical professionals deliver bad news sensitively

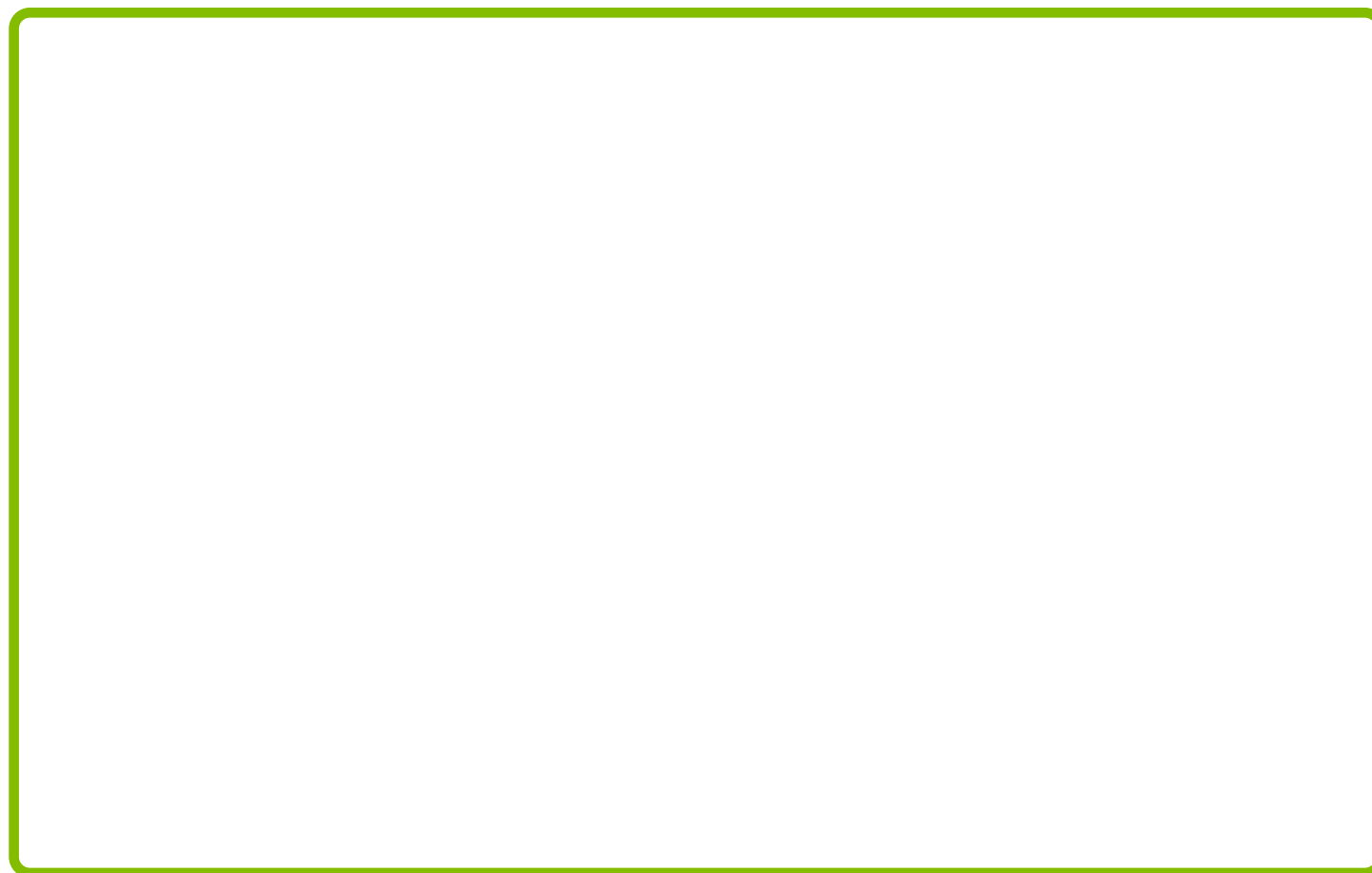
The service was well-organised and ran smoothly.

Medical professionals I dealt with treat everyone equally

Thinking about your experience of antenatal screening and scans, what do you think the hospital did well, and what do you think they didn't do so well?



What do you think could be done to improve antenatal screening for people like you?





# ACCESSING URGENT CARE

## stillbirth or child loss

The following questions are going to be about accessing urgent medical care during your pregnancy. Urgent care may refer to going to a hospital A&E, going to an Early Pregnancy Unit in a hospital or calling the 111 line for advice. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about urgent care?

- Yes, I am OK answering questions about urgent care?
- No, I would rather skip this section → Go to page 68: stillbirth
- N/a, I didn't use urgent care → Go to page 68: stillbirth

Over the course of your pregnancy or following your miscarriage, have you done any of these? Check all that applies.

- Called 111- for reasons related to my pregnancy
- Called 111- for reasons unrelated to my pregnancy
- Went to an Early Pregnancy Unit (EPU)
- Went to a hospital A&E- for reasons related to my pregnancy
- Went to a hospital A&E- for reasons unrelated to my pregnancy
- None of these → Go to page 68: stillbirth

How long did you wait to receive care?

Do you think this wait was:

- Entirely reasonable     Somewhat reasonable
- A bit too long     Way too long

If you went to A&E or an Early Pregnancy Unity, did anyone accompany you?

- Yes, my partner   
  Yes, a friend or family member   
  Yes, a doula  
 Someone else \_\_\_\_\_  
 No, I wanted to have someone with me but it wasn't allowed  
 No, and it was my choice   
  N/a

If you were not allowed to have your partner or another supportive person with you, how much did this bother you?

- A great deal   
  A little   
  Not at all   
  N/a

Thinking about the medical professionals you have seen in A&E (such as doctors, nurses or midwives), to what extent do you agree or disagree with the following?

Definitely agree   
  Somewhat agree   
  Neither/nor   
  Somewhat disagree   
  Definitely disagree   
  Not sure

Medical professionals were helpful.

I felt comfortable asking my consultant any questions I had about my pregnancy.

Medical professionals spoke to me in a way that was easy for me to understand.

I felt I was treated with dignity and respect.

Medical professionals delivered bad news sensitively

The service was well-organised and ran smoothly.

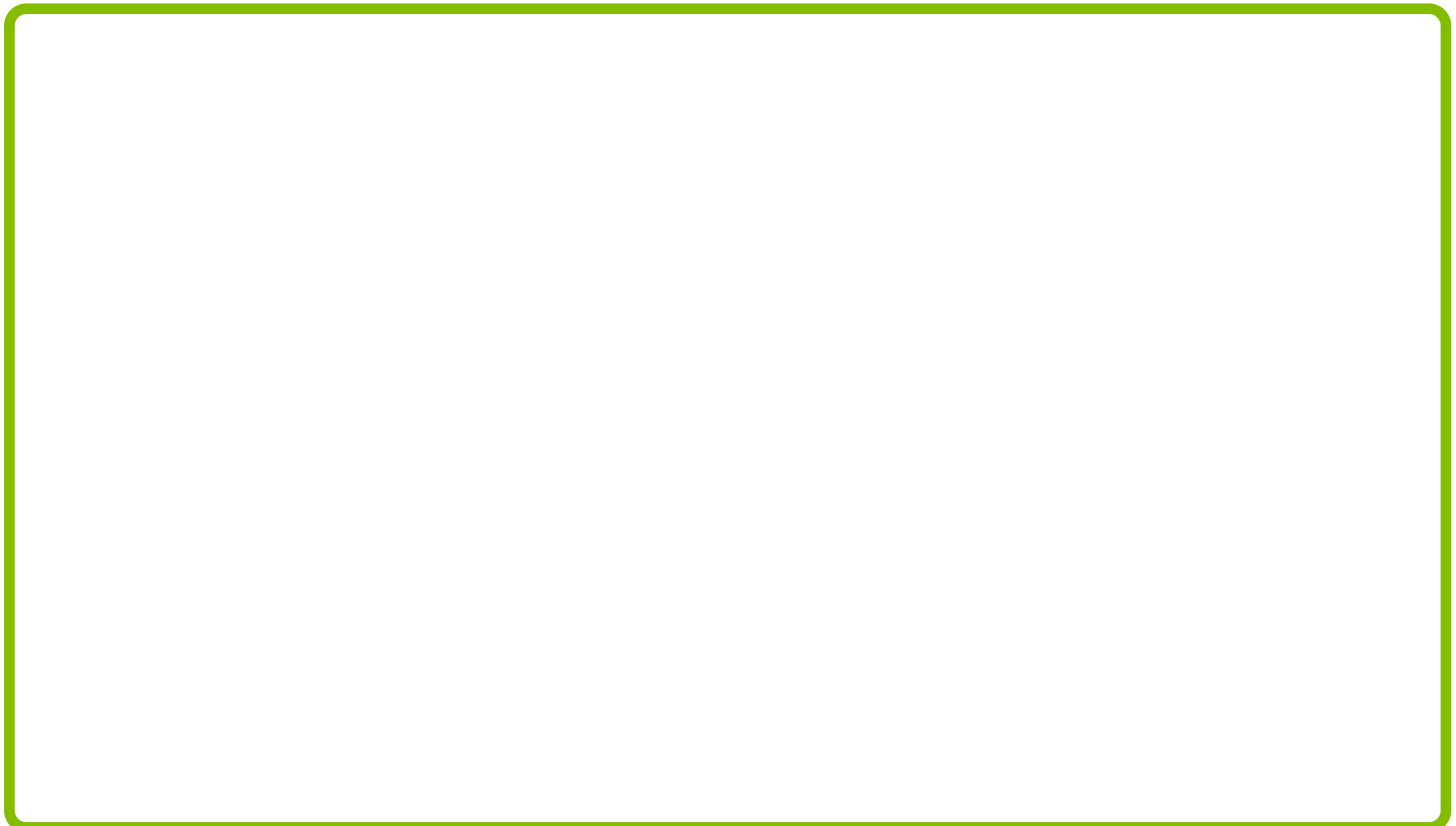
  
    
    
    
    

Everyone accessing urgent care is treated equally.

Thinking about your experience of accessing urgent care, what do you think the hospital did well, and what do you think they didn't do so well?



What do you think could be done to improve urgent care for people like you?



# Stillbirth or child loss

The following questions are going to be about your experience of giving birth or stillbirth, as well as your experience of medical care after giving birth. Due to the nature of the topic, this may bring back sad or painful memories for you.

Are you comfortable answering questions about giving birth?

- Yes, I am OK answering questions about giving birth
- No, I would rather skip this section  [Go to page: mental health](#)

Where and how did you initially plan on giving birth?

- At home, with a midwife  In a freestanding midwife-led unit
- In a hospital midwife-led unit  Planned C-section in a hospital
- In a hospital/ with a doctor, but not C-section
- Other \_\_\_\_\_

Where and how did you end up giving birth?

- Naturally, in a hospital  Induced, in a hospital  Emergency C-section
- Other \_\_\_\_\_

What hospital/ did you go to?

Did anyone other than medical professionals stay with you in the delivery room?

- Yes, my partner  Yes, a friend or family member
- Someone else \_\_\_\_\_
- No, I wanted to have someone with me but it wasn't allowed
- No, and it was my choice

If you were not allowed to have your partner or another supportive person with you, how much did this bother you?

- A great deal    A little    Not at all    N/a

After your stillbirth or the death of your child, were you placed in a bed away from new mothers with children?

- Yes    No

Did you receive any mental health support or grief counselling after your stillbirth/ the death of your child?

- Yes, from a therapist or medical professional  
 Yes, from a charity such as Antenatal Results and Choices or the Lullaby Trust  
 No, I would have needed mental health support but it was not available.  
 No, and I don't think I would have needed it.

Thinking about the midwives and/or doctors who looked after you, to what extent do you agree or disagree with the following?

	Definitely agree	Somewhat agree	Neither/nor	Somewhat disagree	Definitely disagree	Not sure
Midwives and/or doctors were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable asking midwives and/or doctors any questions I had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Midwives and/or doctors spoke to me in a way that was easy for me to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had access to appropriate pain relief.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I was treated with dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical professionals were sensitive about my loss	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt in control of my own care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was well-organised and ran smoothly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everyone receiving care here is treated equally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about your experience, what do you think the hospital did well, and what do you think they didn't do so well?



What do you think could be done to improve care for people affected by stillbirth or child loss?

