

**SUPPLEMENTARY AGENDA 1**

**HEALTH SCRUTINY COMMITTEE**

**Monday, 18 September 2023**

**Agenda Item 4. Healthwatch report on Maternity Services (Pages 1 - 151)**

Report to follow

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## HEALTH SCRUTINY COMMITTEE

18<sup>th</sup> September 2023

<b>Title: Barking &amp; Dagenham Healthwatch Maternity Project and Workplan for year</b>	
<b>Report of the Healthwatch Manager</b>	
<b>Open Report</b>	<b>For Information</b>
<b>Wards Affected: All</b>	<b>Key Decision: No</b>
<b>Report Author: Manisha Modhvadia</b>	<b>Contact Details:</b> Tel: 0800 298 5331 E-mail: Manisha.Modhvadia@healthwatchbarkinganddagenham.co.uk
<b>Accountable Director: Nathan Singleton, Chief Executive Officer</b>	
<b>Summary</b>	
<p>The local Healthwatch, the consumer champion for both health and social care, aims to give local residents and communities a stronger voice to influence and challenge how health and social care services are provided within the borough. The role of the local Healthwatch is to undertake local research about what people who use services are looking for and identify gaps in service.</p> <p>Appended to this report are the reports arising from Healthwatch's Maternity Project, In collaboration with seven Healthwatch services across North East London we looked into the experiences of patients from minority or marginalised groups when accessing and experiencing maternity services. Healthwatch Barking and Dagenham collected the views of 42 responses in the borough.</p> <p>Healthwatch's annual work plan will also be shared with members. The workplan is determined by the information received from the public, and other considerations, also includes projects on different health and social care issues. The projects to be focused on between April 2023 and March 2024 include:</p> <ul style="list-style-type: none"> <li>• Educational Health Care Plans</li> <li>• Community Dental Care</li> <li>• Mental Health and Social prescribing</li> <li>• Access to social care (South Asian community)</li> </ul>	
<b>Recommendation(s)</b>	
<p>The Health Scrutiny Committee is recommended to:</p> <p>(i) The Health and Adult Services Select Committee (HASSC) is recommended to note the reports and provide any comments to the Healthwatch representative at the meeting.</p>	
<b>Reason(s)</b>	

It is good practice for Healthwatch to share its information about health services with the HASSC to support the Committee in its 'critical friend' function.

**Public Background Papers Used in the Preparation of the Report:**

- None

**List of appendices:**

Appendix 1: Maternity Choices Report





# Maternity report 2022-2023

**healthwatch**

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# Executive summary

## Introduction:

This project was additionally commissioned by North East London Local Maternity and Neonatal Service following the development of the [Maternity Equity and Equality Action plan 2022](#). Themes developed from this extensive engagement had a focus on global majority community views and led to a request for insight from NEL Healthwatch into:

- the demand for and nature of culturally sensitive Maternity care provision within NEL
- the reasons for choice of Maternity Unit to evidence any dominant drivers

## Methodology:

We heard from **403 Maternity service users** across North East London through a live survey link between December 2022 and February 2023. Additionally, a one-week snapshot engagement across Maternity Units and community antenatal clinics took place in February 2023 where teams of researchers and volunteers were able to engage with Maternity service users directly.

# Executive summary

## Findings:

We are still seeing an ongoing division in maternity experience relating to health inequality. Due to sensitive questioning, we can deliver a closer identification of particular communities facing intersectional disadvantage:

- **Referral** by GP seems to lead to a lower level of choice and co-production experienced by Maternity service users than **self-referral** mechanisms
- Service users from Black African, Turkish, Pakistani and Eastern European communities are **less likely to experience choice** of maternity unit
- **Fluency in English** is a well-known marker of **inequality**, and we see this here.
- Being a **single parent**, although now less stigmatised, remains a marker of **inequality** and may represent an access barrier
- Respondents of **Black ethnicities** experience a **double barrier** to maternity care because they are more likely to value cultural symmetry but less likely to experience this.
- **Polish and Pakistani** respondents were **less likely** to report having access to professionals who speak their **language**.
- **Antenatal classes** have suffered a **pandemic impact**. They are no longer widely available free at the point of access, and this might negatively impact service users facing inequality.
- **Antenatal provision** is at times perceived to be **rushed** and lacking engagement from Maternity Health professionals.

# Executive summary

## Recommendations:

- Creating **greater awareness** of the **nature of health inequality** across North East London.
- Further research into **GP referral** structures
- Further research into **self-referral choice** mechanisms.
- **Management of capacity issues** within antenatal provision.
- Clear information about **antenatal waiting times** and the impact of delayed arrival.
- **Training for staff** in engagement and empathy (and trauma informed care, particularly for previous baby loss as with the previous equity and equality recommendations)
- **Cultural sensitivity training** for Maternity staff caring for service users from Black, Polish and Pakistani communities
- **Interpreting services** for any service user with less than conversational English
- **Improved parking facilities** where a car is the main mode of transport.

The following Maternity Report 2022-23 contains NEL wide findings, followed by analysis by Borough and Maternity Unit. An overview can be located in the high-level findings.

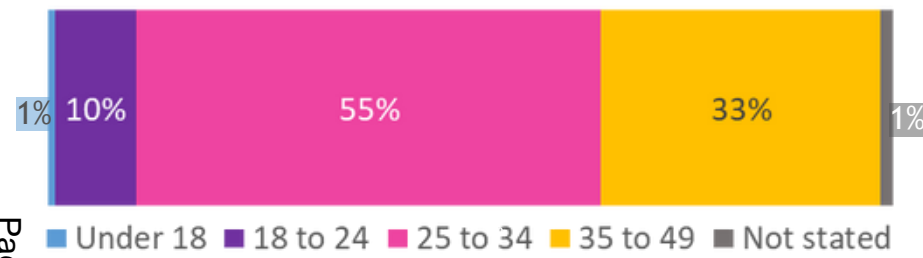
# North-East London wide report





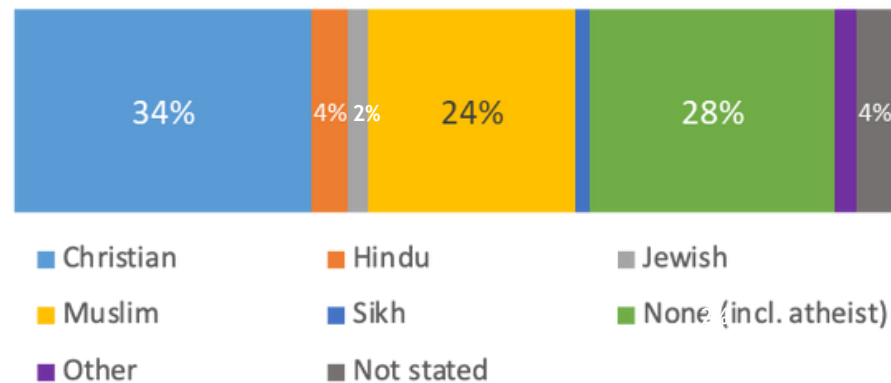
# We spoke to 403 people who received antenatal care in North East London

## Age

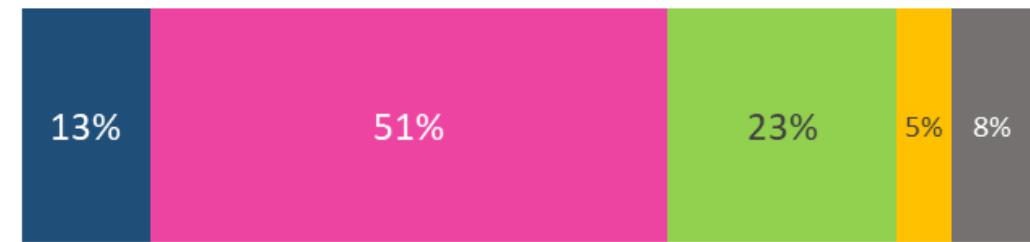


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## Religion



## Financial level



- Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)
- Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)
- Just getting by (I have just enough money for living expenses and little else)
- Really struggling (I don't have enough money for living expenses and sometimes run out of money)

## Educational level



- Undergrad or postgrad university degree
- Secondary or non-university post-secondary
- Primary education
- None
- Not stated



3% were disabled

4% were neuro-divergent



14% were single parents/parents-to-be

15% were digitally excluded



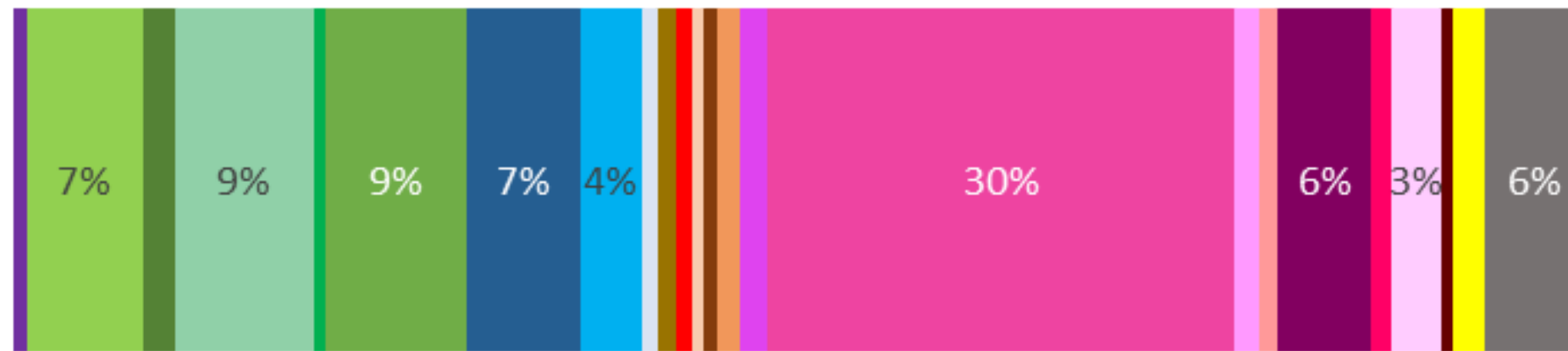
9% lived in multi-generational households

1% lived with housemates



We spoke to 403 people who received antenatal care in North East London

# Ethnicity



- Arab
- Asian: Chinese
- Asian: Other
- Black: African
- Black: Other
- Latin American
- Mixed: White and Asian
- White: Baltic (Estonian, Latvian or Lithuanian)
- White: Bulgarian
- White: Other
- White: Romanian
- Other ethnicity
- Asian: Bangladeshi
- Asian: Indian
- Asian: Pakistani
- Black: Caribbean
- Jewish
- Mixed: Other
- Mixed: White and Black Caribbean
- White: British
- White: Irish
- White: Polish
- White: Turkish
- Not stated

# English Fluency



- Native
- Fluent
- Conversational
- Basic
- Not stated



## What we have learned

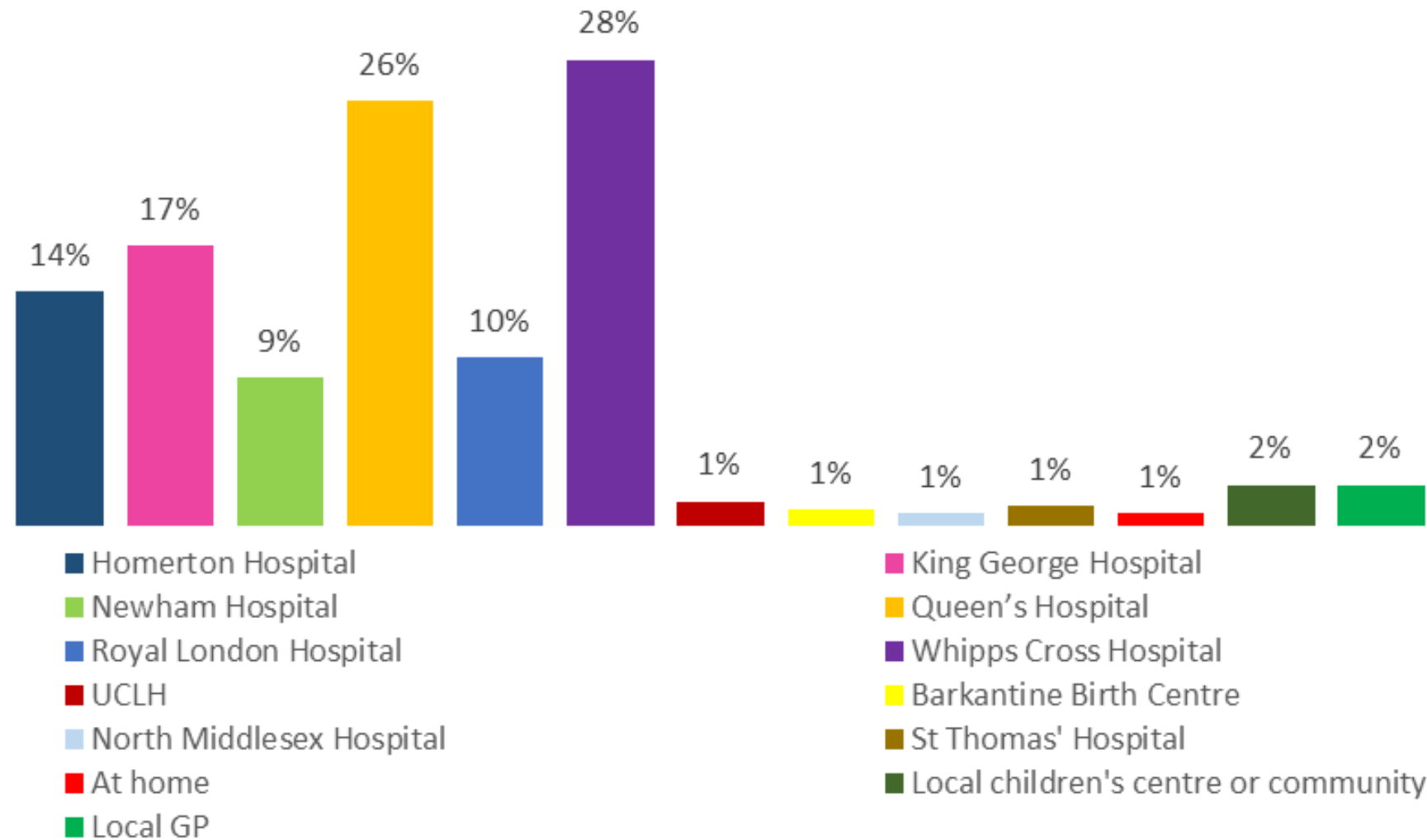
- Most respondents had antenatal appointments in a hospital-based location; over 80% had appointments in the hospital where they gave or intended to give birth.
- Most respondents travelled for under 30 minutes to their antenatal appointments and found travel times reasonable.
- Most respondent travelled to antenatal appointments by car; this was consistent across demographic segments. However, patients in the inner London hospitals (Newham, Royal London, Homerton) were more likely to use public transport.
- A majority of patients self-referred to antenatal appointments; but ethnic minorities experiencing language barriers were more likely to depend on their GP for this. Patients referred by their GP were less likely to actively choose where to have appointments.
- Proximity to home was the main reason why patients chose a specific location for their antenatal appointments; except for Homerton Hospital, which was more likely to be chosen because of its good ratings and reputation.
- Most respondents had positive feedback on their antenatal experience and felt listened to by midwives; however, inequalities around ethnicity, social class and disability may be at play in this respect.

## What we have learned

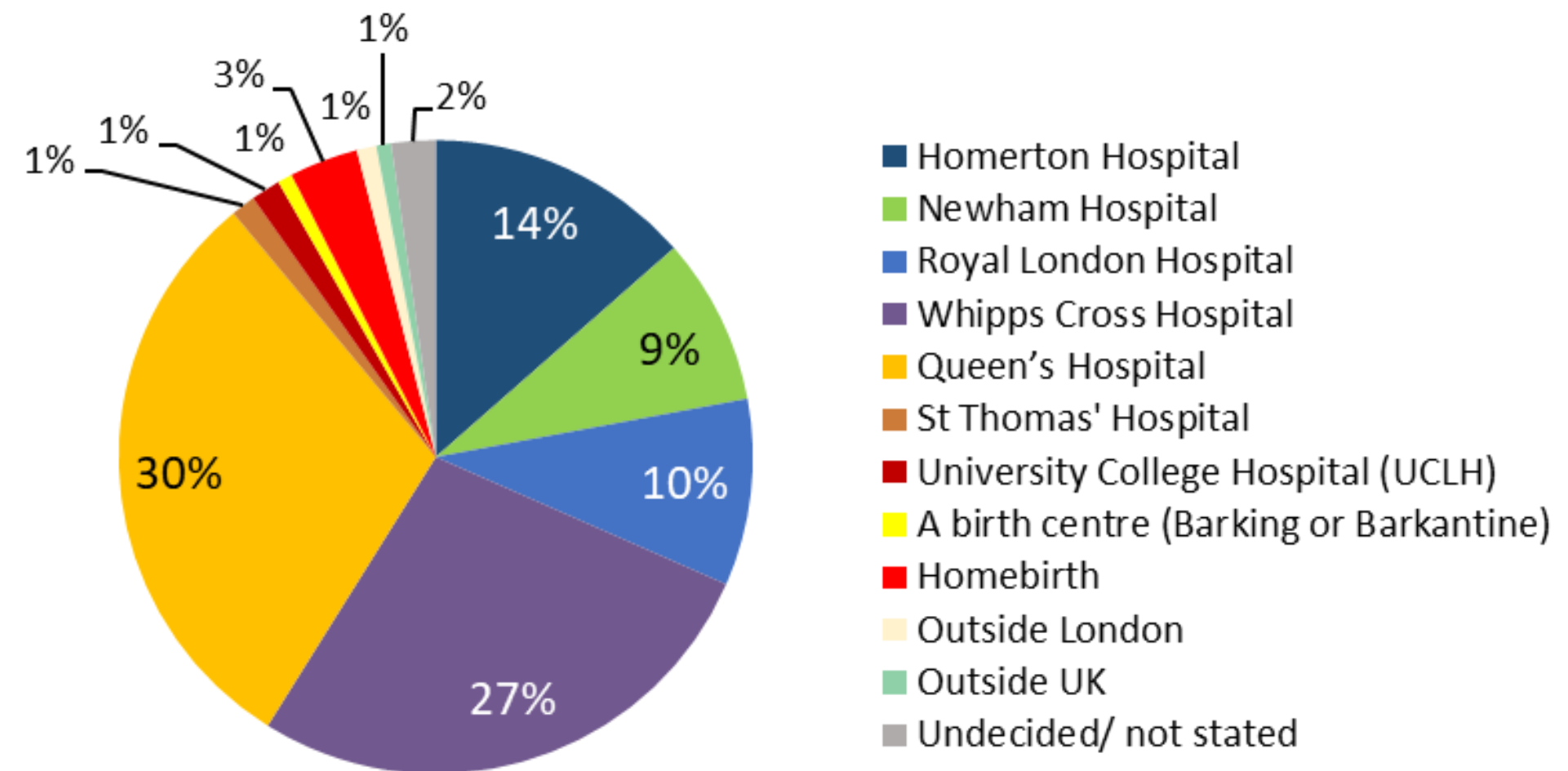
- There were some reports of appointments running late and patients spending a long time in waiting rooms; as well as of patients feeling rushed during appointments. A perception that antenatal services are understaffed existed among some of the patients.
- A small number of patients reported that waiting rooms are uncomfortable and unfriendly spaces; as well as issues with admin and telephone responsiveness.
- White Eastern European ethnics were more likely to say that it is important for them to receive antenatal care from professionals familiar with their culture; while those of South Asian ethnicities perceived as less important.
- Access to healthcare professionals who speak their first language was important for those with basic and conversational English, but less so for fluent non-native speakers. Polish and Pakistani respondents were less likely to report having access to professionals who speak their language.
- Respondents of Black ethnicities were more likely to say it is important for them to be looked after by professionals who are similar to them (in terms of cultural background, age etc.), but less likely to say that those currently providing them with antenatal care are similar to them.

# Where patients received care

## Where they had antenatal appointments



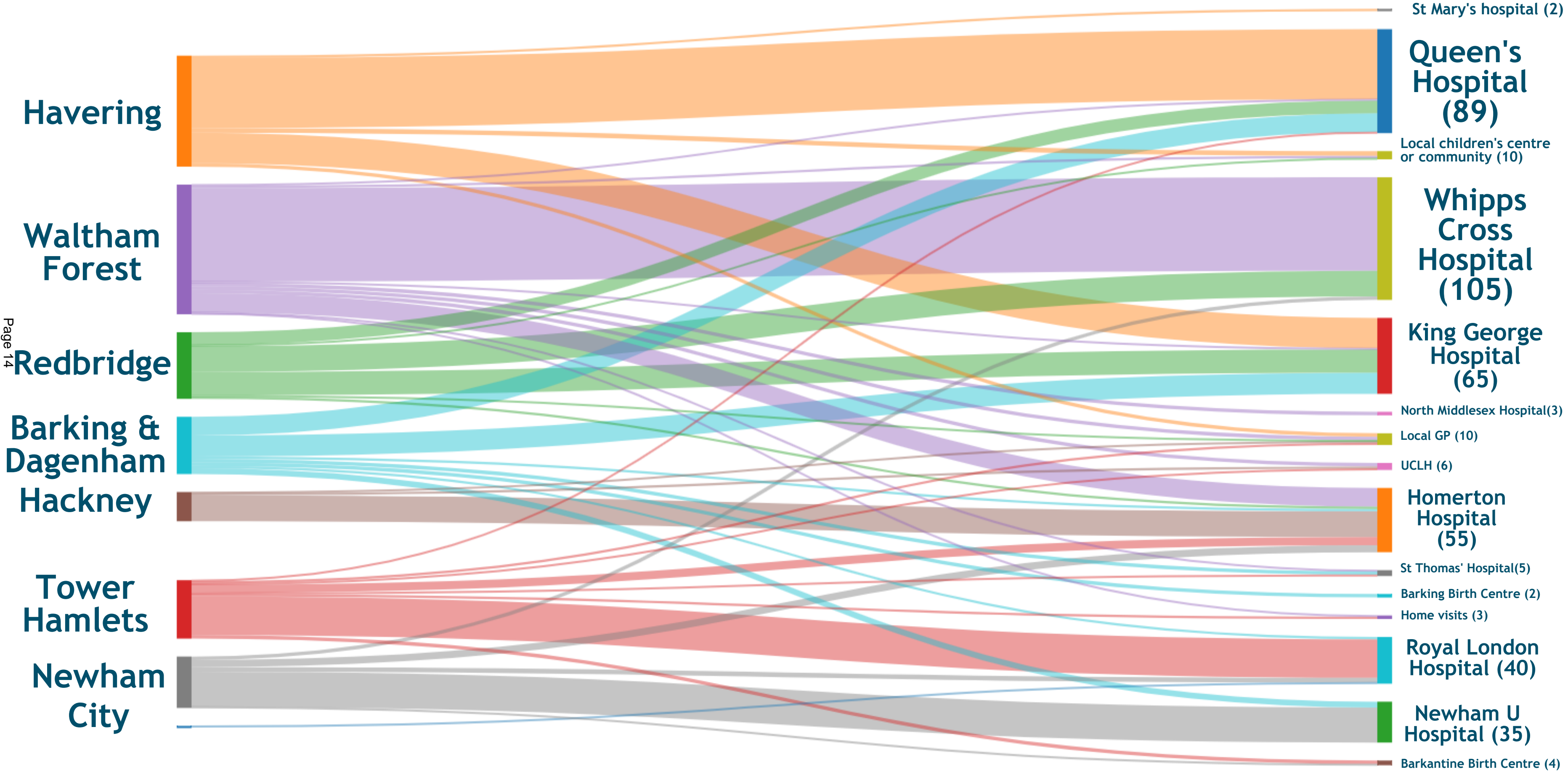
## Where they gave birth/ planned on giving birth



**5%** had antenatal appointments in more than one location.

**82%** had antenatal appointments in the same location where they gave birth.

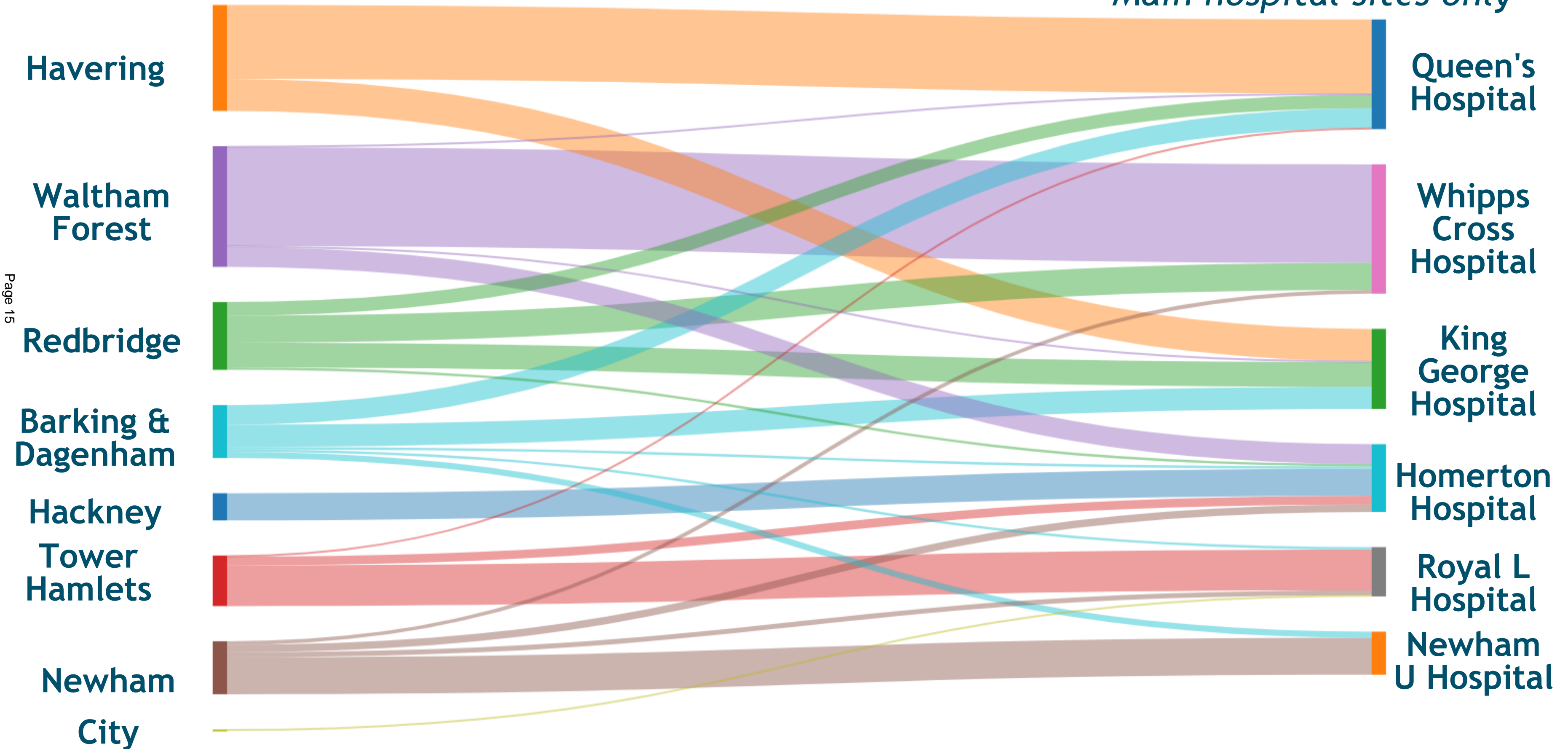
# Where did patients have antenatal appointments?





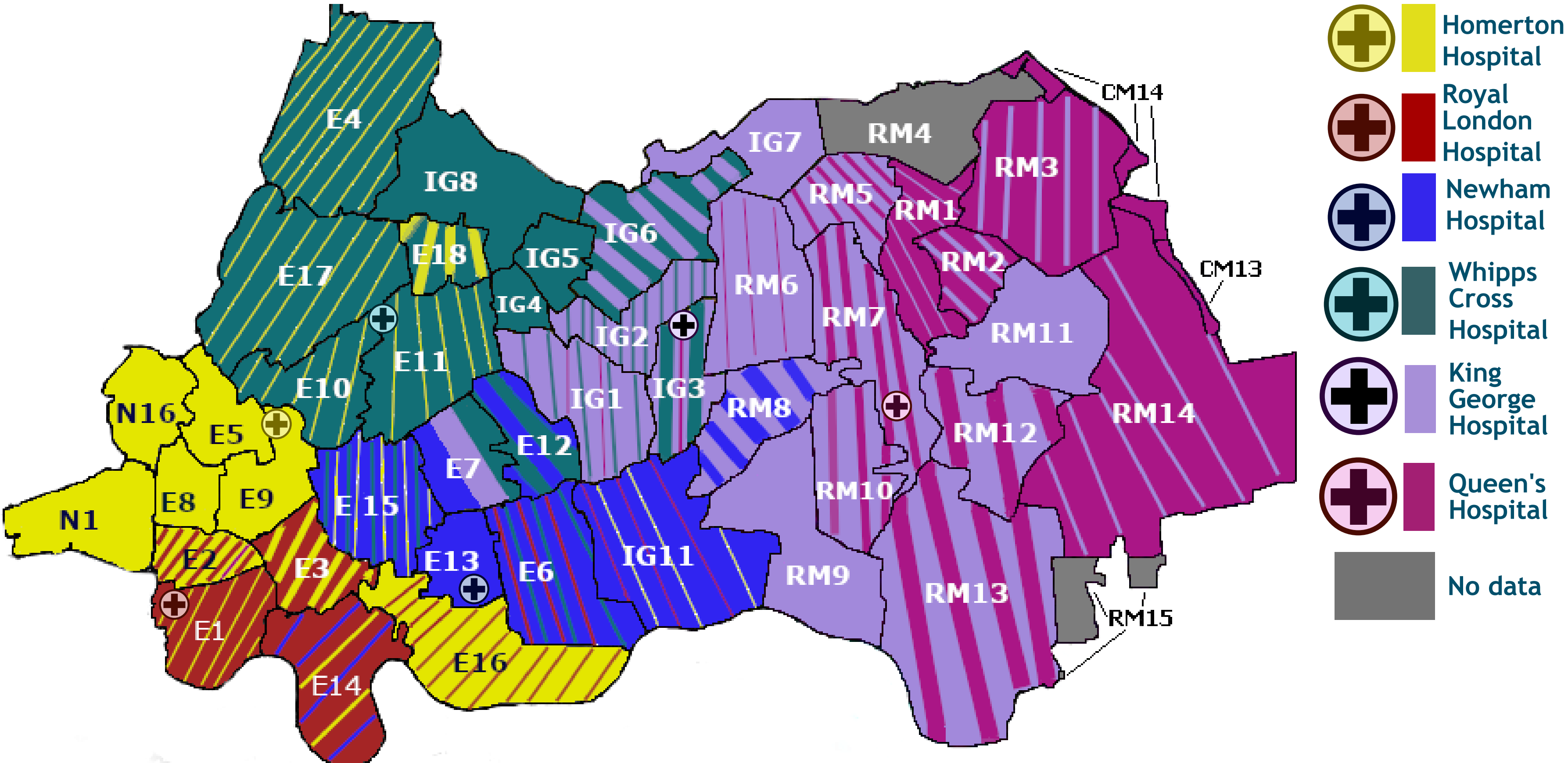
# Where did patients have antenatal appointments?

*Main hospital sites only*



# Where did patients have antenatal appointments?

*Main hospital sites only*

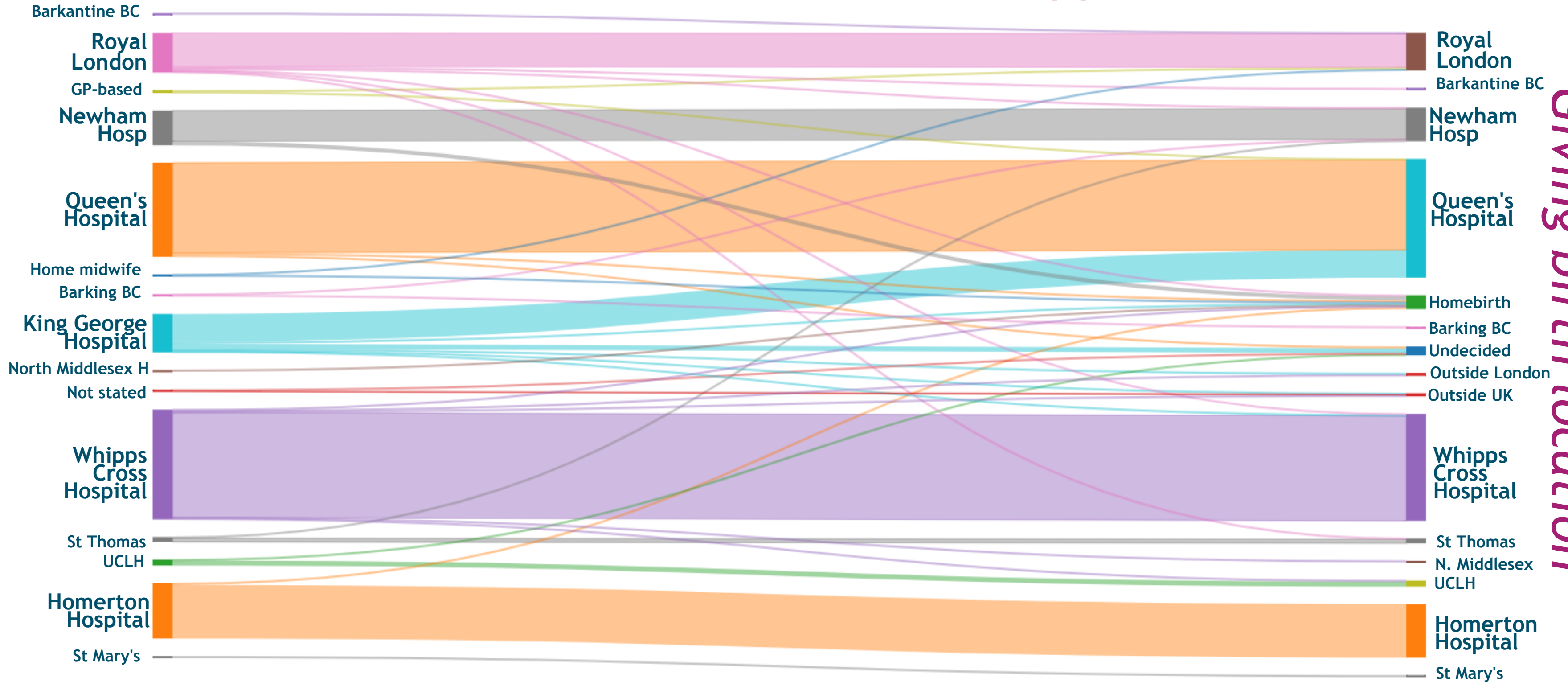


# Where did patients give birth or intended to?

82% of respondents gave birth in a location where they had at least some antenatal appointments

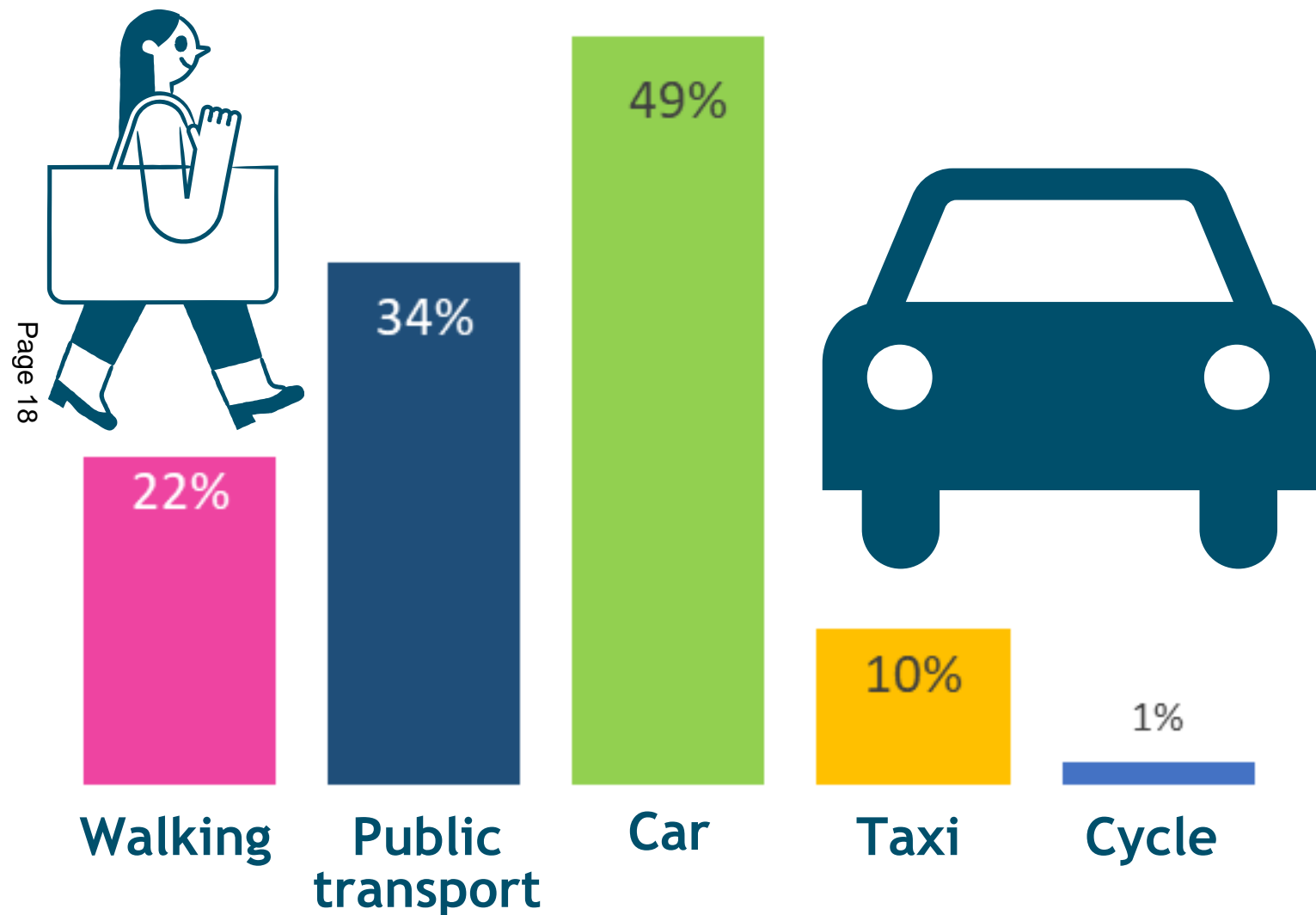
Antenatal appt. location

Giving birth location



# Travelling to appointments

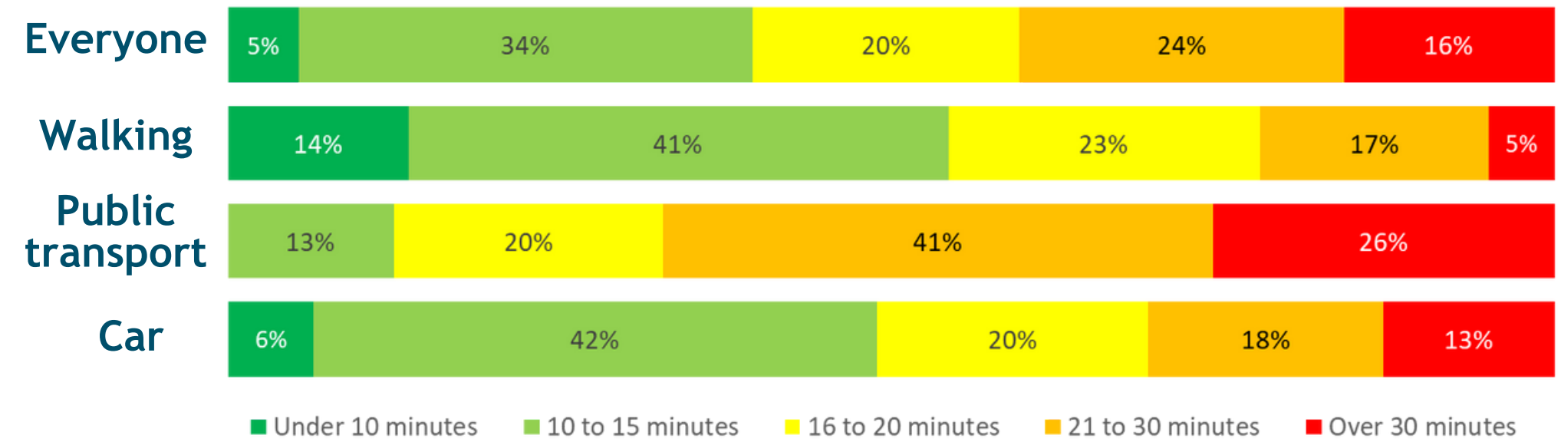
## How patients travelled to antenatal appointments



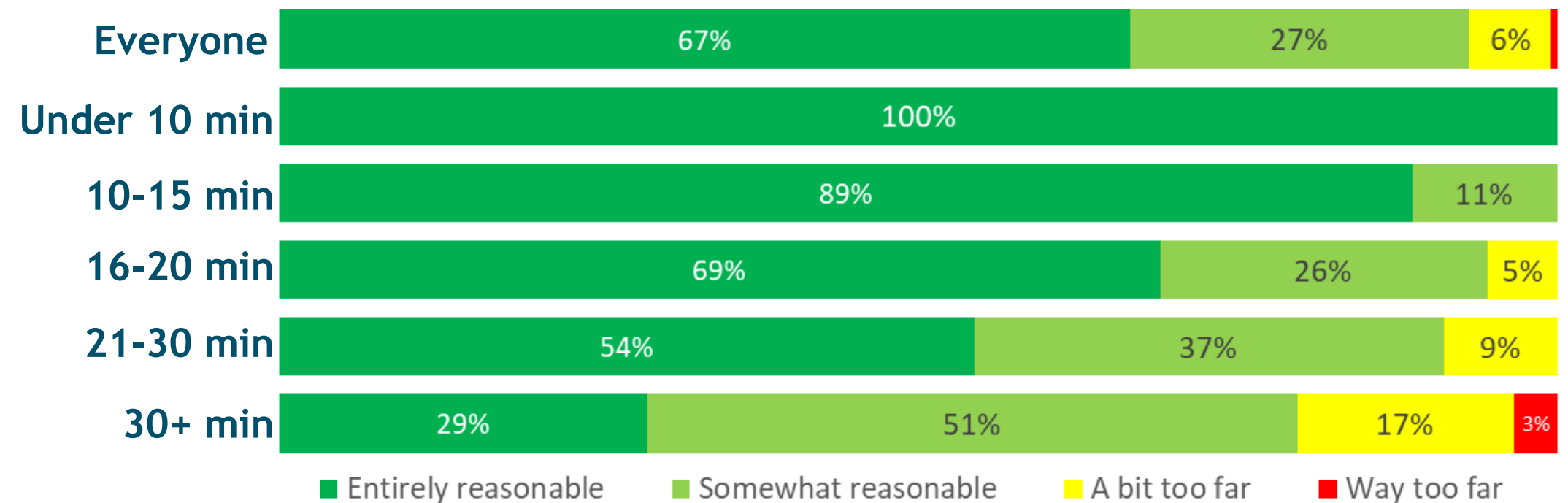
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Mothers-to be travelled, on average, for **23 minutes** for an antenatal appointment.

## Travel time to appointments



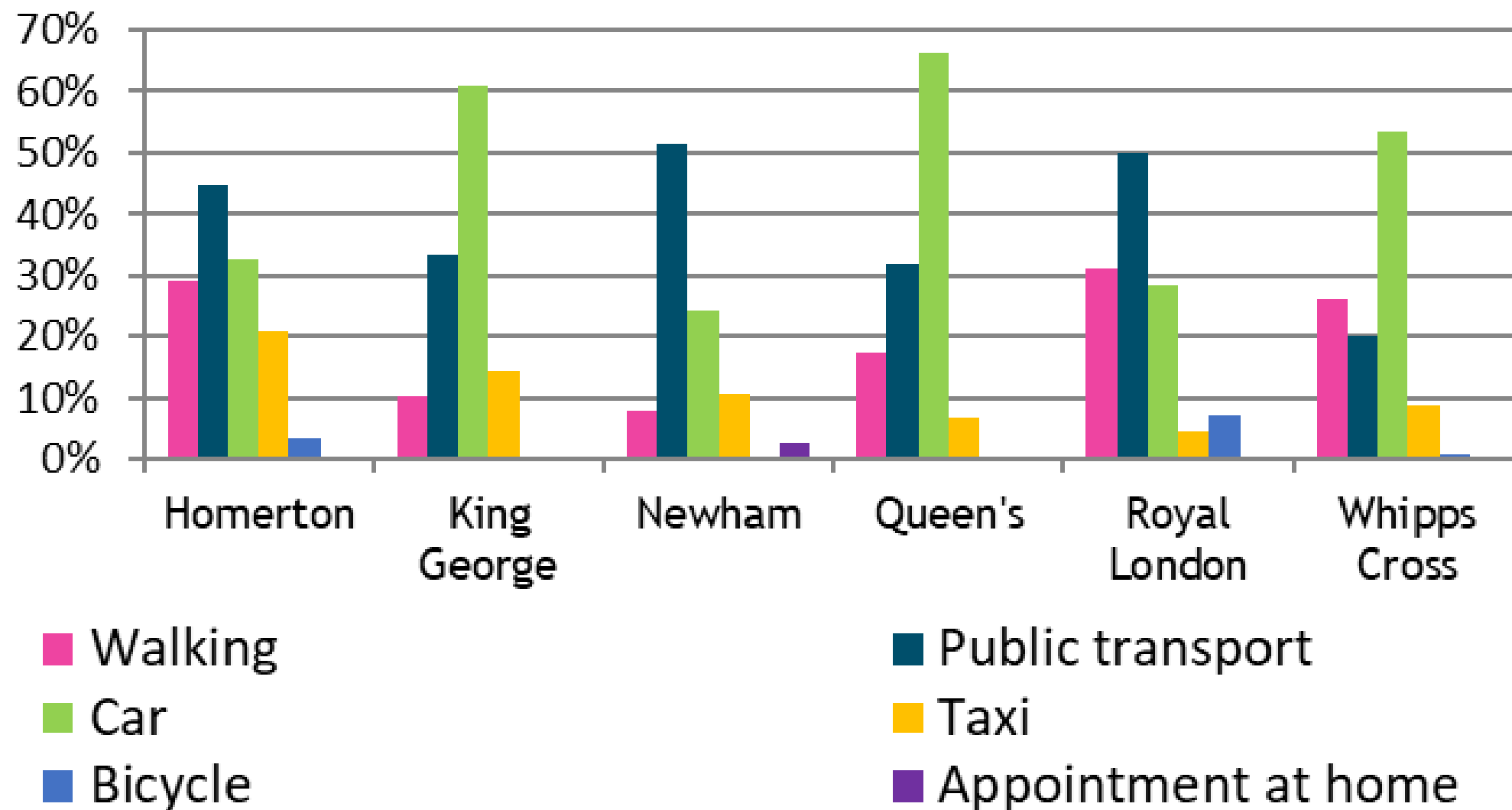
## Opinion of travel time to appointments



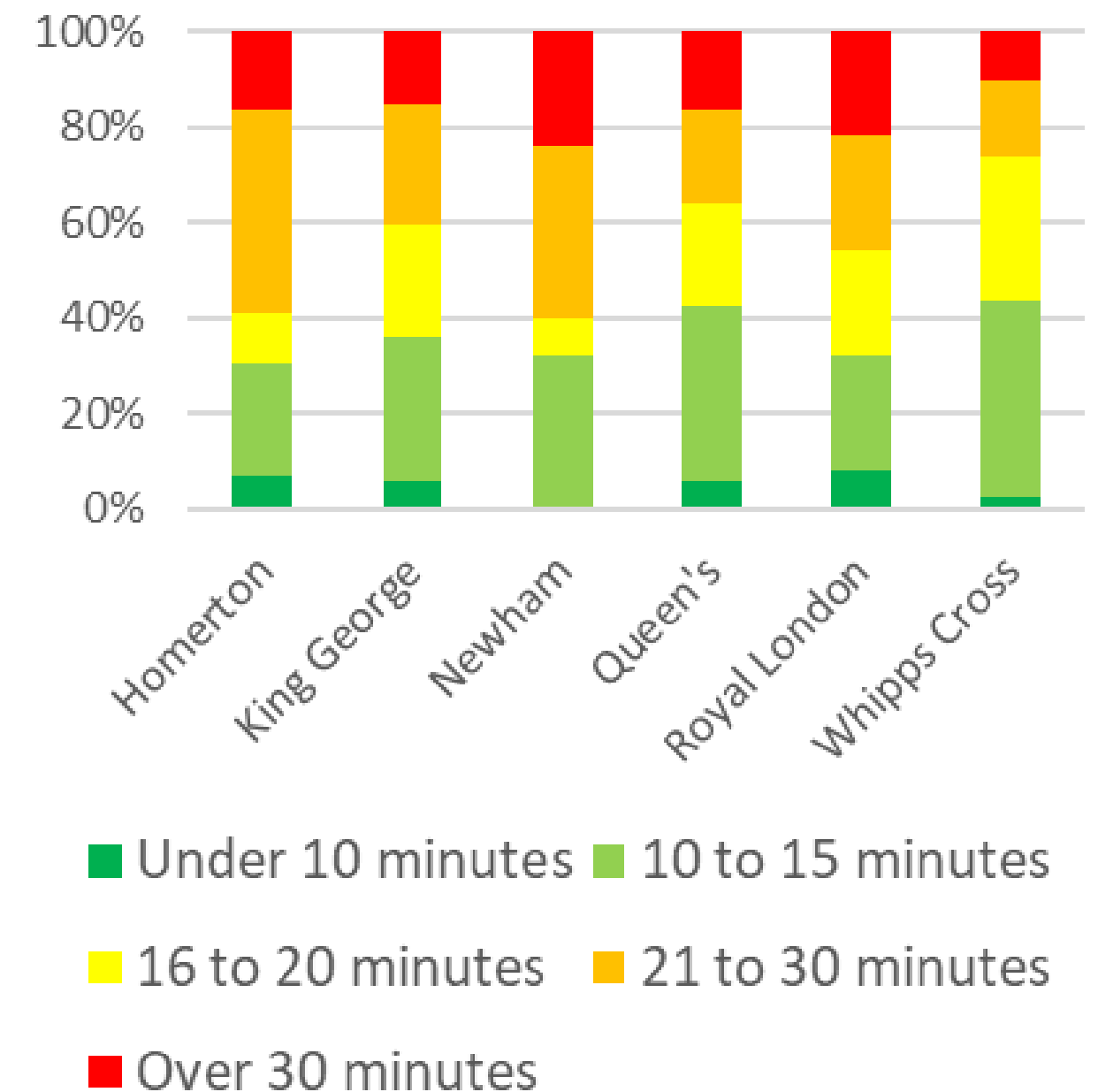


# Travelling to appointments

## Means of transport by hospital

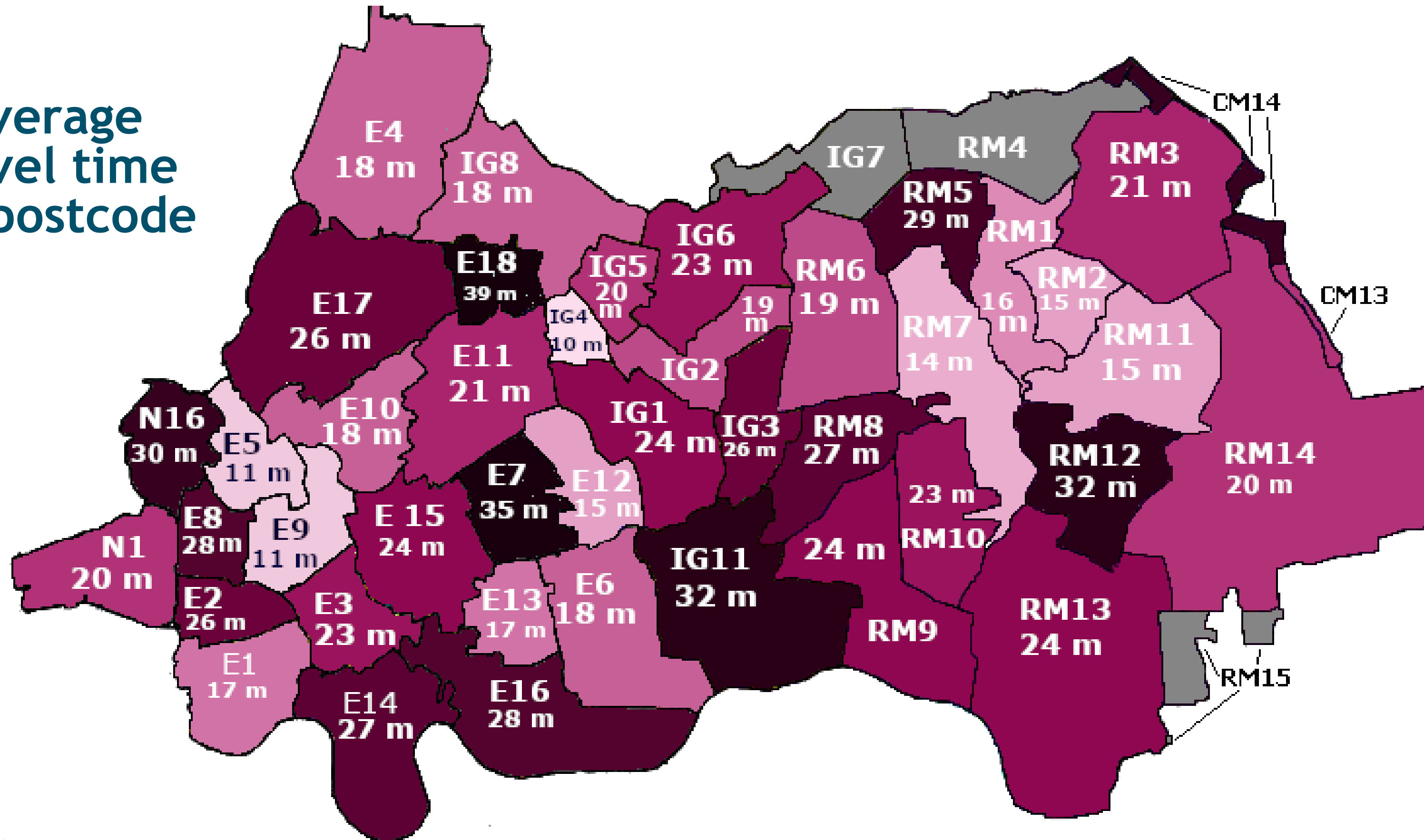


## Travel time by hospital



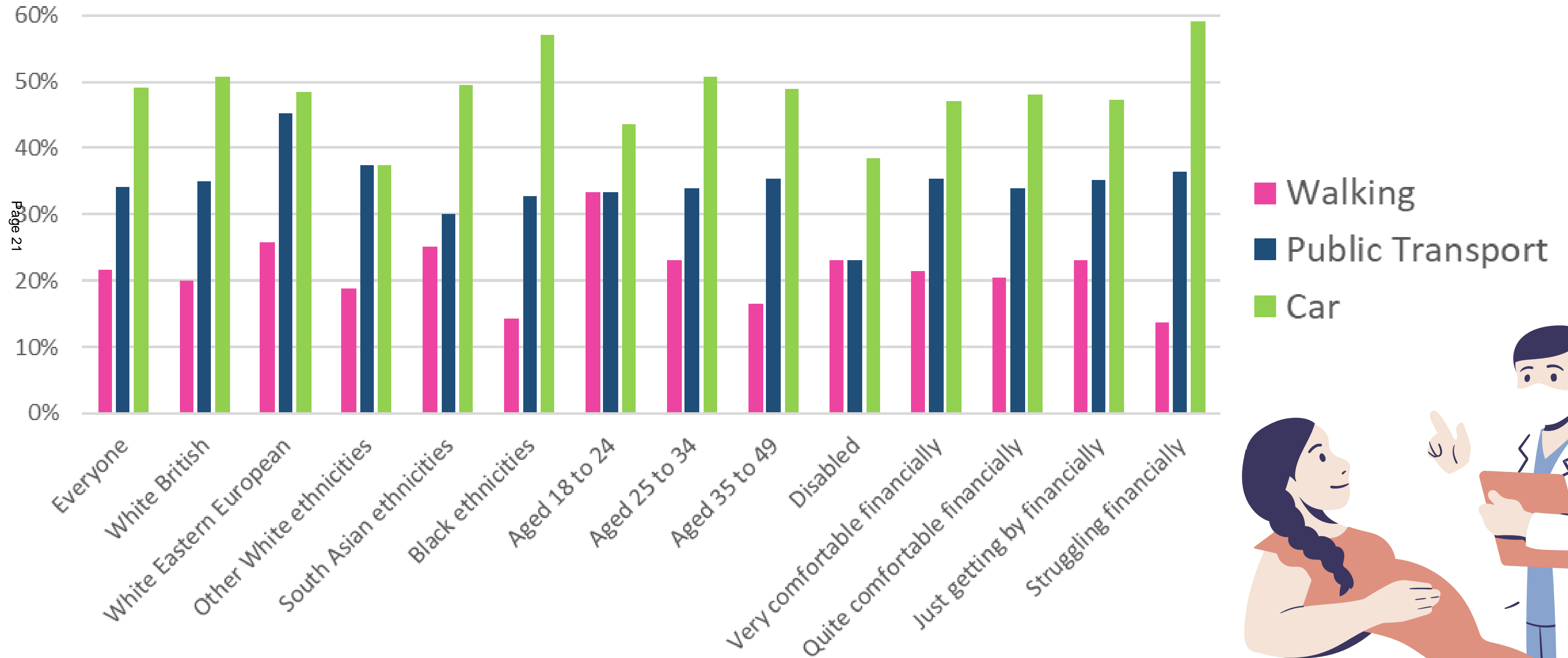
# Travelling to appointments

Average travel time by postcode

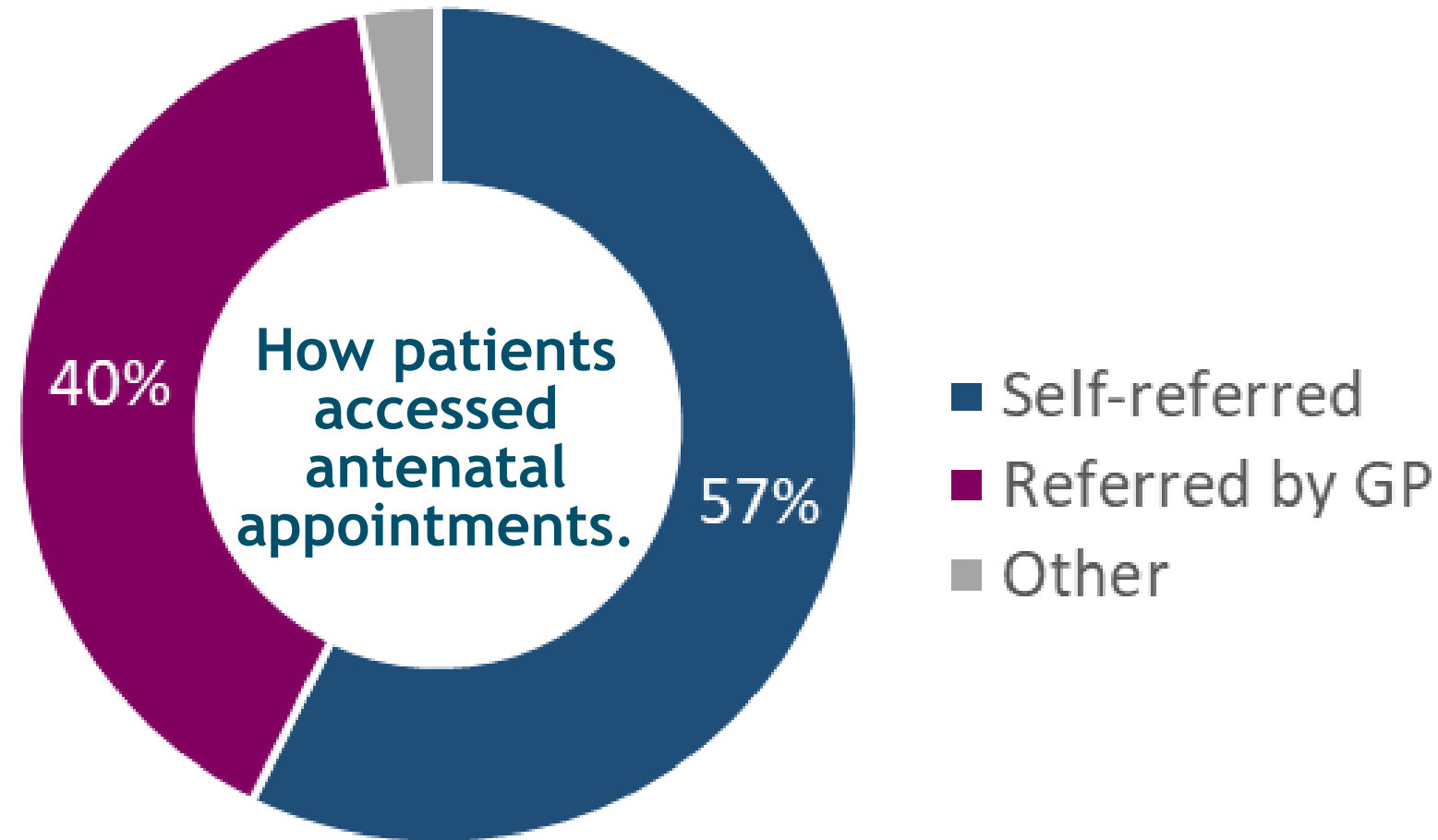


# Travelling to appointments

## Means of travel depending on demographics



# Choosing appointments



73% of all patients

40% of GP referrals

94% of self referrals

said they had a choice about where to have antenatal appointments.

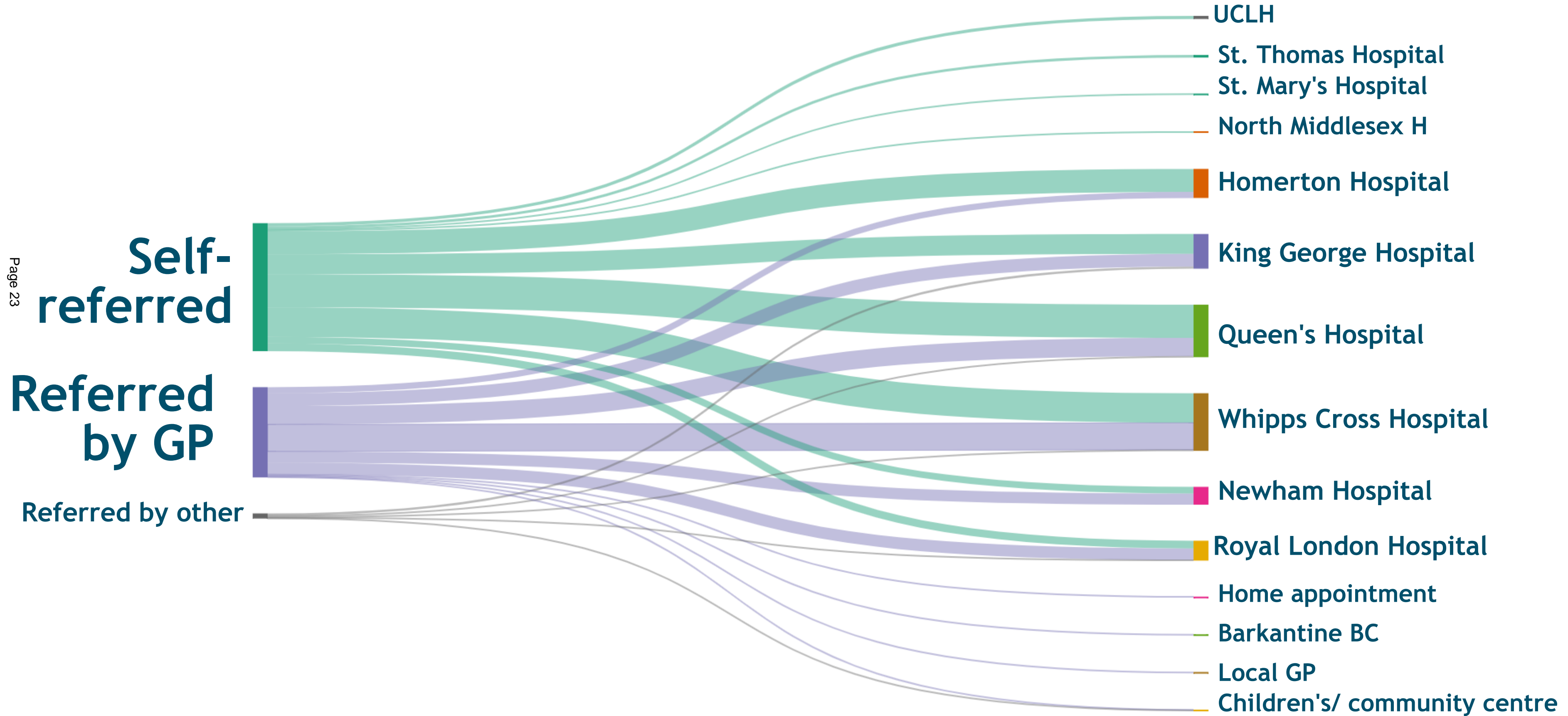
## More likely to be referred by GP:

- Ethnic minorities, especially Black African, Turkish and Eastern European.
- Not fluent in English.

## More likely to report not having a choice:

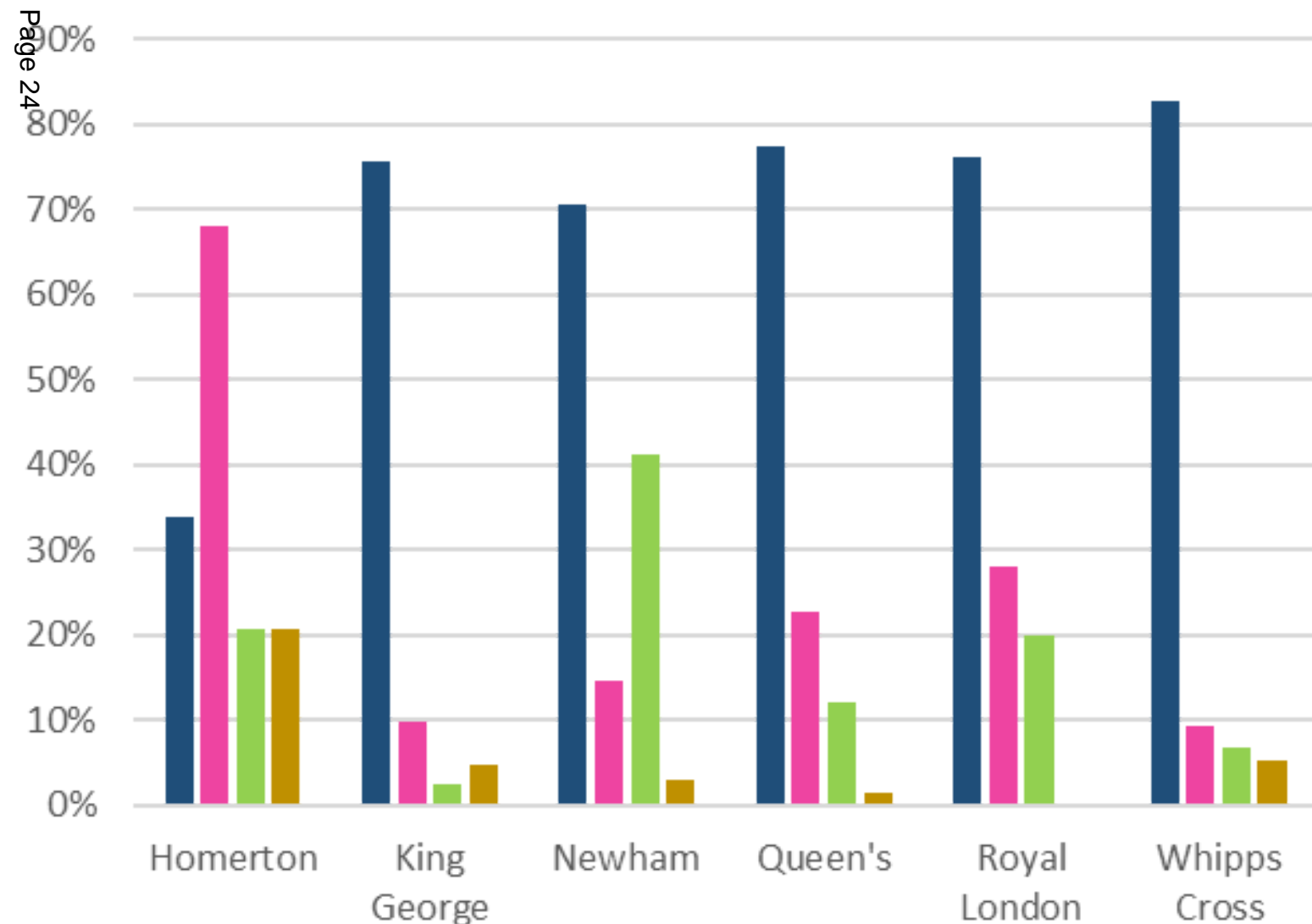
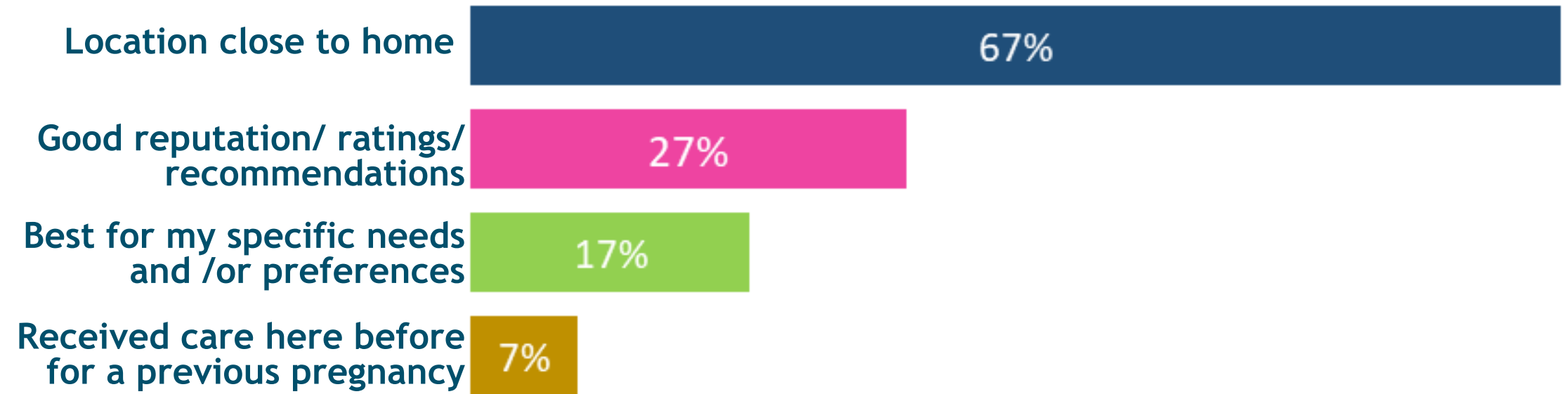
- Ethnic minorities, especially Pakistani and Eastern European.
- Single mothers-to-be.
- Not fluent in English.

# Choosing appointments



# Choosing appointments

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)



# Choosing appointments

## What local people are saying:

**GPs do not always give patients a choice regarding where to be referred; and may refuse to refer outside of their catchment area. Some patients were aware that they can self-refer to units other than the one where their GP would refer them, but some were not.**

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*" My GP referred me to Queen's or King George, both are difficult to get to. Whipps is my closest hospital. I looked up online and I saw that I could self refer so that's what I did. My GP didn't tell me that I had a choice I asked for Whipps Cross and they said they couldn't- not catchment area. "*

*My GP wouldn't refer me to whipps cross and I had to go to Queens. It is way too difficult journey for me, bus, tube train and I was worried about travelling all that way with my two year old son. But my neighbour told me I could refer myself and I done that. It was my GP's job to give me option.*

*I didn't realise that I had any choice my GP told me to ring Whipps Cross and ask for an appointment, I just thought I had to go to the closest hospital to my home.*

**In some cases, the GPs made no referrals at all**

*My local GP did not make the referral instead sent me a form which I had to digitally fill in on PDF and email to antenatal outpatients. This is shocking that pregnant women have to book their own referral and blood tests online. RLH did my first booking appoint at 11 weeks pregnancy. I am utterly disappointed . "*

**In some cases, even when going through a self-referral process, mothers to be report being assigned to a certain unit for appointments rather than being given a choice.**

*I feel like the referral process was fine but they could have told me there were options available other than the hospital I was referred to.*

*I didn't feel I had a choice. Once I self referred, I was told where my appointments would be. a smooth and fast labour, birth and recovery. "*



# Choosing appointments

## What local people are saying:

### Experience of the self-referral process is variable.

*"Simple process, fill in the form and get an appointment."*

*Referral process wasn't clear. I initially contacted my GP but my GP told me to self-refer. I self-referred to Royal London but haven't heard back so had to chase the referral. "*

*I initially referred myself to Royal London Hospital (my local service) but I didn't even receive an acknowledgement of the referral. When I phoned to check my referral had been received, the person on the phone was quite abrupt with me. That and comparing CQC ratings made me decide to go for Homerton instead. I received an acknowledgment of my referral and a reference number from Homerton immediately, which was reassuring.*

**Some patients felt that, in practice, they didn't have much choice. This is particularly the case for those with additional health needs, such as high-risk pregnancies or long-term conditions, those living too far away from most antenatal facilities and those who may struggle to access information.**

*I didn't have any choice as soon as I had gestational diabetes I was part of the team at Queen's. They were fantastic, to be fair, however I was quite sad to not be seen by my local midwife anymore since she knew me better. I was concerned about something a few weeks before I gave birth and in the end contacted the local midwife. I wish I'd have contacted her sooner as it would have saved a few months of worry. The diabetic team were amazing but it would have been nice to have the choice to see both if possible.*

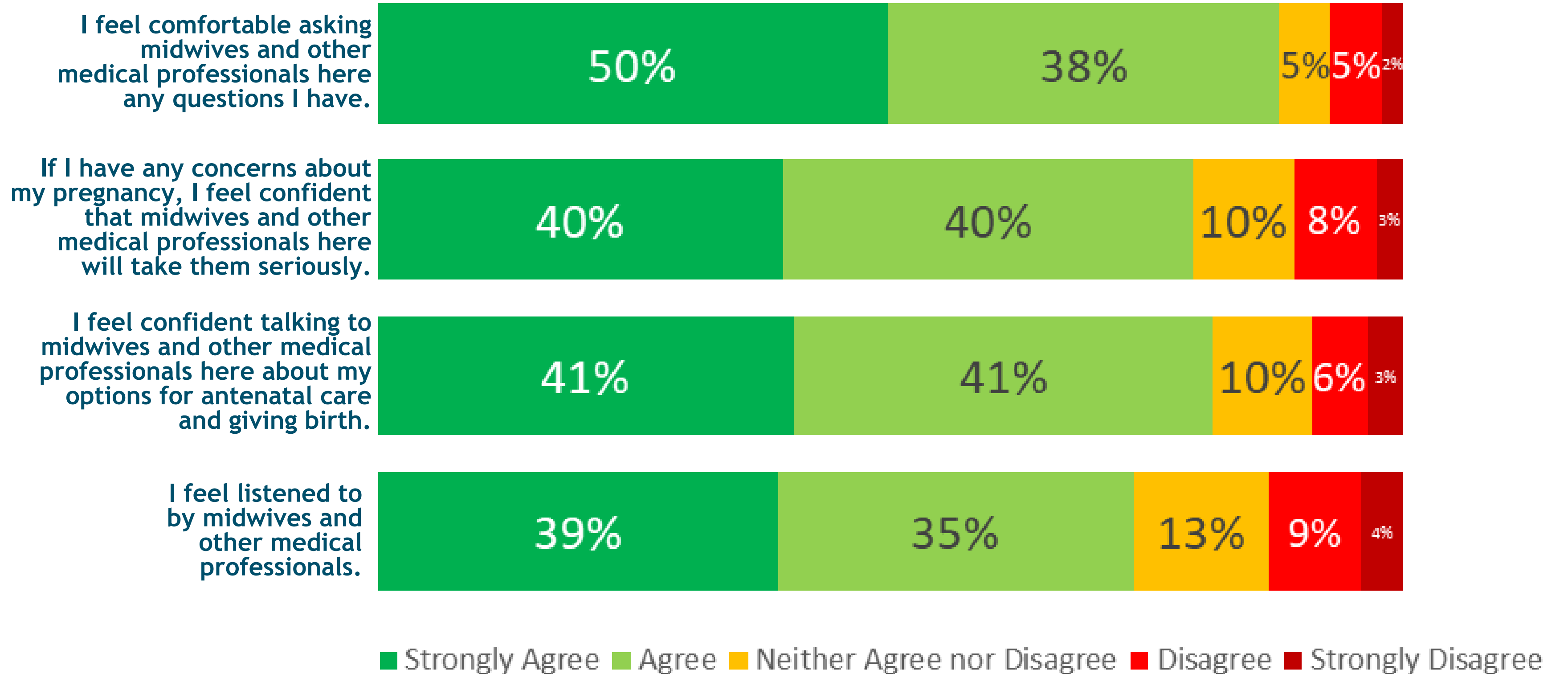
*Would have been good to see where all of the centres were - there were some much easier to get to "*

*I would have gone to another hospital if I was given the choice. I hear so many negative comments about Whipps Cross maternity, but I have no real choice but to come here as I live close by and have 3 other children at home. "*

*"It was my local centre and I wasn't aware that I could choose to have the appointments elsewhere "*



# Experience of antenatal appointments



# Experience of antenatal appointments

## Who was LESS likely to feel listened to?

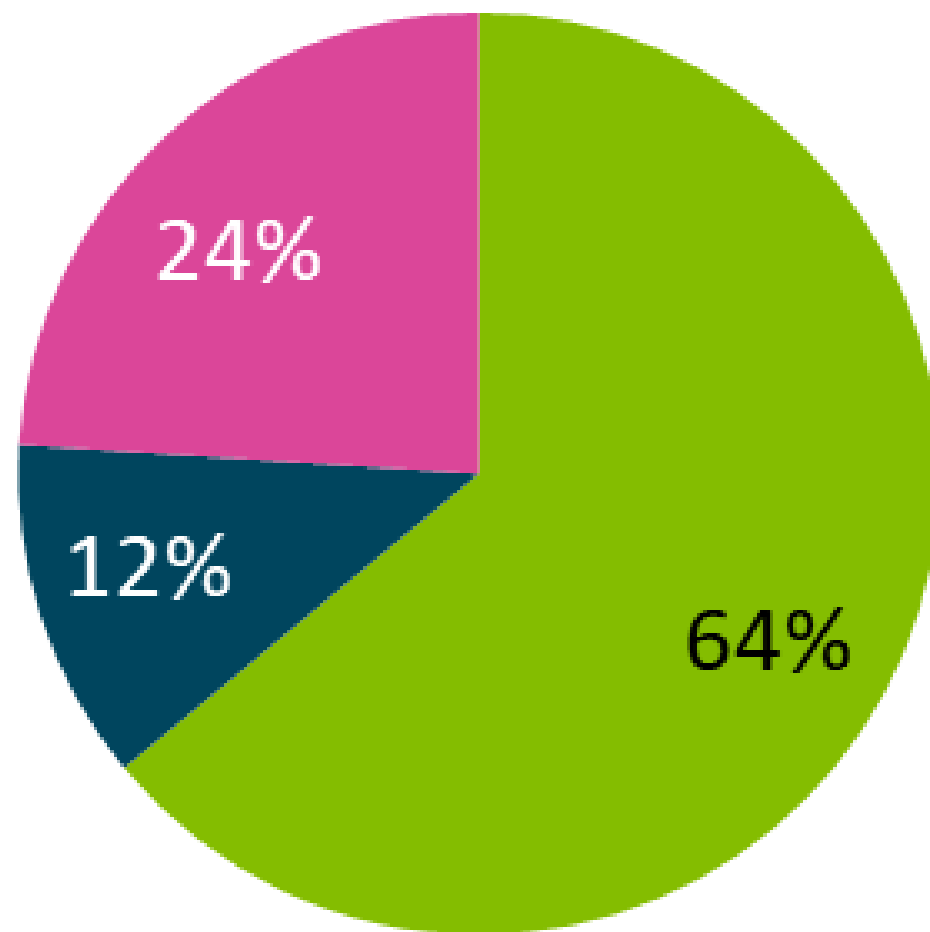
- Aged under 25
- White ethnicities other than White British, particularly Polish and Romanian
- Single mothers-to-be.
- Disabled
- Primary education only
- Not fluent in English
- Digitally excluded



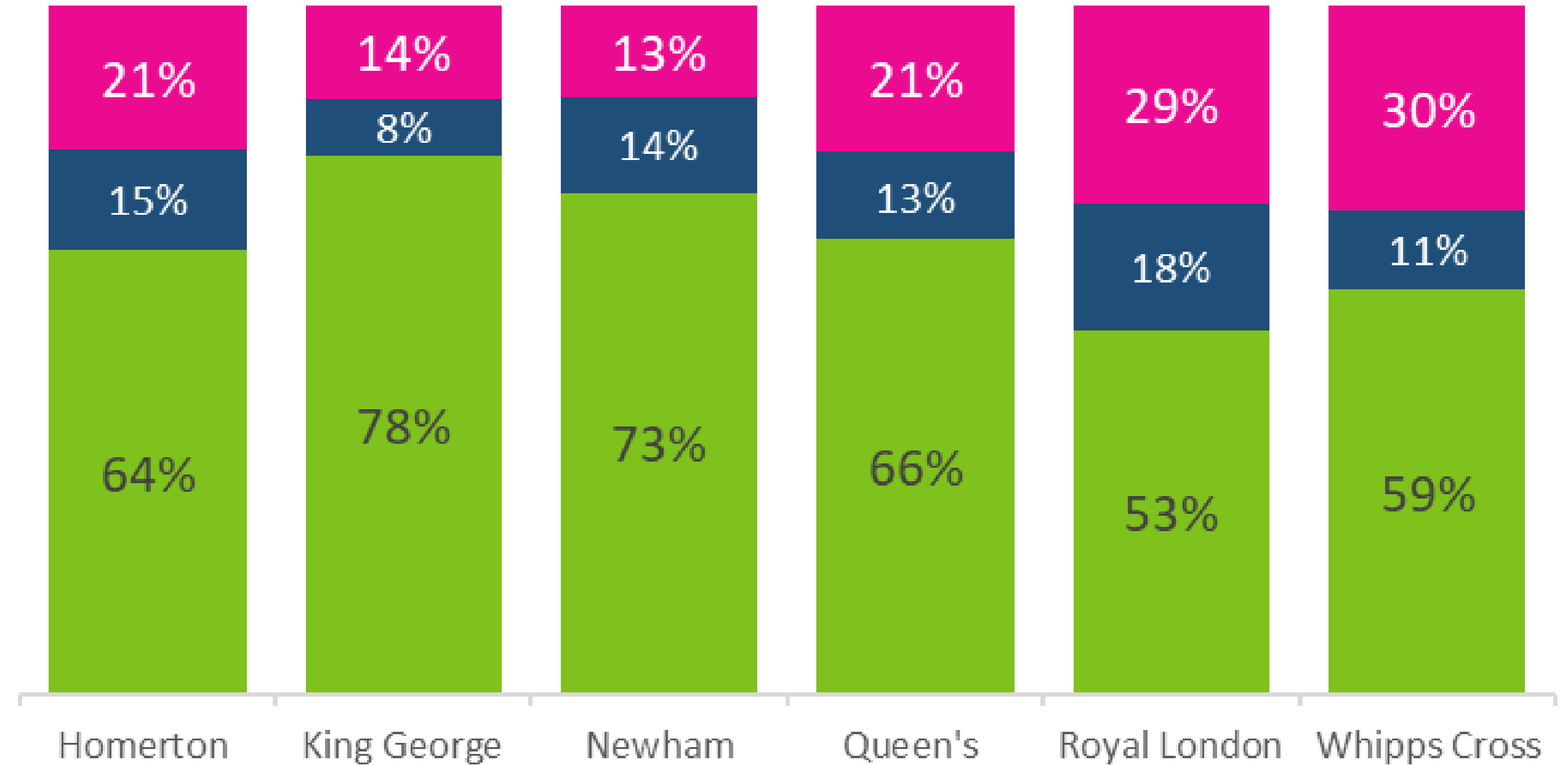
# Experience of antenatal appointments

## Feedback on maternity services

### Overall feedback

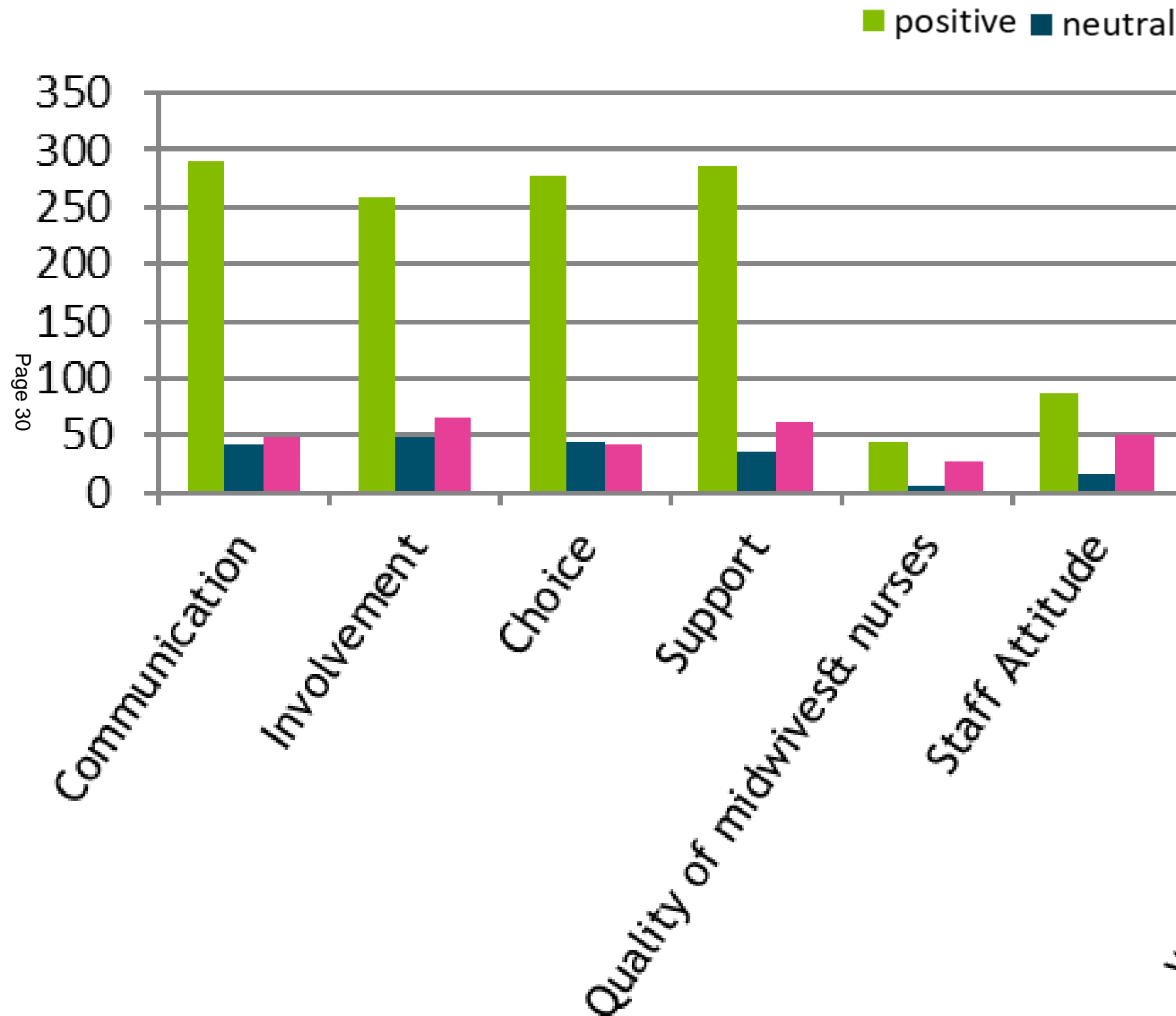


- positive
- neutral
- negative

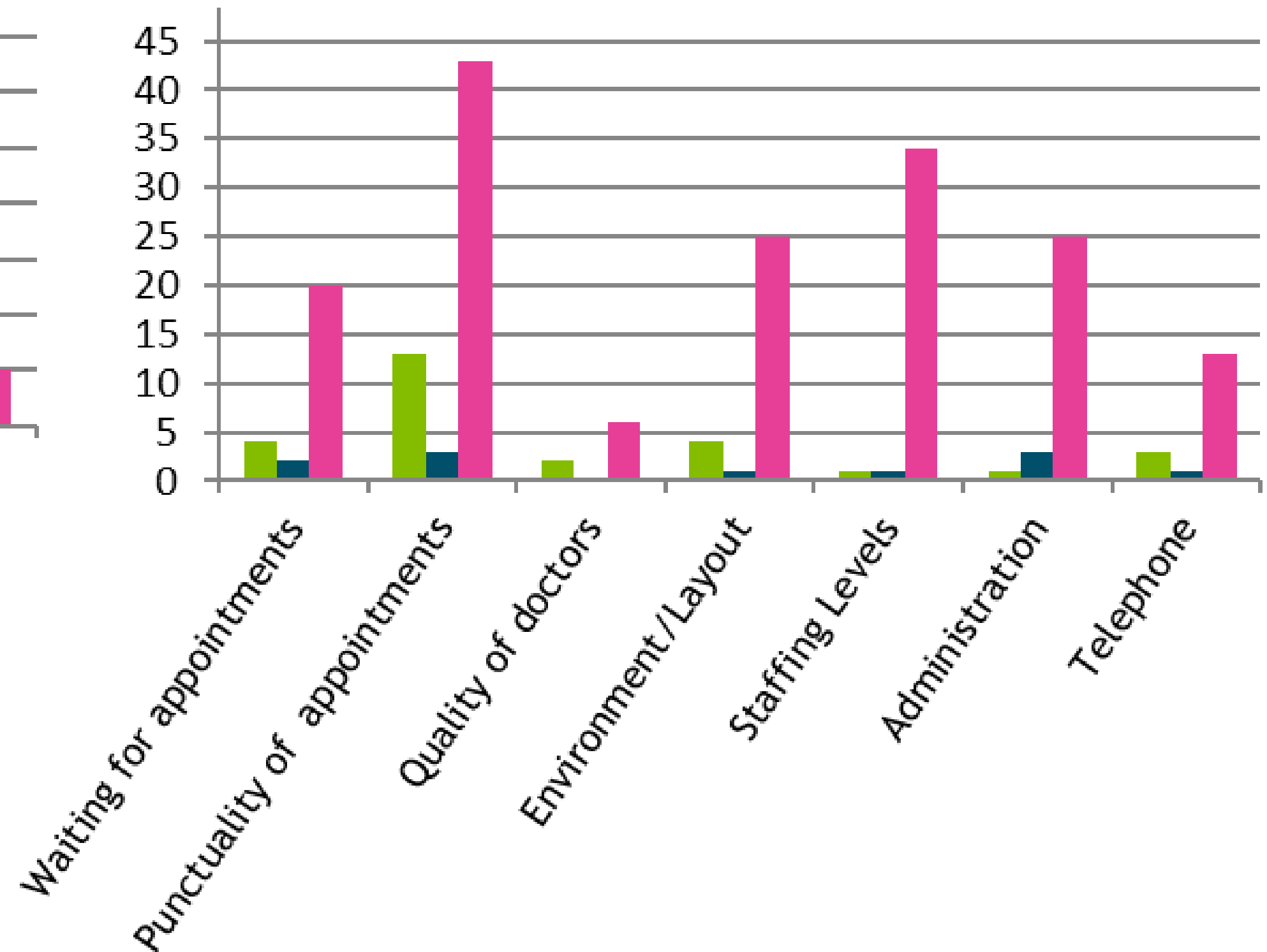


# Experience of antenatal appointments

## What works well

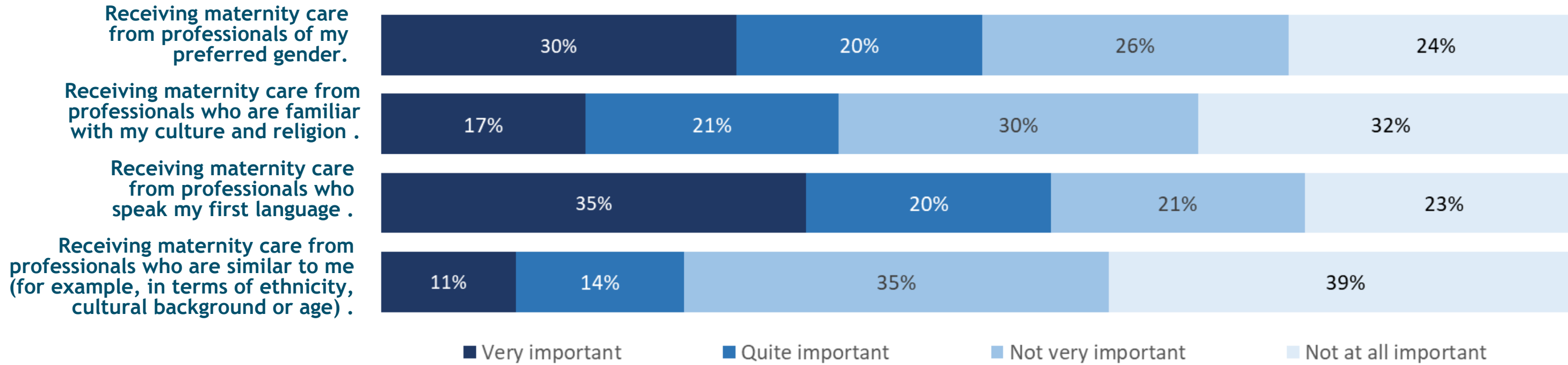


## What needs improvement

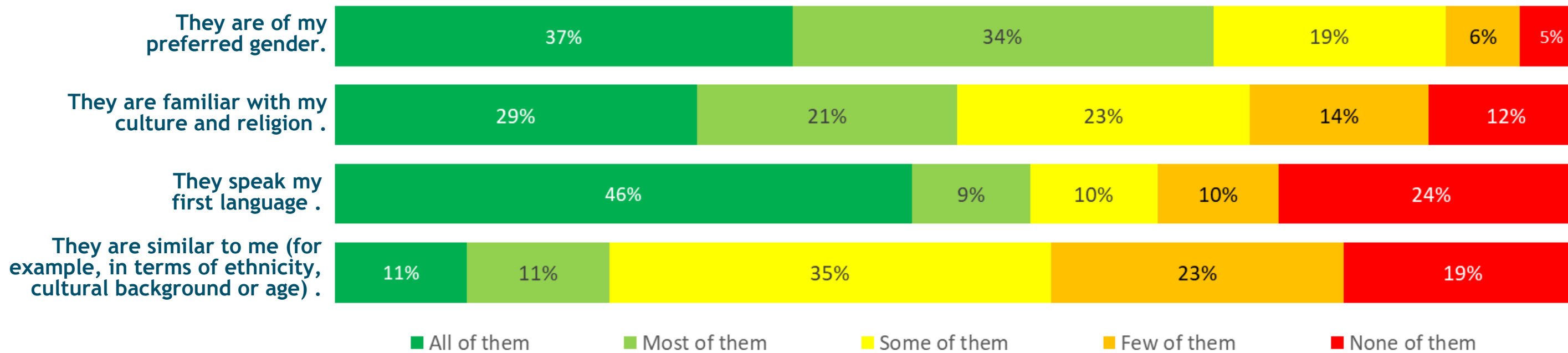


# Cultural sensitivity

## How important are the following for you?

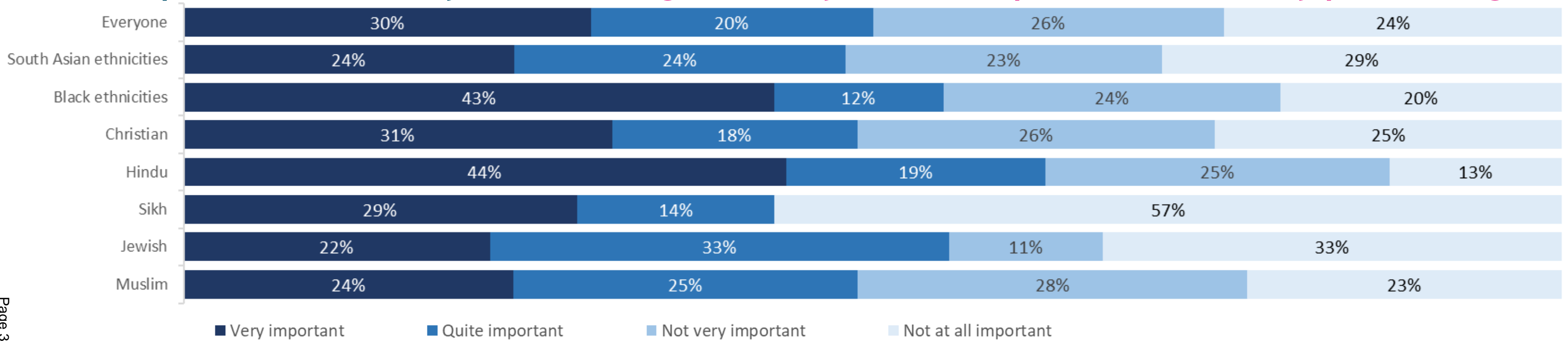


## Do these describe professionals who give you antenatal care?

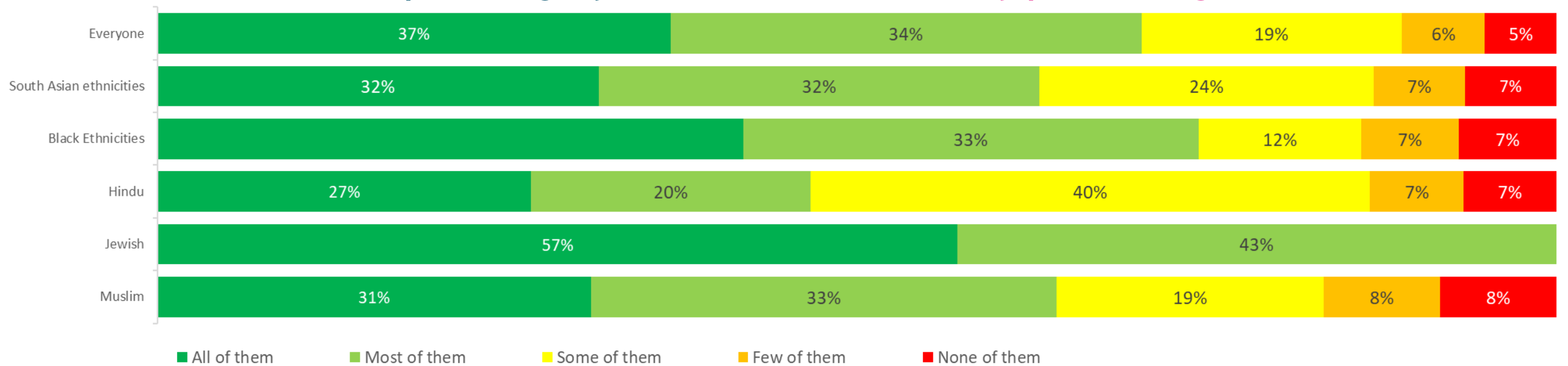


# Cultural sensitivity

## How important is this for you? Receiving maternity care from professionals of my preferred gender

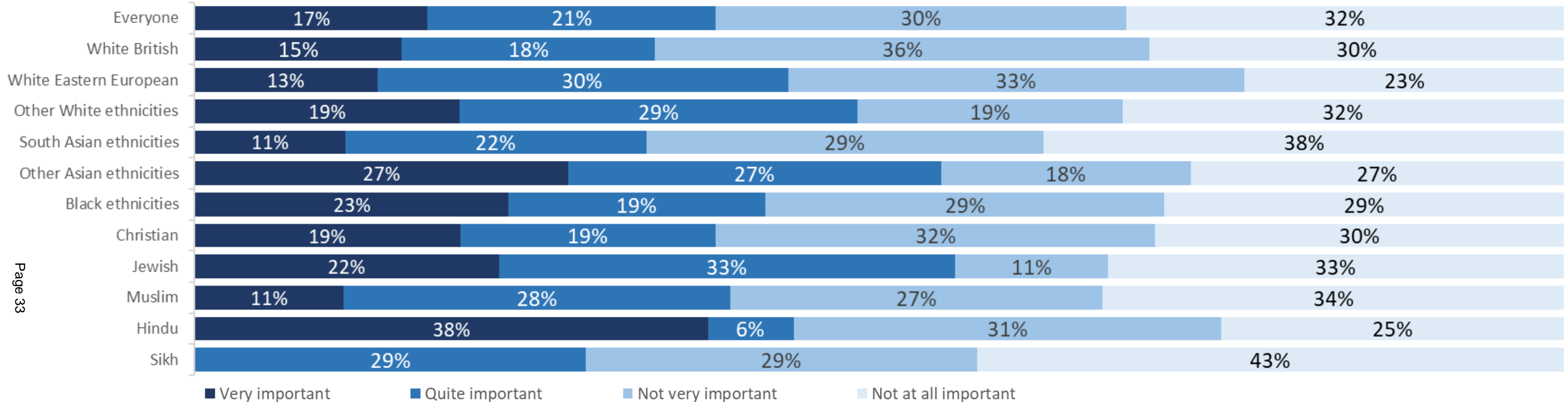


## Professionals providing my antenatal care are of my preferred gender



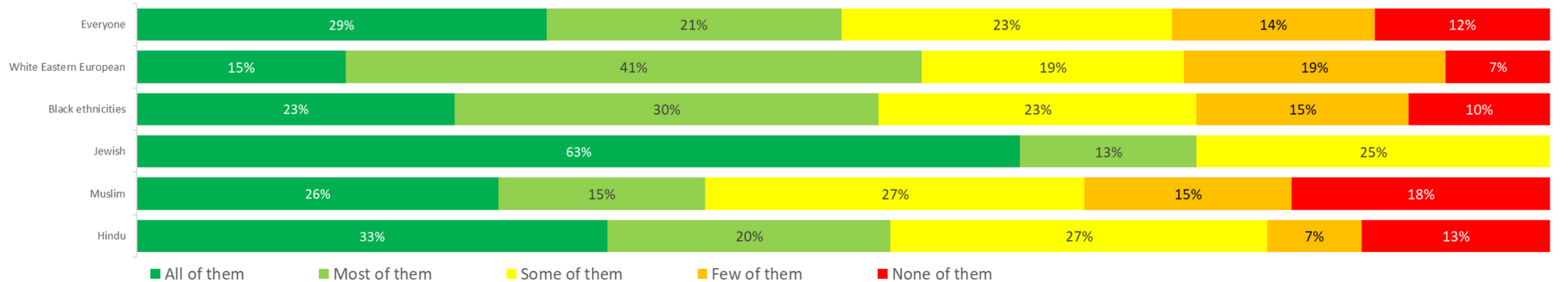
# Cultural sensitivity

## How important is this for you? Receiving maternity care from professionals familiar with my culture and religion



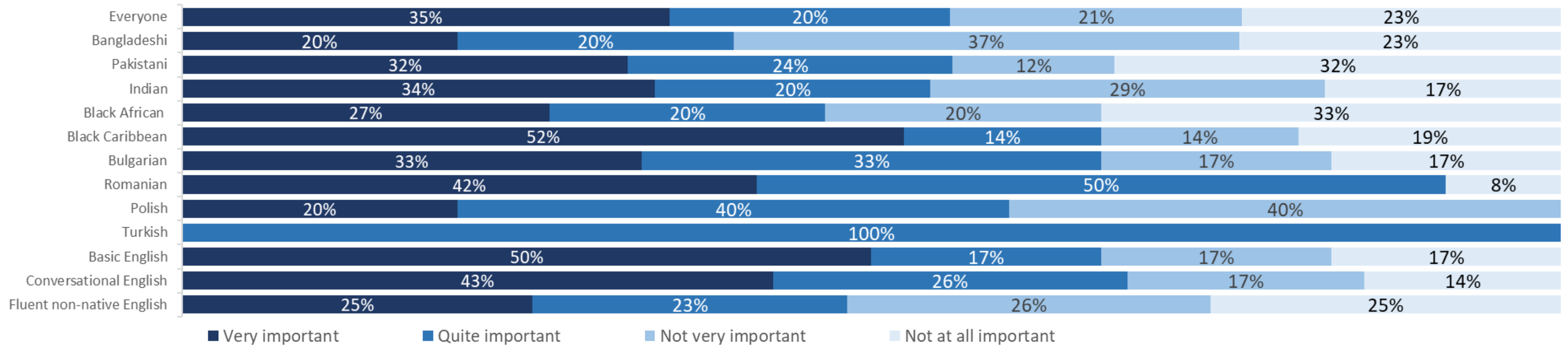
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## Professionals providing my antenatal care are familiar with my culture and religion

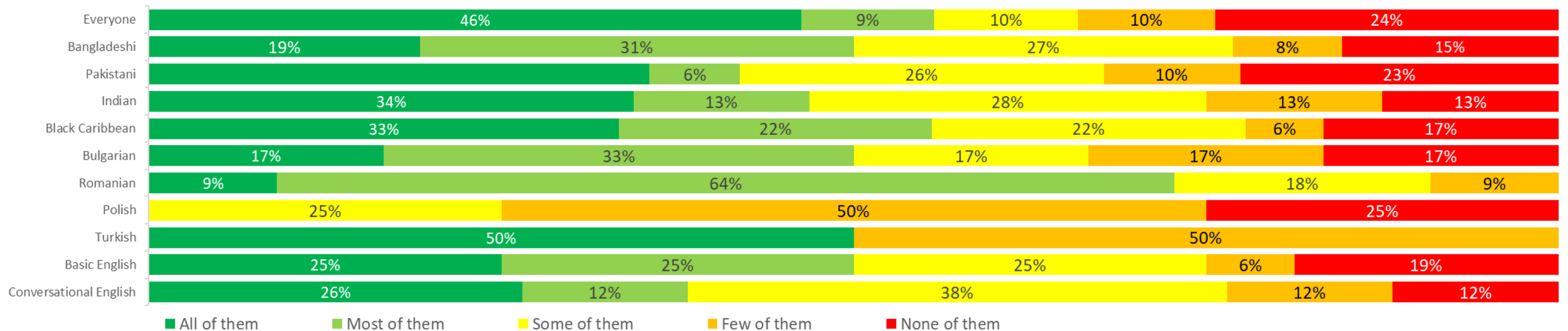


# Cultural sensitivity

## How important is this for you? Receiving maternity care from professionals who speak my first language



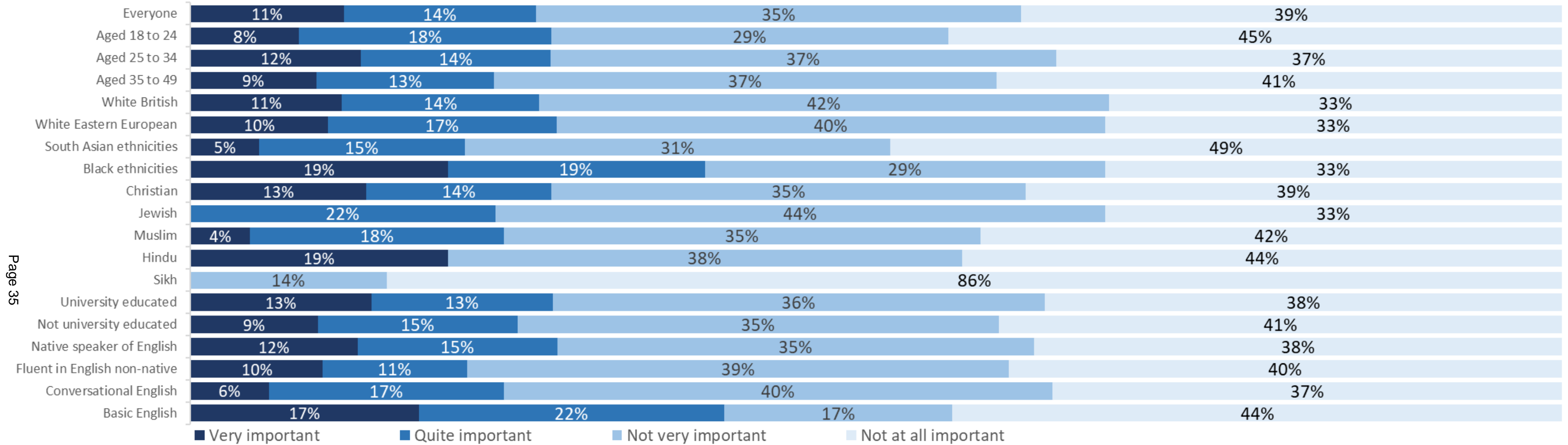
## Professionals providing my antenatal care speak my first language



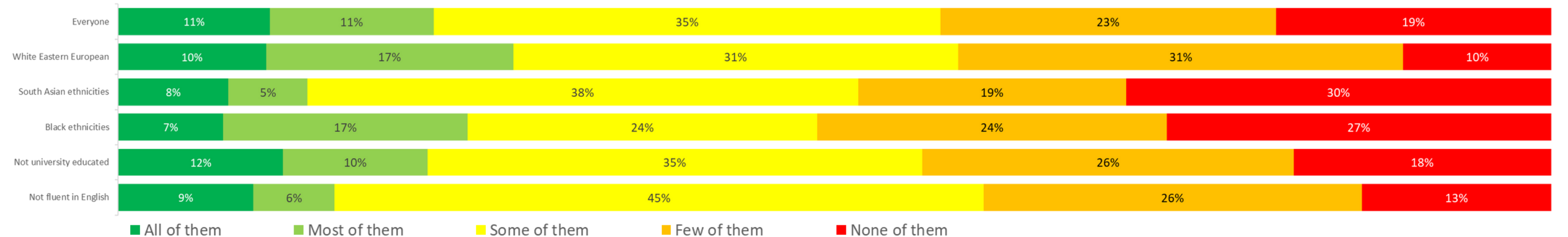


# Cultural sensitivity

## How important is this for you? Receiving maternity care from professionals who are similar to me

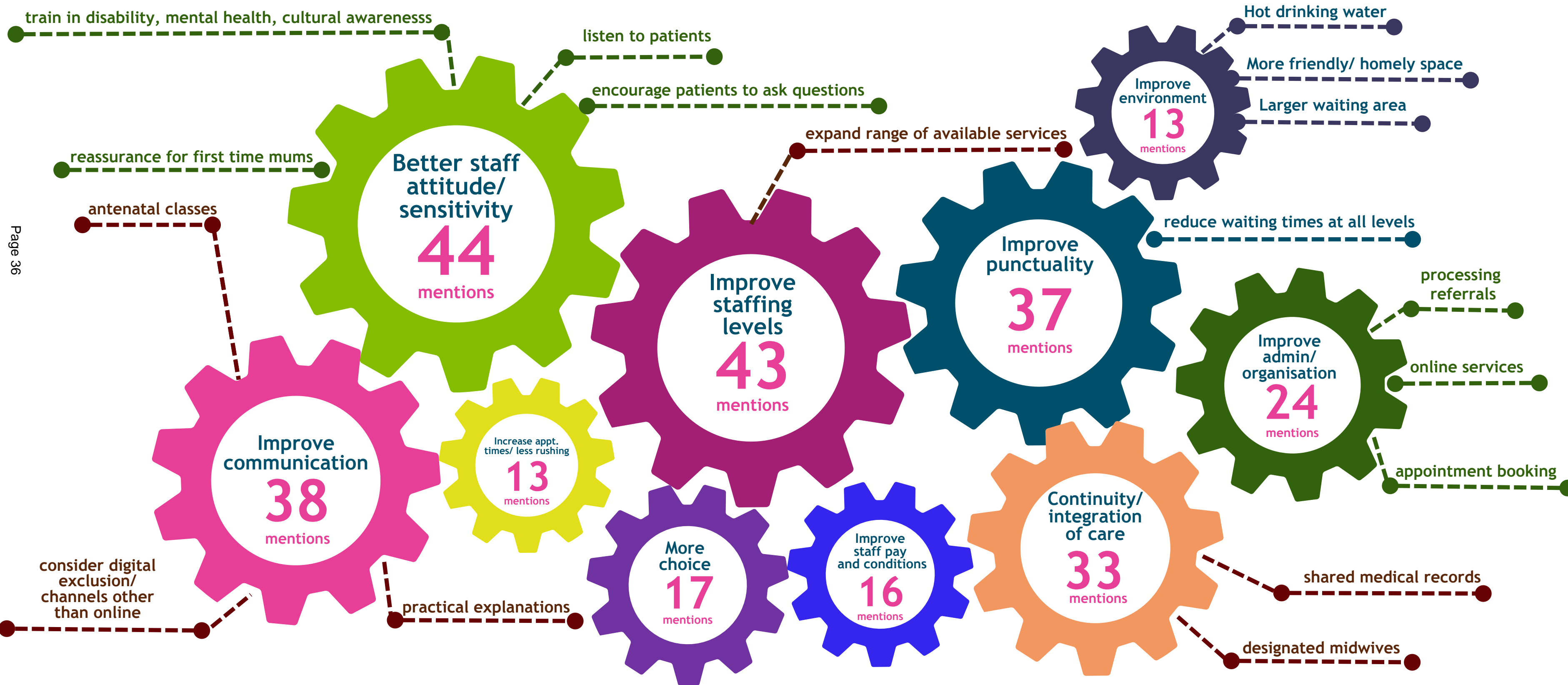


## Professionals providing my antenatal care are similar to me



# Voices for progress

## How can we improve the service?



# Voices for progress

## What mothers-to-be are saying

Community midwives have always offered time for questions which were appreciated. To help prompt questions, depending on the time in the pregnancy they could say 'do you have any questions about xyz?' My experiences with the sonographers have been OK. But very clinical like, and less inviting to ask questions.

Look at actual patient pathways, including the complexities of where women receive different parts of antenatal care, and assess what can be moved to GP surgeries and out of hospitals.

They need more funding for more midwives and for women to have one point of contact through their pregnancy .

Further disability training. MH is co-occurring along with many things which in my case have not been considered at all, therefore causing conflict in my care.

Staff to be proactive in explaining/offering various pain relief options.

Clarity over who you can contact for what support.

Improve signposting procedures - I had conflicting advice.

# What mothers-to-be are saying: Focus on staff attitude and sensitivity

I recommend a whole new staff or new staff training. They need to learn how to better respect women and their partners.

Less judgement and personal opinions given as part of the care. Whilst I did not have any huge issues to deal with there was the odd comment that was made throughout my care that was judgement based. Also would appreciate medical professionals reading birth plan after admission given I spent time writing it as part of midwife appt

More training around women with pregnancies after previous losses, to have more empathy

With a better, friendly and professional staff in the reception of the hospital

Some doctors need further training on empathy

A more friendly environment

To be careful about comments that are unkind and judgemental.

### What mothers-to-be are saying: Focus on communication

There was some sort of miscommunication between the Barkantine midwife services, the Barkantine gp and the royal London hospital. Even after multiple follow ups and complaints i was not allocated midwife on time until 13th week

The professionals were mostly very knowledgeable and reassuring which was positive, but appointments were often very rushed and very late, so it wasn't always easy to have the time to ask questions or clarify details.

**Better communication, regular updates, staff to be more helpful and caring and more time with the midwives**

More communication between community and hospital midwives. Appointment booking needs to be joined up (scans, bloods etc)

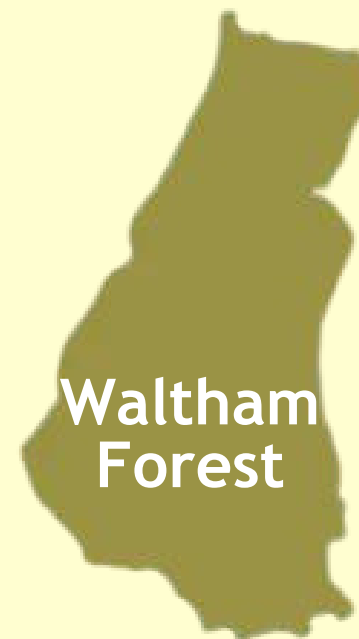
For me midwives to have more time to listen to my questions and more staff taking bloods

A pamphlet with numbers to call

Make easier to contact via email



# Borough specific reports



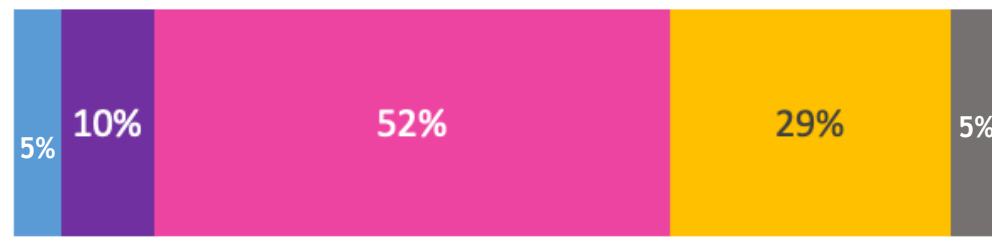
# Barking





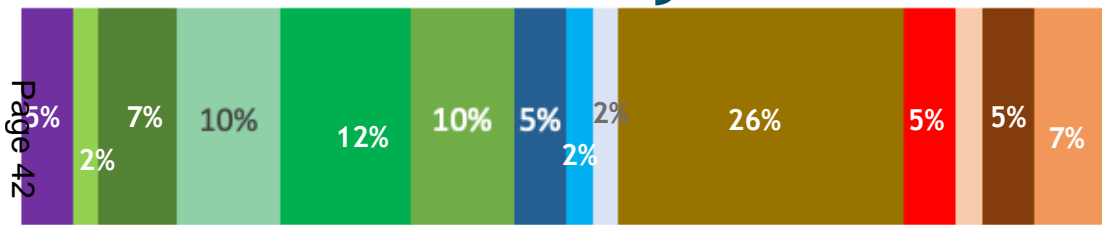
# We spoke to 42 people who received antenatal care in Barking

## Age



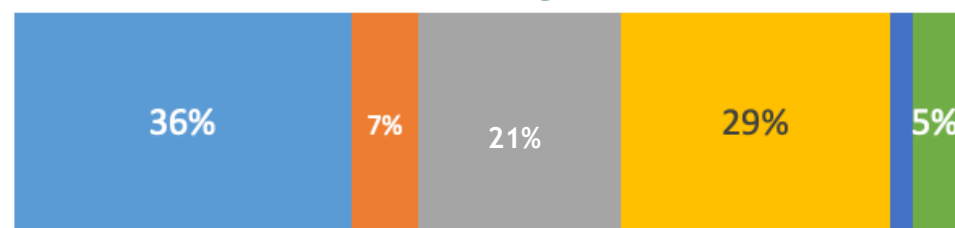
■ Under 18 ■ 18 to 24 ■ 25 to 34 ■ 35 to 49 ■ Not stated

## Ethnicity



■ Asian: Bangladeshi ■ Asian: Chinese ■ Asian: Indian ■ Asian: Pakistani ■ Asian: Pakistani ■ Black: African ■ Black: Other ■ Mixed: White and Black African ■ White: British ■ White: Other ■ White: Polish ■ White: Romanian ■ Not stated

## Religion



■ Christian ■ Hindu ■ Muslim ■ None (incl. atheist) ■ Other ■ Not stated

## Financial situation



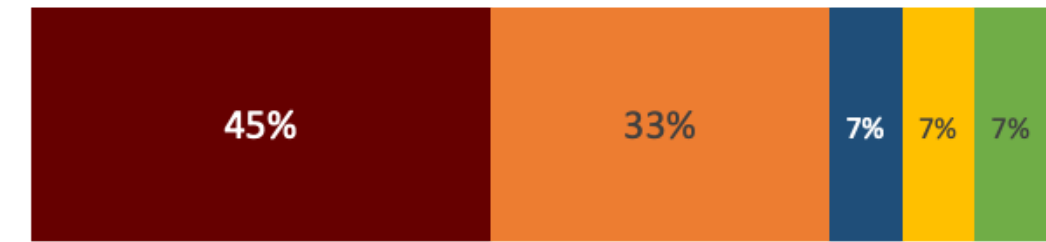
■ Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)  
 ■ Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)  
 ■ Just getting by (I have just enough money for living expenses and little else)  
 ■ Really struggling (I don't have enough money for living expenses and sometimes run out of money)  
 ■ Not stated

## Educational level



■ Undergrad or postgrad university degree  
 ■ Secondary or non-university post-secondary  
 ■ Primary education  
 ■ None

## English Fluency



■ Native ■ Fluent ■ Conversational ■ Basic ■ Not stated



7% were disabled

7% were neuro-divergent



14% were single parents/parents-to-be

18% were digitally excluded



10% lived in multi-generational households

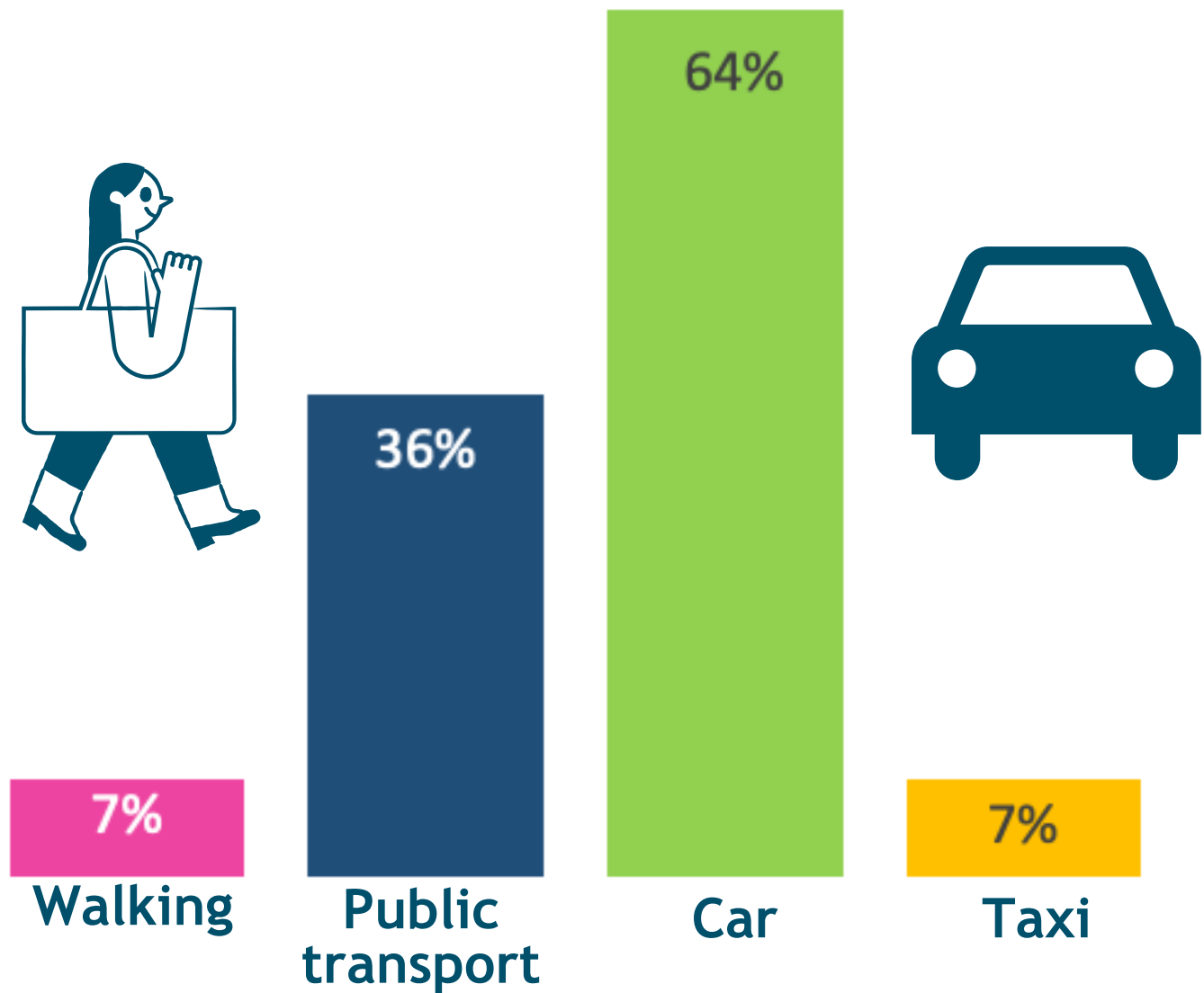
0% lived with housemates



# Travelling to appointments

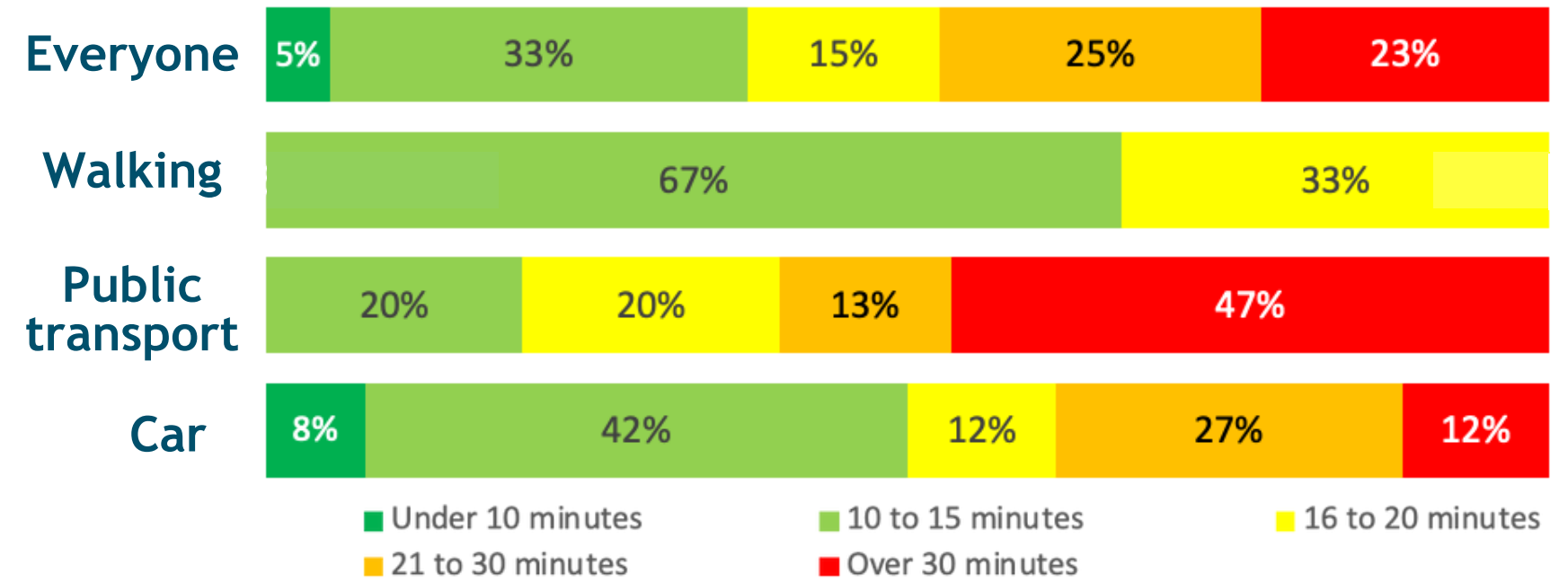
## How patients travelled to antenatal appointments

Page 43

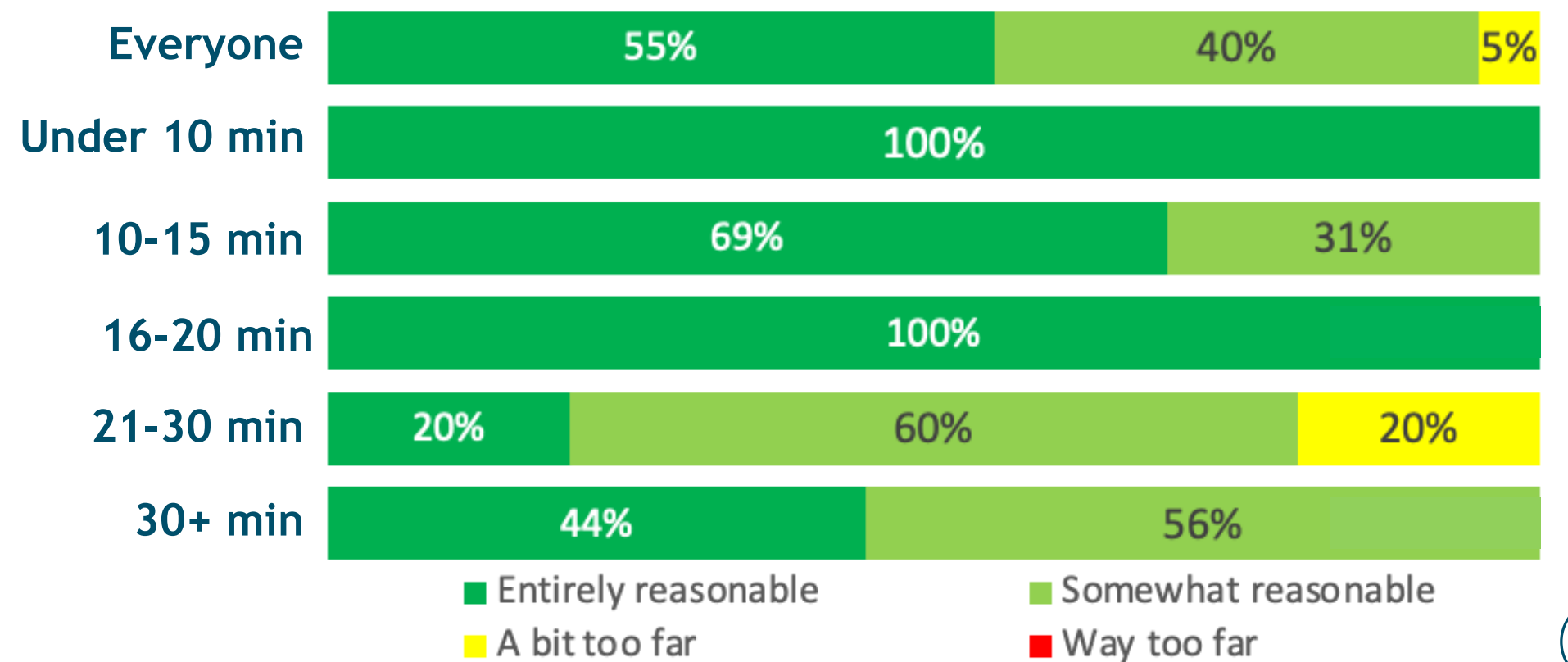


Mothers-to be travelled, on average, for **27 minutes** for an antenatal appointment.

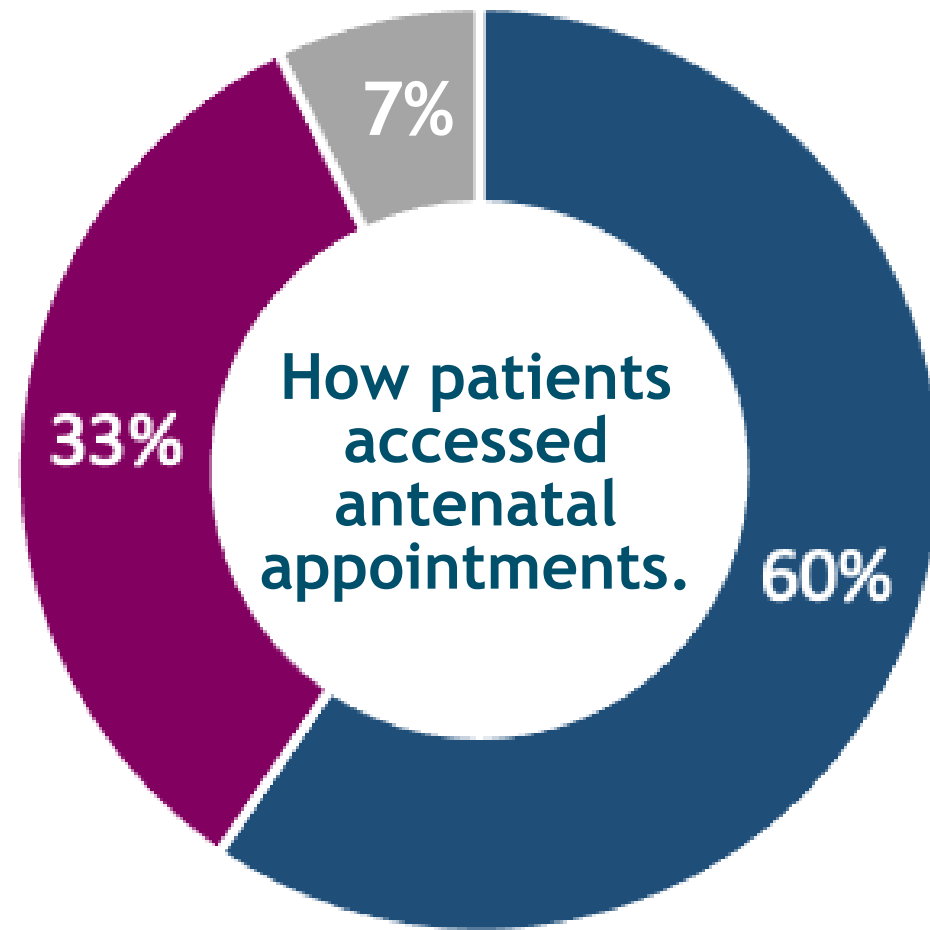
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



- Self-referred
- Referred by GP
- Other

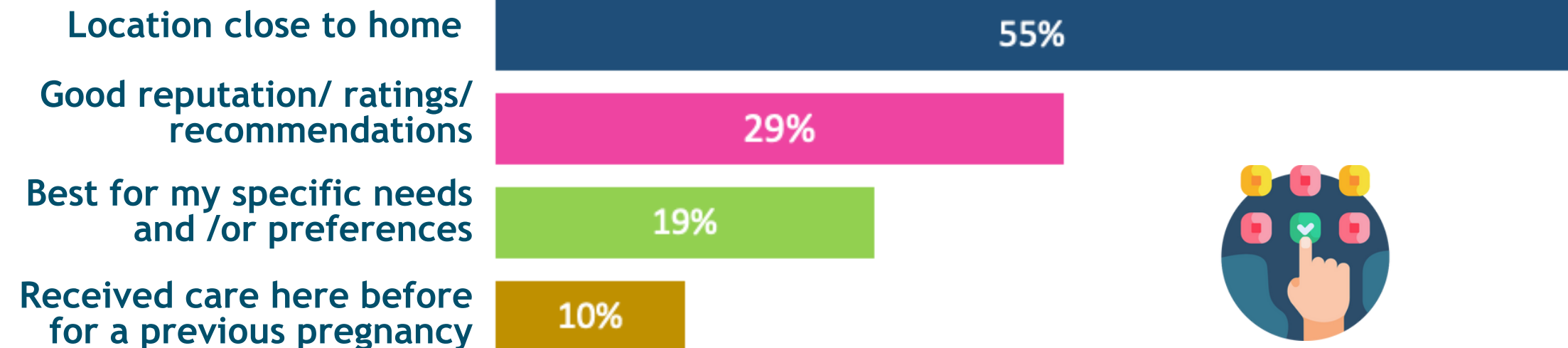
76% of all patients

44% of GP referrals

96% of self referrals

said they had a choice about where to have antenatal appointments.

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)



# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



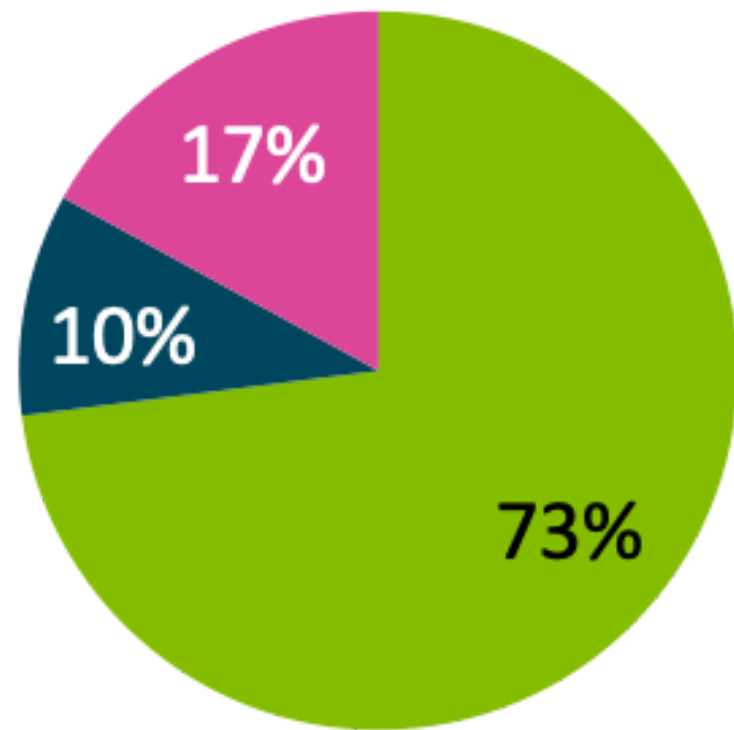
I feel listened to by midwives and other medical professionals.



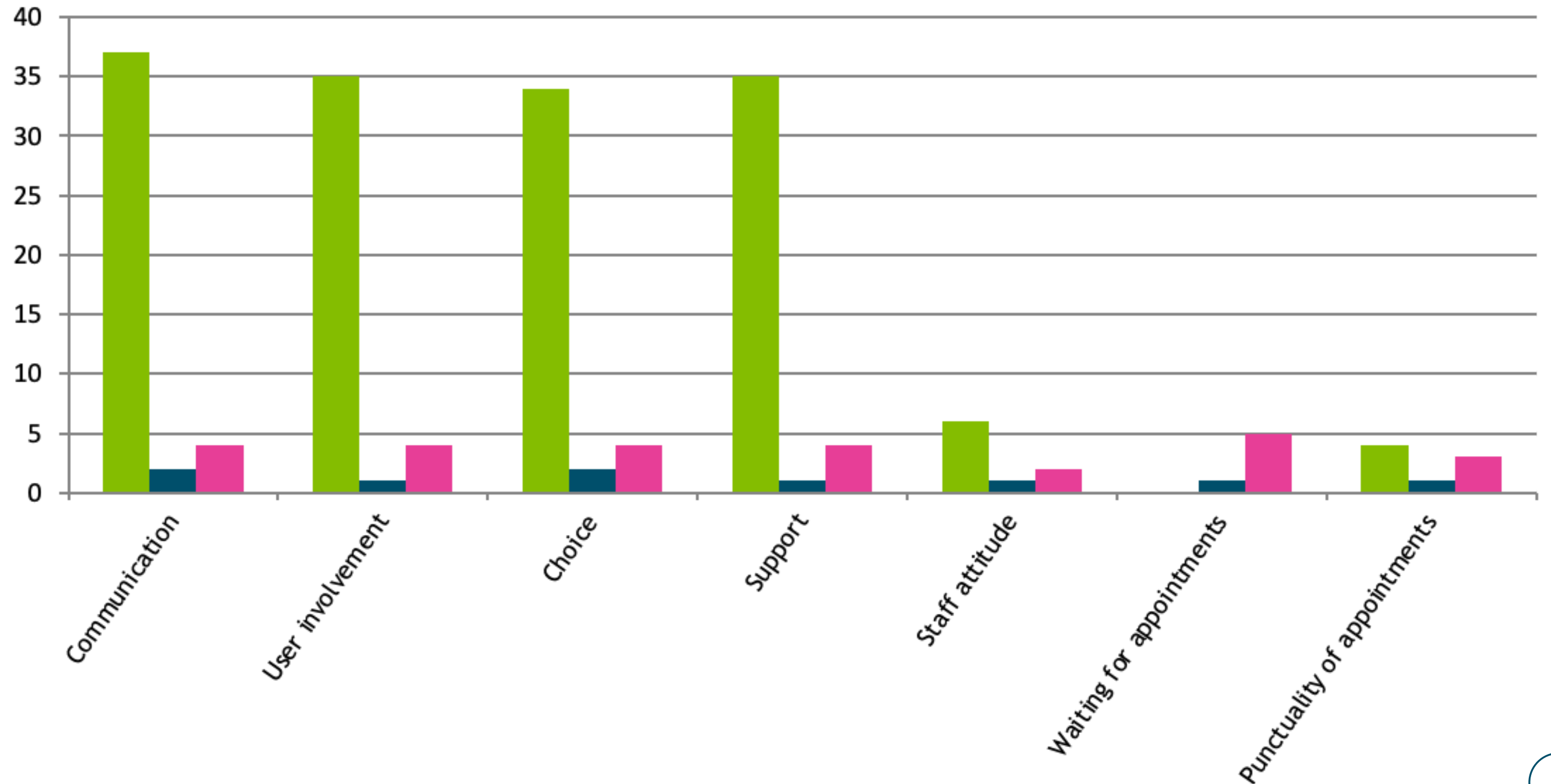
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Homerton Hospital overall

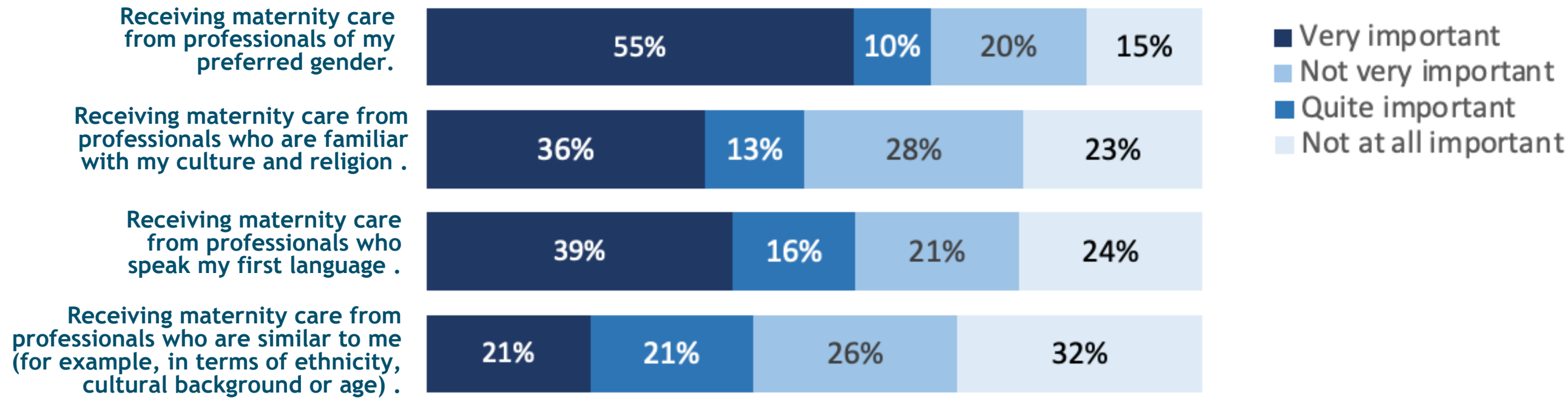


- positive
- neutral
- negative



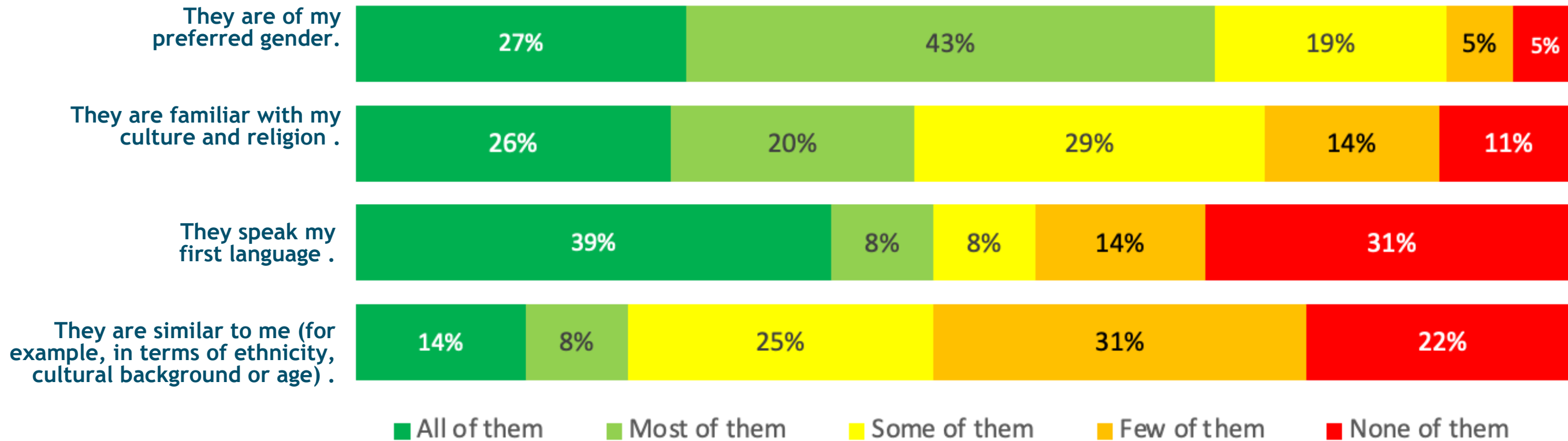
# Cultural sensitivity

## How important are the following for you?



Page 47

## Do these describe professionals who give you antenatal care?



# Voices for progress

Improve staffing levels/wider range of health professionals and services

3

Allow women to seek/ obtain as much information about their pregnancy and aftercare postnatal

Better staff attitude, sensitivity, listening and reassurance

3

I would improve by having more polite staff, as some nurses can be rude.

Better communication/ info for patients

3

Improve punctuality/ waiting times

6

Improve waiting times for appointments once in the clinic

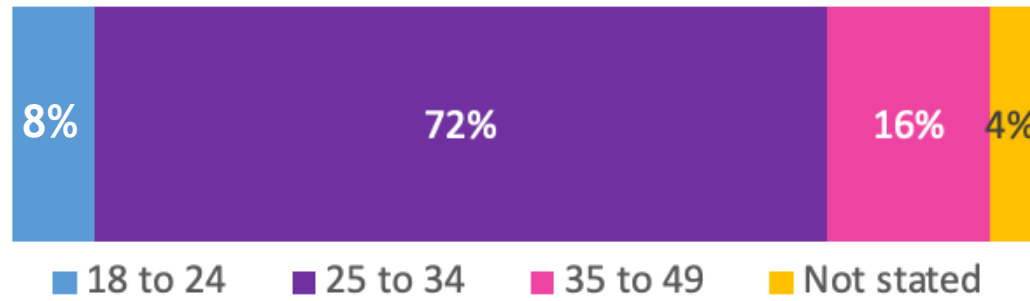


# Hackney

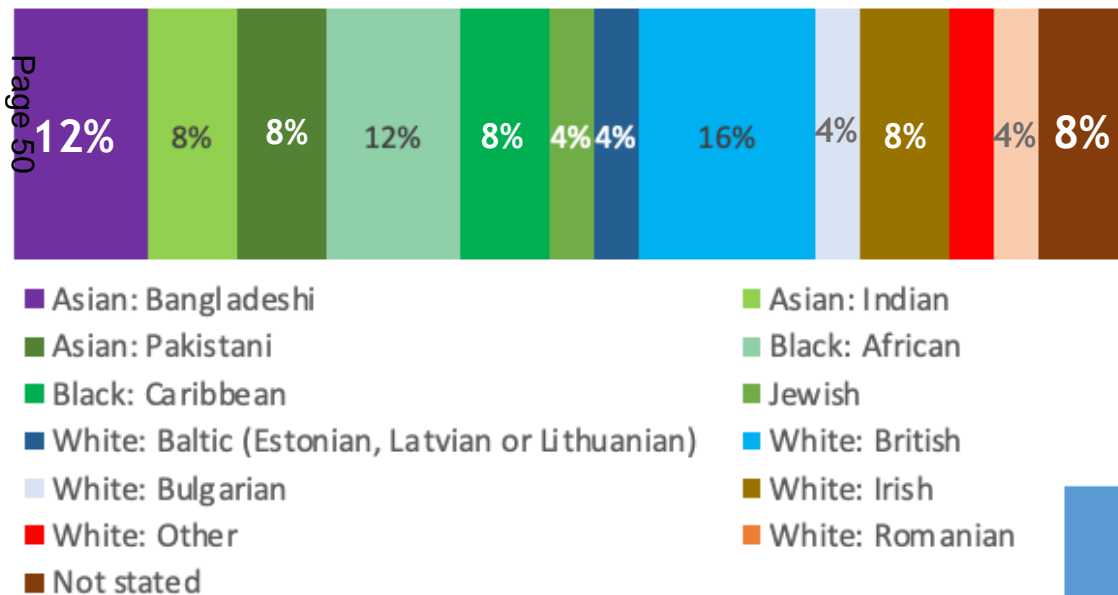


# We spoke to 25 people who received antenatal care in Hackney

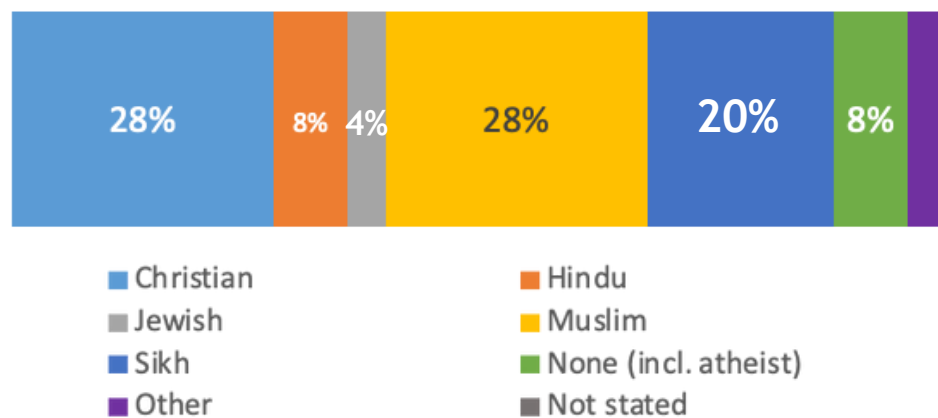
## Age



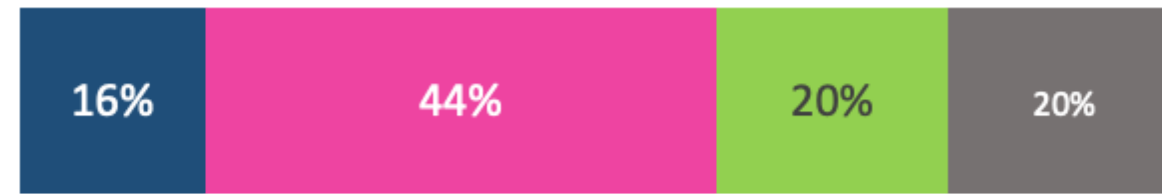
## Ethnicity



## Religion



## Financial situation



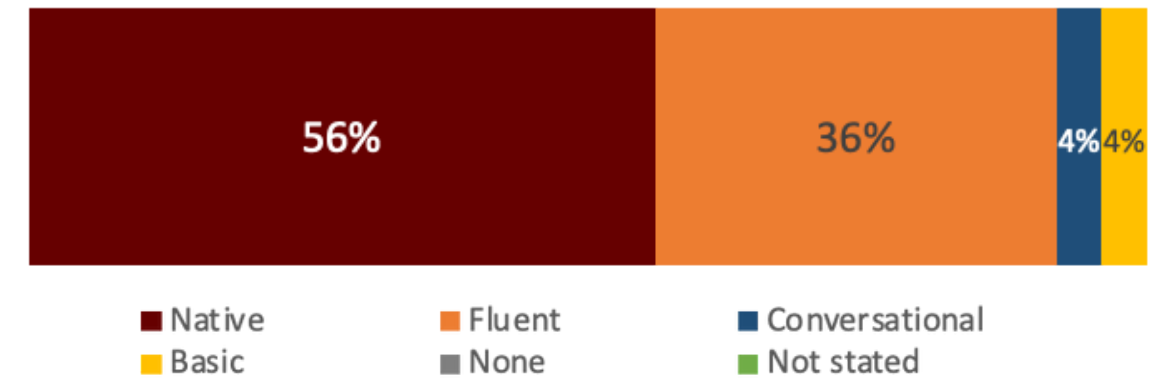
- Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)
- Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)
- Just getting by (I have just enough money for living expenses and little else)
- Really struggling (I don't have enough money for living expenses and sometimes run out of money)
- Not stated

## Educational level



- Undergrad or postgrad university degree
- Secondary or non-university post-secondary

## English Fluency



7% were disabled

7% were neuro-divergent



14% were single parents/parents-to-be

18% were digitally excluded



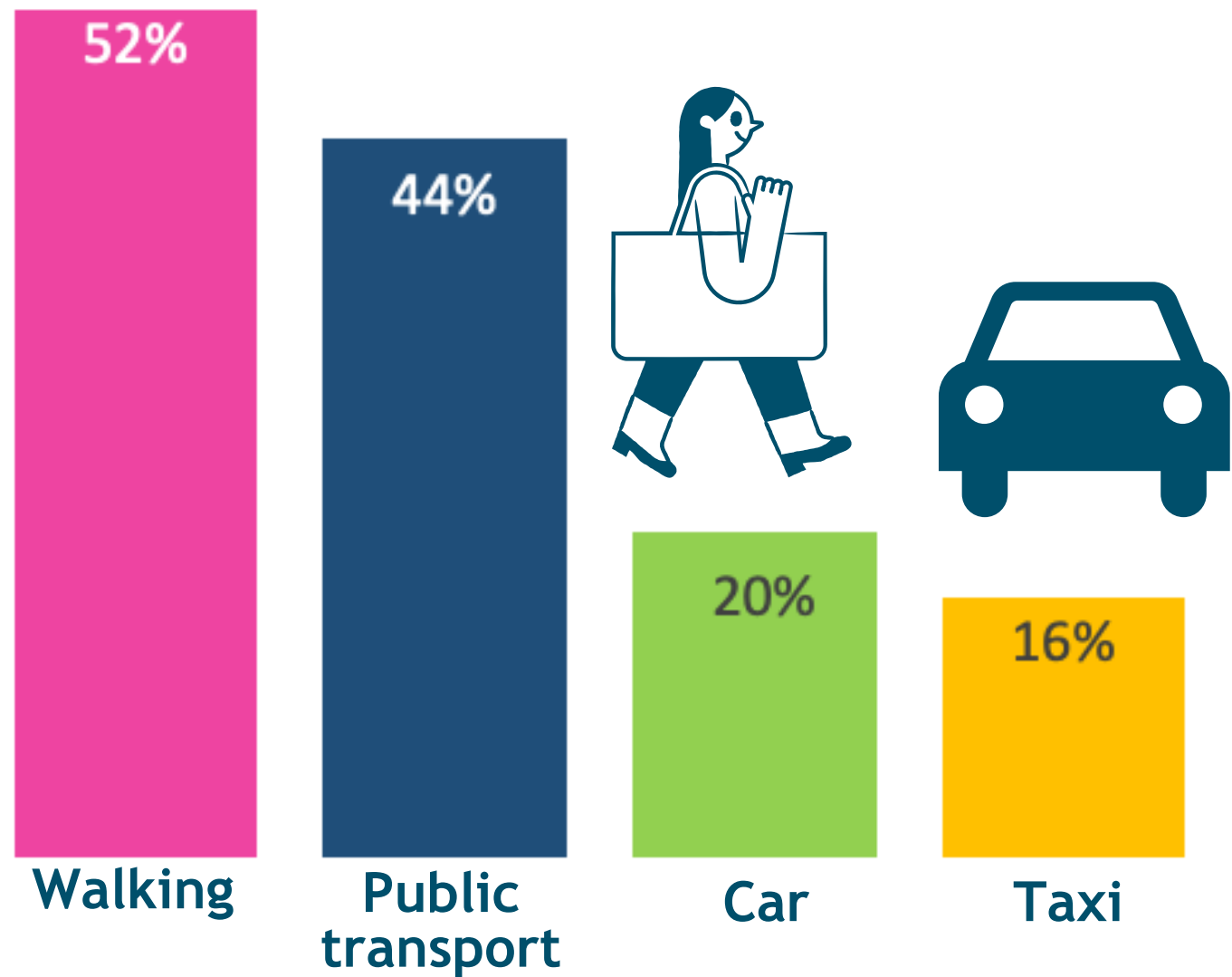
10% lived in multi-generational households

0% lived with housemates



# Travelling to appointments

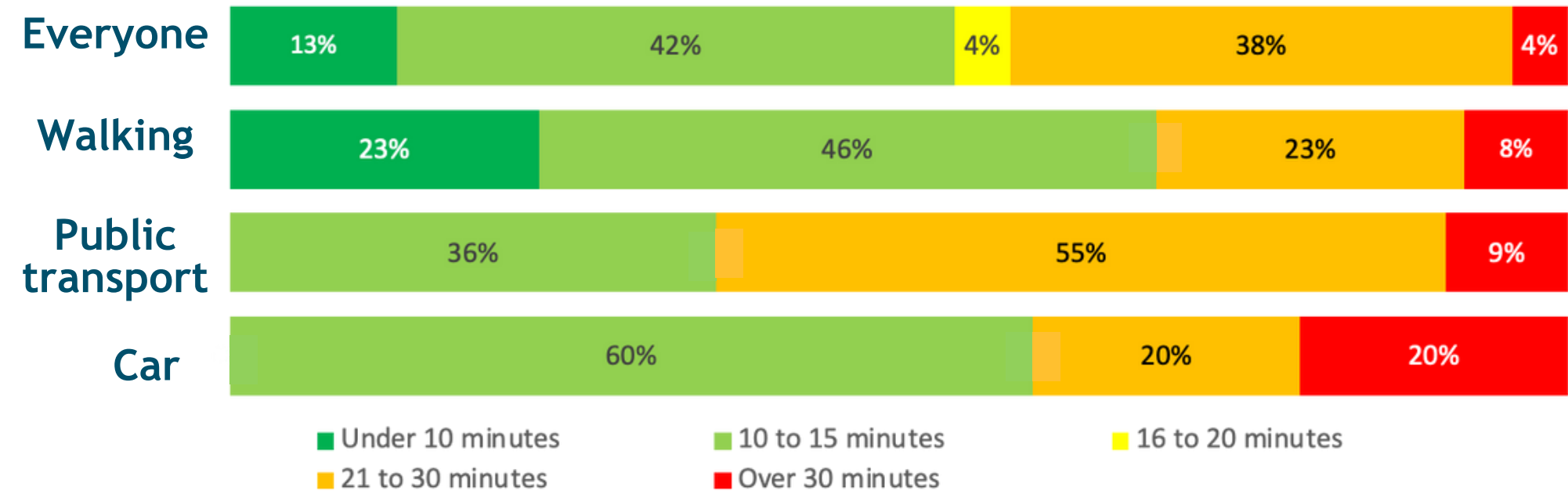
## How patients travelled to antenatal appointments



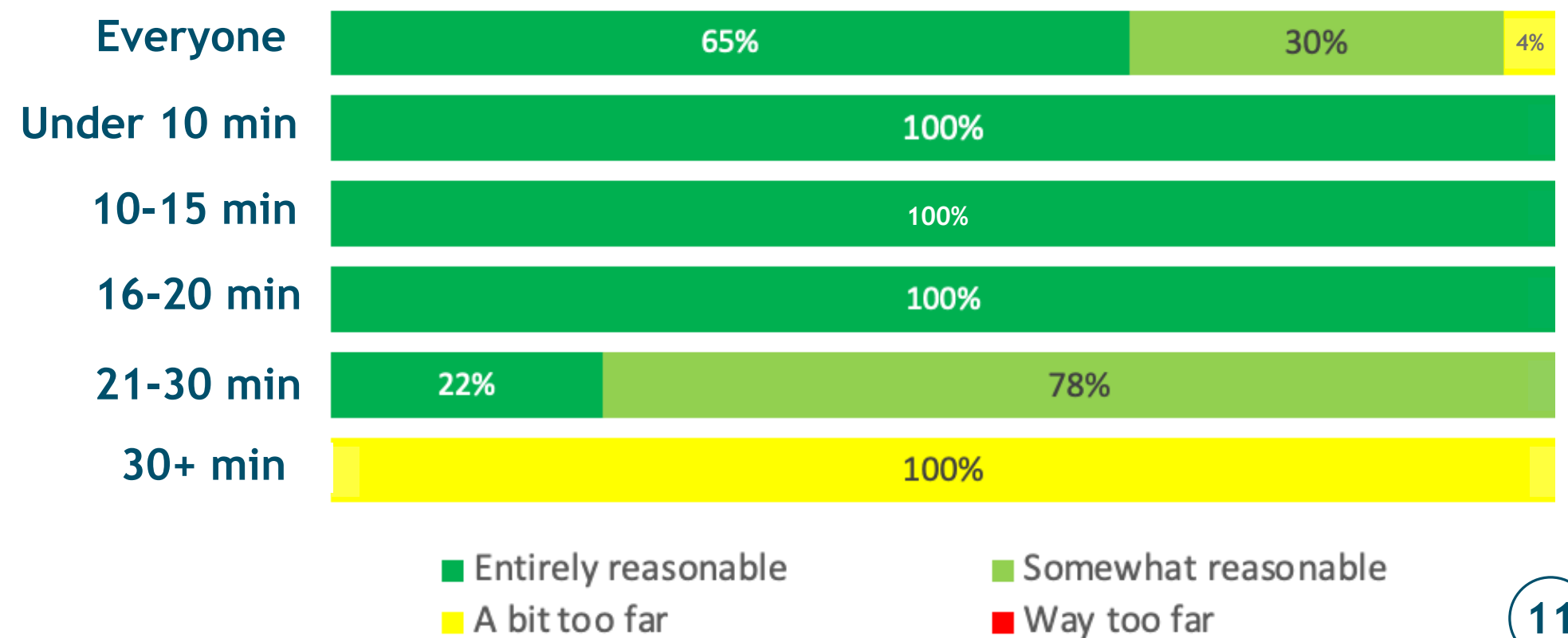
Page 51

Mothers-to be travelled, on average, for **19 minutes** for an antenatal appointment.

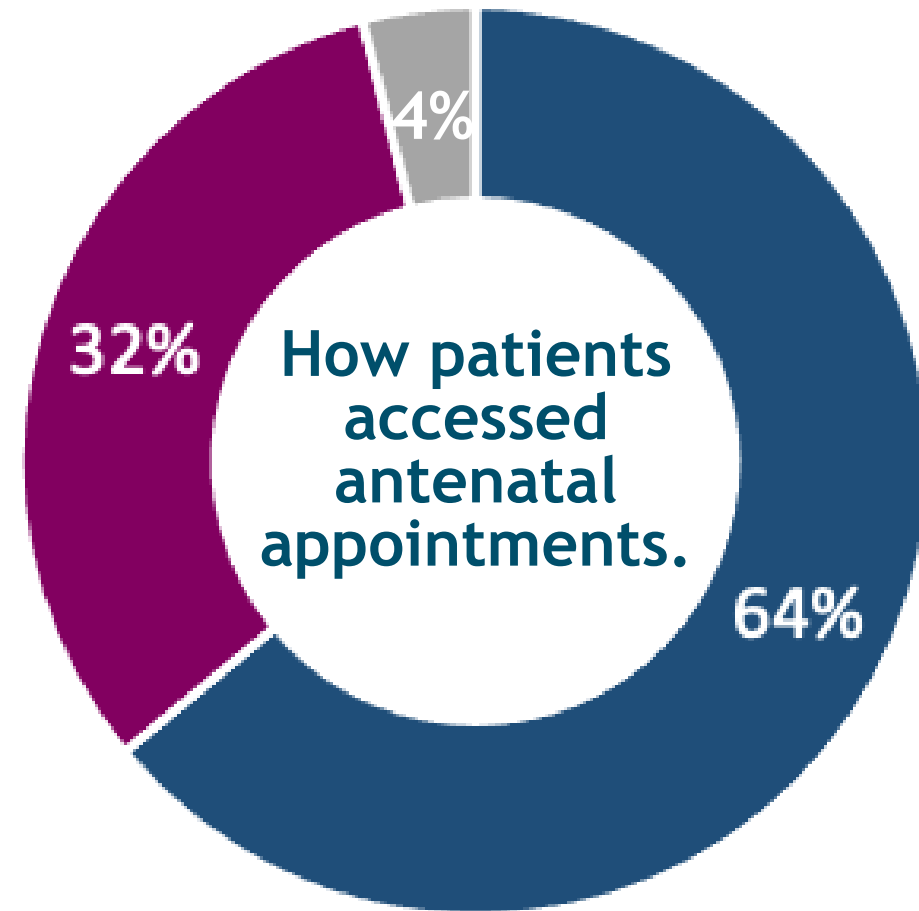
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



- Self-referred
- Referred by GP
- Other

**88% of all patients**

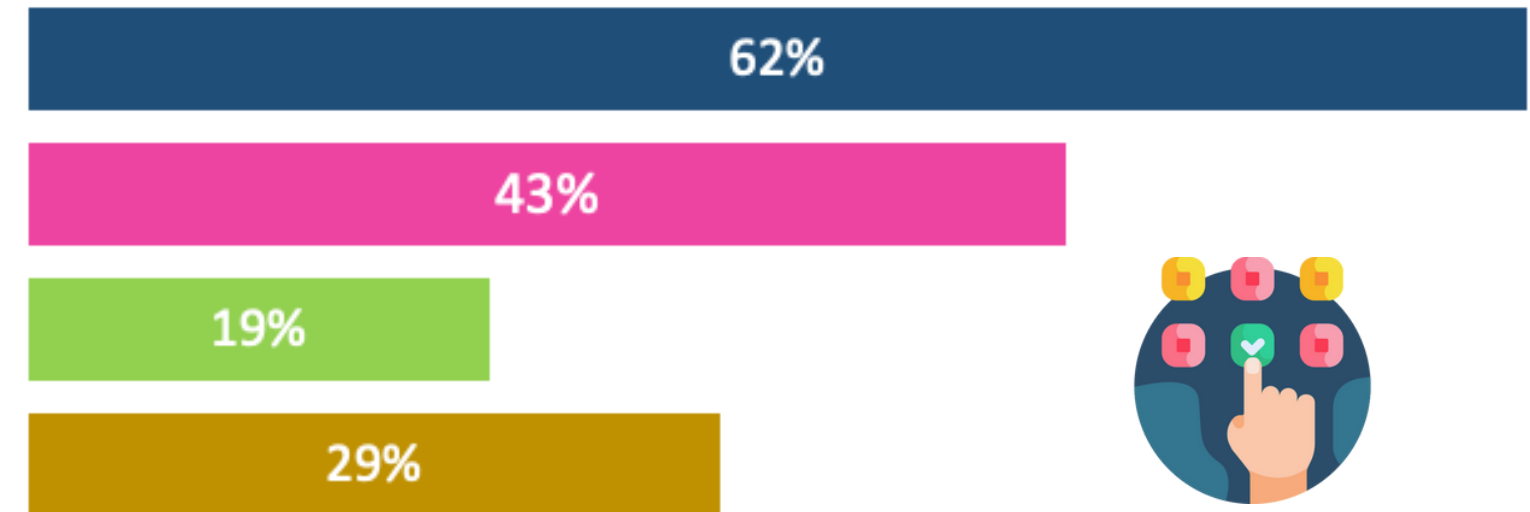
**75% of GP referrals**

**94% of self referrals**

said they had a choice about where to have antenatal appointments.

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)

- Location close to home
- Good reputation/ ratings/ recommendations
- Best for my specific needs and /or preferences
- Received care here before for a previous pregnancy

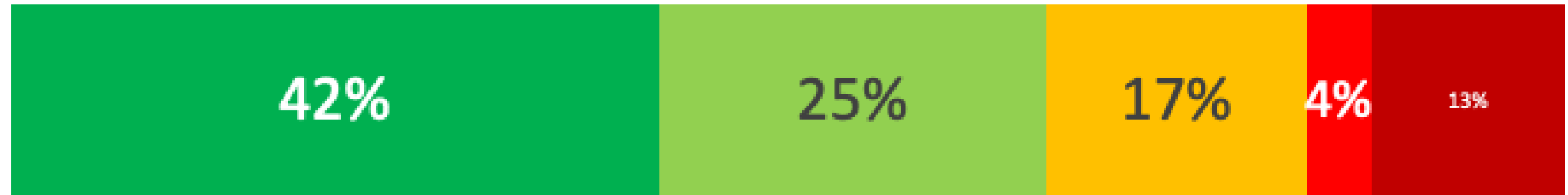


# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



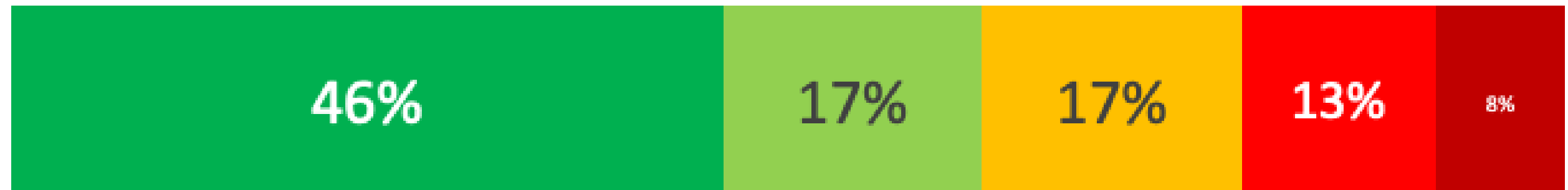
If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



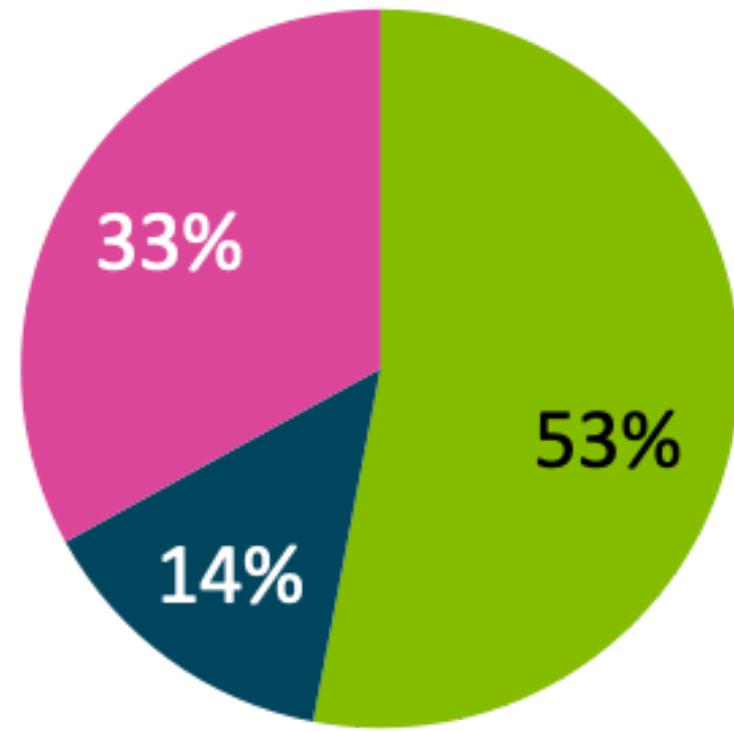
I feel listened to by midwives and other medical professionals.



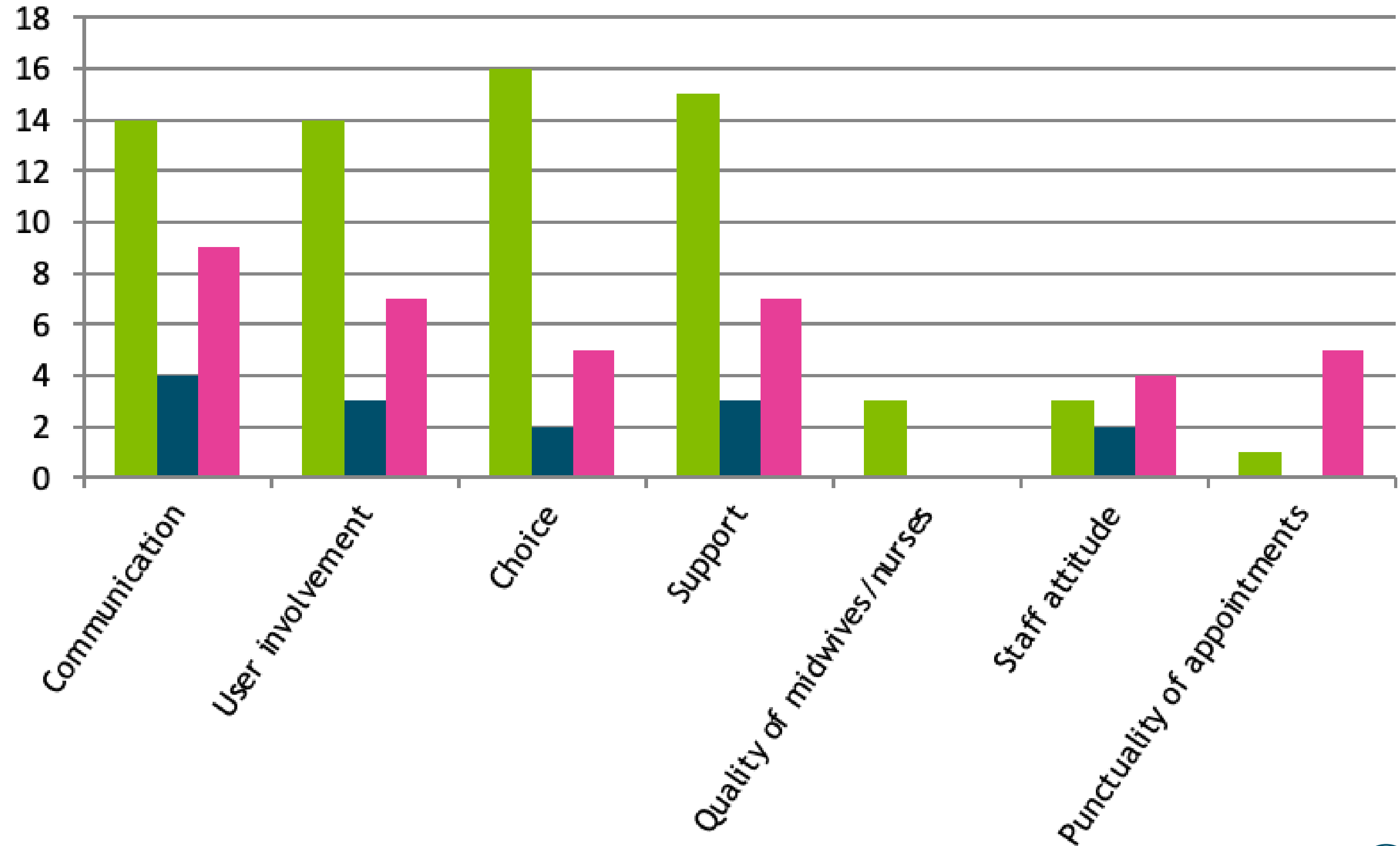
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Homerton Hospital overall

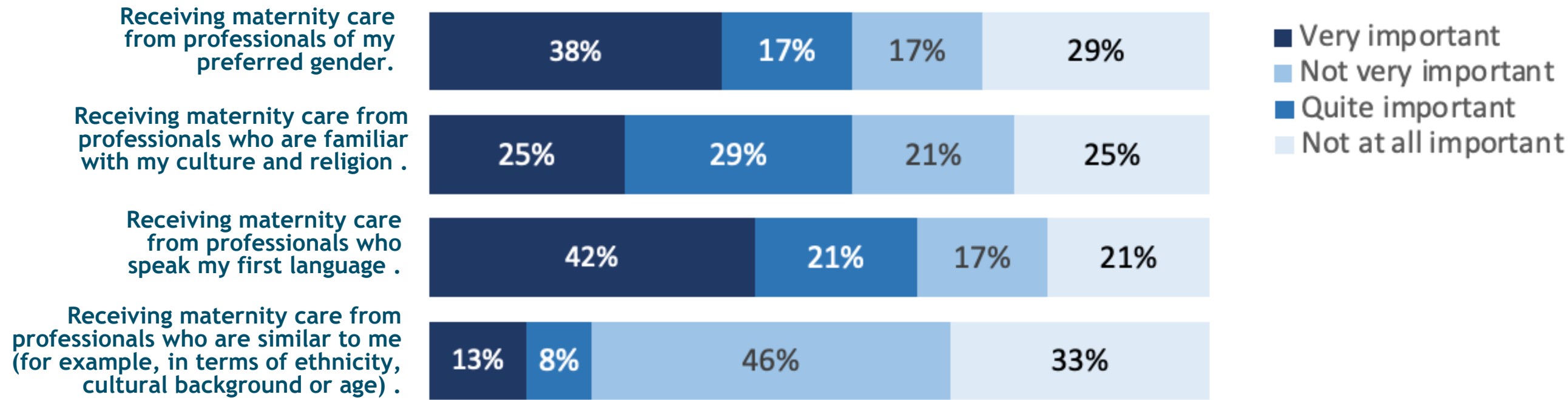


- positive
- neutral
- negative



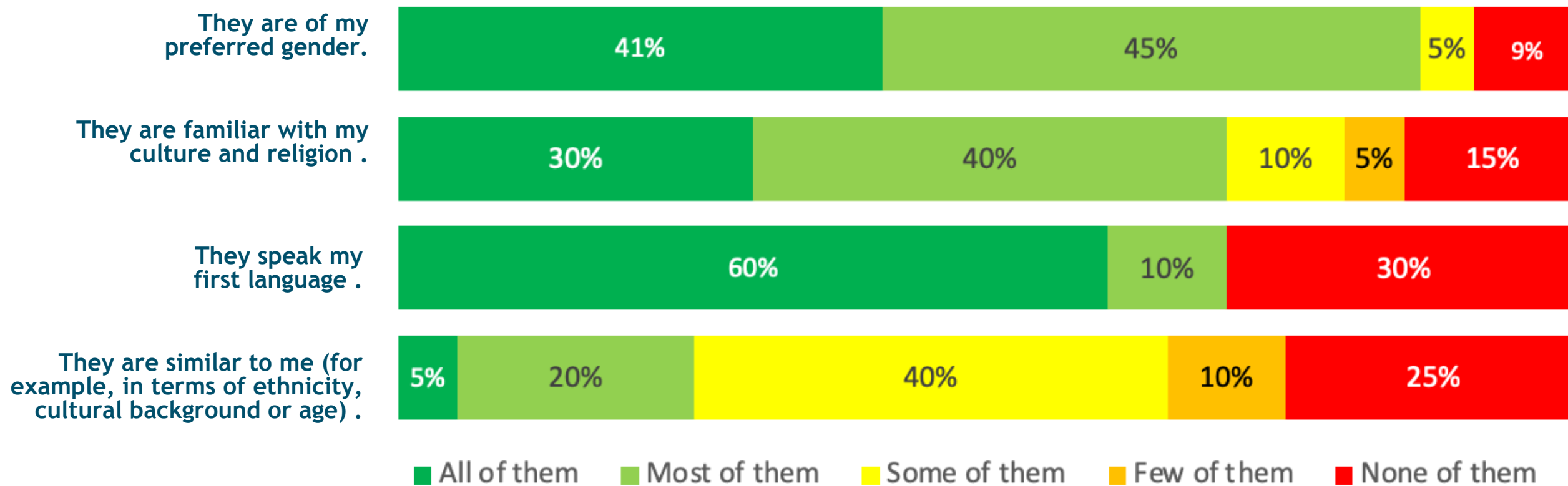
# Cultural sensitivity

## How important are the following for you?



Page 55

## Do these describe professionals who give you antenatal care?





# Voices for progress

Better staff attitude, sensitivity, listening and reassurance

4

Bringing forward the first consultation. I felt alone the first 11 weeks, no checks, nothing.

Improve punctuality/ waiting times

3

Better organisation of gestational diabetes support. The individuals were good and supportive, but there was a lot of "mess" with regards to appointments... Things would change last minute, eg I'd be expecting to see a consultant and then would be seen by a nurse instead who wasn't able to answer my questions.

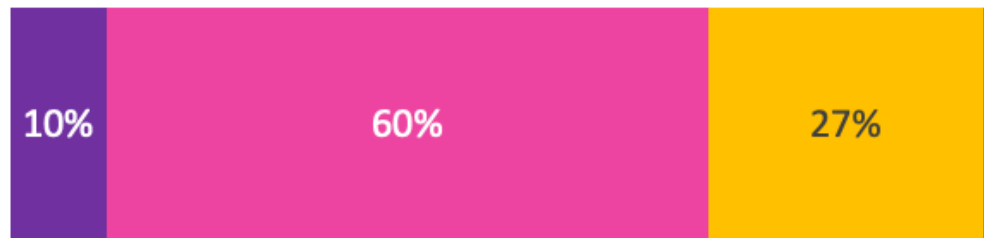
They need help create a less anxious environment for the patients and learn more about professionalism towards mothers and their partners.

# Havering



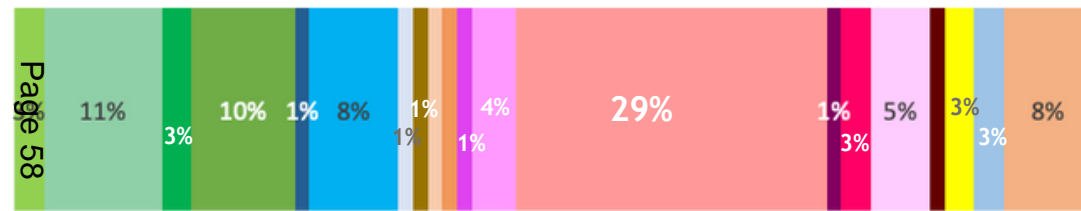
# We spoke to 25 people who received antenatal care in Havering

## Age



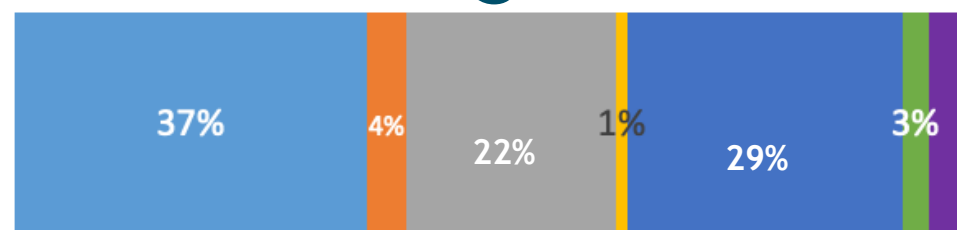
Age 18 to 24 25 to 34 35 to 49 50+

## Ethnicity



Arab  
Asian: Chinese  
Asian: Indian  
Asian: Pakistani  
Asian: Sri Lankan  
Black: African  
Black: Caribbean  
Black: Other  
Latin American  
Mixed: White and Asian  
Mixed: White and Black African  
Mixed: White and Black Caribbean  
White: British  
White: Irish  
White: Polish  
White: Turkish  
White: Other  
White: Bulgarian  
White: Romanian  
White: Baltic (Estonian, Latvian or Lithuanian)  
White: Jewish  
Mixed: Other  
Other ethnicity  
Not stated

## Religion



Christian  
Jewish  
Sikh  
Other  
Hindu  
Muslim  
None (incl. atheist)  
Not stated

## Financial situation



Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)  
Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)  
Just getting by (I have just enough money for living expenses and little else)  
Really struggling (I don't have enough money for living expenses and sometimes run out of money)  
Not stated

## Educational level



Undergrad or postgrad university degree  
Secondary or non-university post-secondary  
Primary education

## English Fluency



Native  
Fluent  
Conversational  
Basic  
None  
Not stated



1% were disabled

4% were neuro-divergent



16% were single parents/parents-to-be

17% were digitally excluded



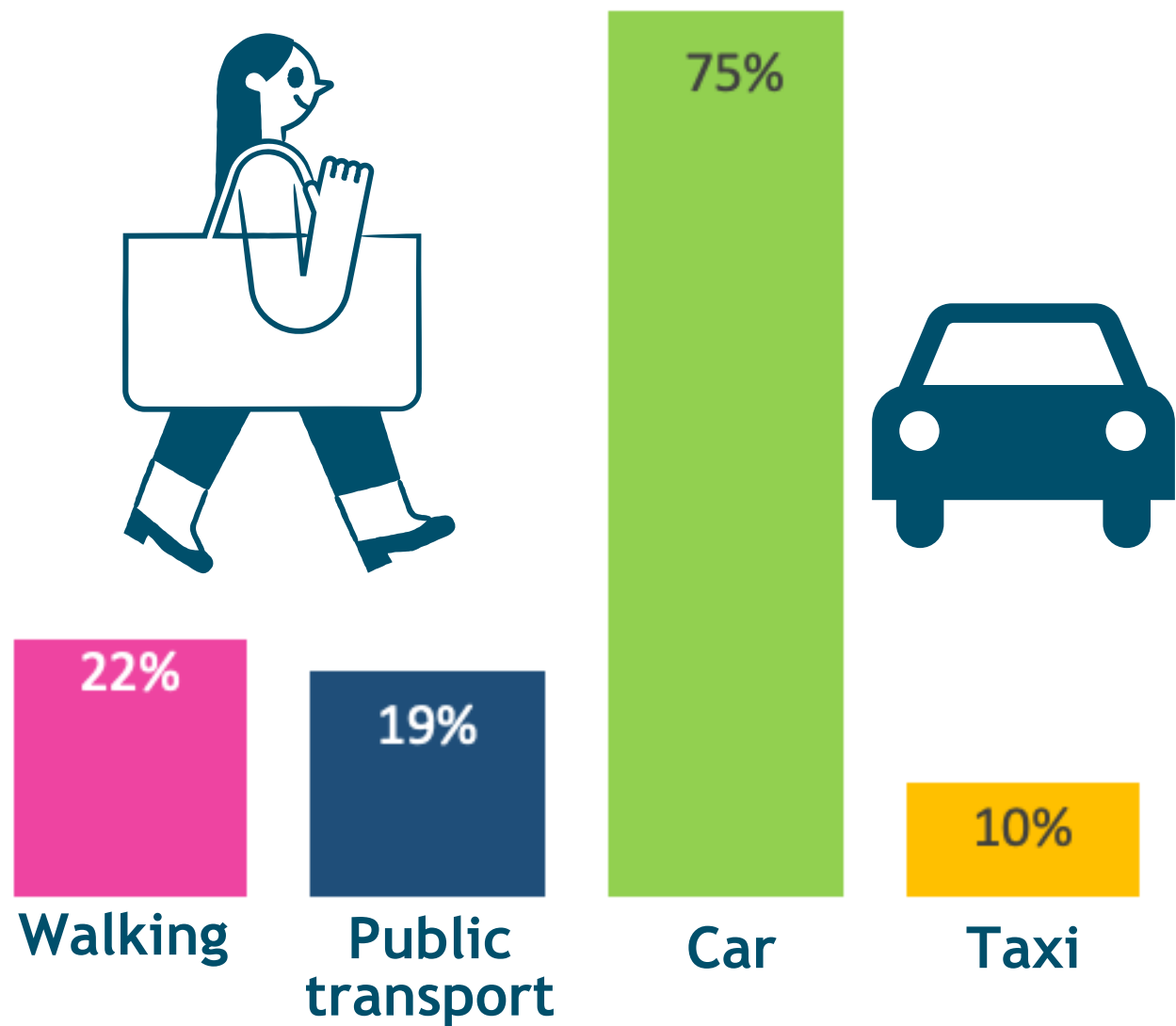
10% lived in multi-generational households

1% lived with housemates



# Travelling to appointments

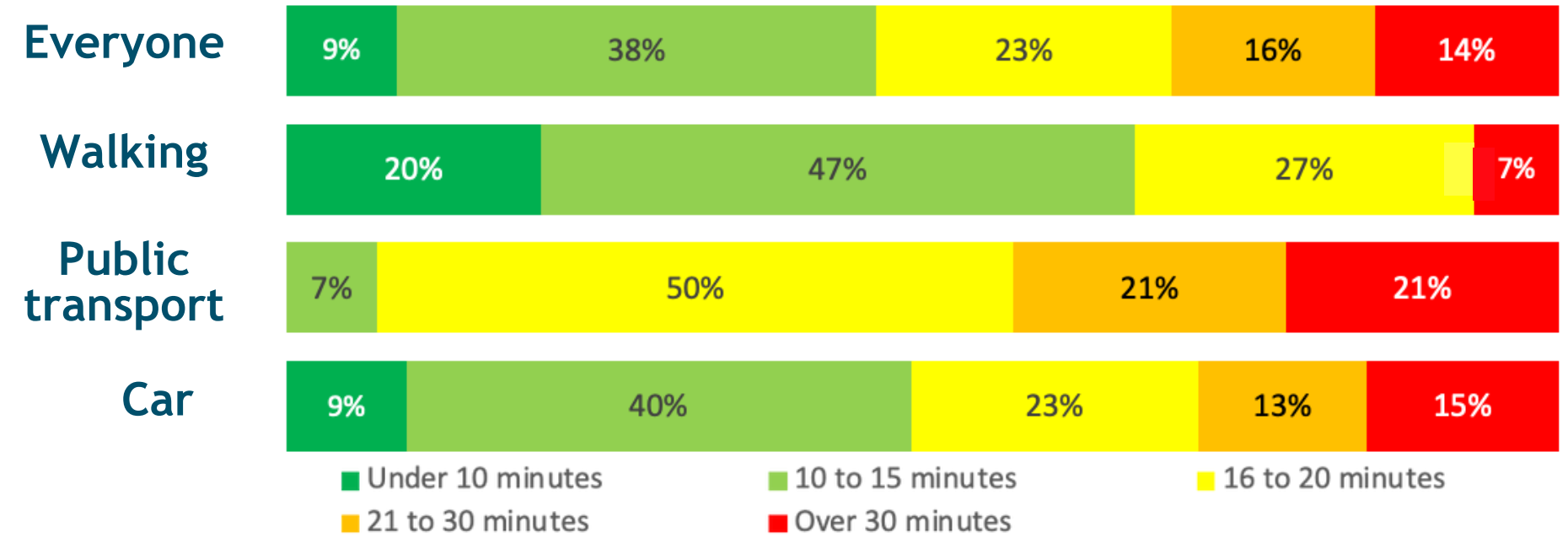
## How patients travelled to antenatal appointments



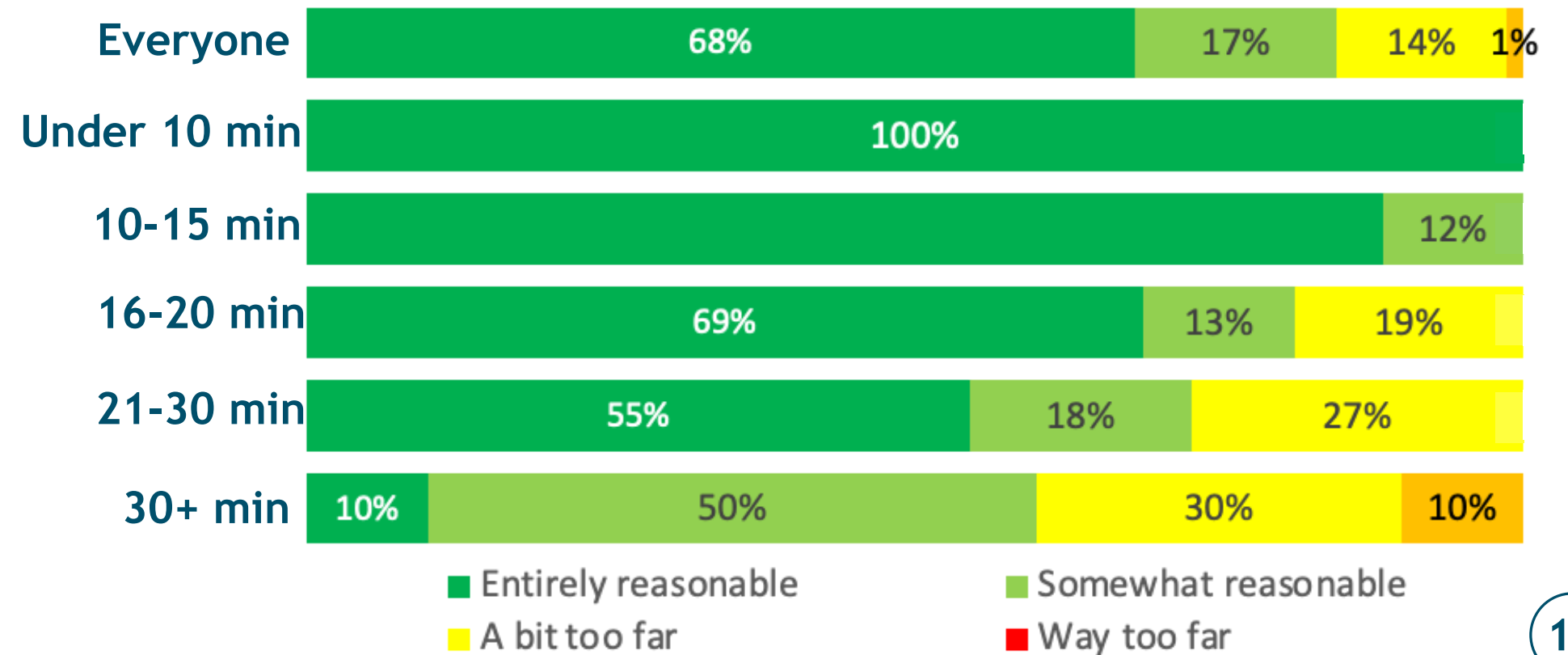
Page 59

Mothers-to be travelled, on average, for **21 minutes** for an antenatal appointment.

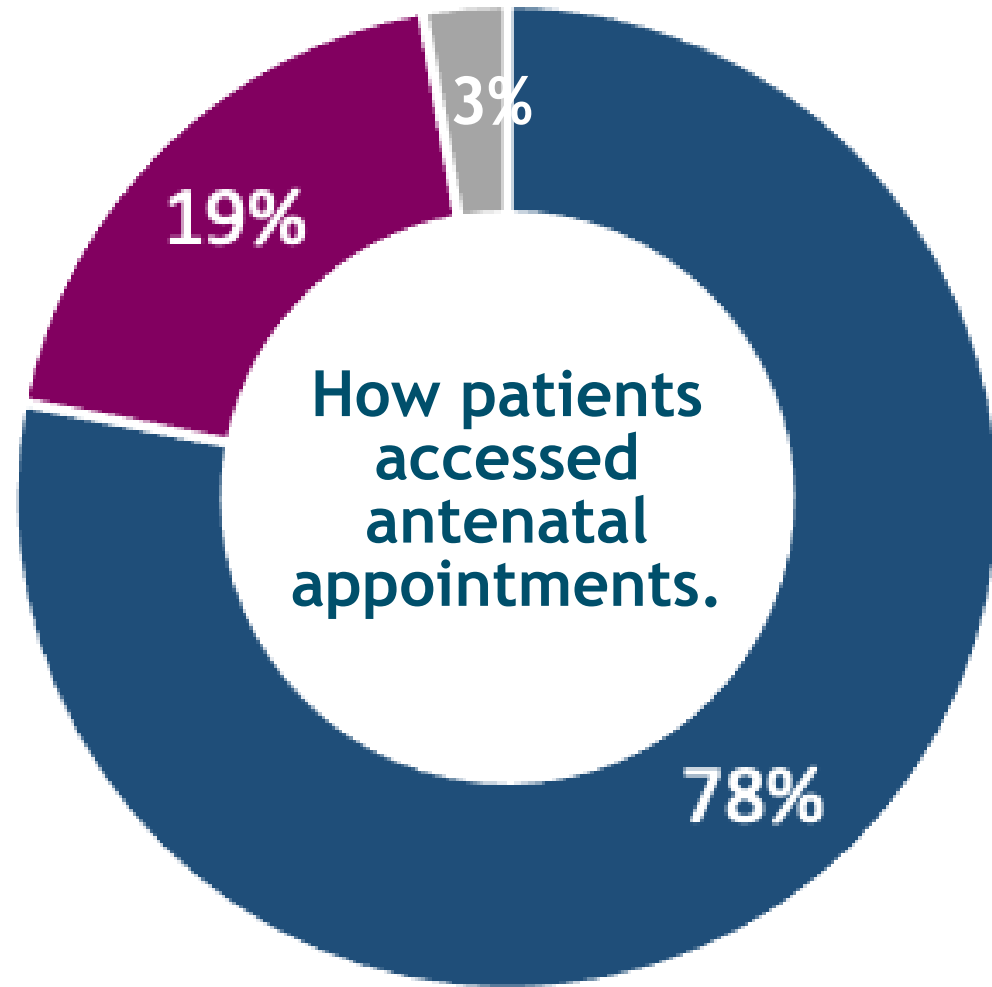
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



- Self-referred
- Referred by GP
- Other

64% of all patients

0% of GP referrals

81% of self referrals

said they had a choice about where to have antenatal appointments.

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)

Location close to home

85%

Good reputation/ ratings/ recommendations

11%

Best for my specific needs and /or preferences

9%



# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



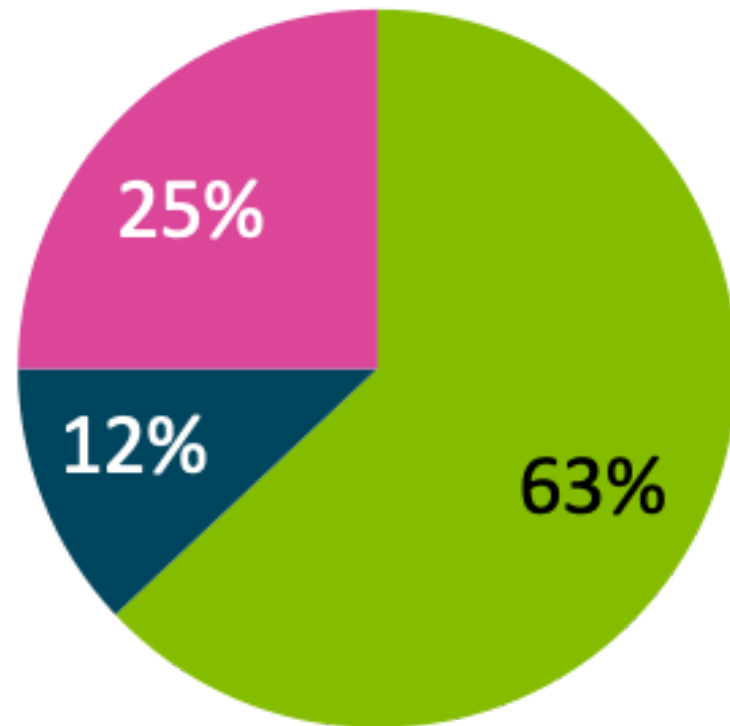
I feel listened to by midwives and other medical professionals.



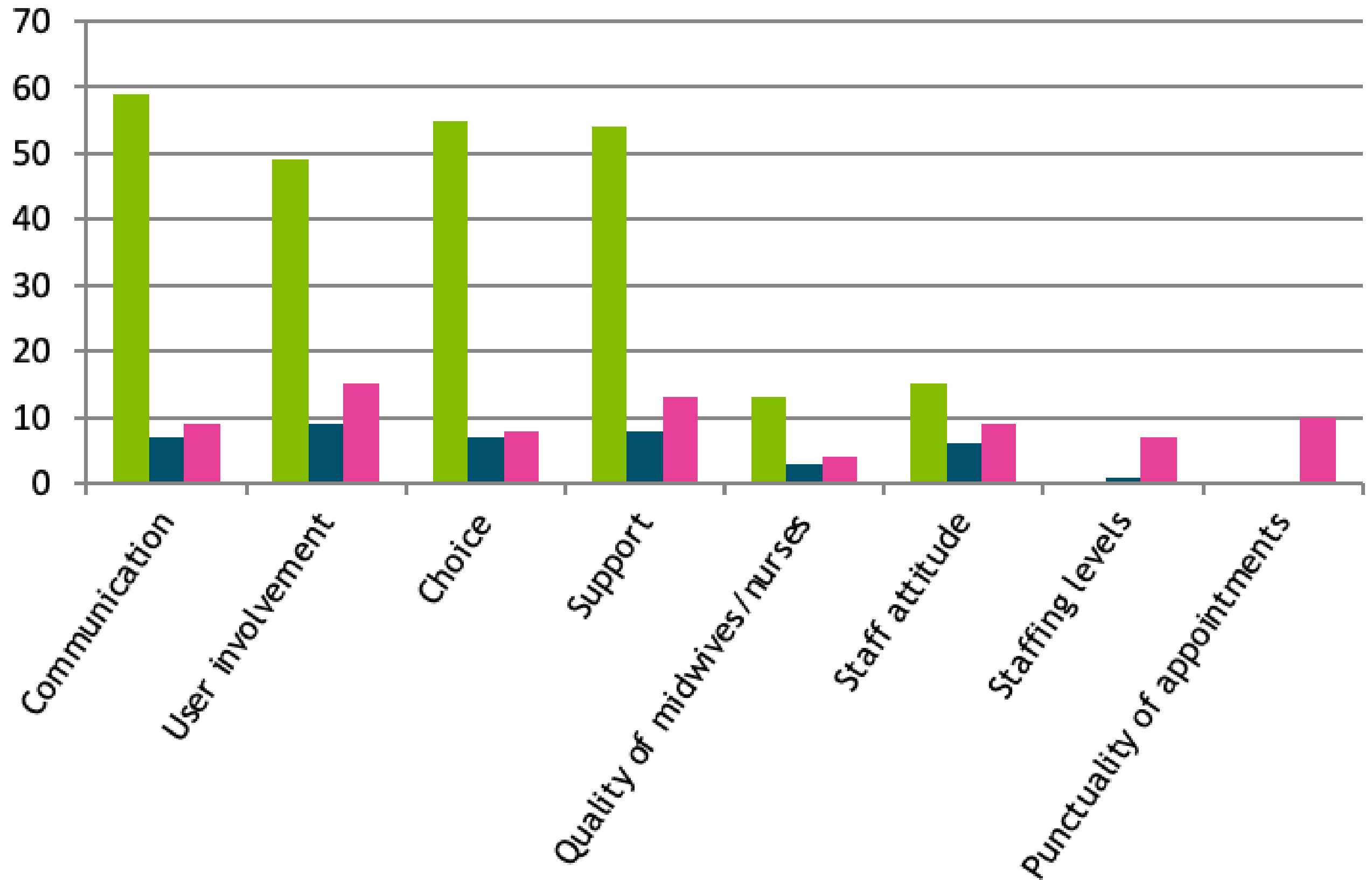
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Homerton Hospital overall



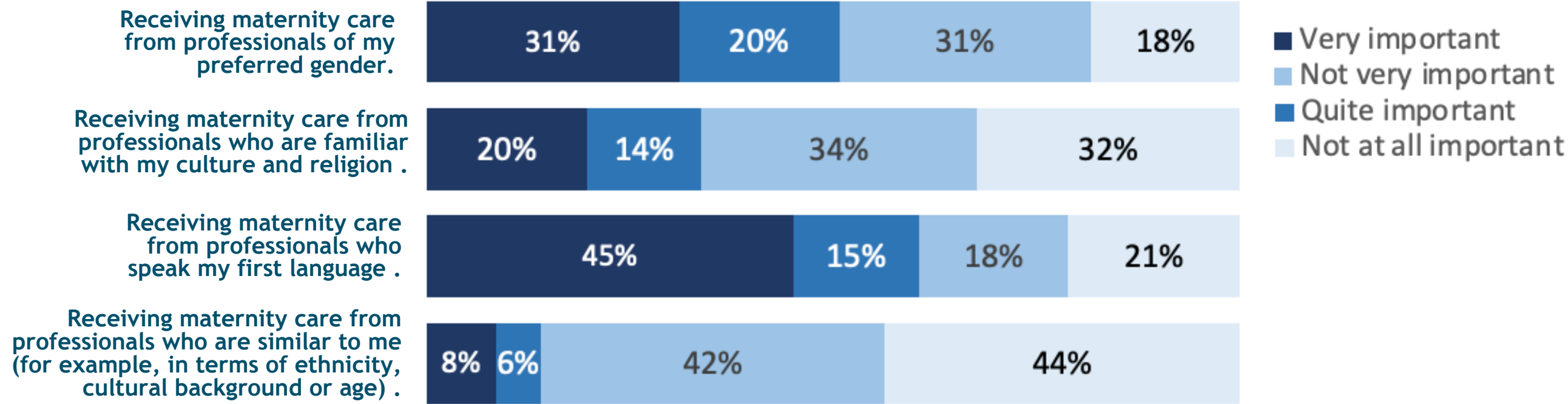
- positive
- neutral
- negative



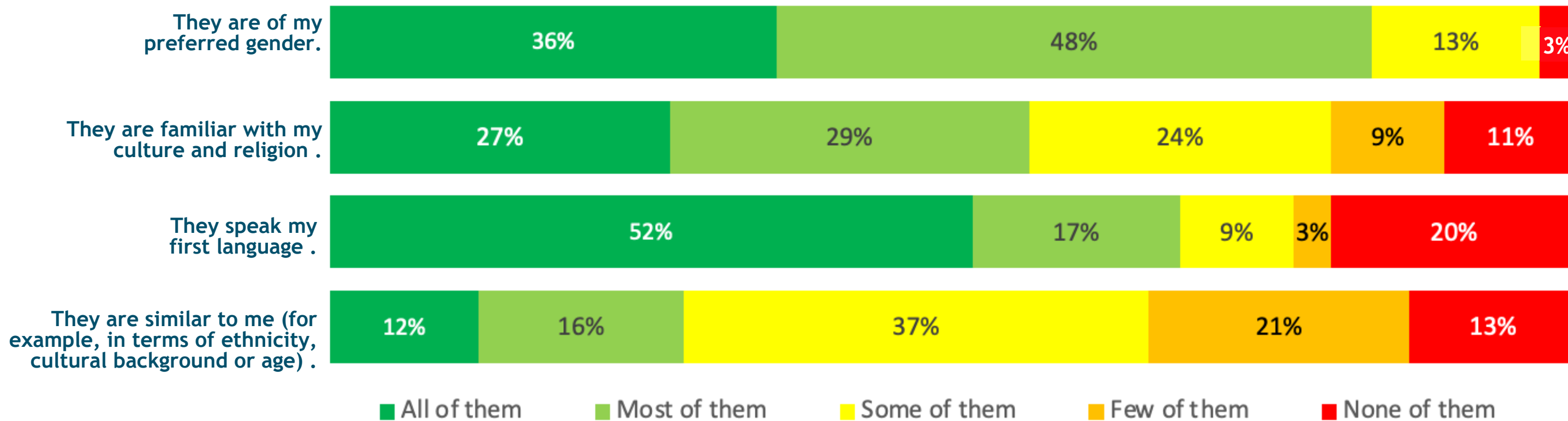


# Cultural sensitivity

## How important are the following for you?



## Do these describe professionals who give you antenatal care?



# Voices for progress



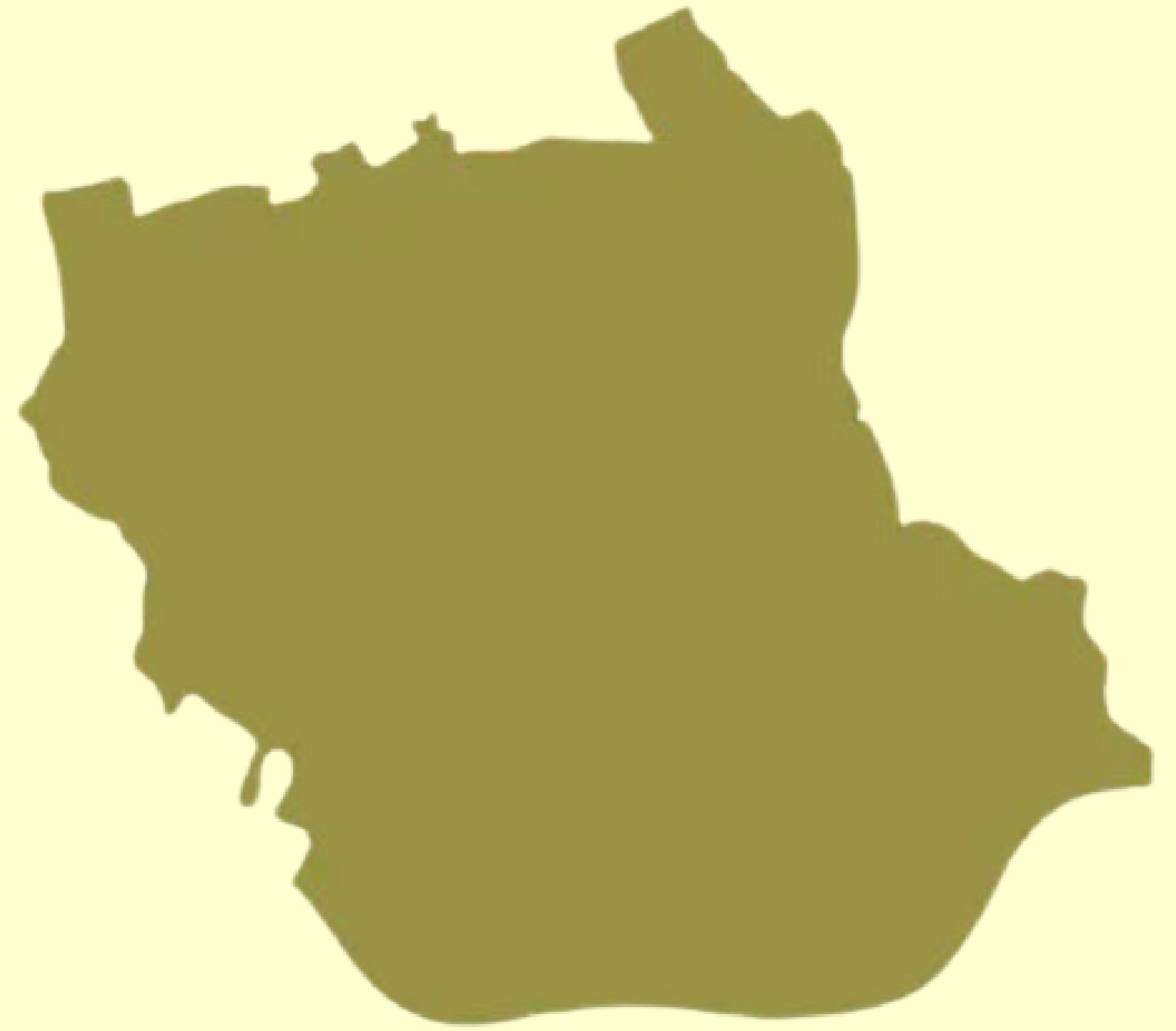
Page 64

**Diversity and inclusion training. Offered the same support regardless of someone's race or religion.**

**To be careful about comments that are unkind and judgemental.**

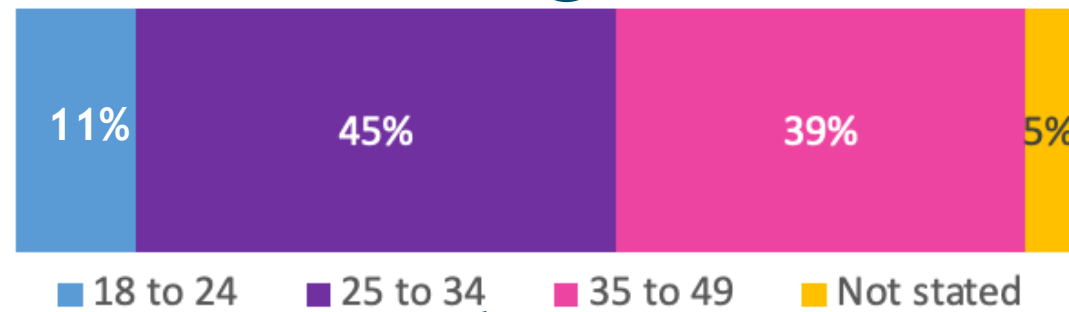
**Be clear in the letter that if you are going to be late, you will not be seen. Then I would not have bothered to keep going and rescheduled.**

# Newham

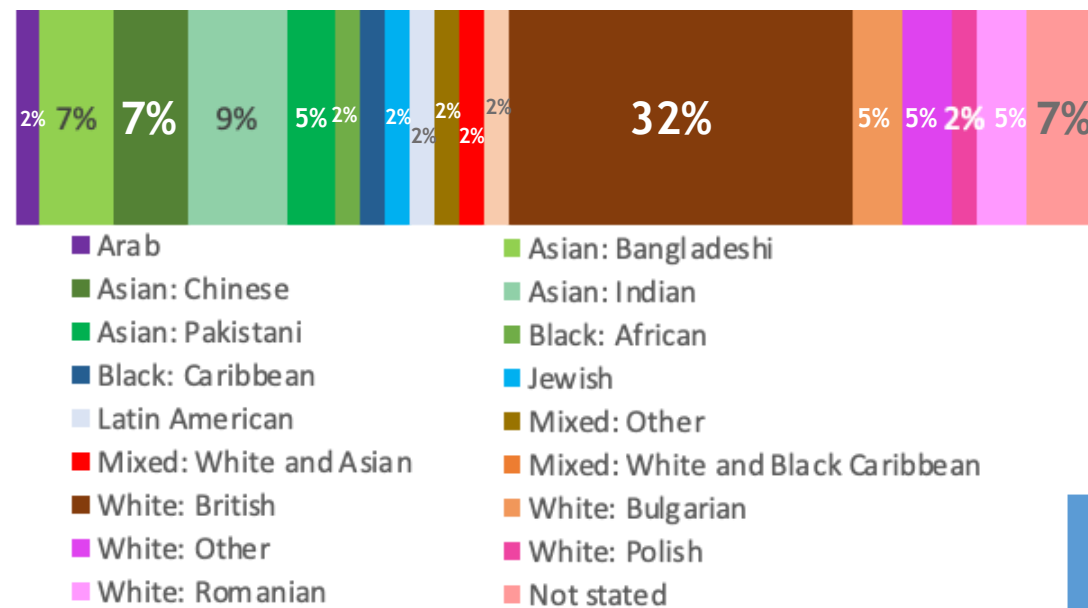


# We spoke to 44 people who received antenatal care in Newham

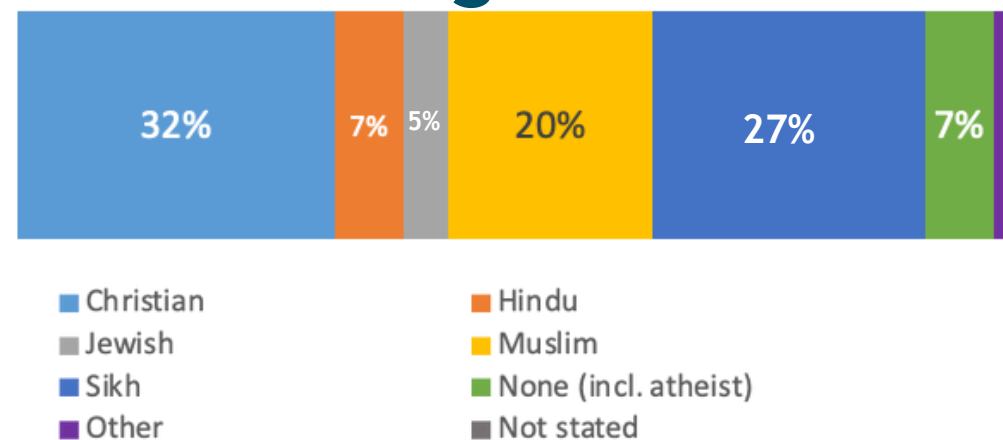
## Age



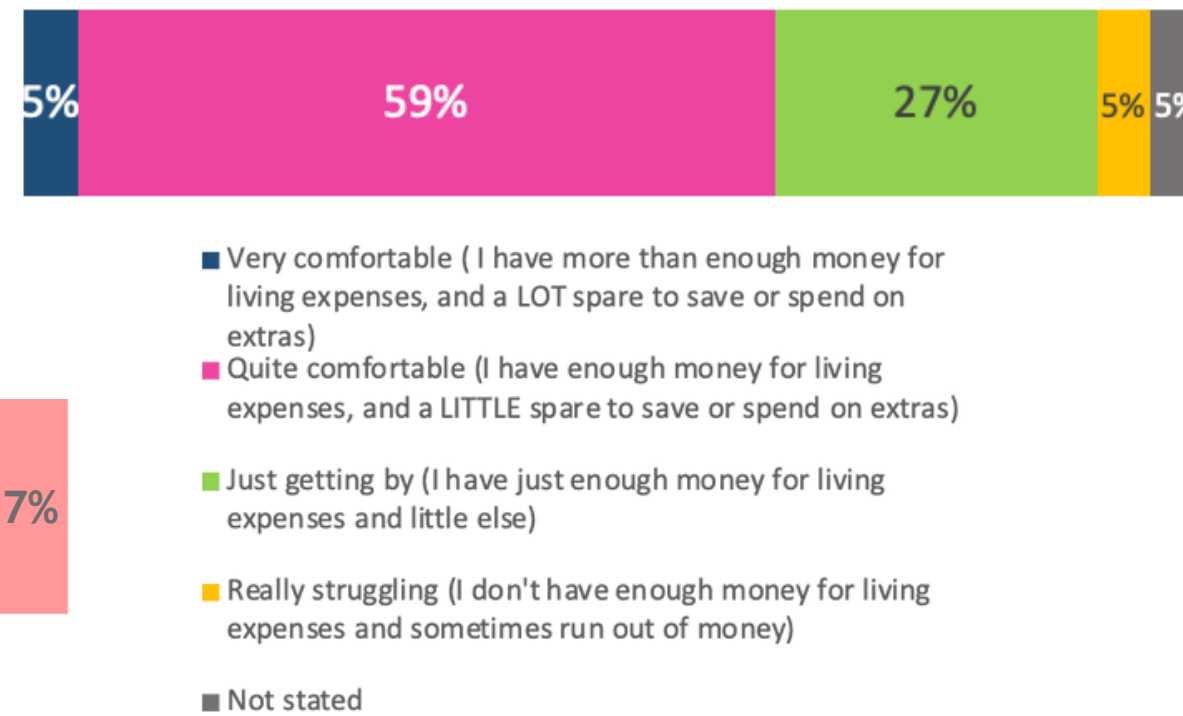
## Ethnicity



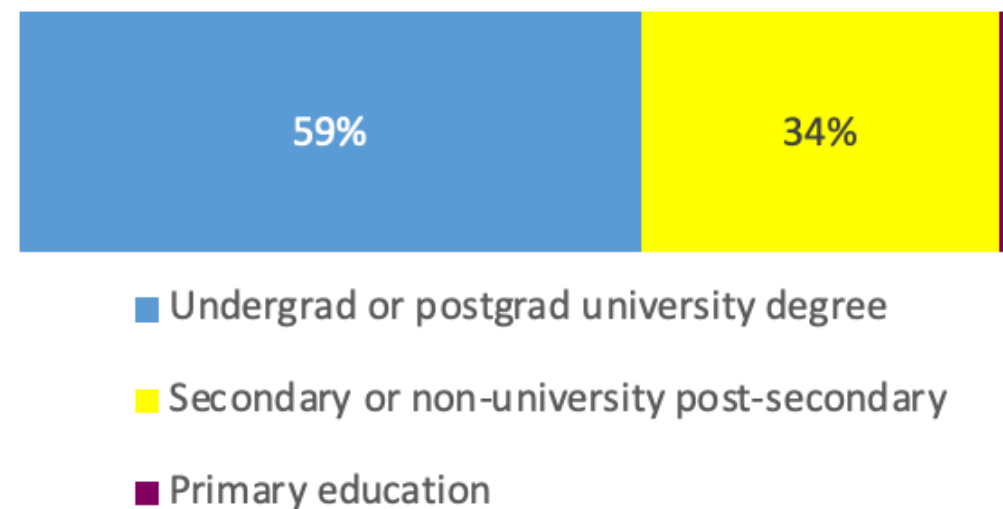
## Religion



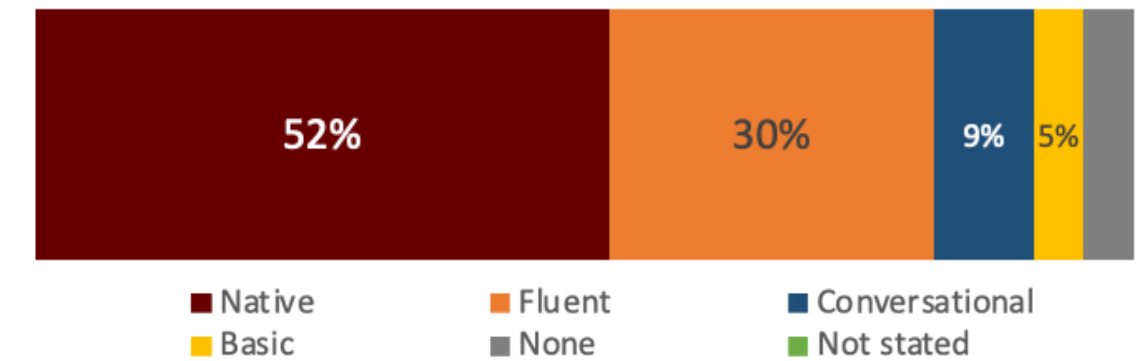
## Financial situation



## Educational level



## English Fluency



5% were disabled

2% were neuro-divergent



11% were single parents/parents-to-be

12% were digitally excluded



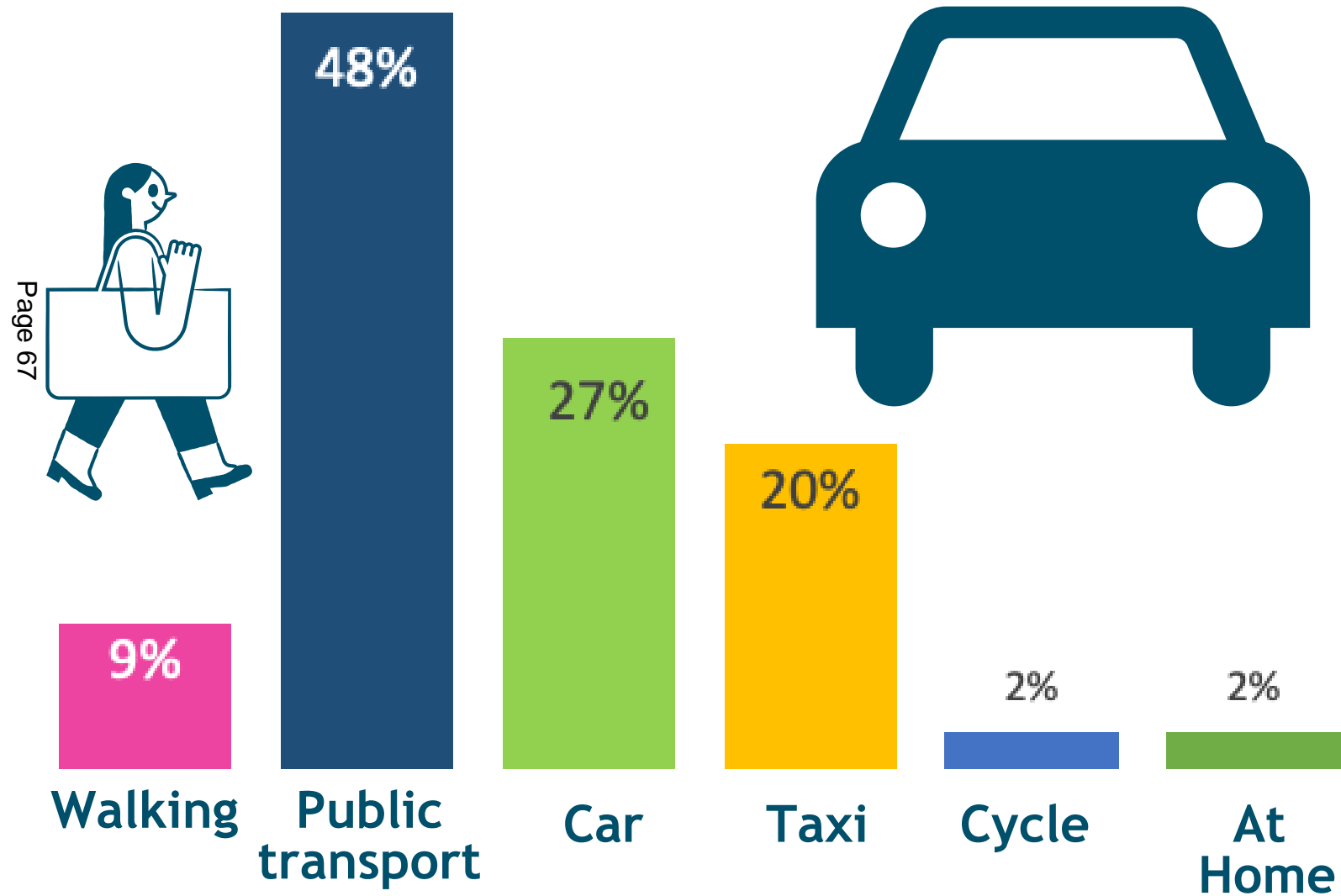
14% lived in multi-generational households

0% lived with housemates



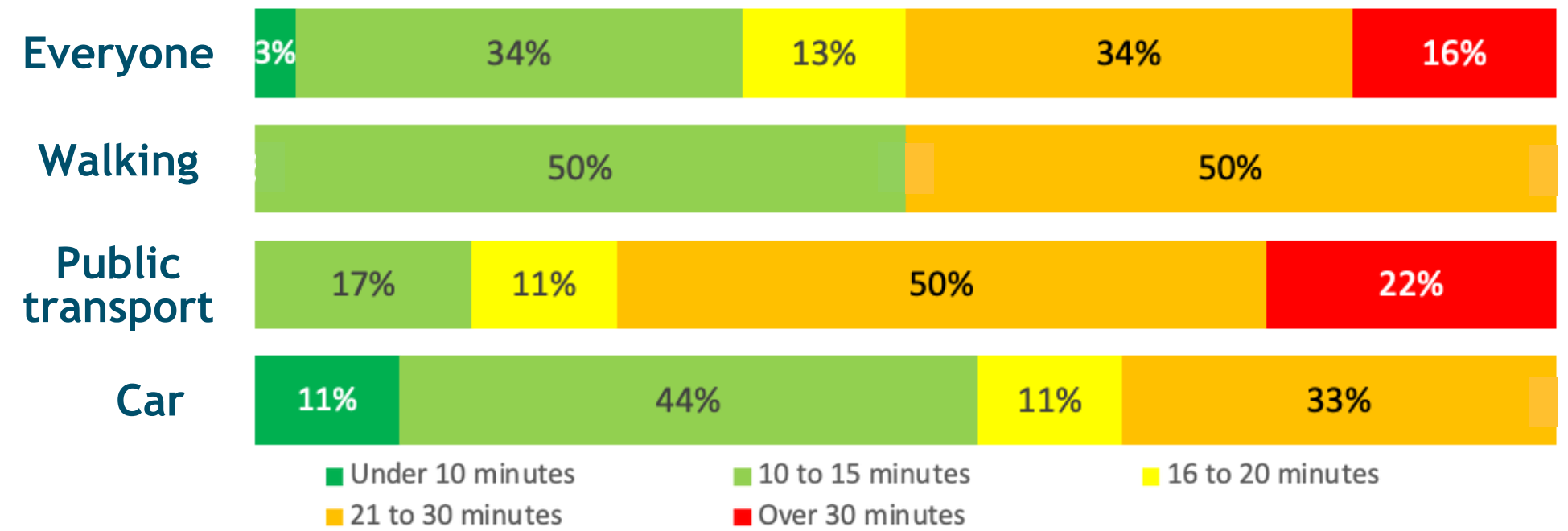
# Travelling to appointments

## How patients travelled to antenatal appointments

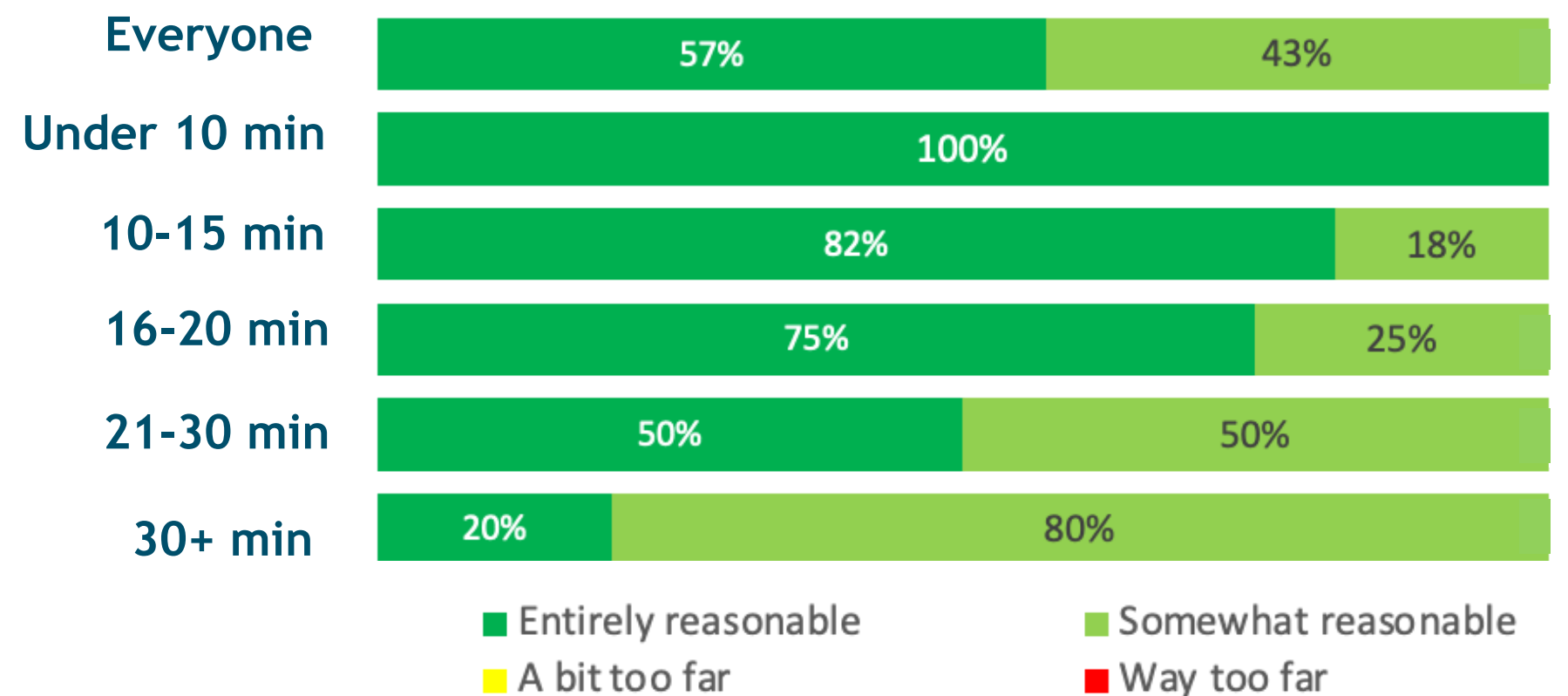


Mothers-to be travelled, on average, for **22 minutes** for an antenatal appointment.

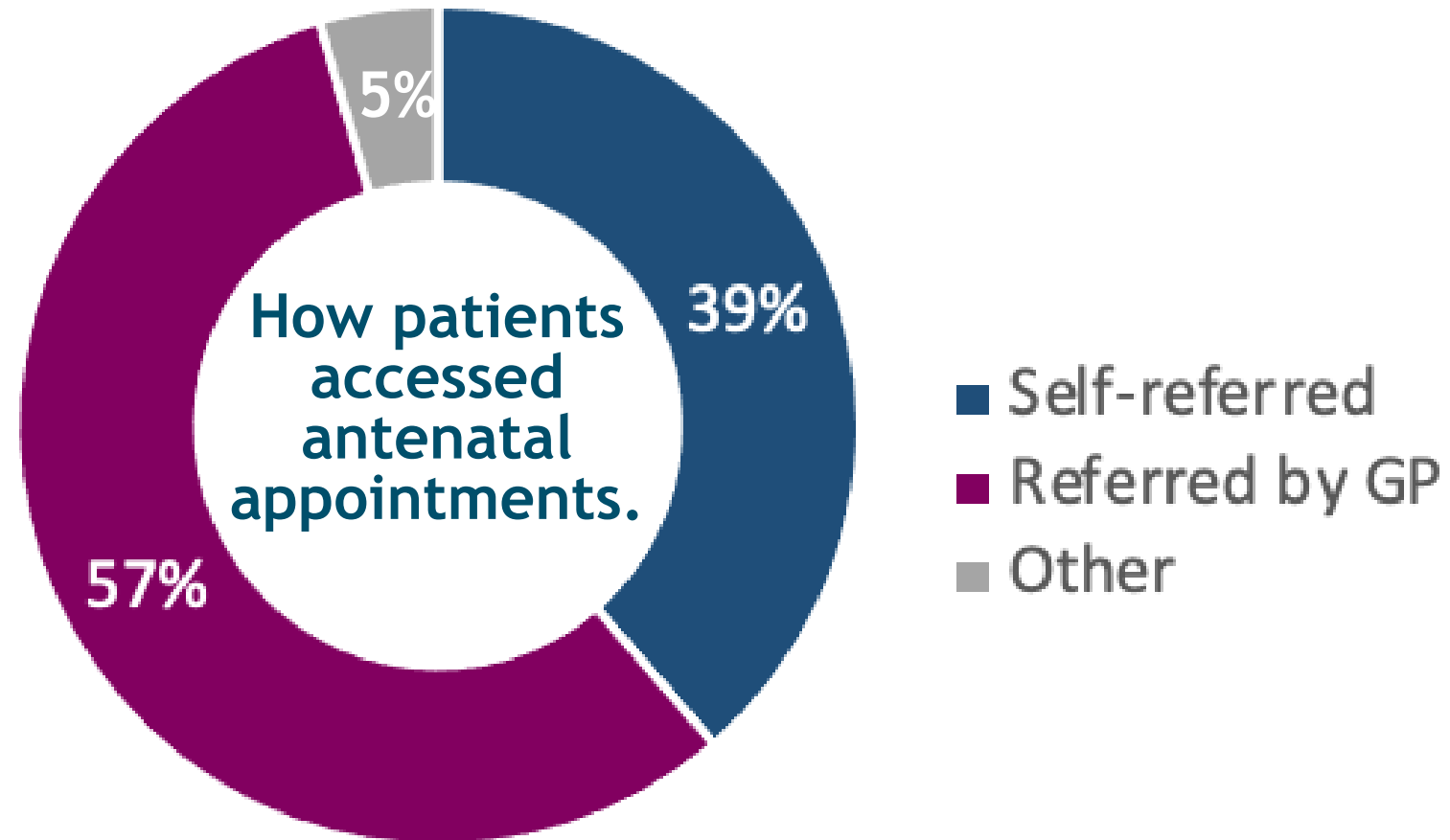
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



**98% of all patients**

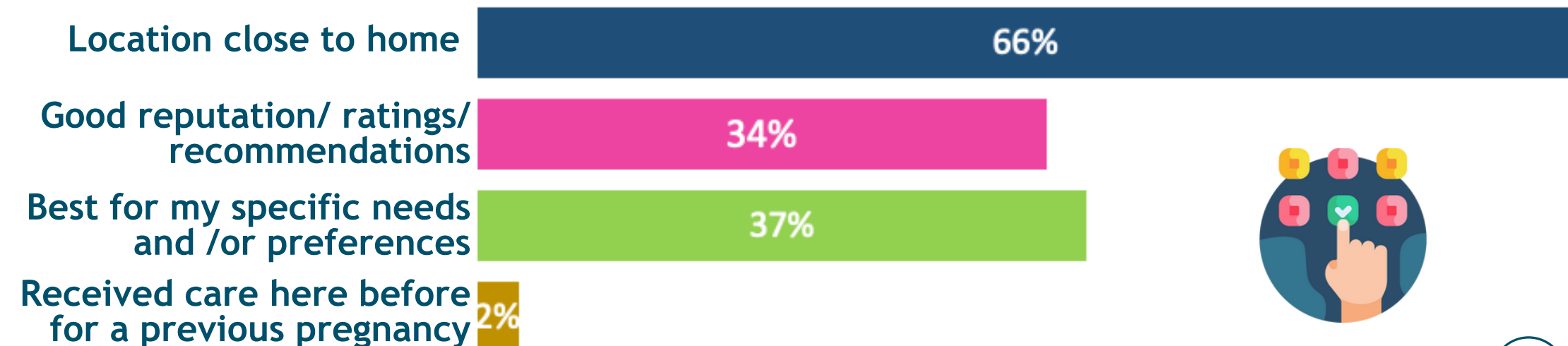
**96% of GP referrals**

**100% of self referrals**

said they had a choice about where to have antenatal appointments.

Page 68

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)



# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



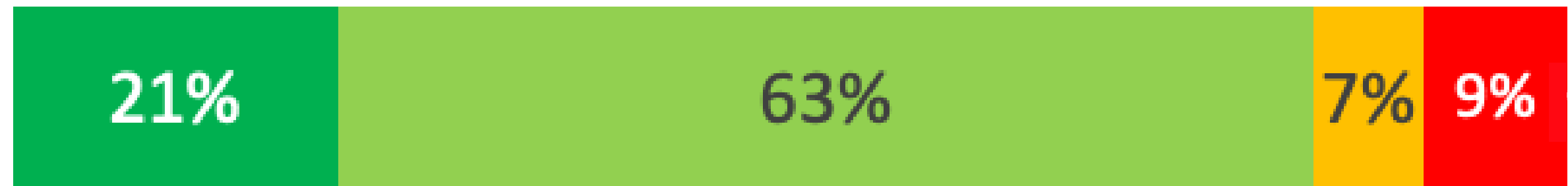
If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



I feel listened to by midwives and other medical professionals.

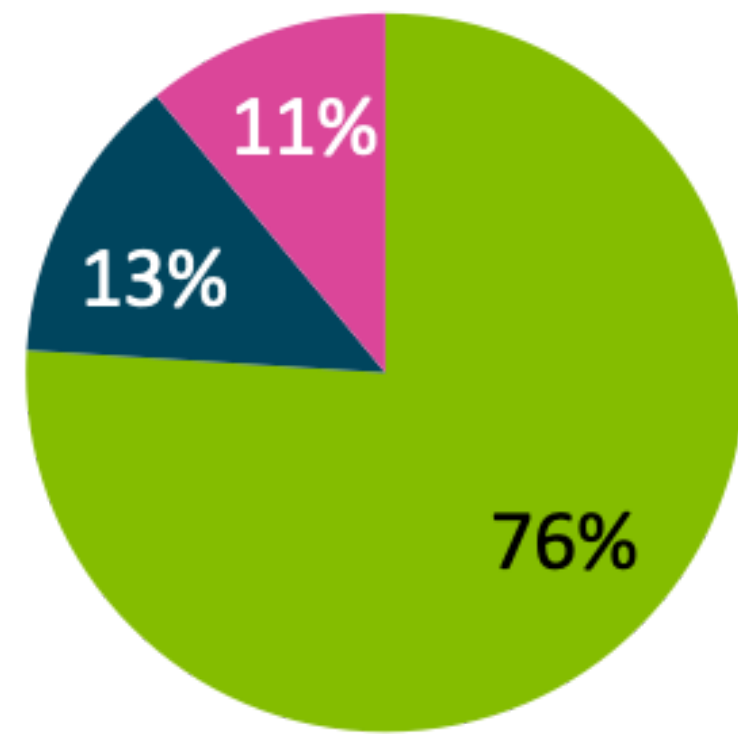


■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree

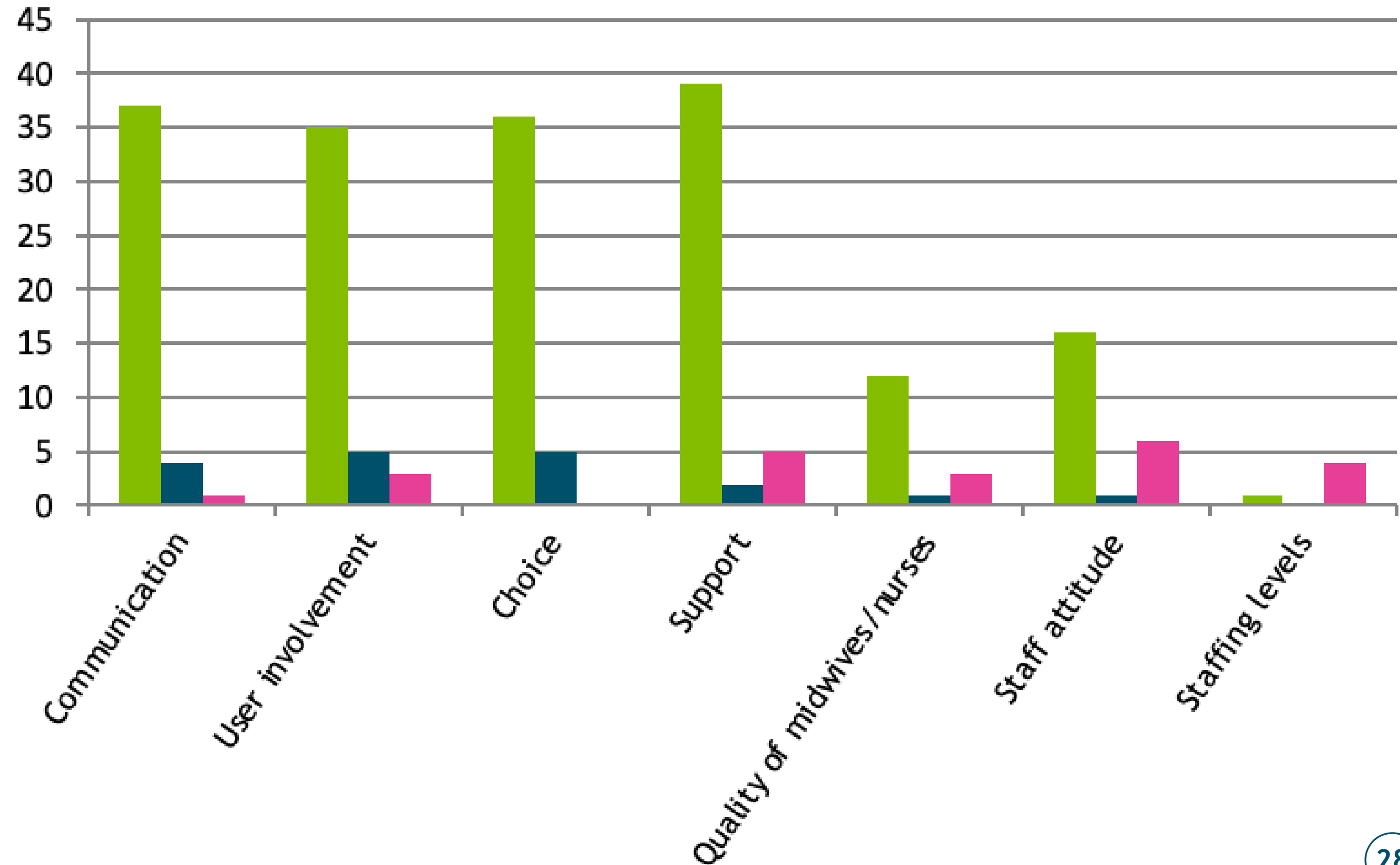


# Experience of antenatal appointments

Experience of Homerton Hospital overall

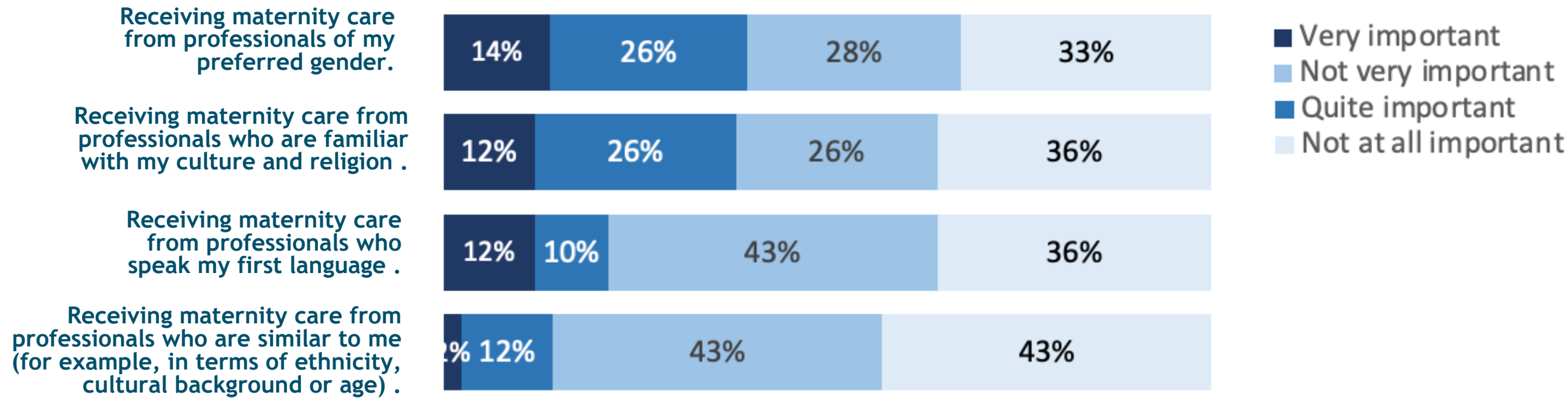


- positive
- neutral
- negative



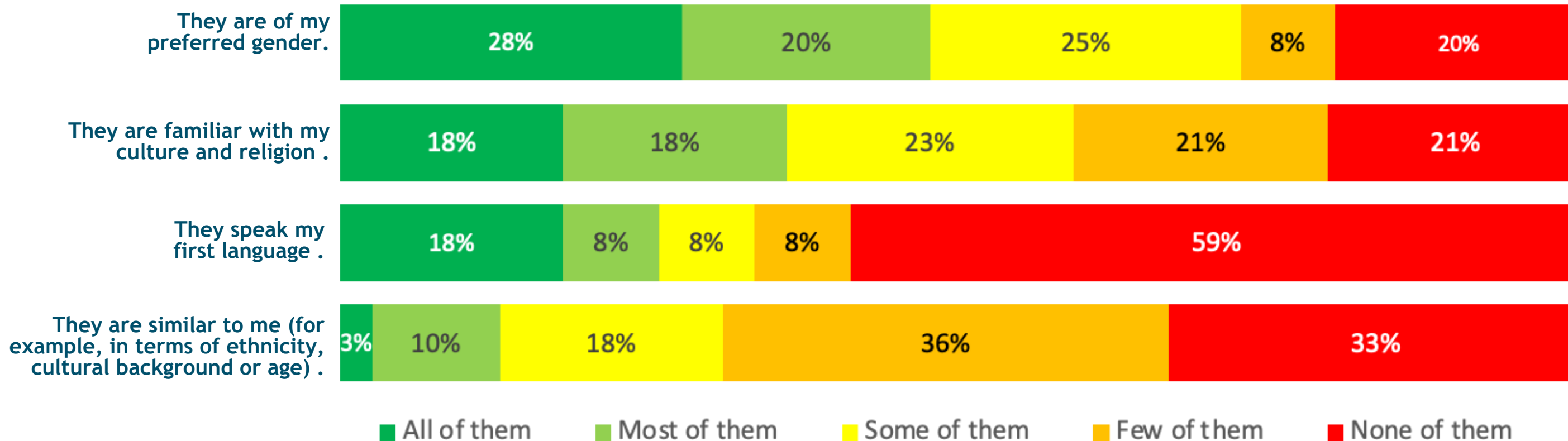
# Cultural sensitivity

## How important are the following for you?



Page 71

## Do these describe professionals who give you antenatal care?



# Voices for progress

Page 72



More health education  
Antenatal classes face to face so can ask questions  
More time for medical staff to familiarise themselves with patient notes before the appointments

They need to be more compassionate and handle sensitive issues especially around culture and religion

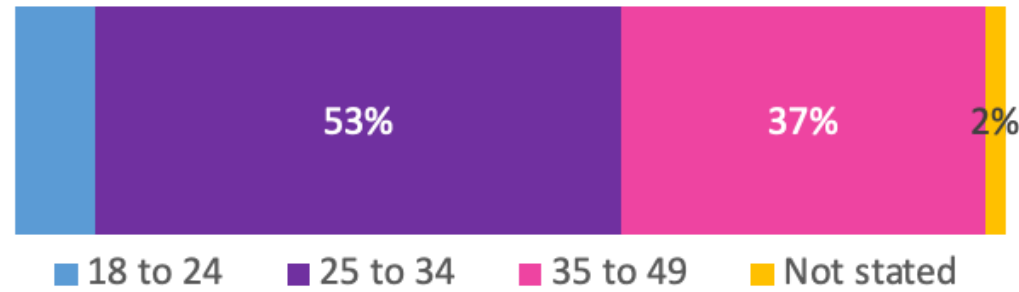
I had a midwife who did not say positive things to me, she judged me and was racist, my husband is of the same culture as her so she kept talking to him and ignoring me cause I'm in a biracial marriage, it was very sad to have my first baby under this circumstance. staff need more training about attitude and cultural competence

# Redbridge

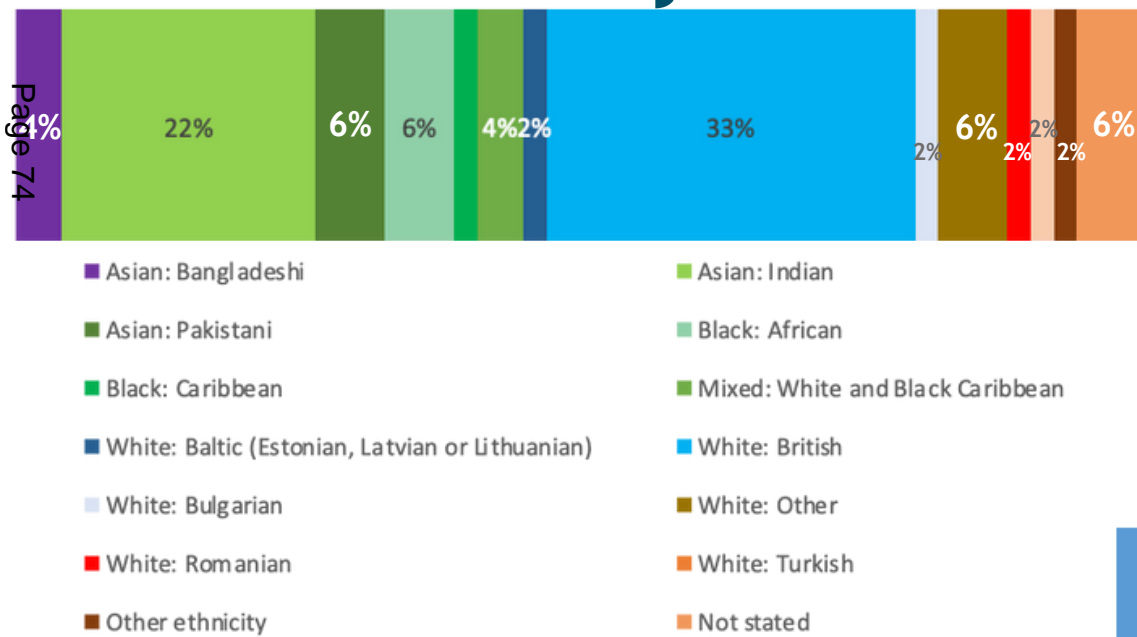


# We spoke to 49 people who received antenatal care in Redbridge

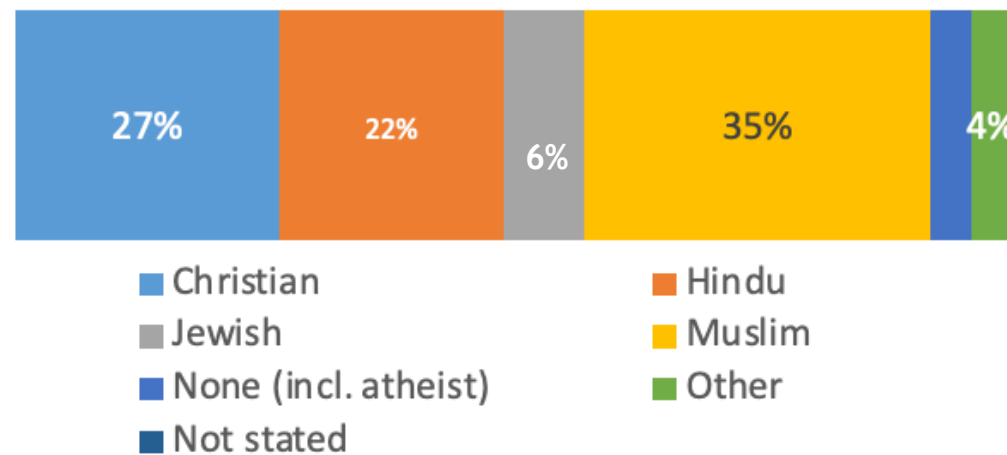
## Age



## Ethnicity



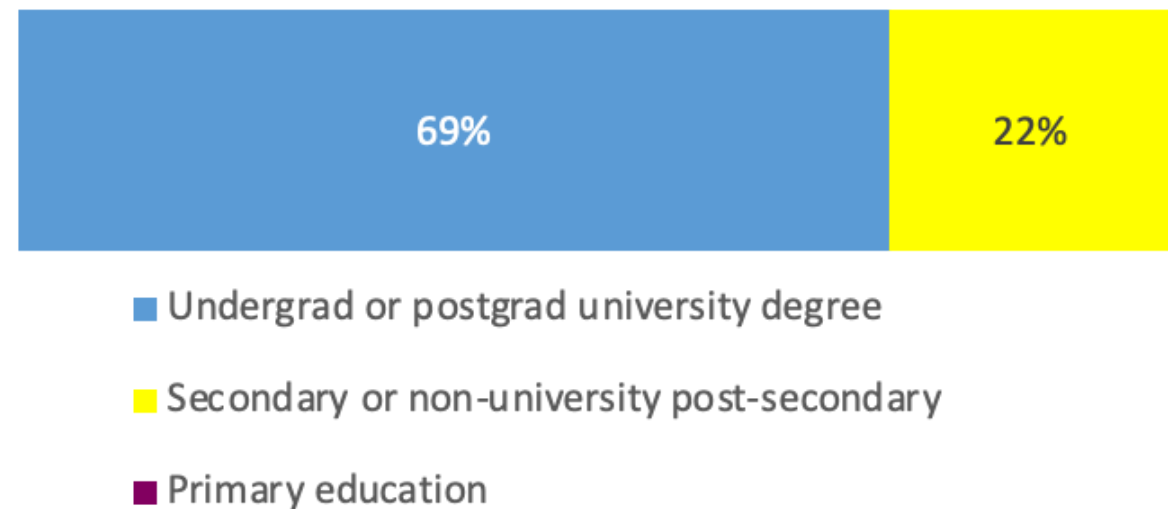
## Religion



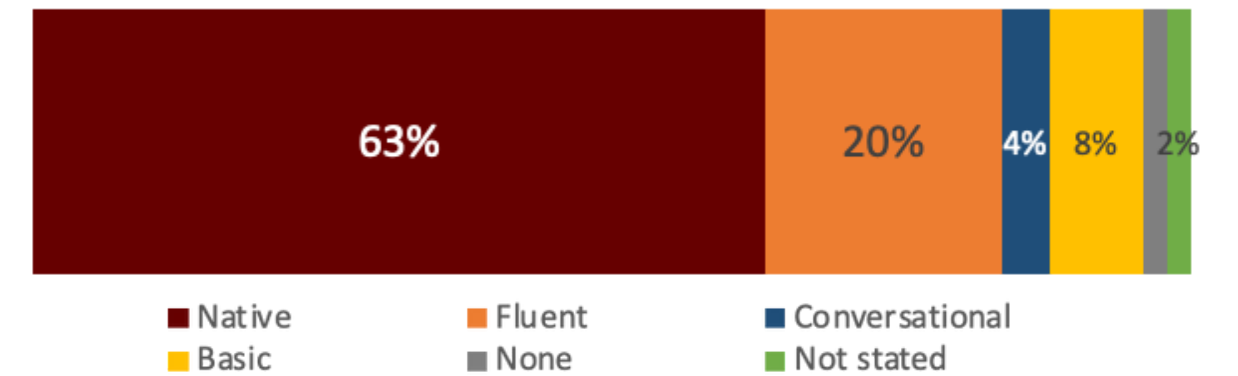
## Financial situation



## Educational level



## English Fluency



0% were disabled

2% were neuro-divergent



8% were single parents/parents-to-be

4% were digitally excluded



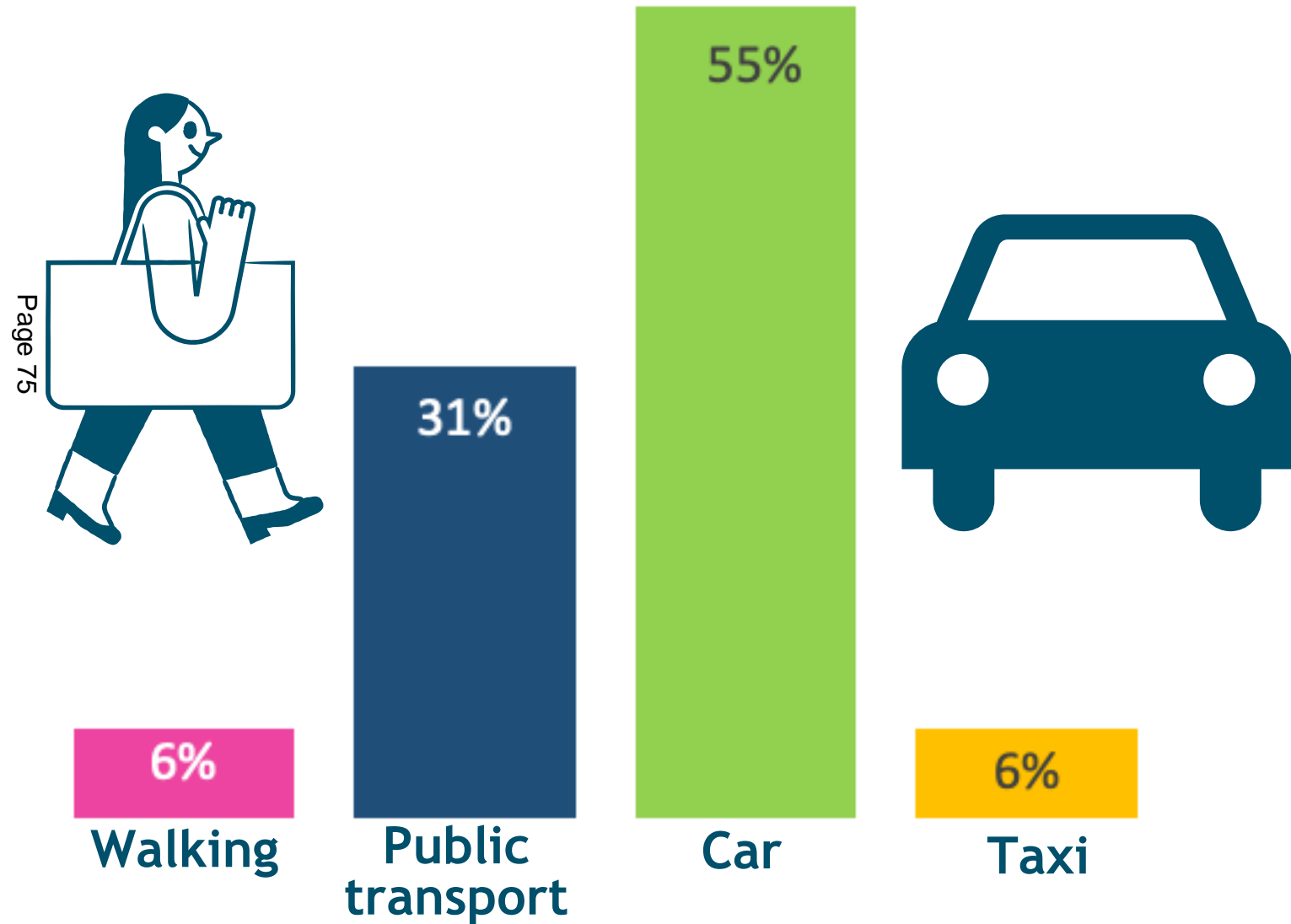
8% lived in multi-generational households

0% lived with housemates



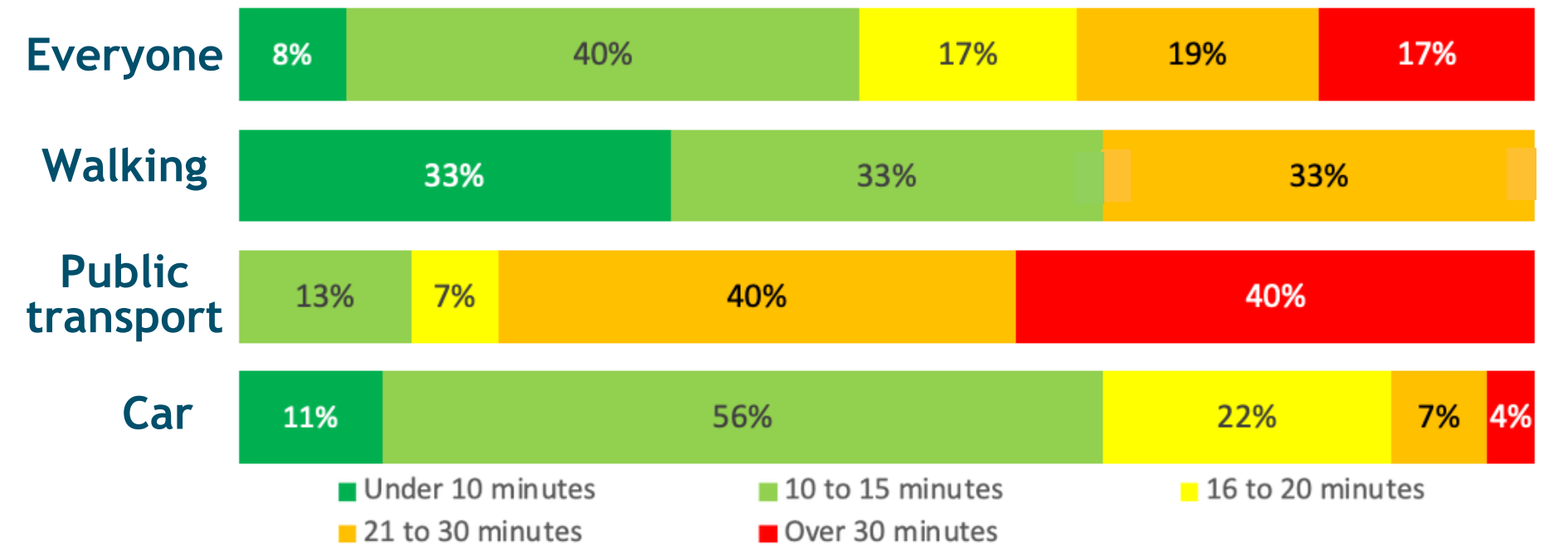
# Travelling to appointments

## How patients travelled to antenatal appointments

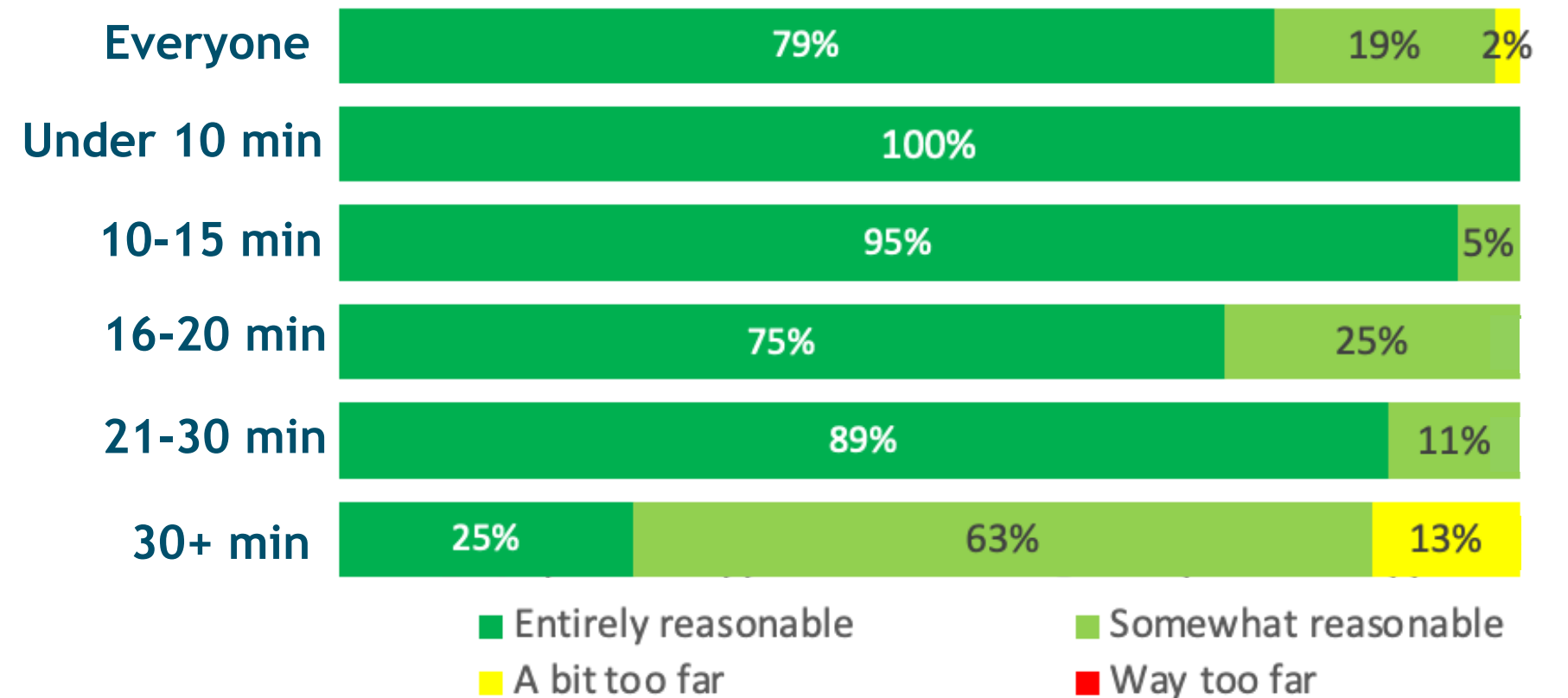


Mothers-to be travelled, on average, for **22 minutes** for an antenatal appointment.

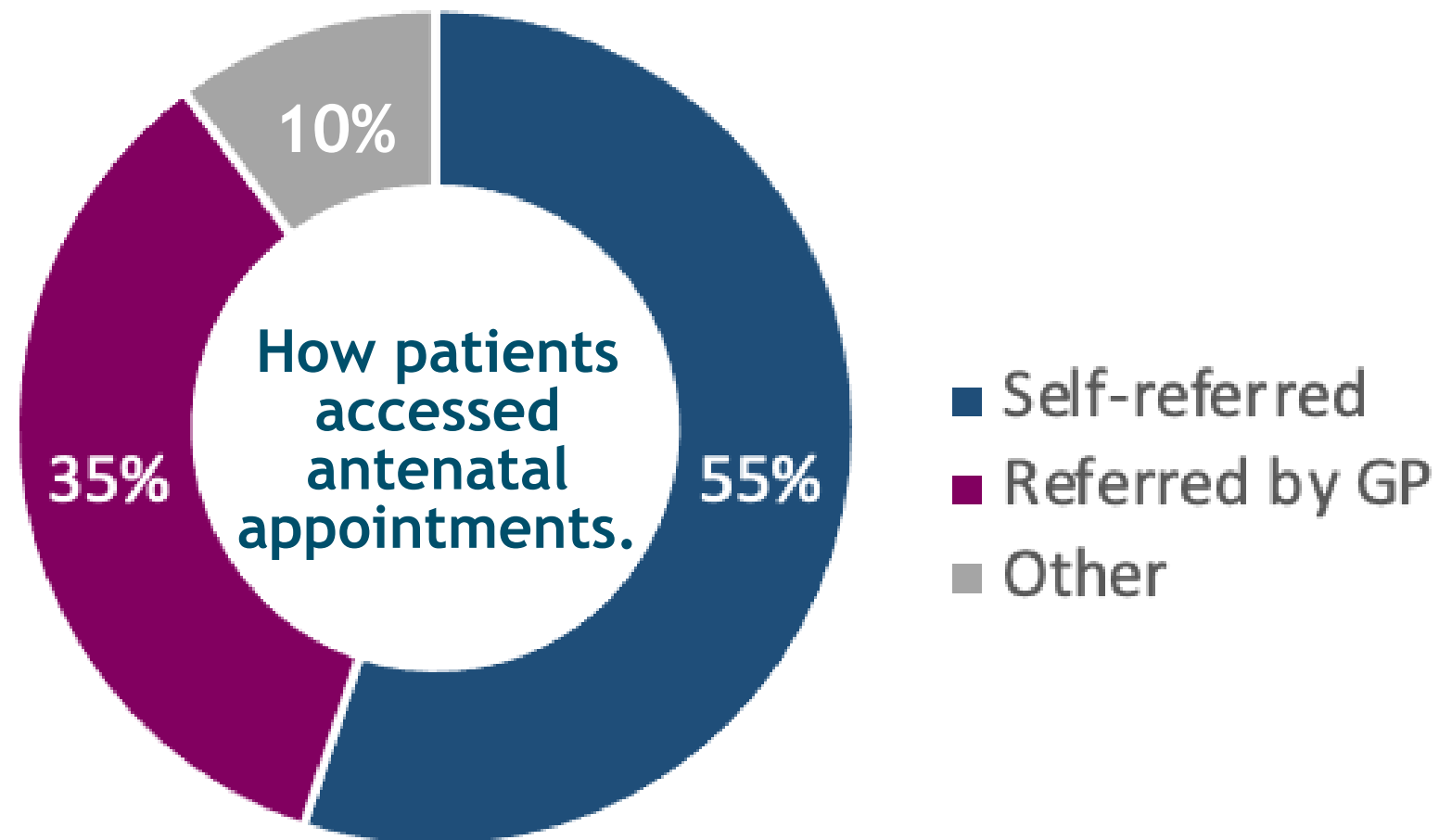
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



68% of all patients

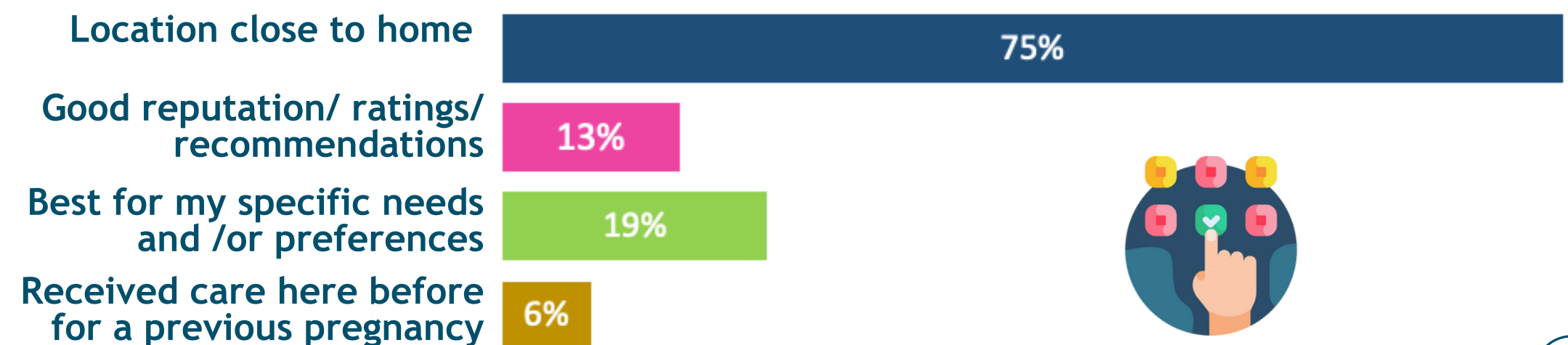
25% of GP referrals

100% of self referrals

said they had a choice about where to have antenatal appointments.

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## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)





# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



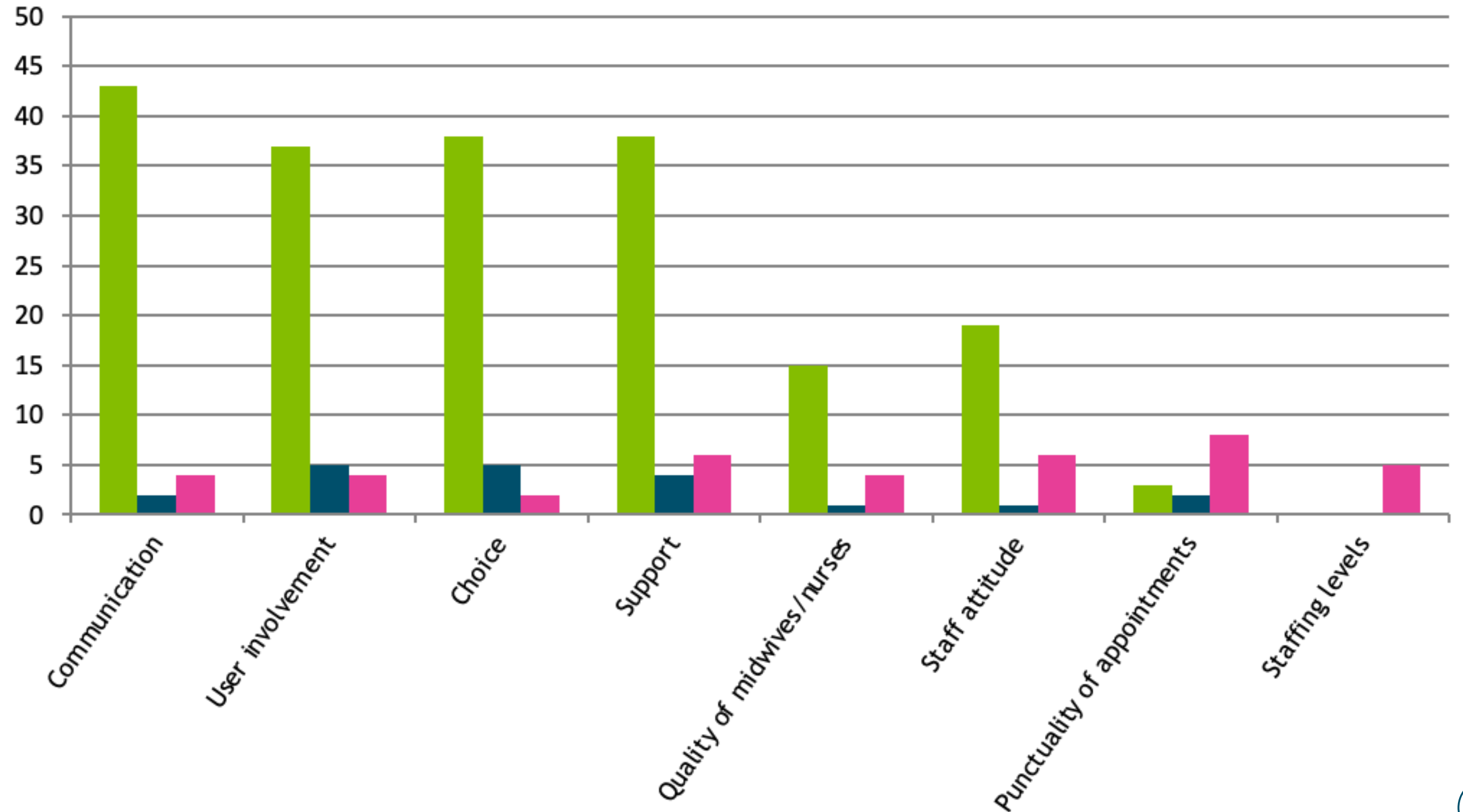
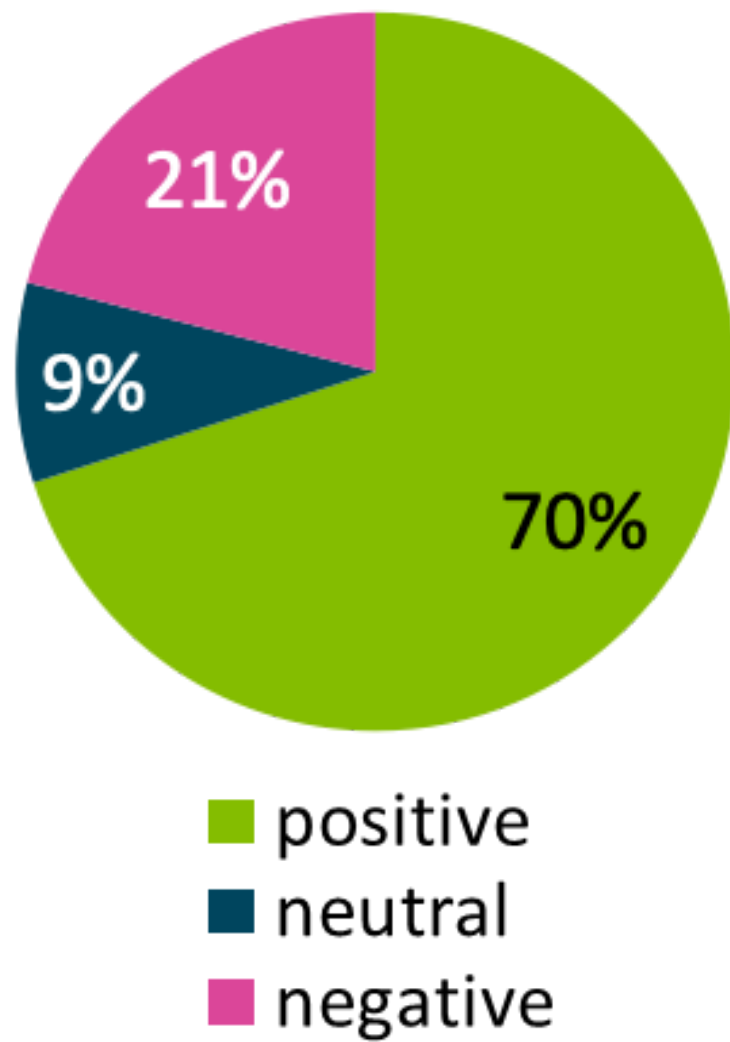
I feel listened to by midwives and other medical professionals.



■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree

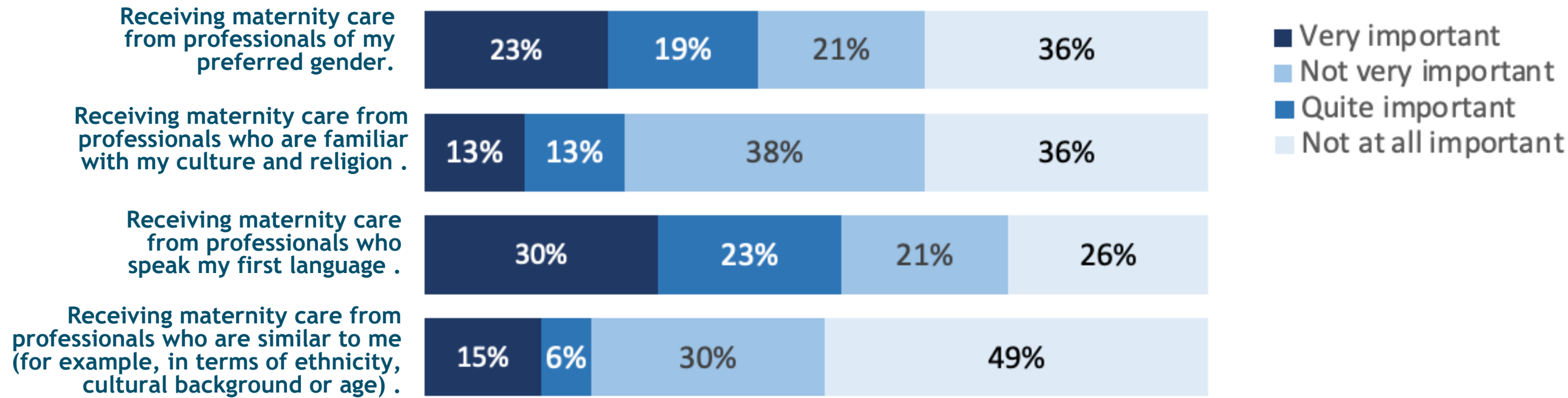
# Experience of antenatal appointments

## Experience of maternity services overall



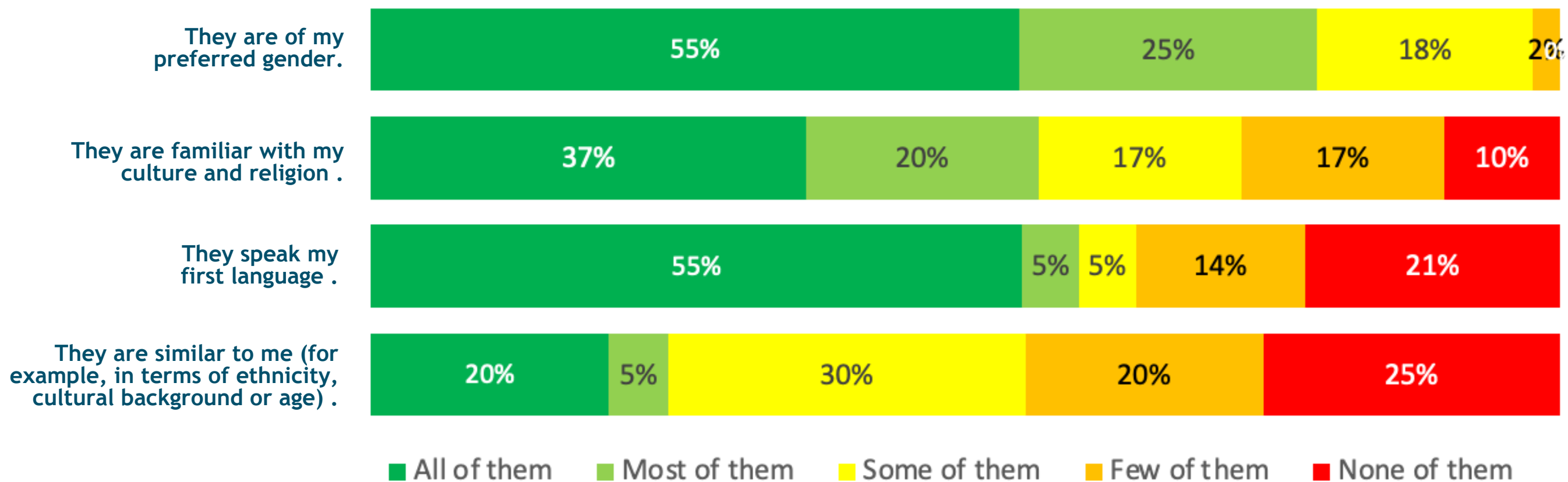
# Cultural sensitivity

## How important are the following for you?

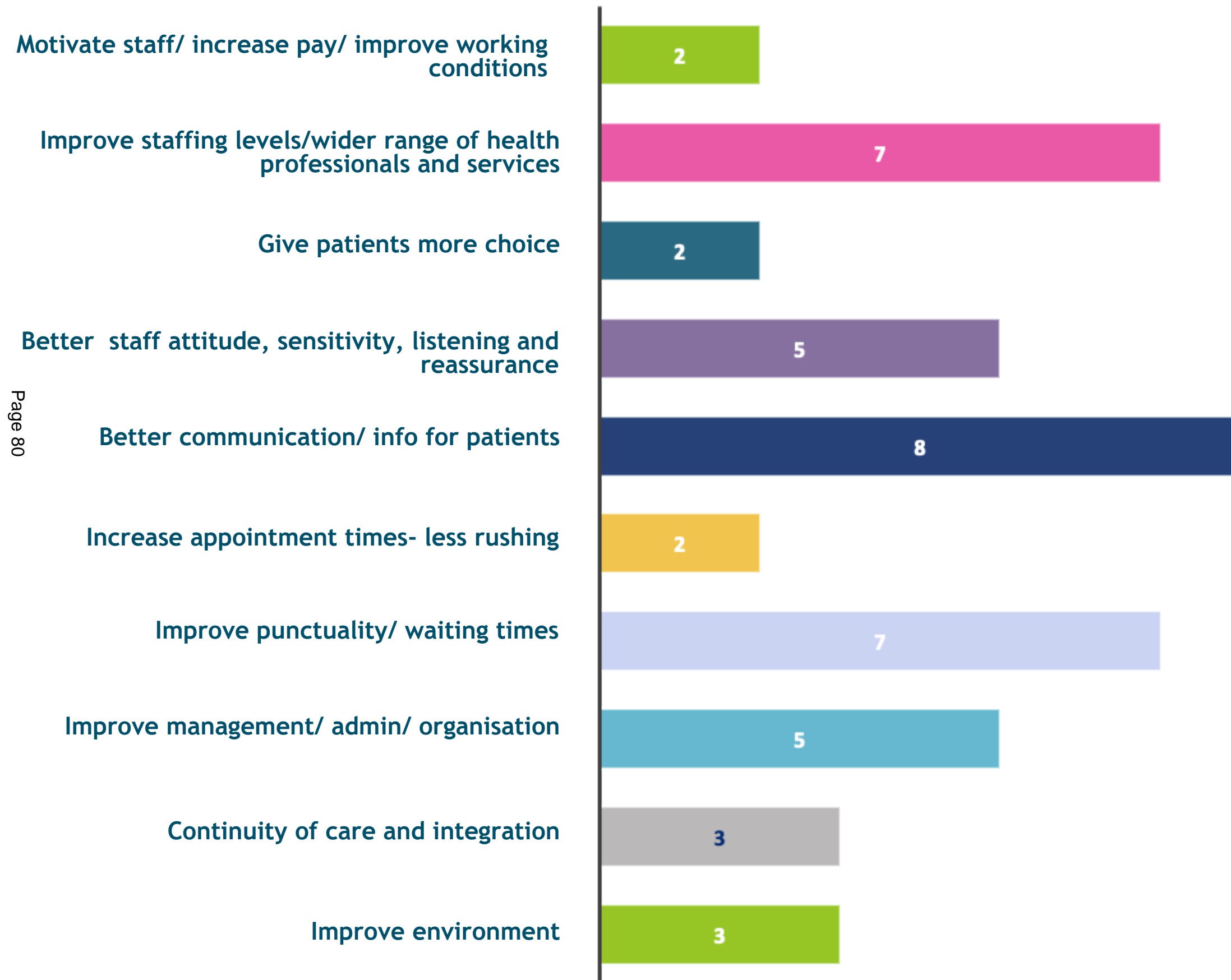


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## Do these describe professionals who give you antenatal care?



# Voices for progress



More nurses and midwives.  
More ultrasound scans during the pregnancy to avoid mothers anxiety about the baby.  
Antenatal classes for pregnant people offline and online.

Often feels like I am repeating my notes and history at every appointment, better review of notes beforehand.

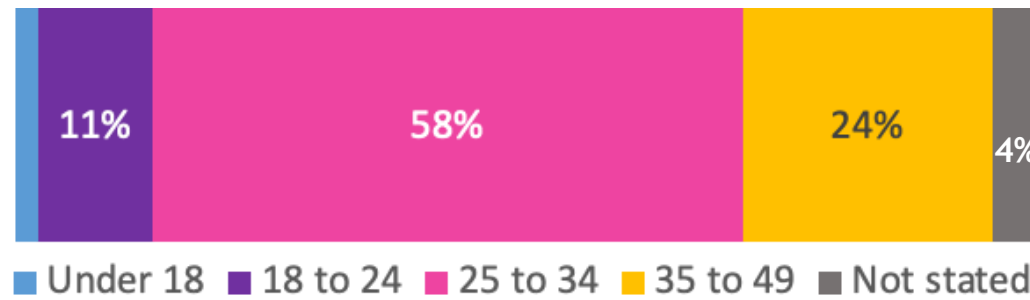
You do not see a doctor only midwife through your pregnancy and I don't think is normal since somethings midwives cannot help you and tell you, you have to discuss with your doctor.

# Tower Hamlets

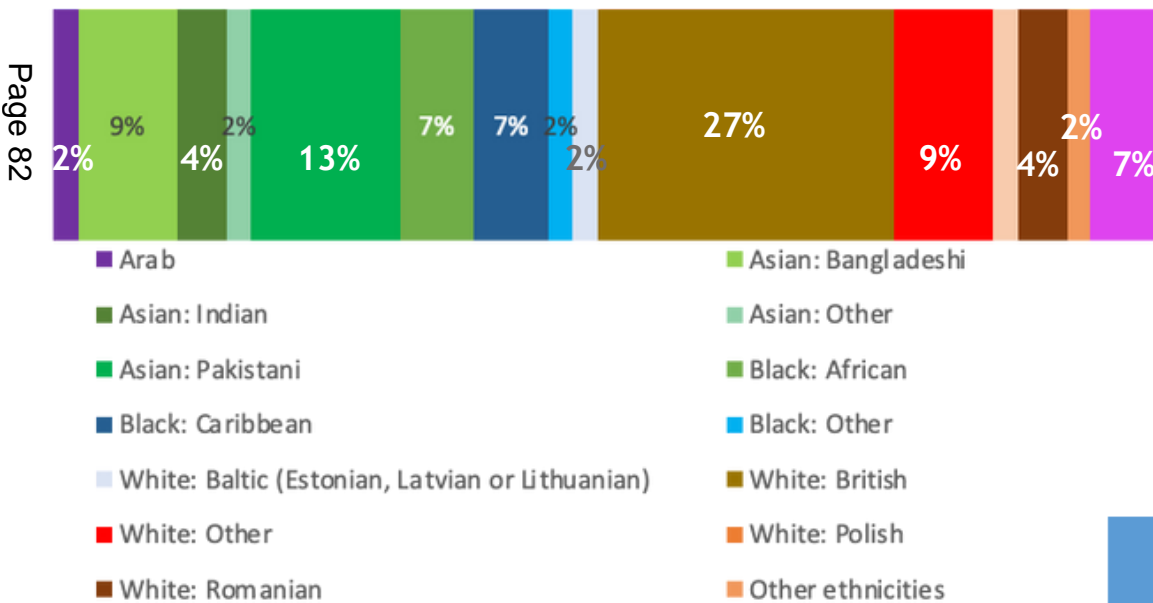


# We spoke to 45 people who received antenatal care in Tower Hamlets

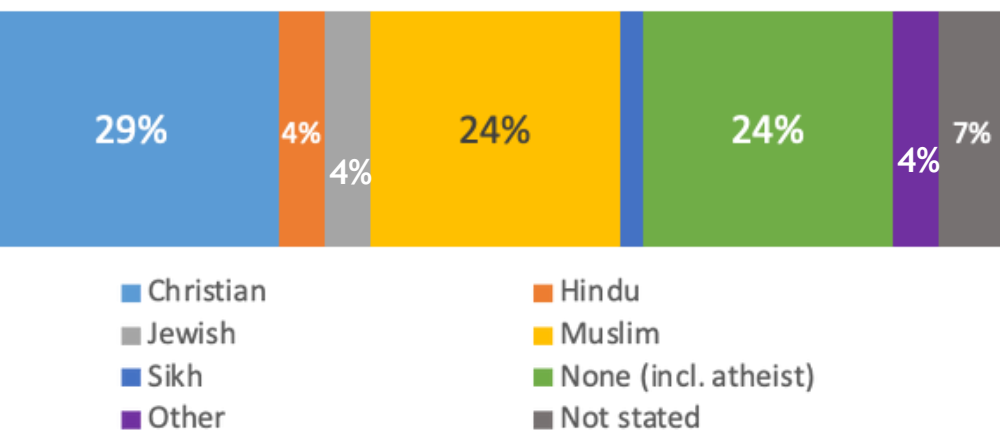
## Age



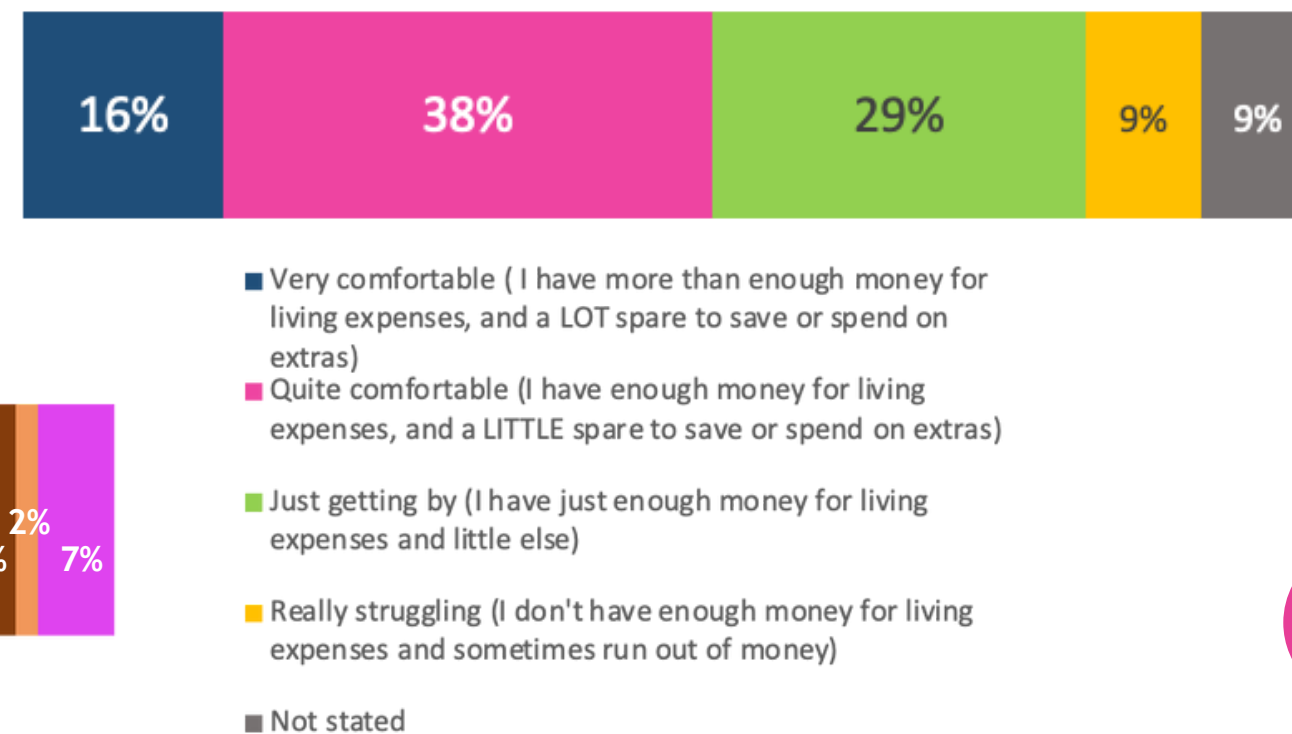
## Ethnicity



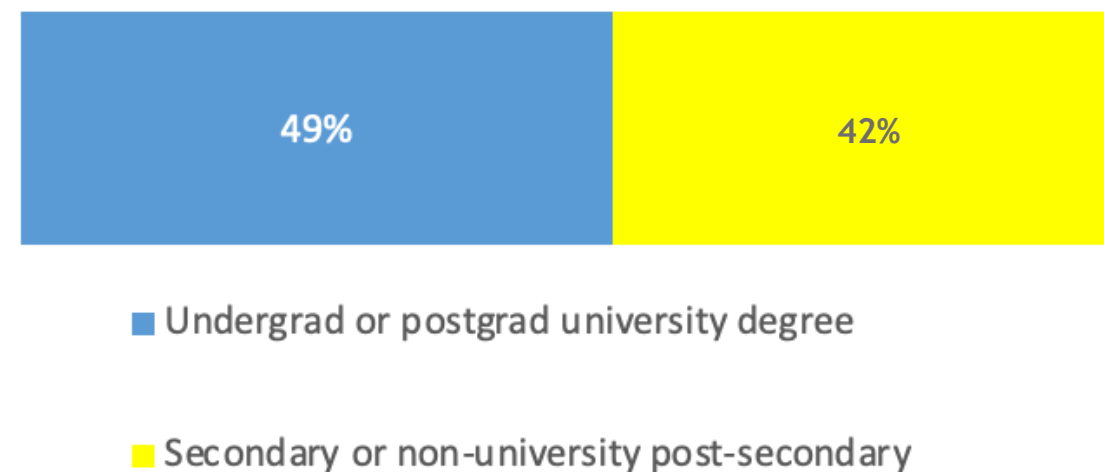
## Religion



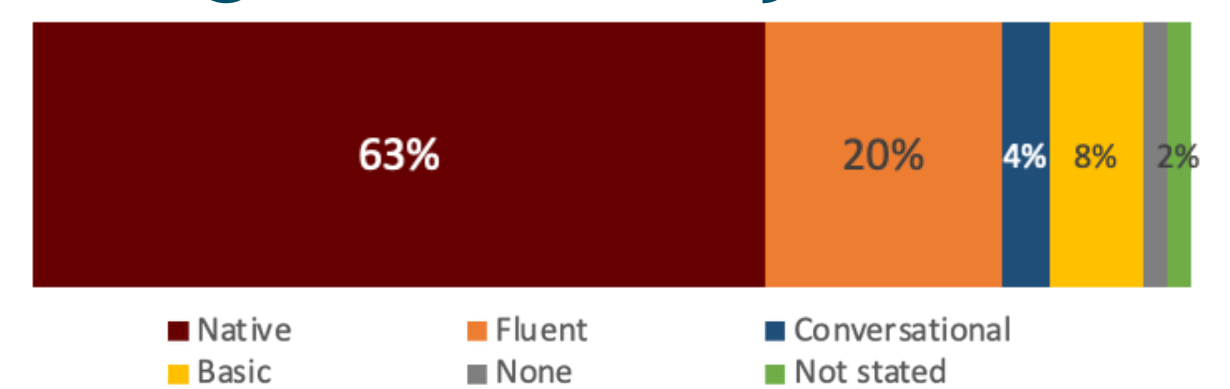
## Financial situation



## Educational level



## English Fluency



4% were disabled

4% were neuro-divergent



18% were single parents/parents-to-be

21% were digitally excluded



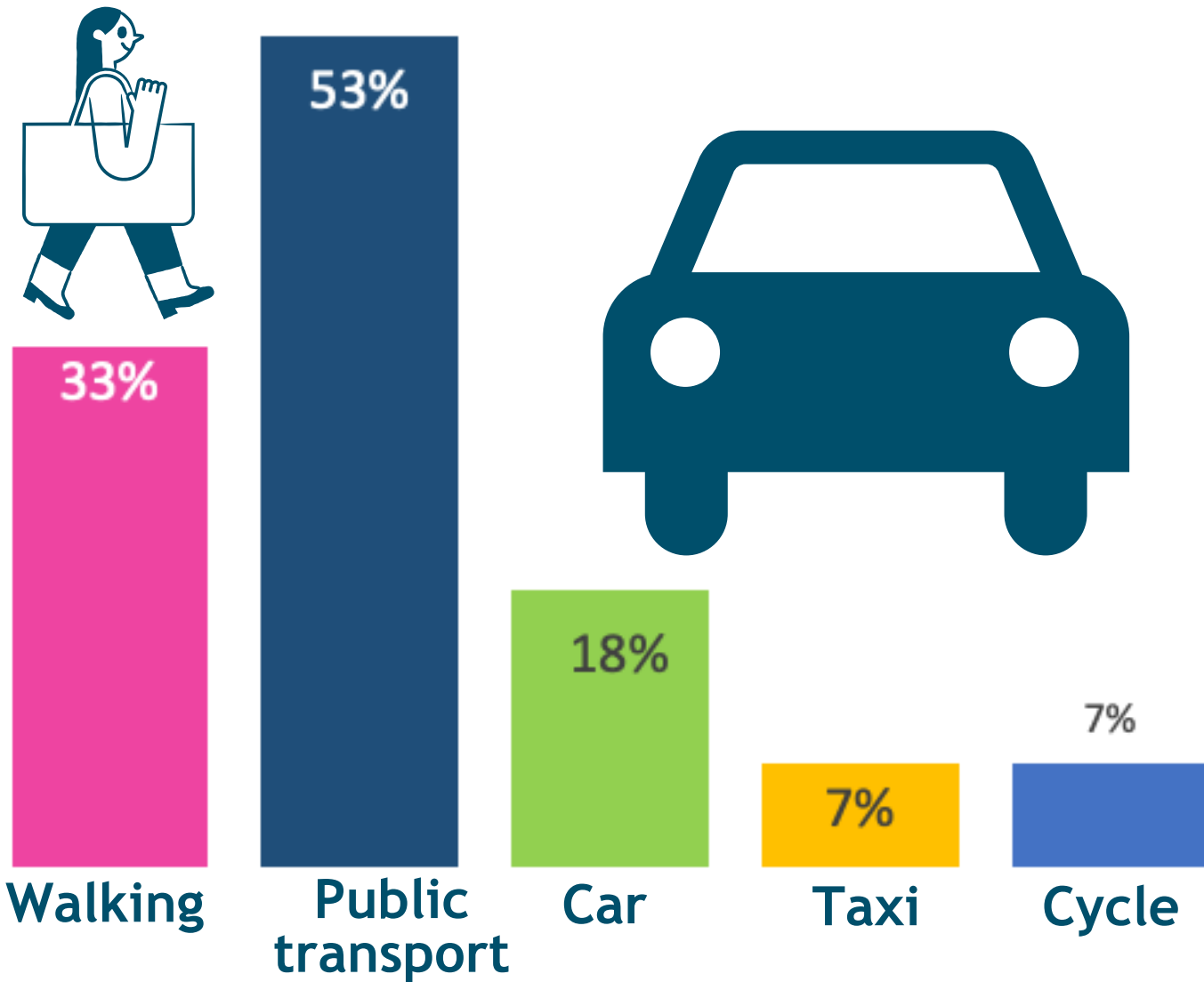
16% lived in multi-generational households

2% lived with housemates



# Travelling to appointments

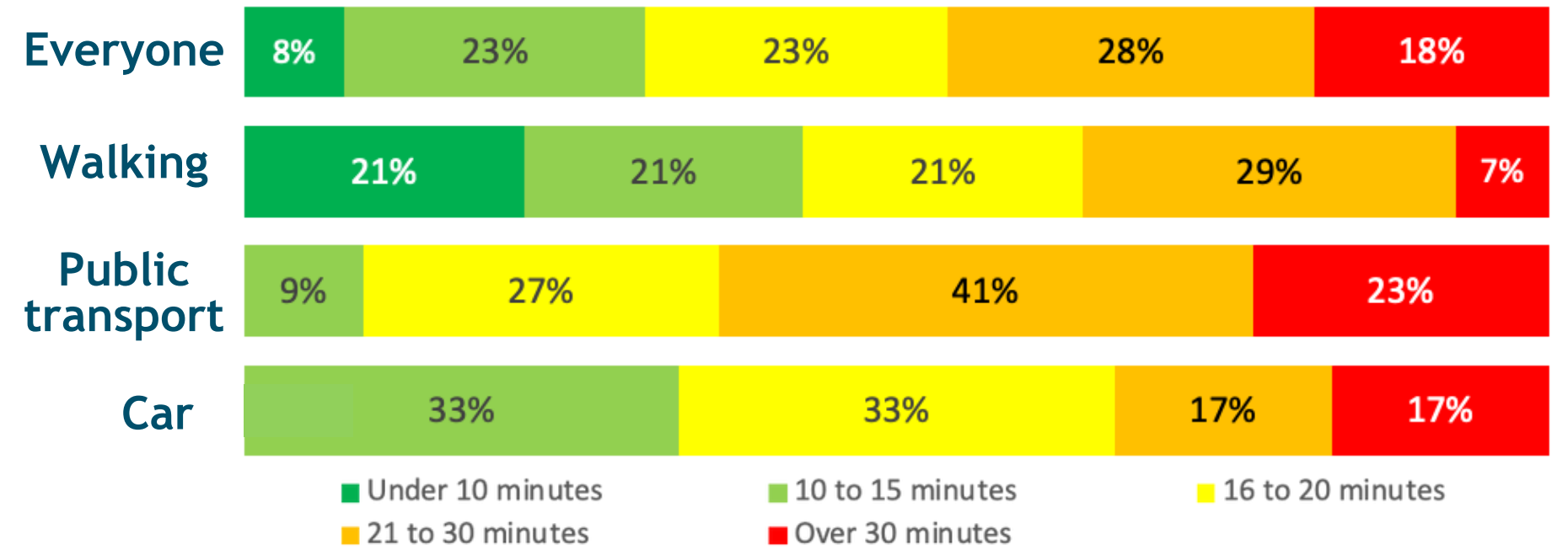
## How patients travelled to antenatal appointments



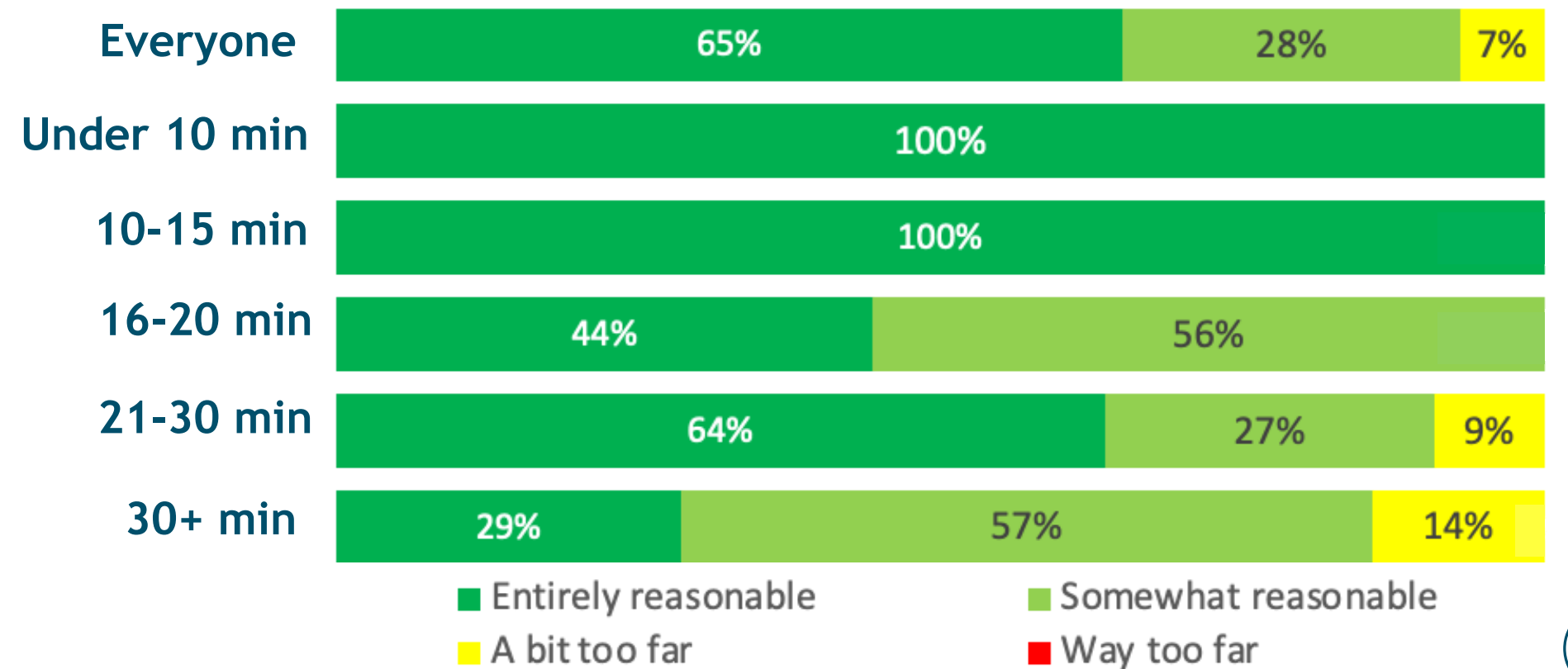
Page 83

Mothers-to be travelled, on average, for **23 minutes** for an antenatal appointment.

## Travel time to appointments

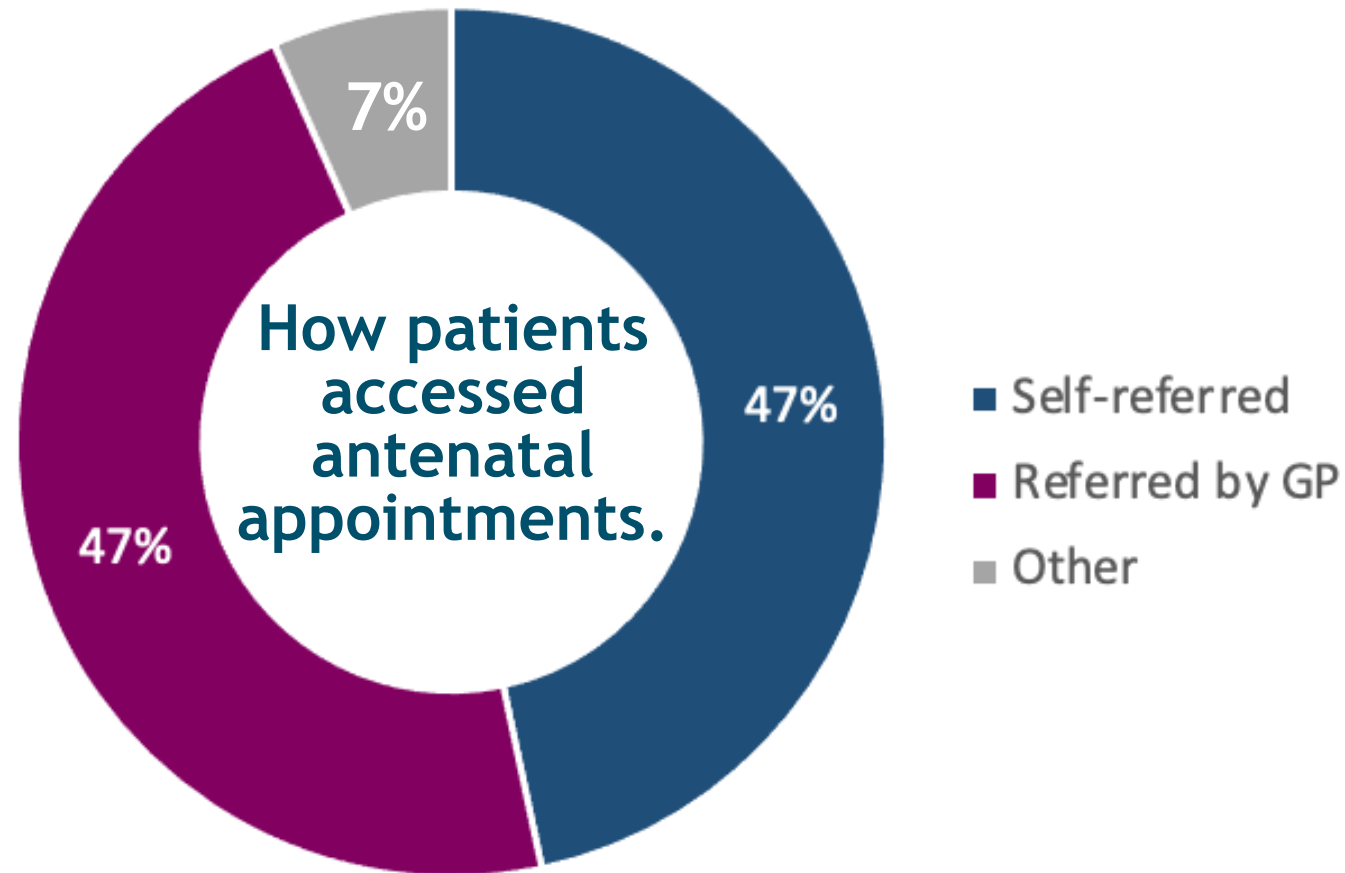


## Opinion of travel time to appointments





# Choosing appointments



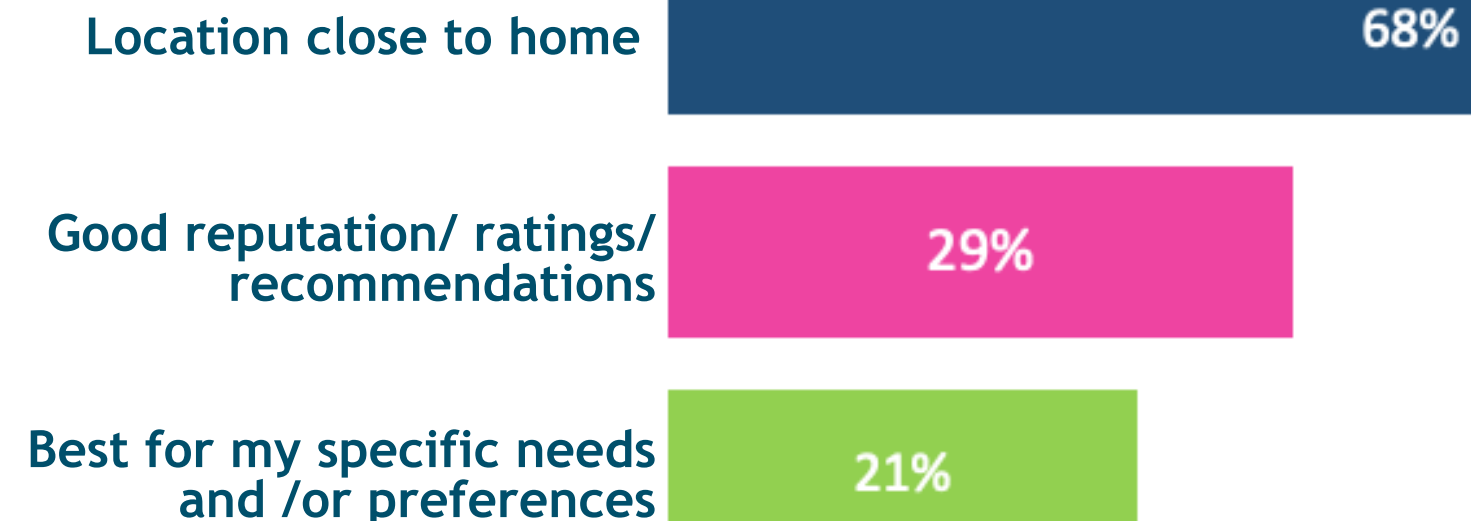
65% of all patients

36% of GP referrals

95% of self referrals

said they had a choice about where to have antenatal appointments.

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)



# Experience of antenatal appointments

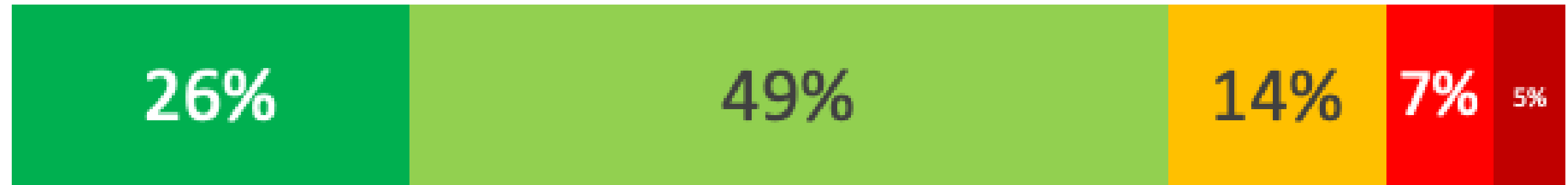
I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



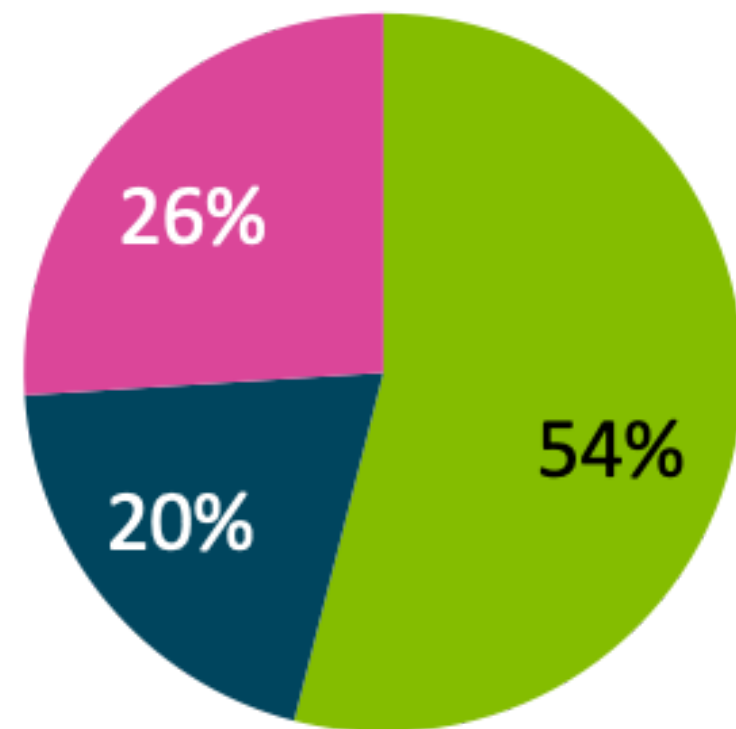
I feel listened to by midwives and other medical professionals.



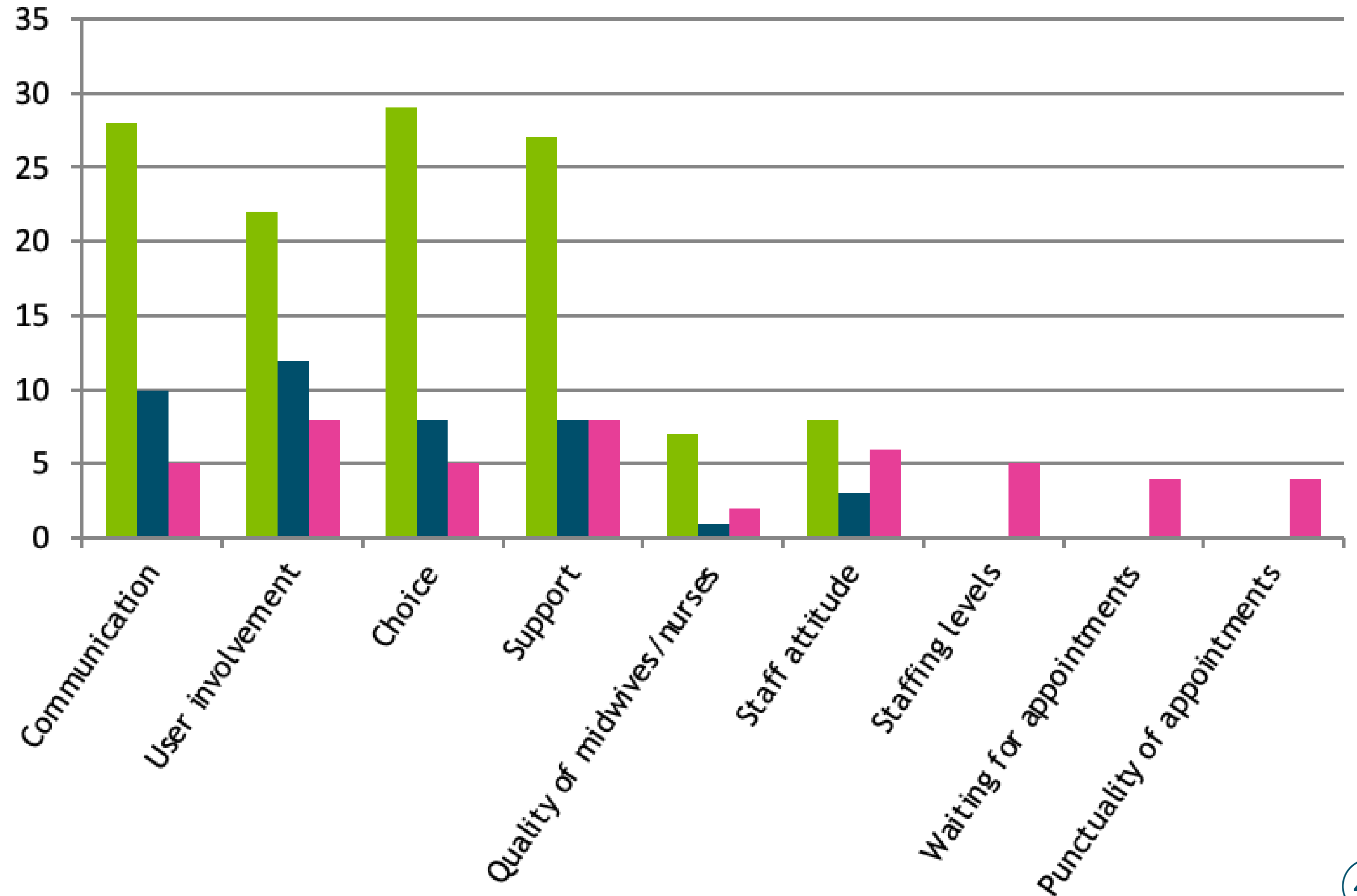
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Homerton Hospital overall

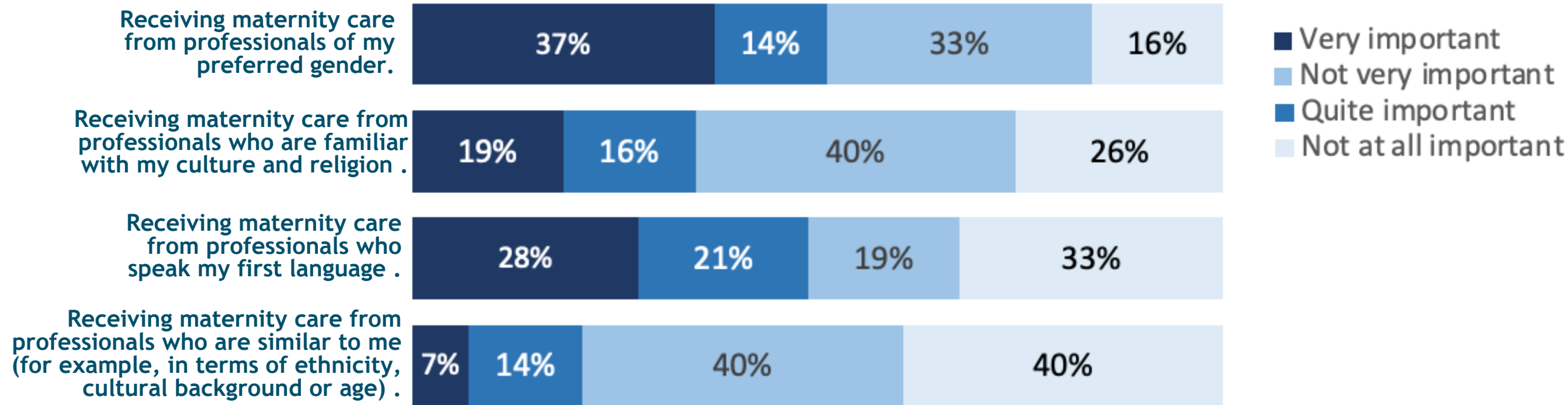


- positive
- neutral
- negative

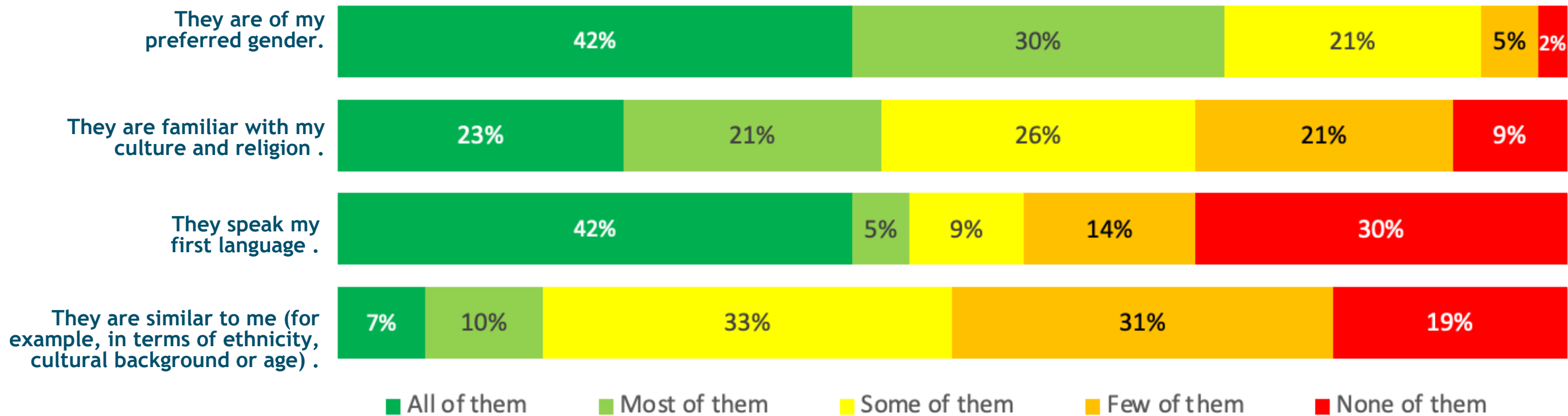


# Cultural sensitivity

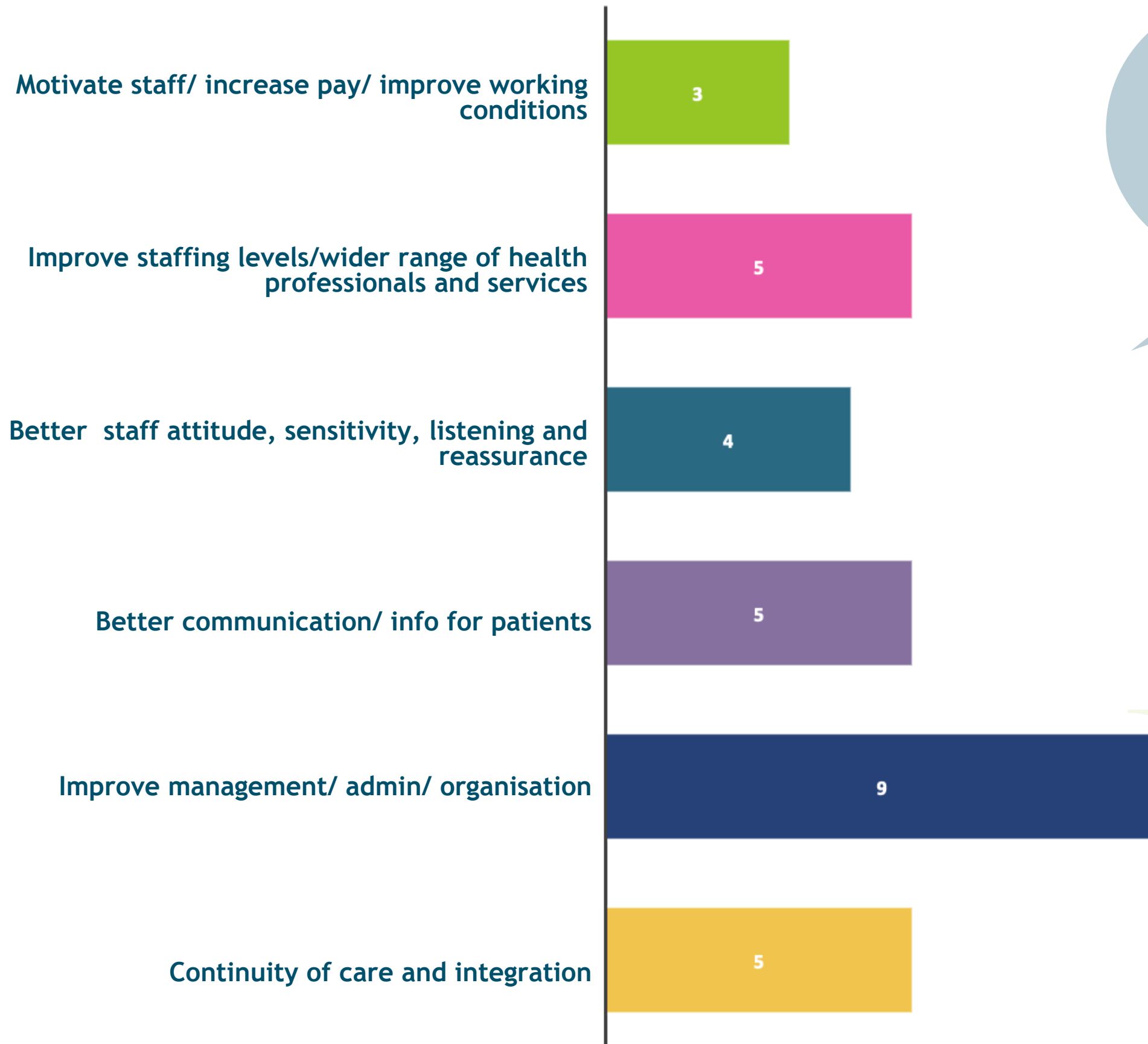
## How important are the following for you?



## Do these describe professionals who give you antenatal care?



# Voices for progress



Better access to booking systems  
More up to date information on the NHS websites such as correct numbers for hospital apps.  
The whole service feels disjointed.  
Text message confirmations of app times.  
An app - with up to date information.

I felt some midwives didn't were in a rush and wouldn't have provided what I needed unless I asked.

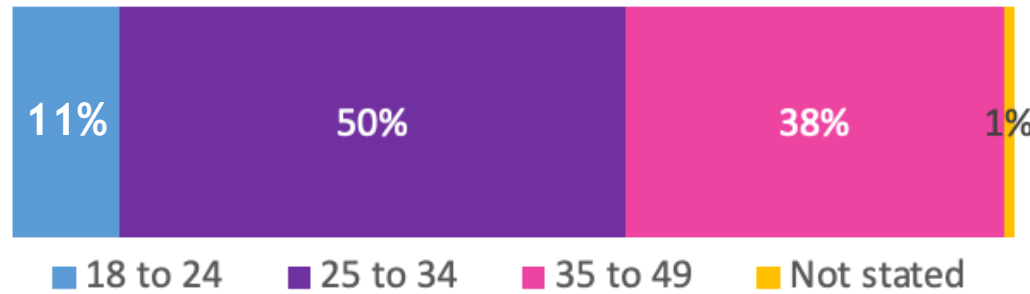
Staff to be proactive in explaining/offering various pain relief options. Please can staff enforce the rules so all mothers can rest well. Perhaps more doctors on the postnatal ward would allow mothers to be discharged in a more timely manner

# Waltham Forest

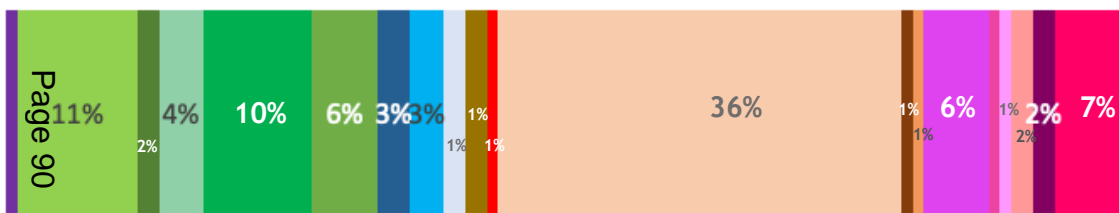


# We spoke to 103 people who received antenatal care in Waltham Forest

## Age

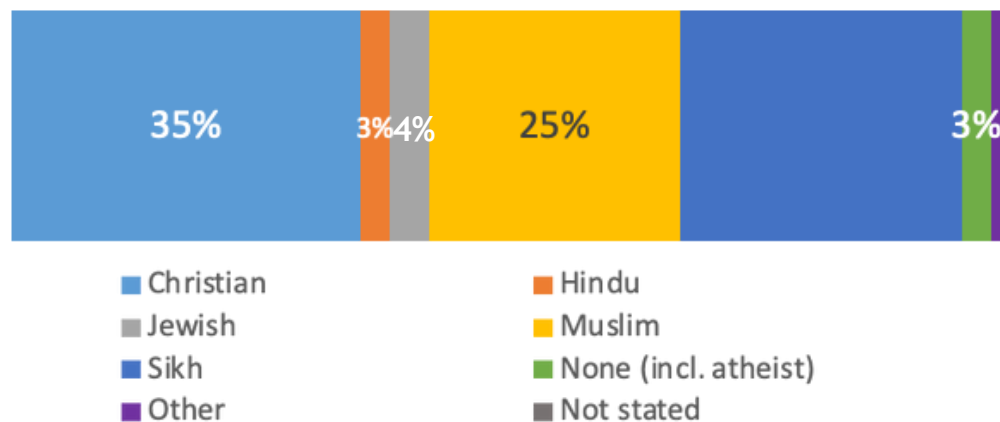


## Ethnicity

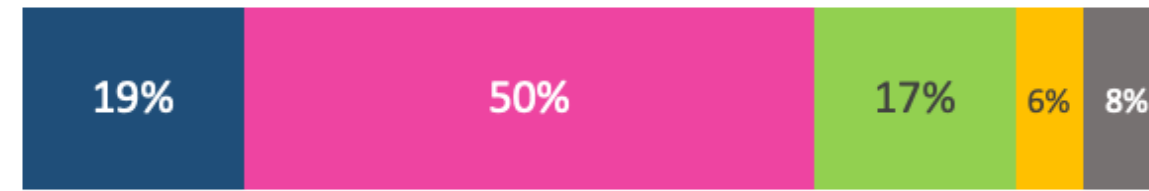


- Arab
- Asian: Chinese
- Asian: Pakistani
- Black: Caribbean
- Latin American
- Mixed: White and Black Caribbean
- White: Bulgarian
- White: Other
- White: Romanian
- Other ethnicity
- Asian: Bangladeshi
- Asian: Indian
- Black: African
- Jewish
- Mixed: Other
- White: British
- White: Irish
- White: Polish
- White: Turkish
- Not stated

## Religion



## Financial situation



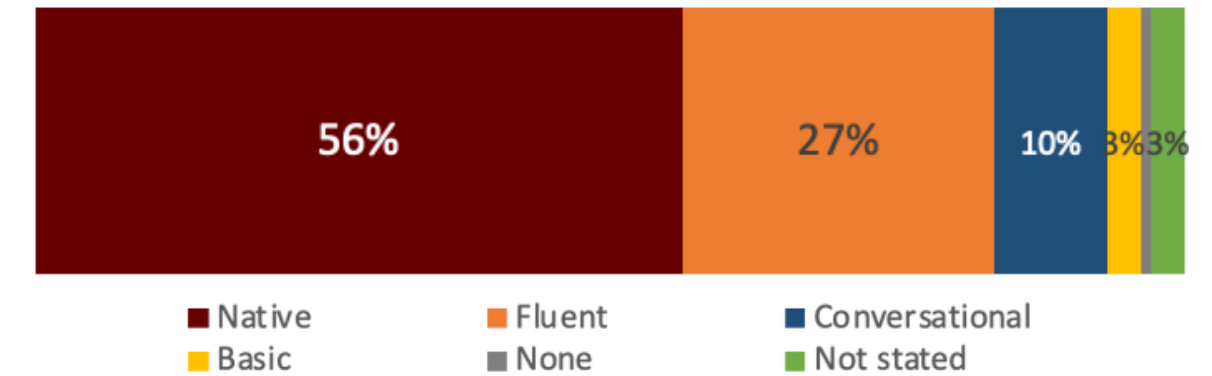
- Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)
- Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)
- Just getting by (I have just enough money for living expenses and little else)
- Really struggling (I don't have enough money for living expenses and sometimes run out of money)
- Not stated

## Educational level



- Undergrad or postgrad university degree
- Secondary or non-university post-secondary
- Primary education
- None

## English Fluency



- Native
- Fluent
- Conversational
- Basic
- None
- Not stated



2% were disabled

2% were neuro-divergent



10% were single parents/parents-to-be

18% were digitally excluded



7% lived in multi-generational households

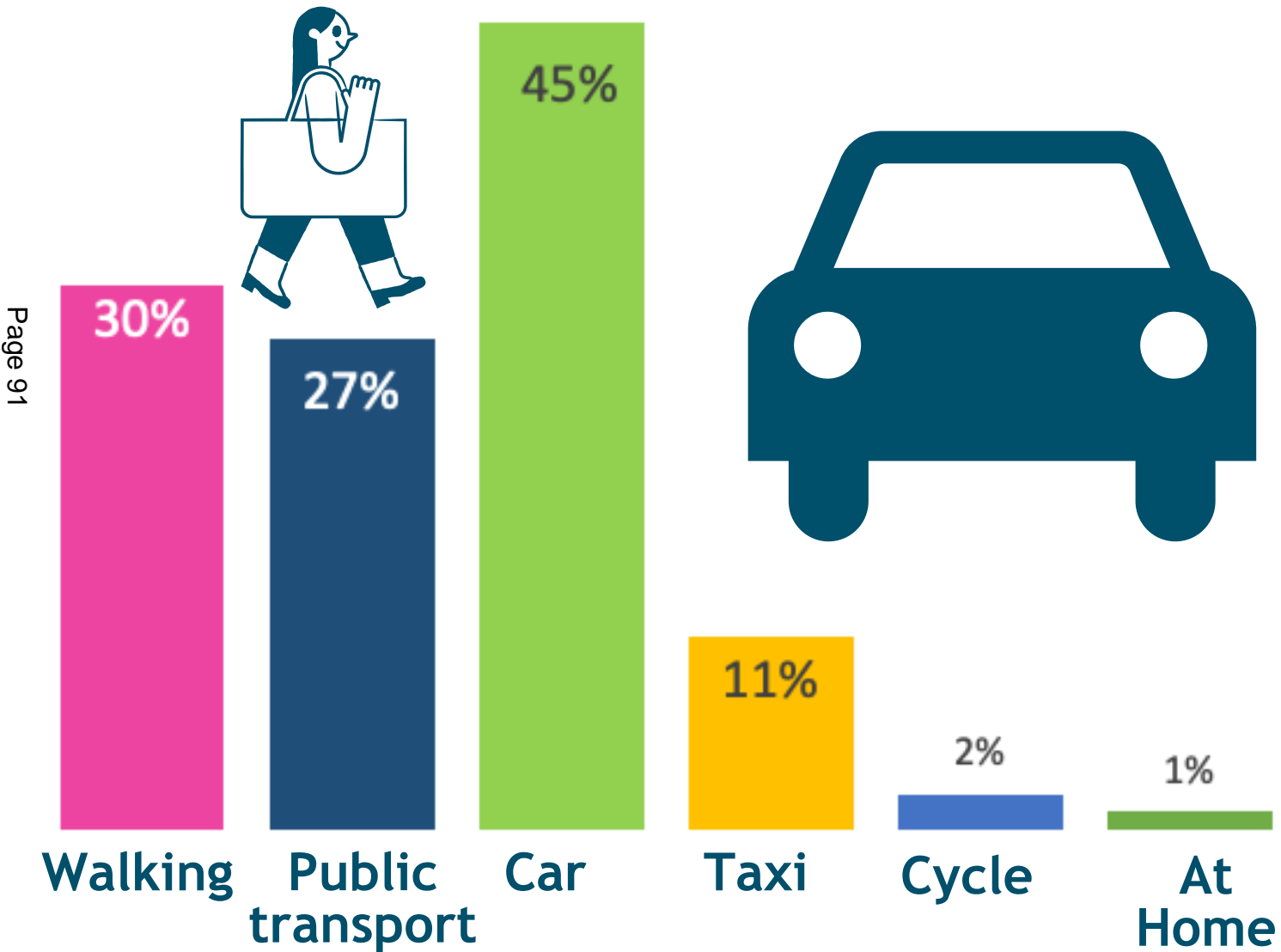
1% lived with housemates





# Travelling to appointments

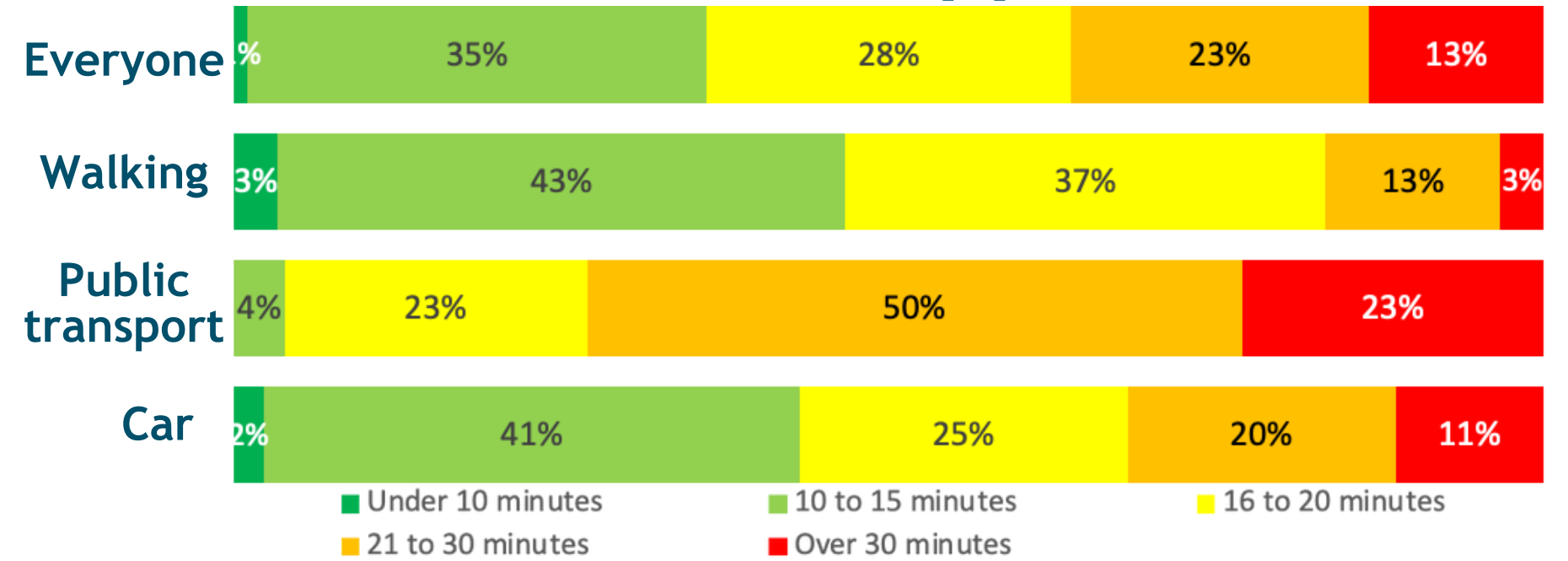
## How patients travelled to antenatal appointments



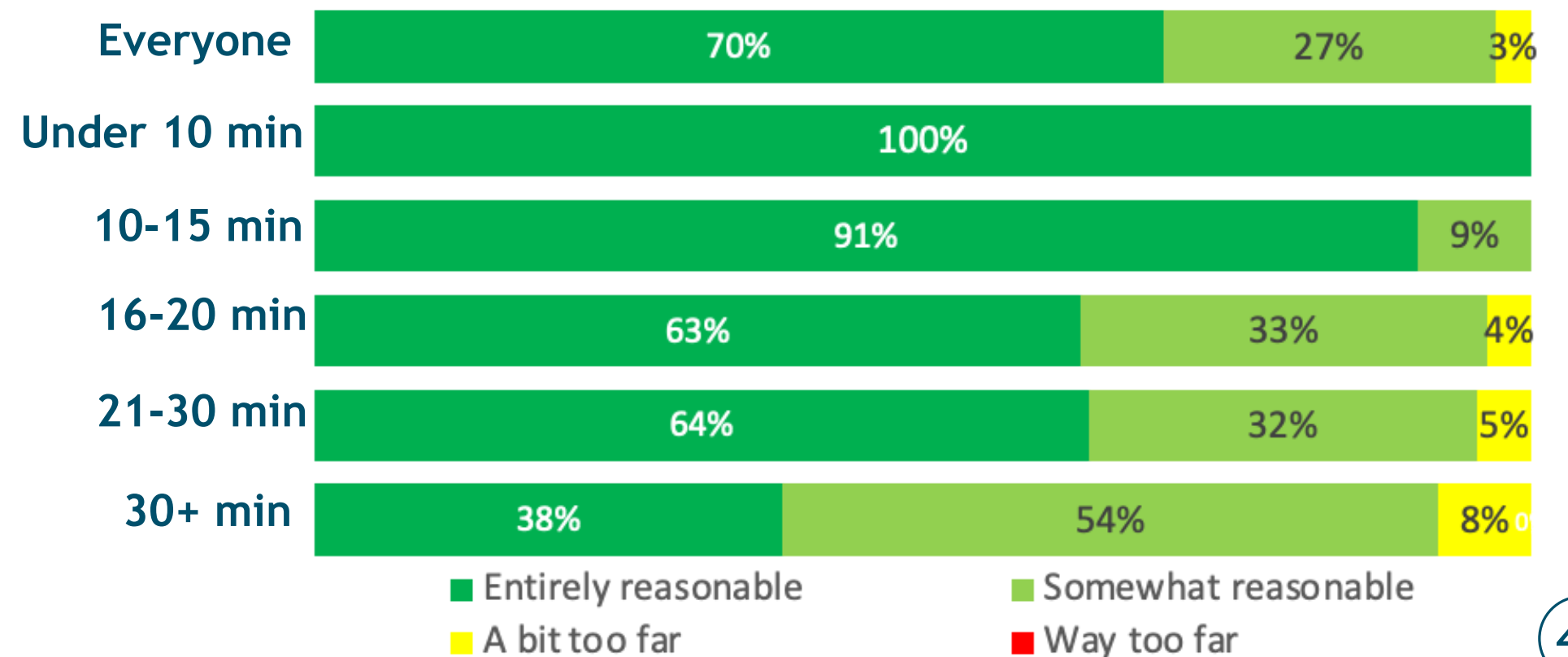
Page 91

Mothers-to be travelled, on average, for **22 minutes** for an antenatal appointment.

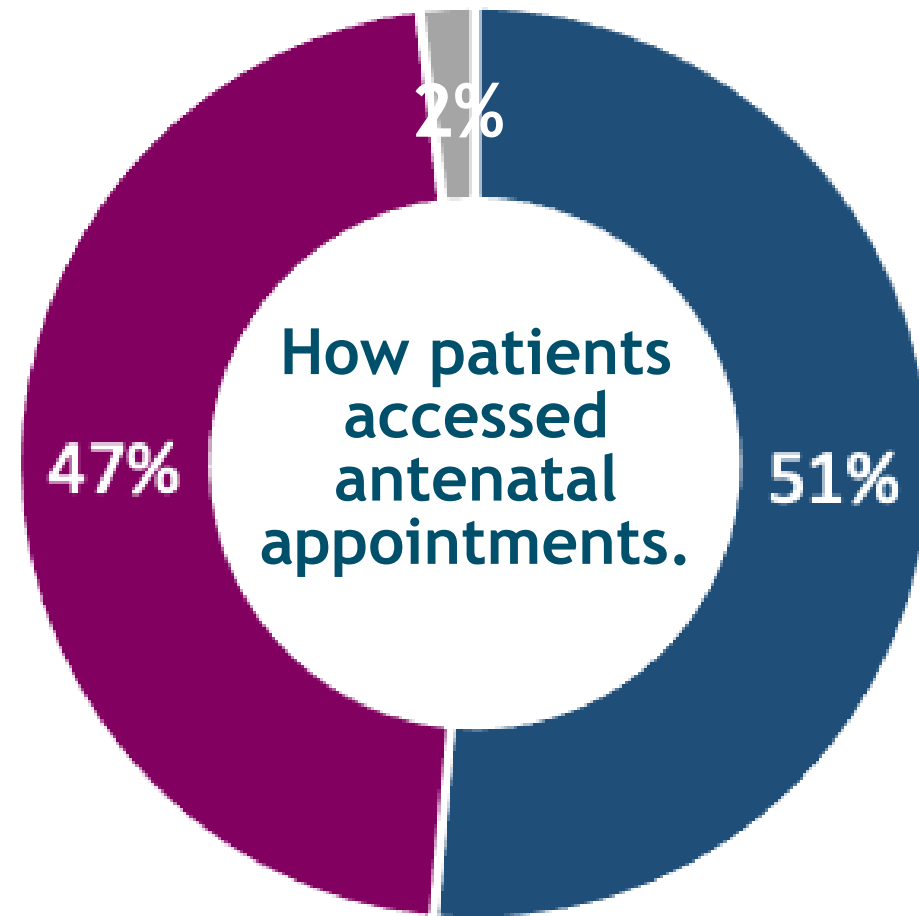
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



- Self-referred
- Referred by GP
- Other

69% of all patients

38% of GP referrals

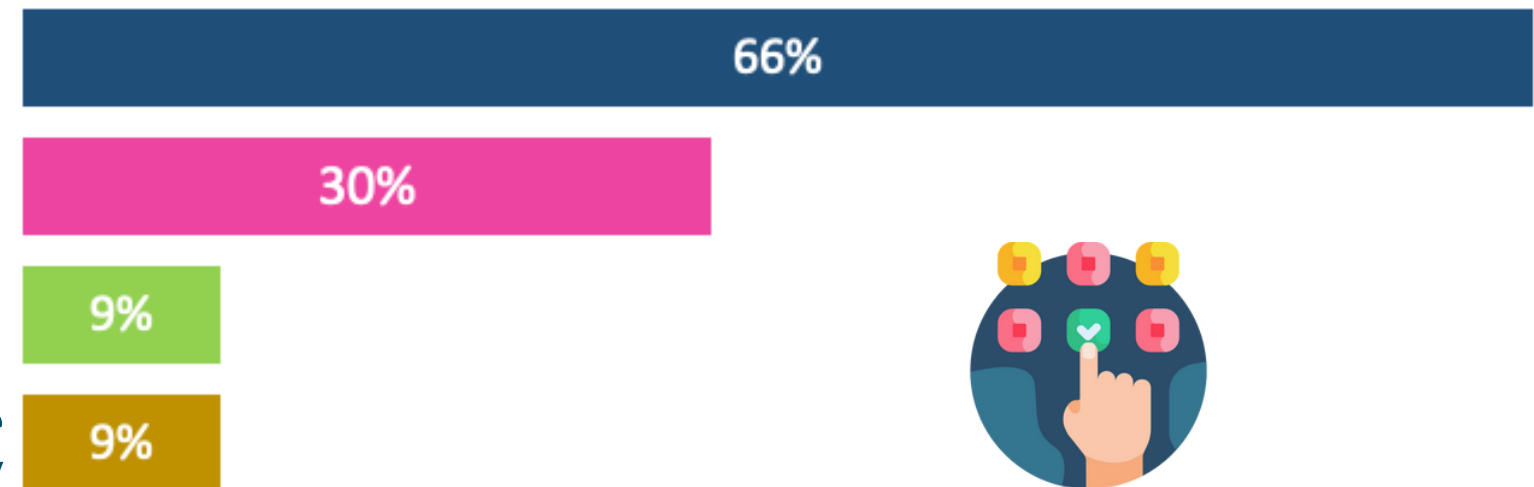
98% of self referrals

said they had a choice about where to have antenatal appointments.

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## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)

- Location close to home
- Good reputation/ ratings/ recommendations
- Best for my specific needs and /or preferences
- Received care here before for a previous pregnancy



# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



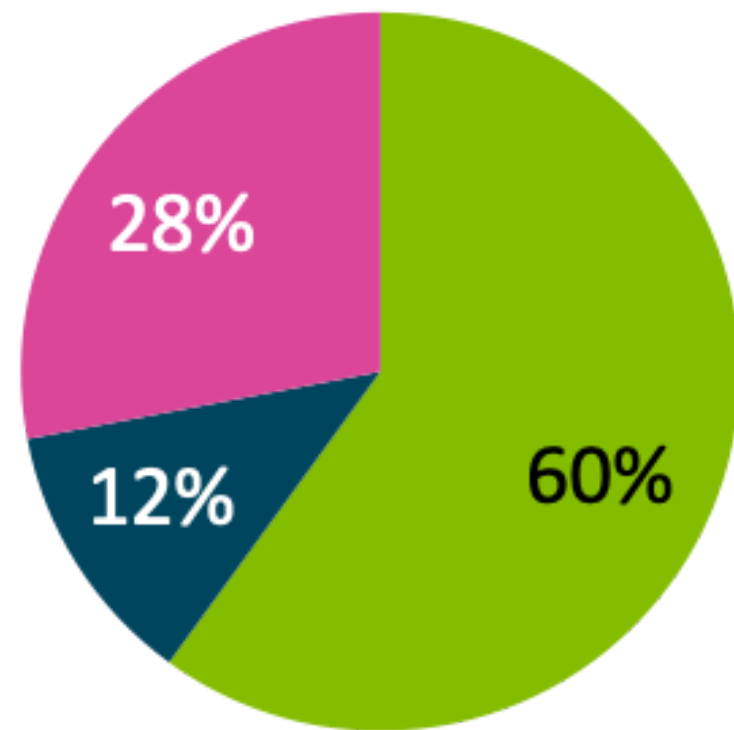
I feel listened to by midwives and other medical professionals.



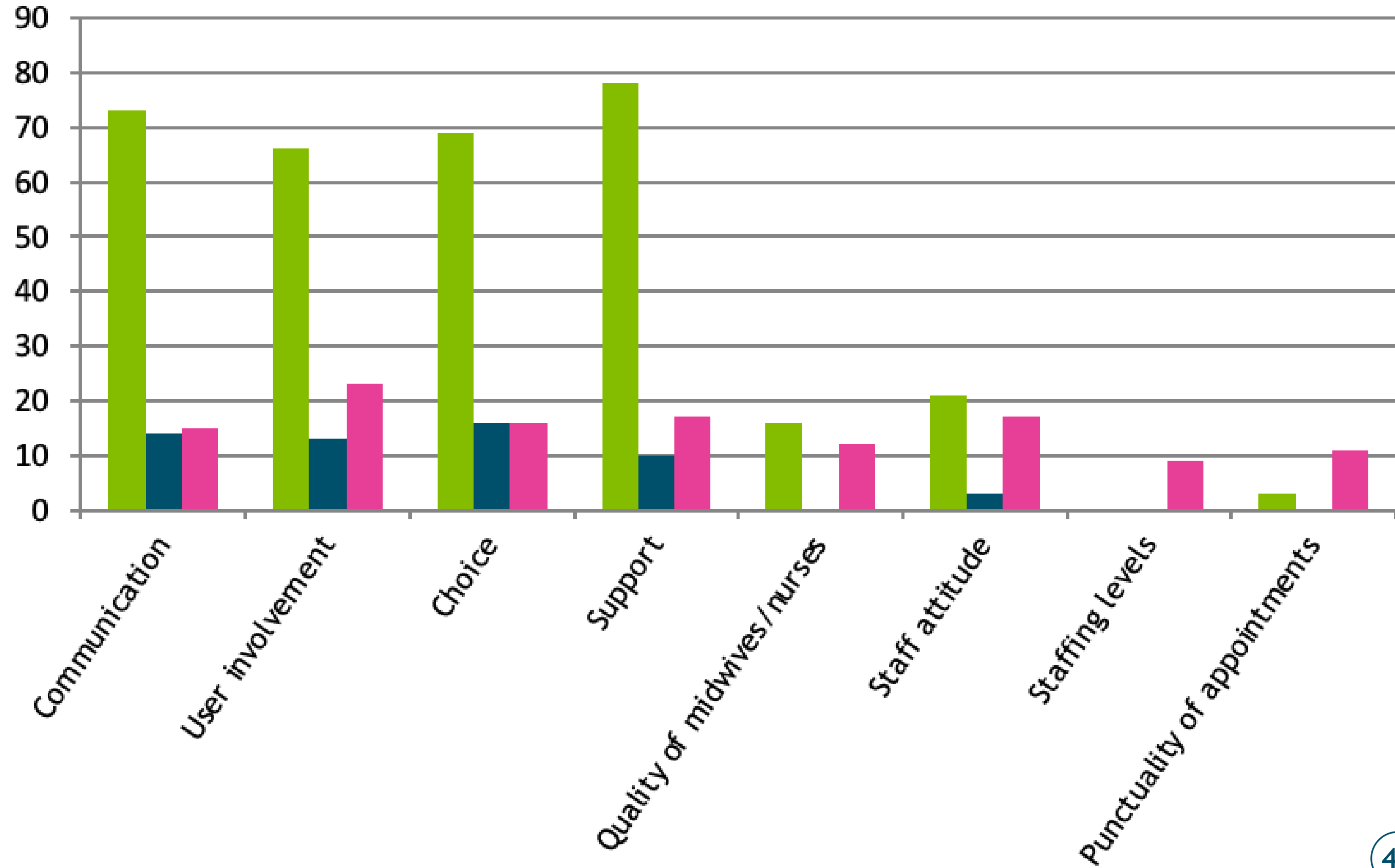
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Homerton Hospital overall

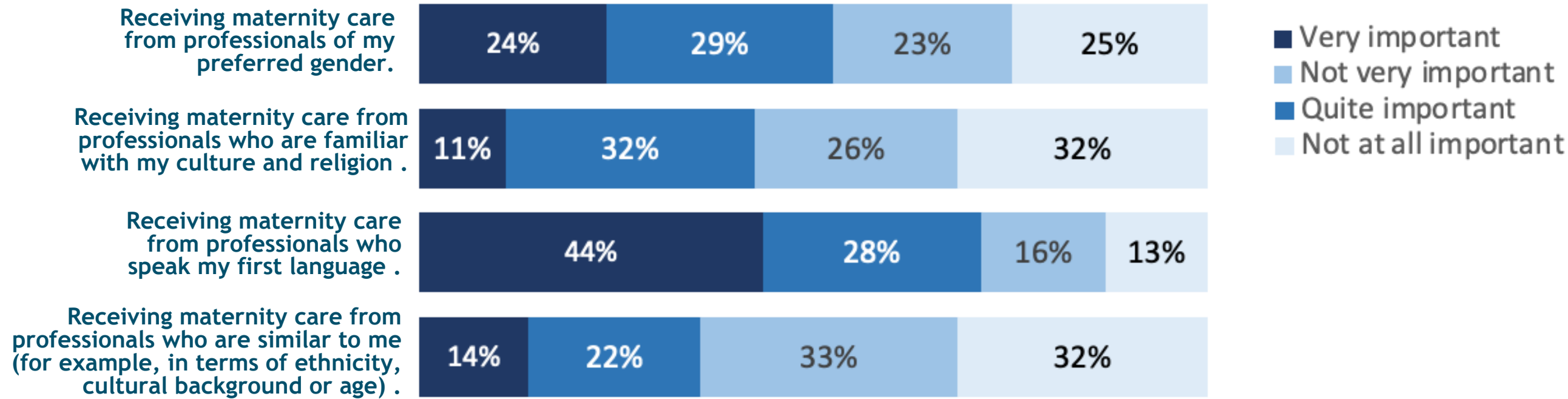


- positive
- neutral
- negative



# Cultural sensitivity

## How important are the following for you?



## Do these describe professionals who give you antenatal care?



# Voices for progress

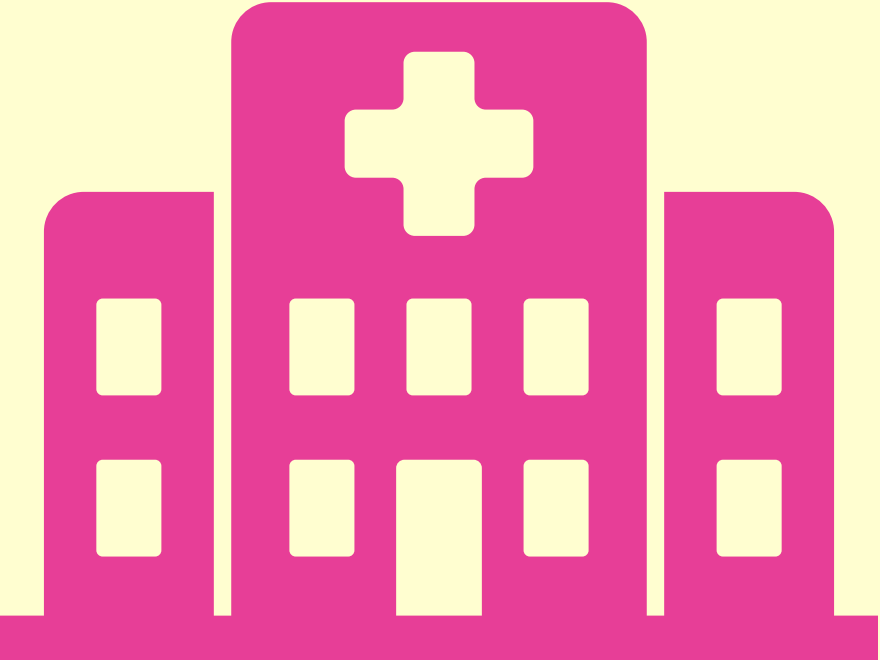


Go to the same place and see the same few people rather than someone different every time

They need more funding for more midwives and for women to have one point of contact through their pregnancy

Communication/listening to mums. I was uncomfortable and asked to be checked after baby was born, was told this is not necessary. On later examination was told I had piles

# Hospital specific reports



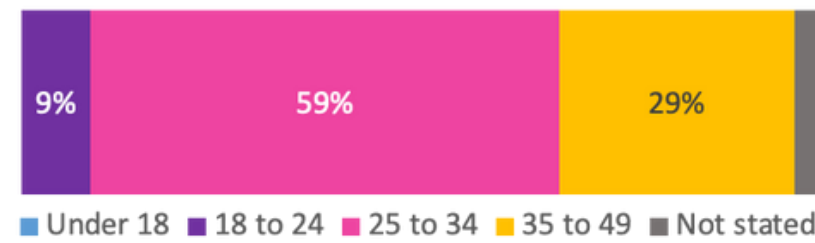


# Homerton Hospital

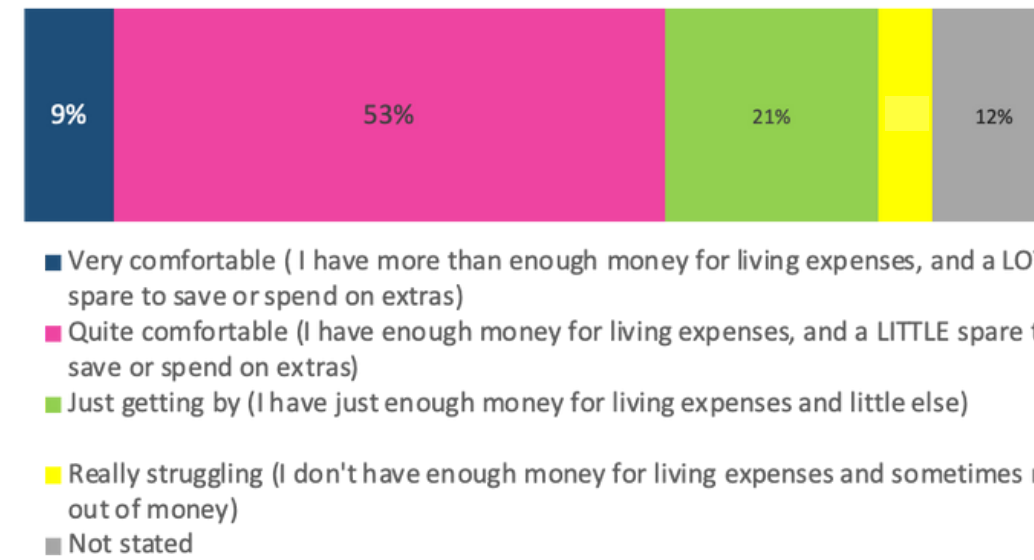


# We spoke to 58 people who received antenatal care at Homerton Hospital

## Age



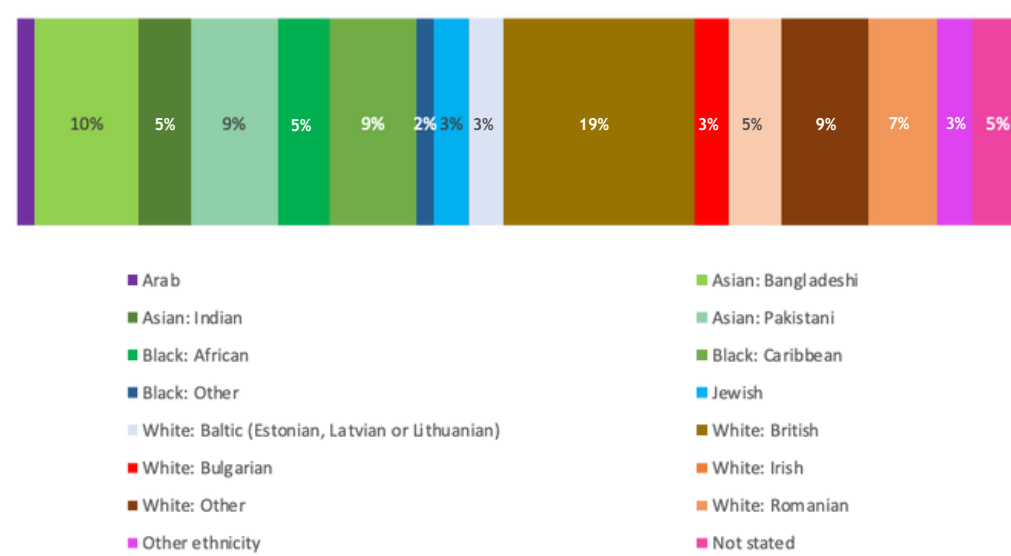
## Financial situation



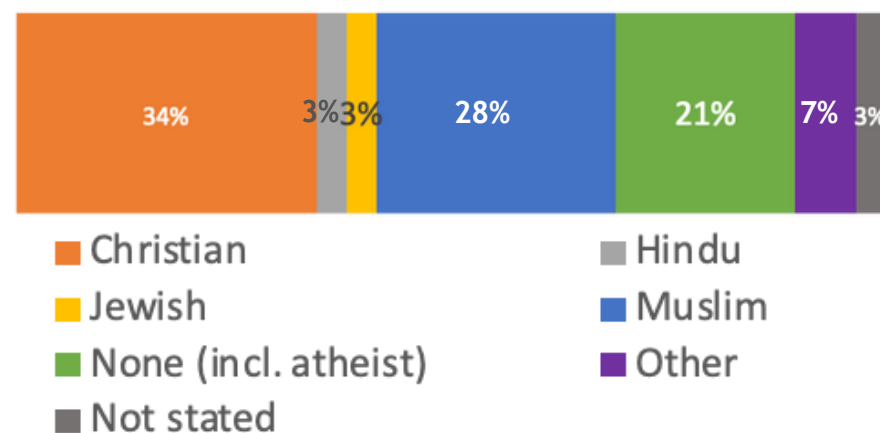
## English Fluency



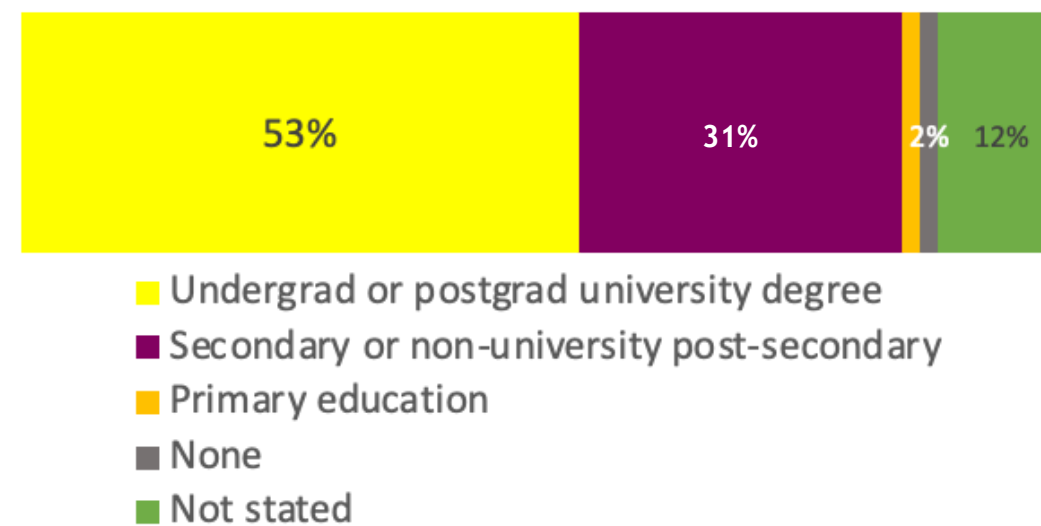
## Ethnicity



## Religion



## Educational level



Native Fluent Conversational Basic Not stated



3% were disabled

3% were neuro-divergent



16% were single parents/parents-to-be

9% were digitally excluded



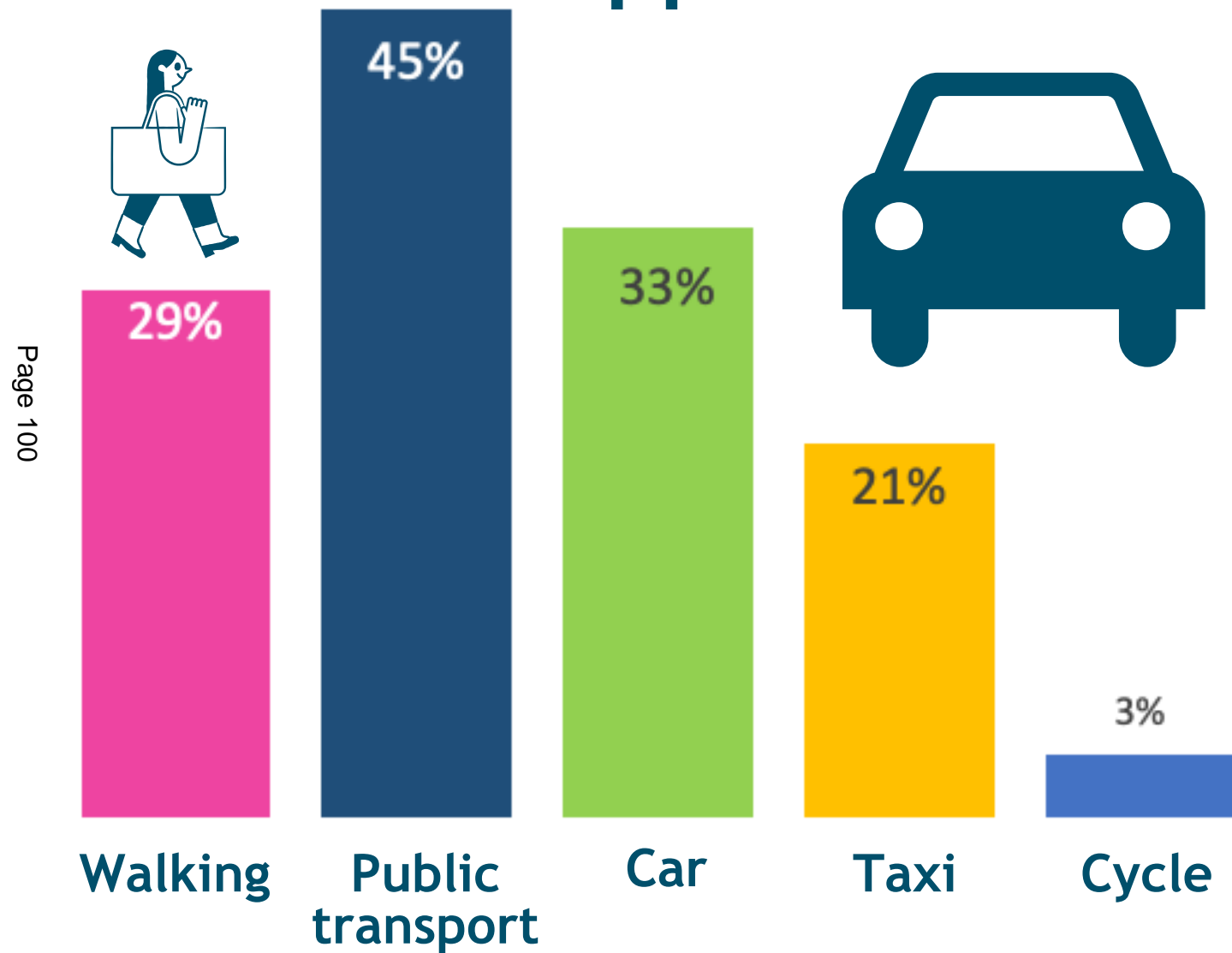
14% lived in multi-generational households

0% lived with housemates



# Travelling to appointments

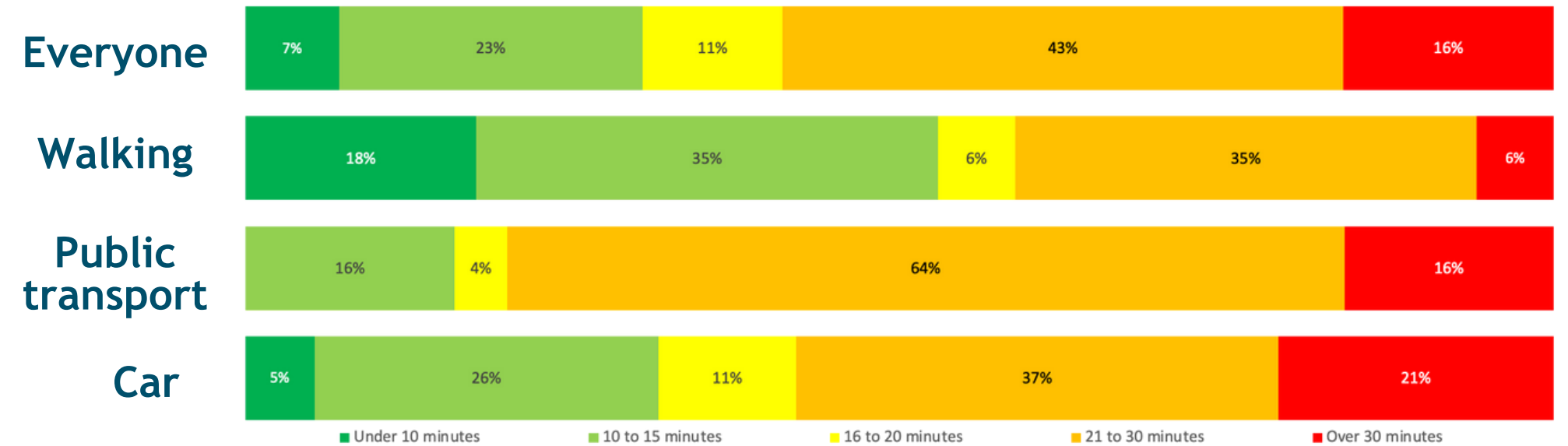
## How patients travelled to antenatal appointments



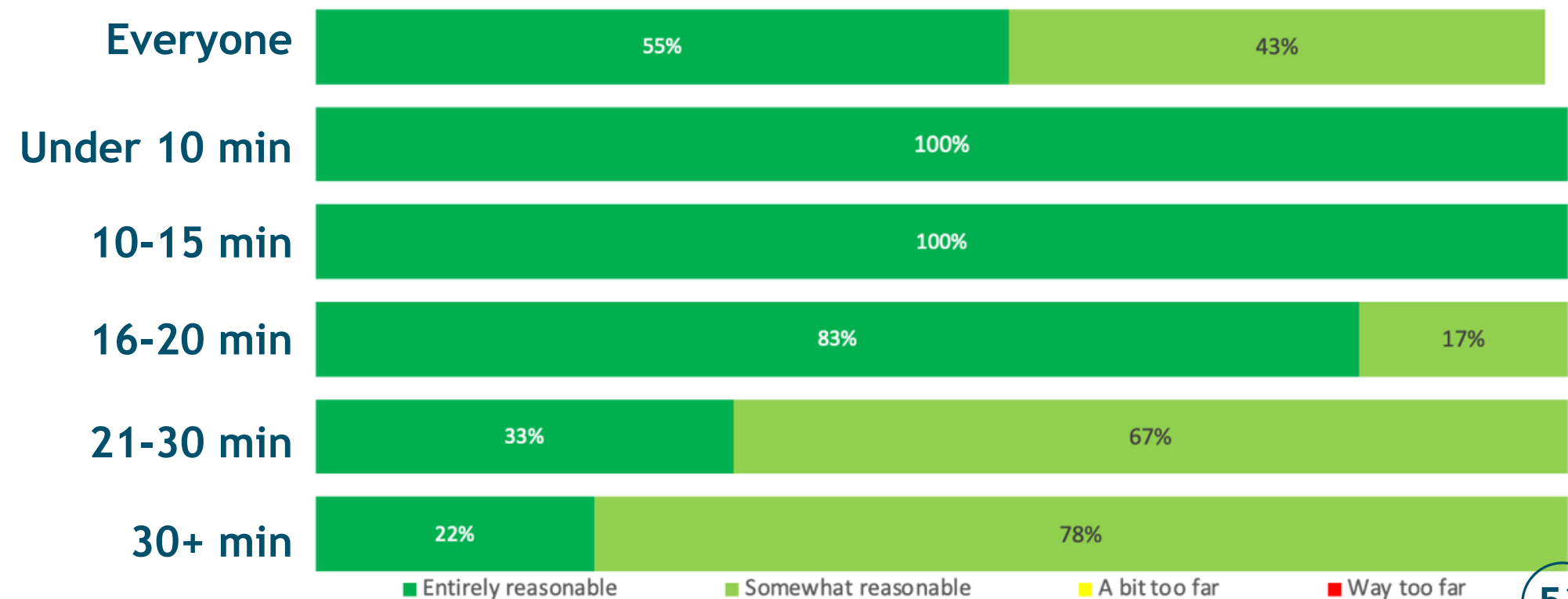
Page 100

Mothers-to be travelled, on average, for **24 minutes** for an antenatal appointment.

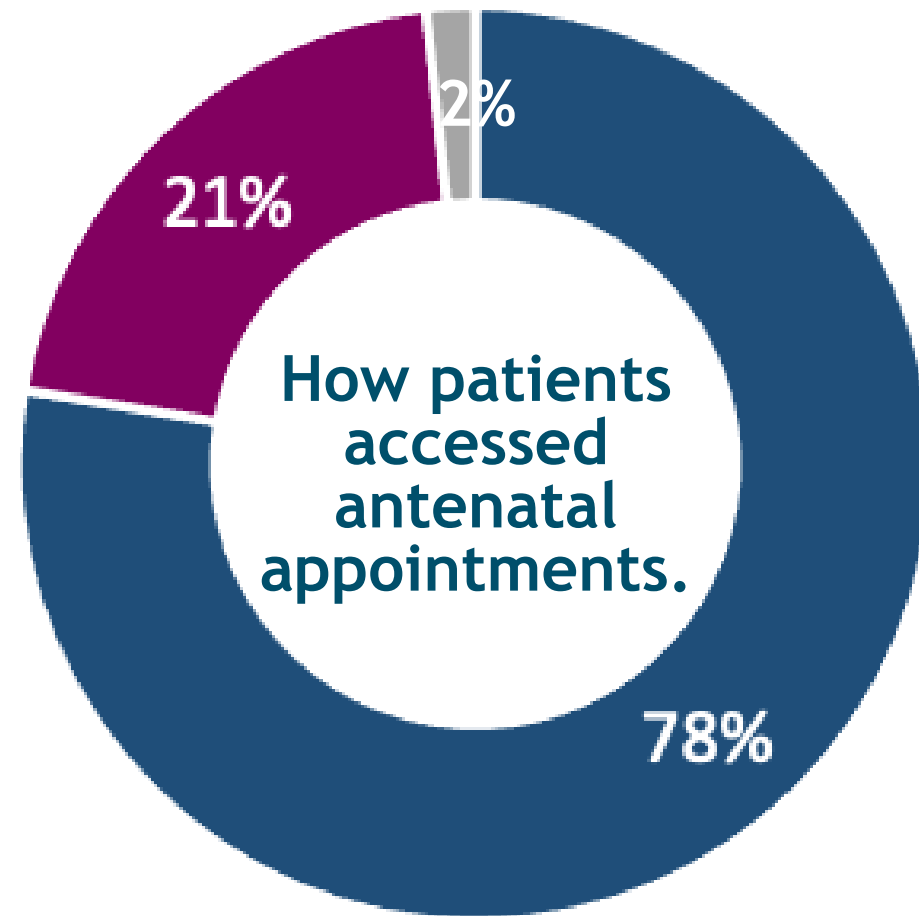
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



- Self-referred
- Referred by GP
- Other

**93% of all patients**

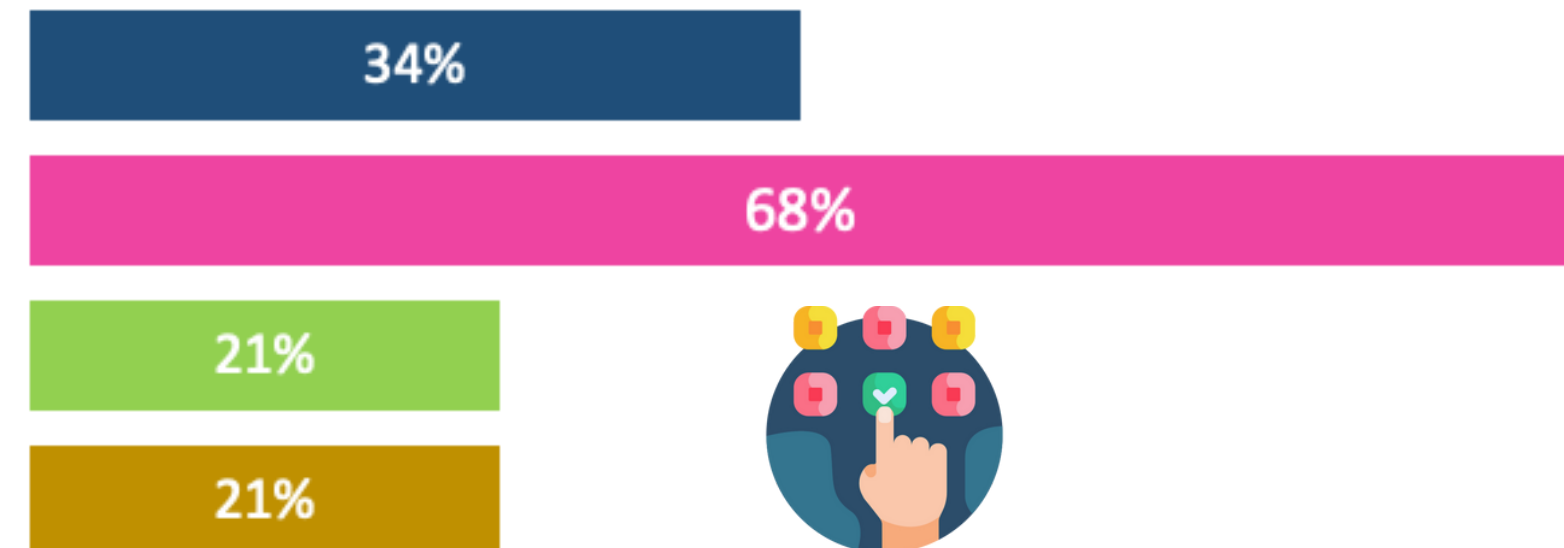
**75% of GP referrals**

**98% of self referrals**

said they had a choice about where to have antenatal appointments.

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)

- Location close to home
- Good reputation/ ratings/ recommendations
- Best for my specific needs and /or preferences
- Received care here before for a previous pregnancy



# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



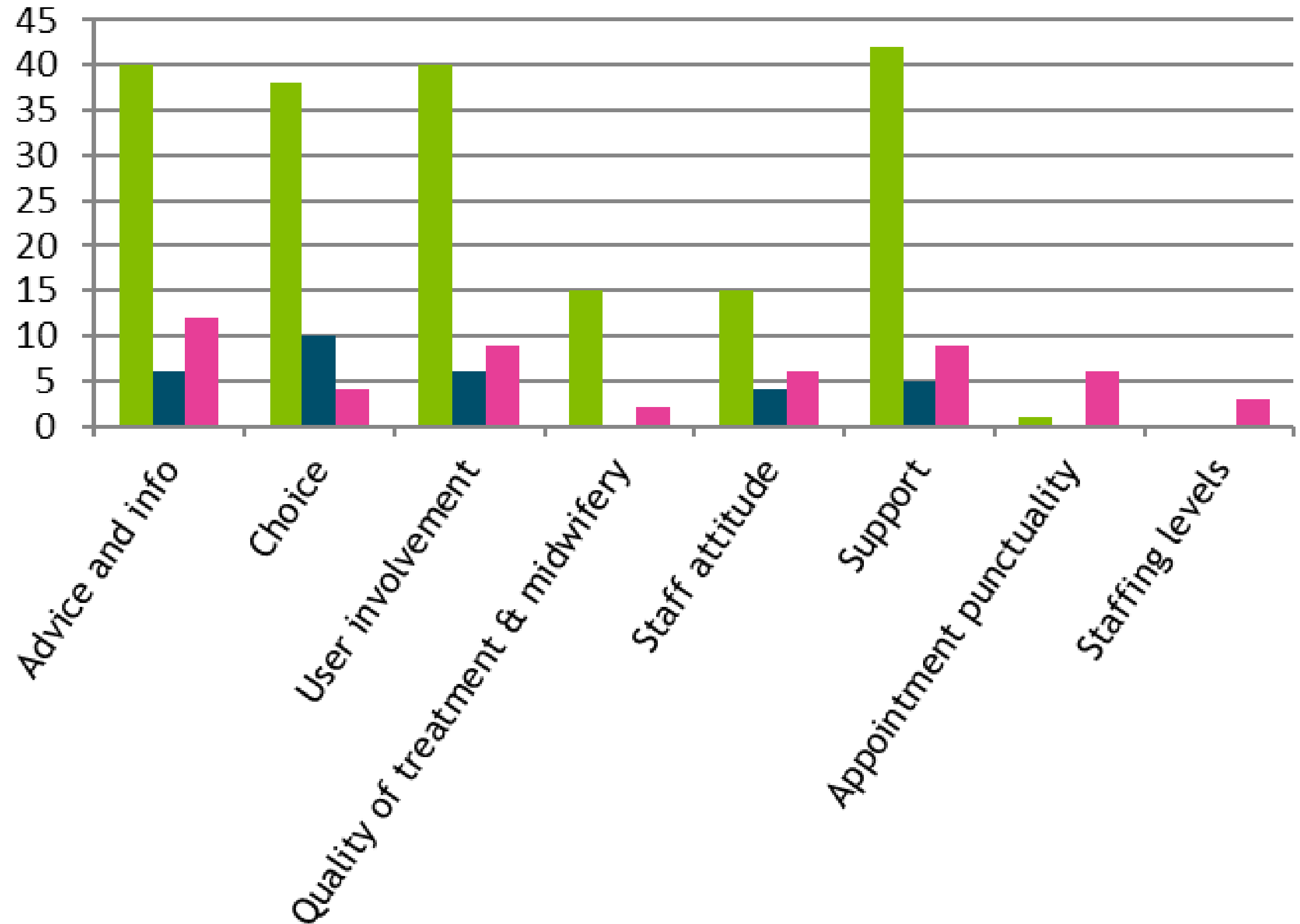
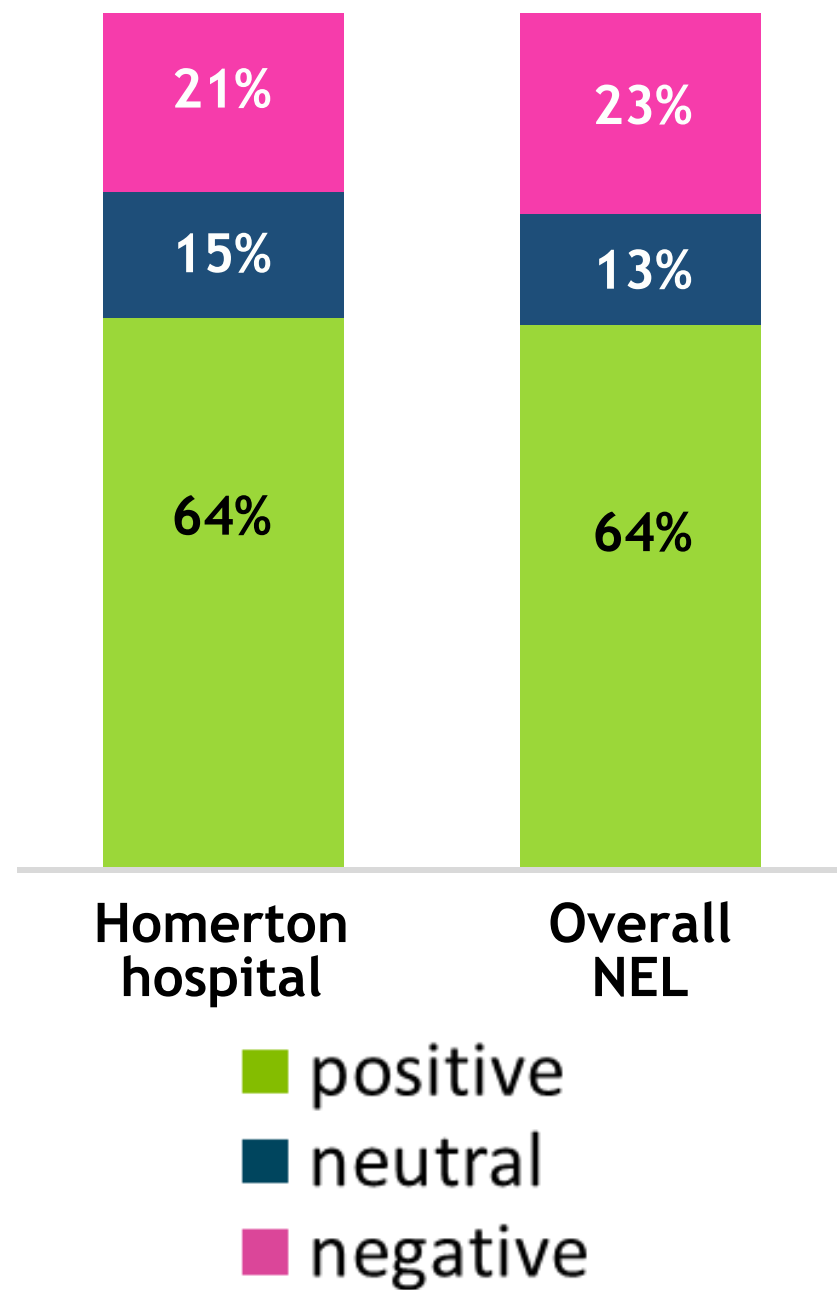
I feel listened to by midwives and other medical professionals.



■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Homerton hospital compared to overall North East London



## Experience of antenatal appointments

# What patients are saying

*The communication is great. There is a 24 hr line to call my midwife and it was very helpful. Midwives were attentive and understanding. Sometimes the wait can be long.*

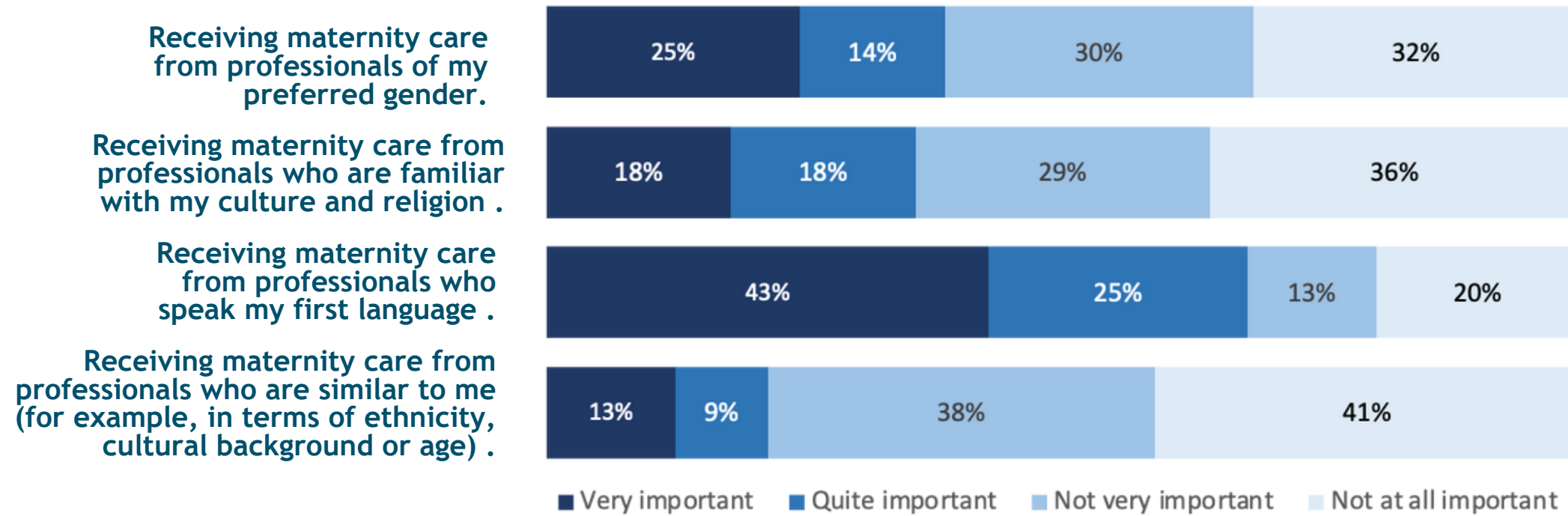
*The service seemed friendly and well-organised. I felt listened to and I trusted that things would happen, even if I had to wait because the service was under-resourced.*

*Overall worked quite well, until gestational diabetes diagnosis. Then became very difficult to receive advice, extremely long waiting times for appointments that could easily have been done over the phone. Consultants not willing to listen and did not provide evidence-based information. Diabetes team were good but very hard to contact after that first intro session. Midwife was only person who I could talk to openly and who recognised my concerns.*



# Cultural sensitivity

## How important are the following for you?



## Do these describe professionals who give you antenatal care?



# Voices for progress



More sessions of practical information, the last weeks of pregnancy, common pain, stages of birth, practising breathing techniques, tens machine, when to go to hospital

Less wait time between admittance and the doctor coming. It feels like limbo and causes stress.

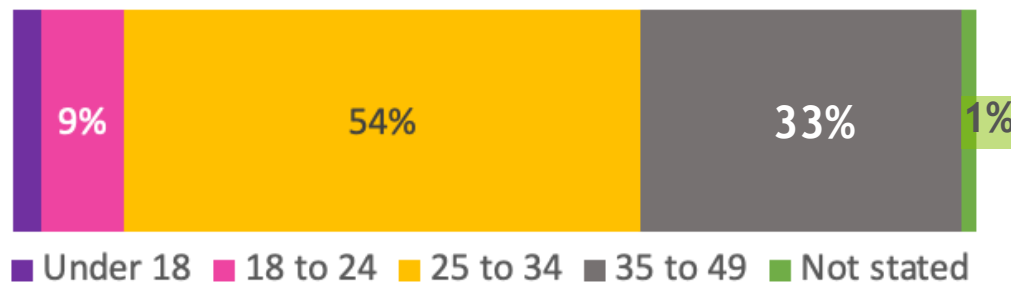
Further disability training. MH is co-occurring along with many things which in my case have not been considered at all, therefore causing conflict in my care.

# King George Hospital

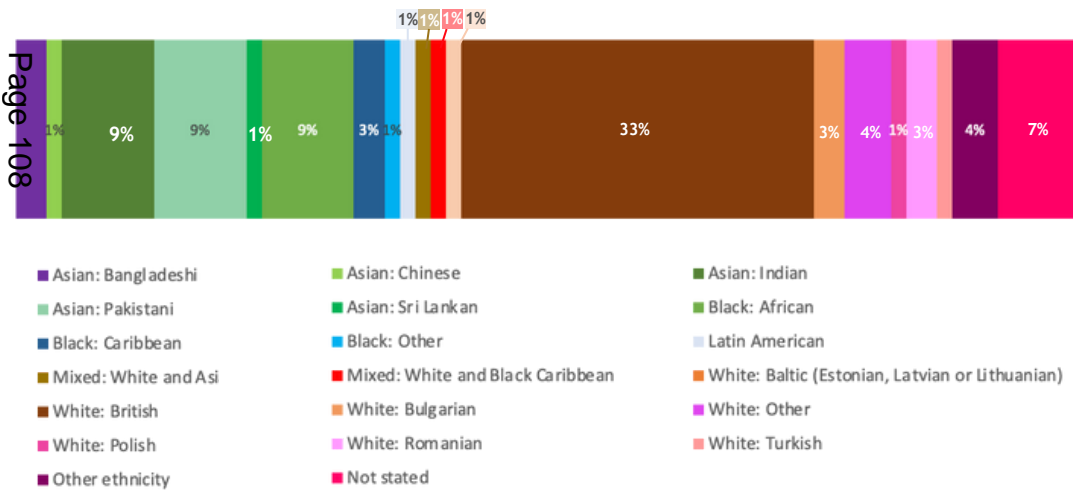


# We spoke to 69 people who received antenatal care at King George Hospital

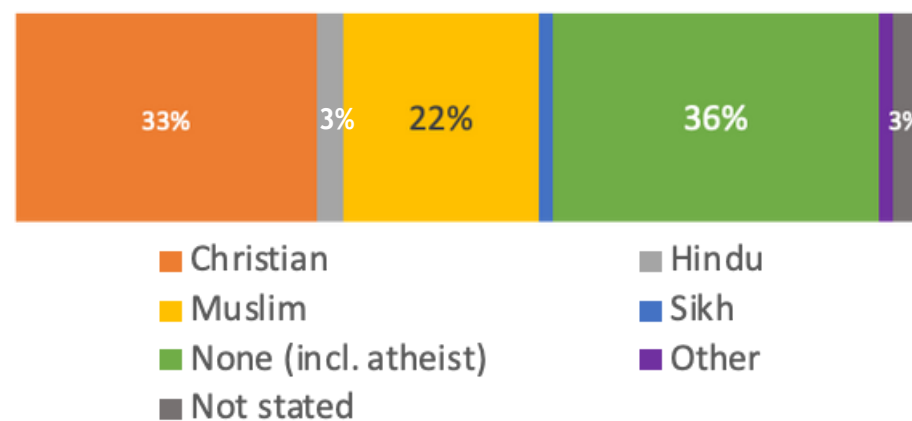
## Age



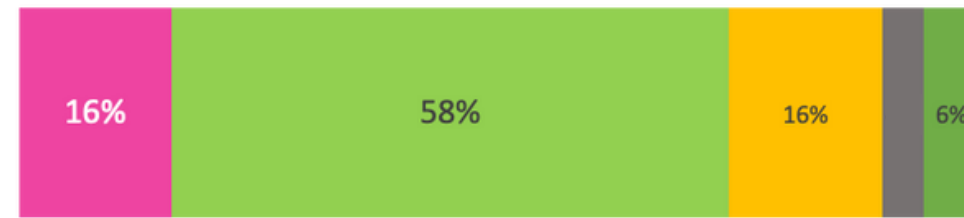
## Ethnicity



## Religion



## Financial situation



- Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)
- Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)
- Just getting by (I have just enough money for living expenses and little else)
- Really struggling (I don't have enough money for living expenses and sometimes run out of money)
- Not stated

## Educational level



- Undergrad or postgrad university degree
- Secondary or non-university post-secondary
- Primary education
- None
- Not stated

## English Fluency



- Native
- Fluent
- Conversational
- Basic
- None
- Not stated



3% were disabled



6% were neuro-divergent



12% were single parents/parents-to-be



12% were digitally excluded



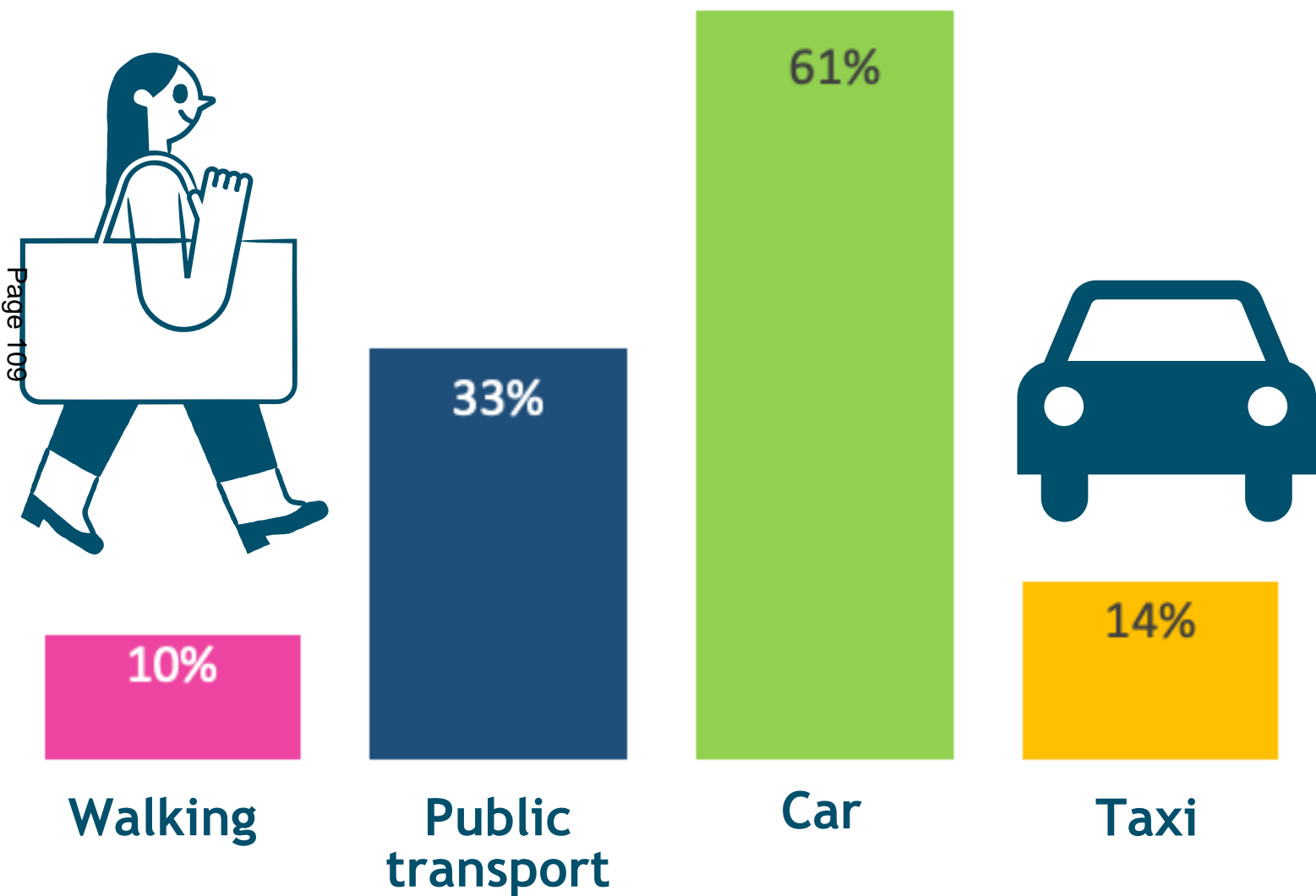
14% lived in multi-generational households



0% lived with housemates

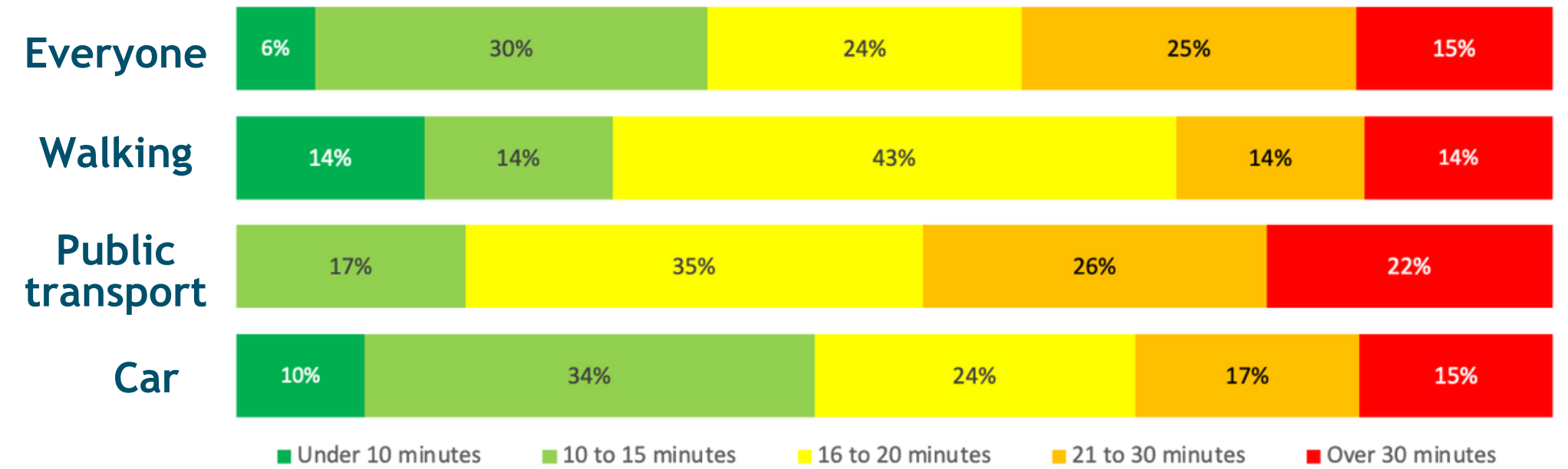
# Travelling to appointments

## How patients travelled to antenatal appointments

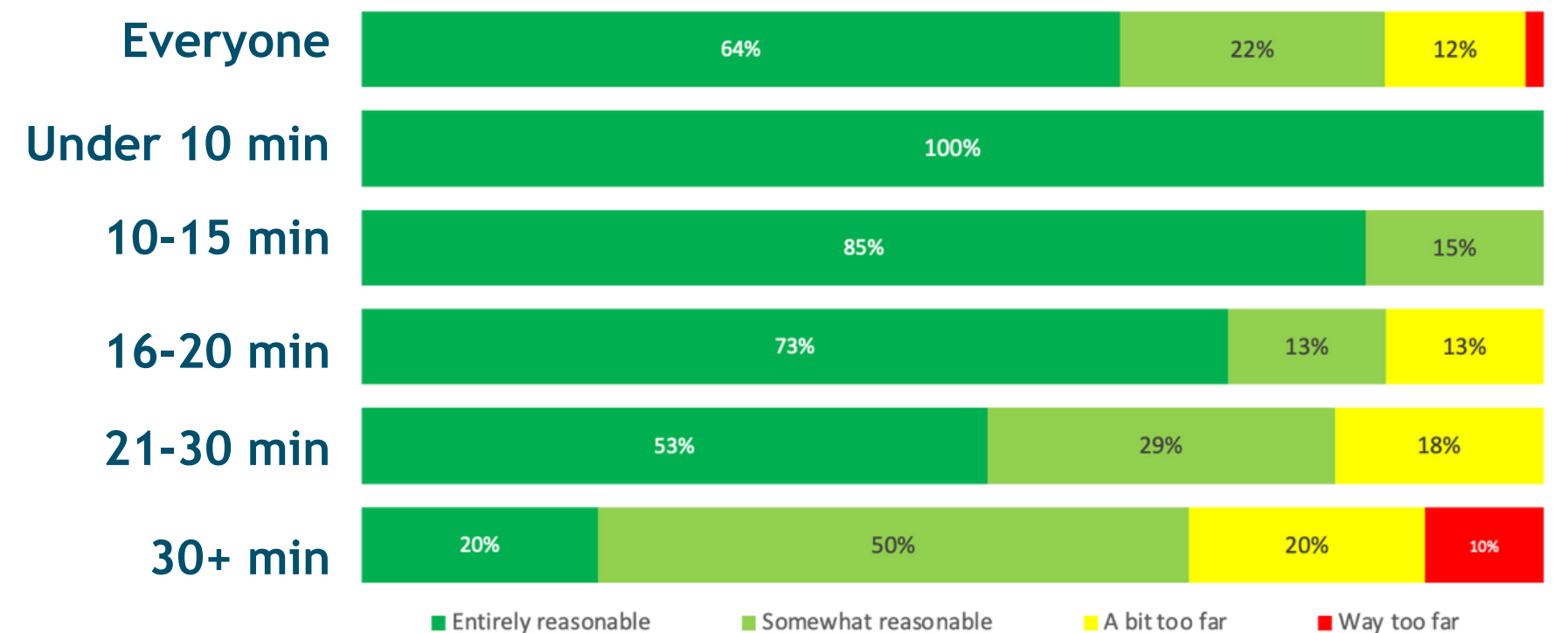


Mothers-to be travelled, on average, for **23 minutes** for an antenatal appointment.

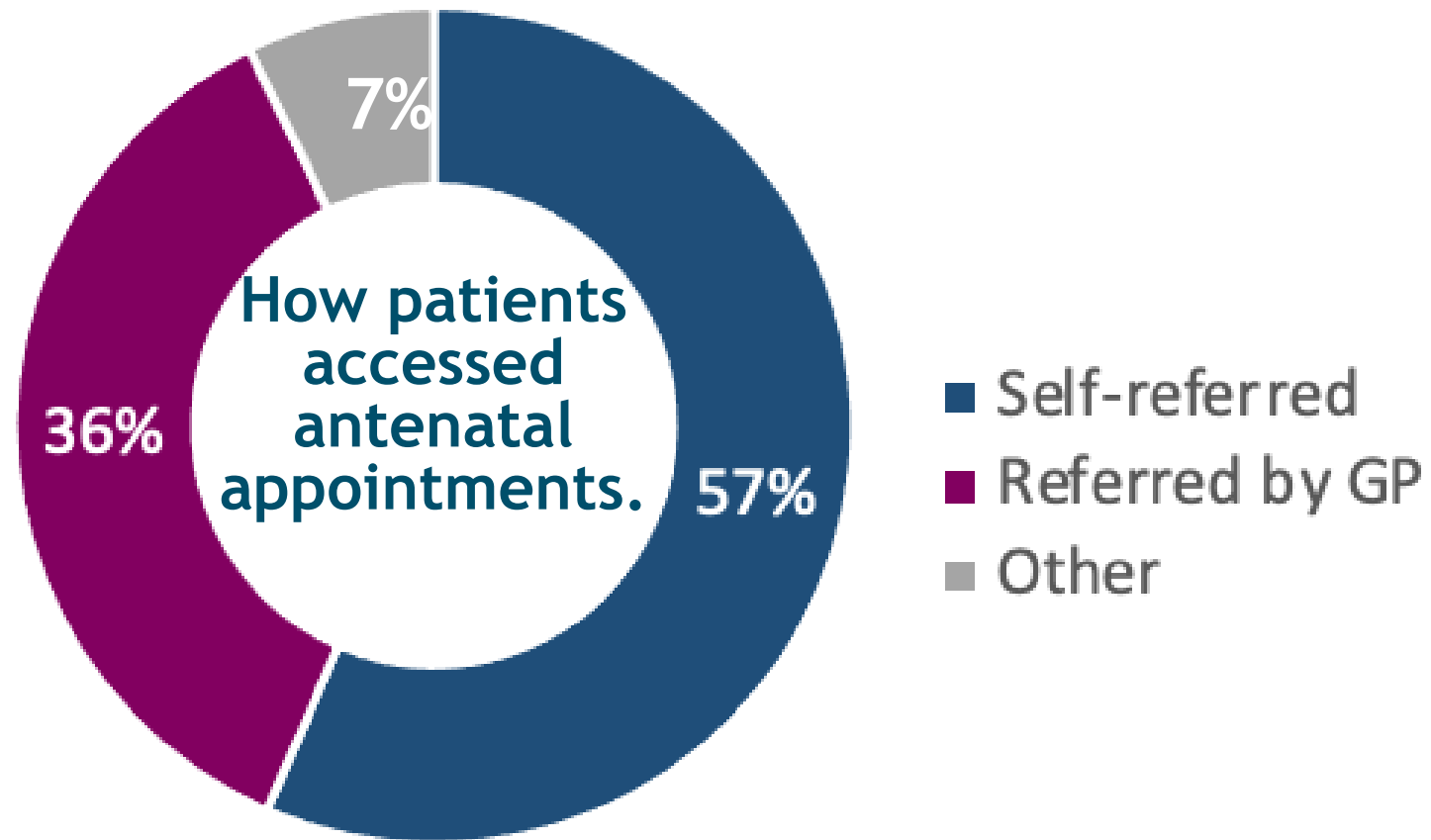
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



**61% of all patients**

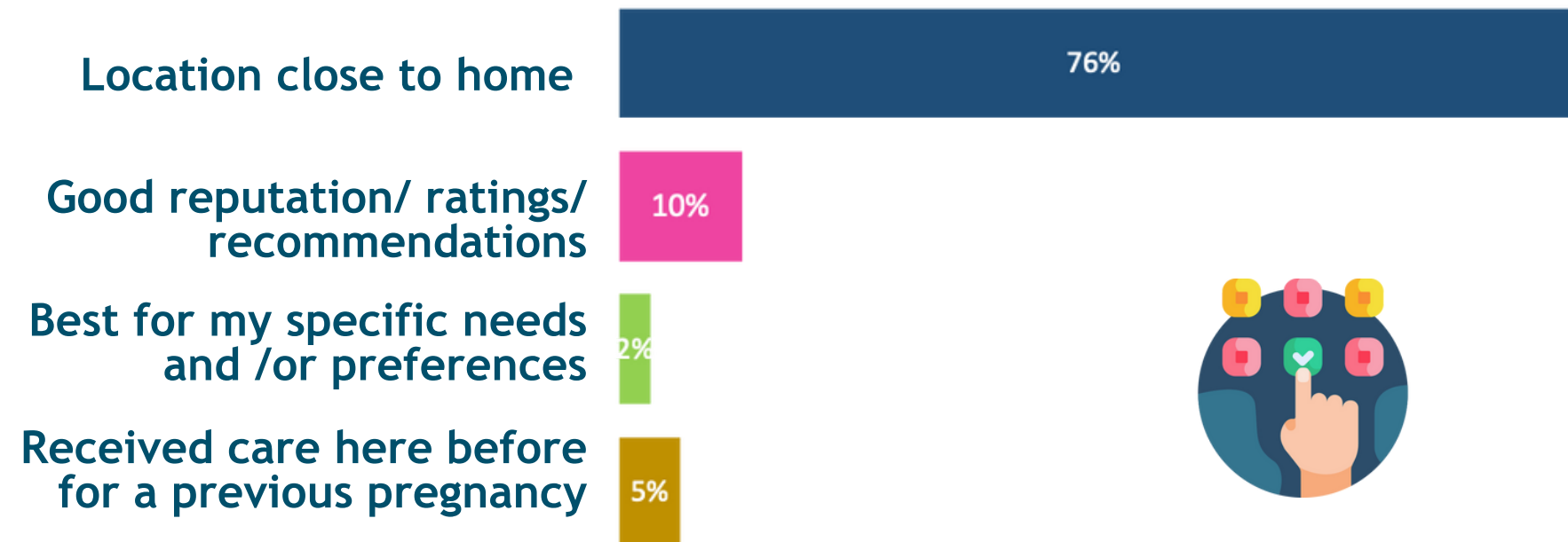
**32% of GP referrals**

**82% of self referrals**

said they had a choice about where to have antenatal appointments.

Page 110

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)



# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



I feel listened to by midwives and other medical professionals.

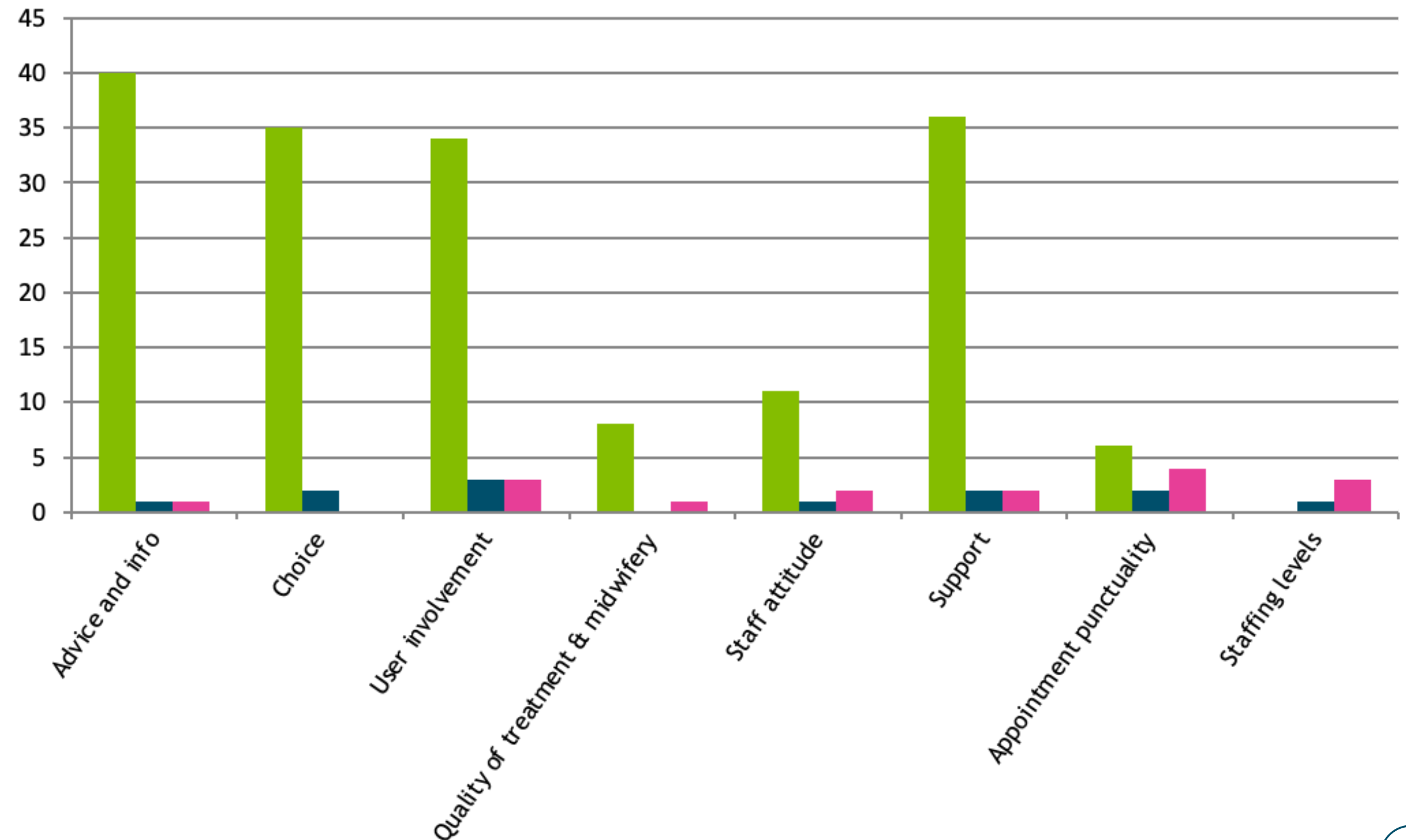
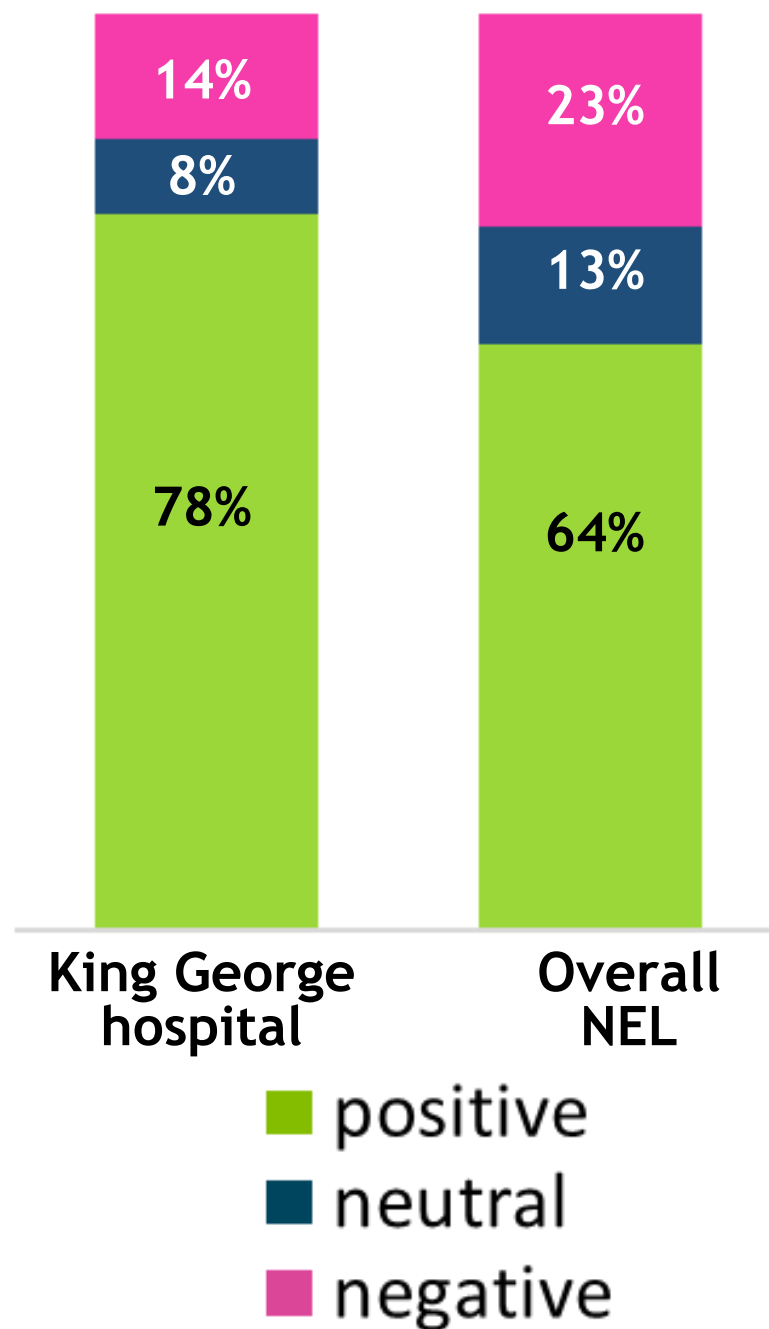


■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree



# Experience of antenatal appointments

## Experience of King George hospital compared to overall North East London



## Experience of antenatal appointments

# What patients are saying

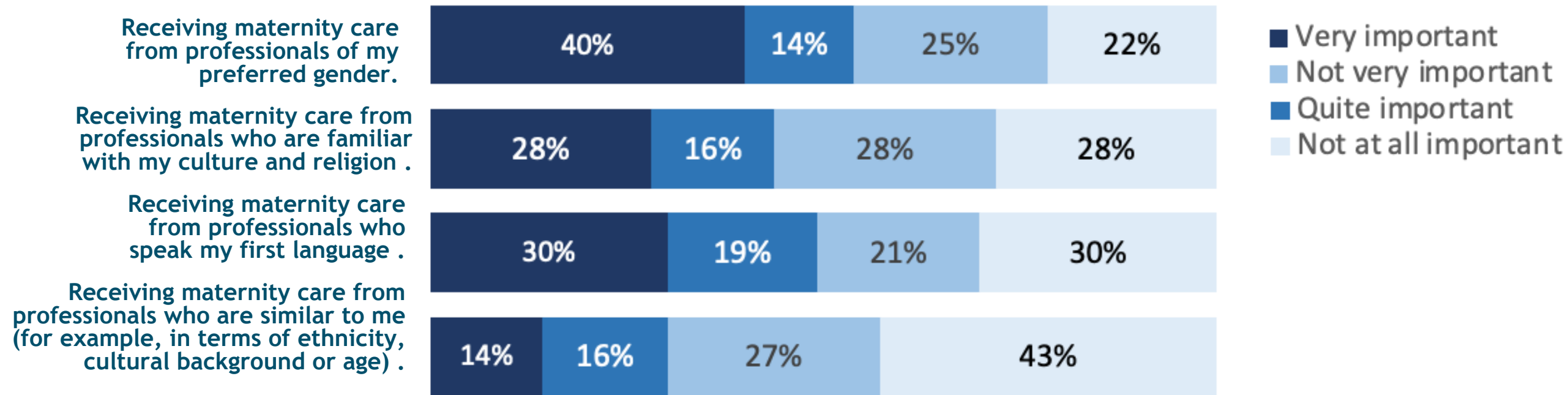
*They were attentive and aware of my situation with covid during my pregnancy and my phobia of needles so were really accommodating. They supported me postpartum to help with my PTSD.*

*Really nice experience - vaccinations, flu jab. Suggested vitamins. Really like the process. Don't have to wait often 10 minutes, appointments on time. Scan was arranged but not clear another one arranged within a week.*

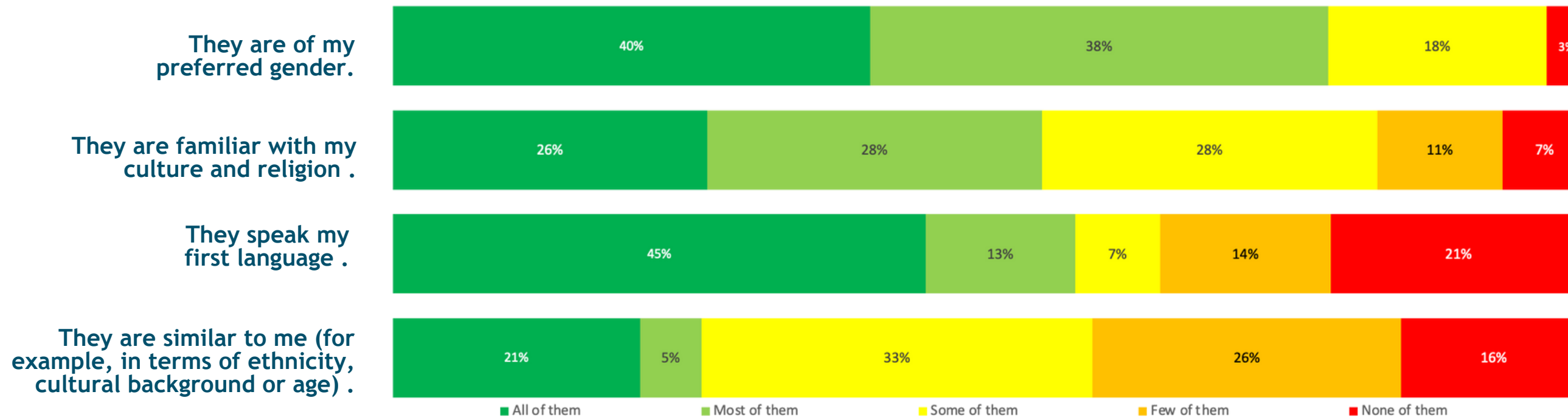
*The staff are organised and work fast, explain everything they have to and answer to all questions I have. It is good that there are stickers with steps to be done for each procedure. I don't like that sometimes I need to wait more time while I have appointment with fixed time.*

# Cultural sensitivity

## How important are the following for you?



## Do these describe professionals who give you antenatal care?



# Voices for progress

Improve staffing levels/wider range of health professionals and services

7

Would improve the management control - to have more staff available.

Better staff attitude, sensitivity, listening and reassurance

6

Go to the same place and see the same few people rather than someone different every time

Better communication/ info for patients

5

Improve punctuality/ waiting times

5

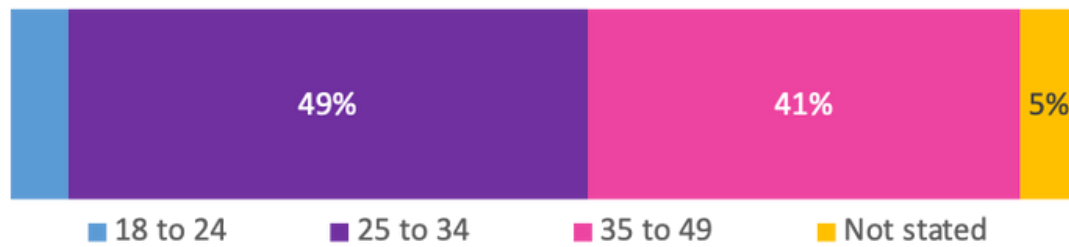
Waiting time in clinic was sometimes an hour which is difficult when you have work commitments. Found a lot of pregnant women who could not speak English we're turning up late and expecting to be seen which obviously had a knock on effect with waiting times.

# Newham Hospital

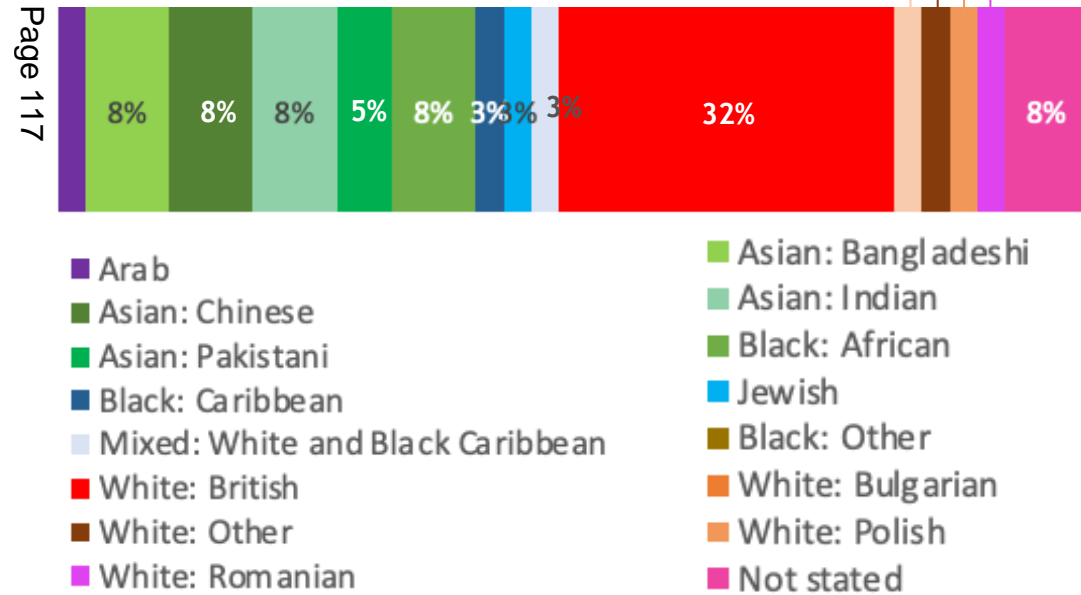


# We spoke to 37 people who received antenatal care at Newham Hospital

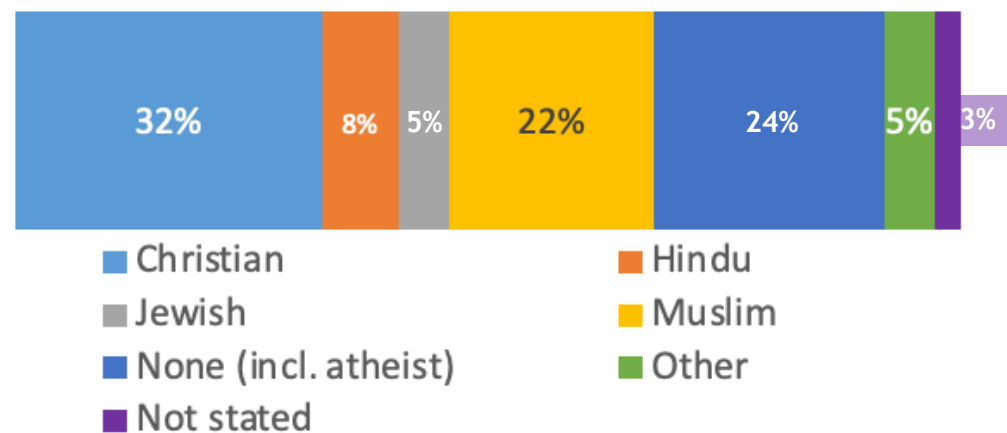
## Age



## Ethnicity



## Religion



## Financial situation



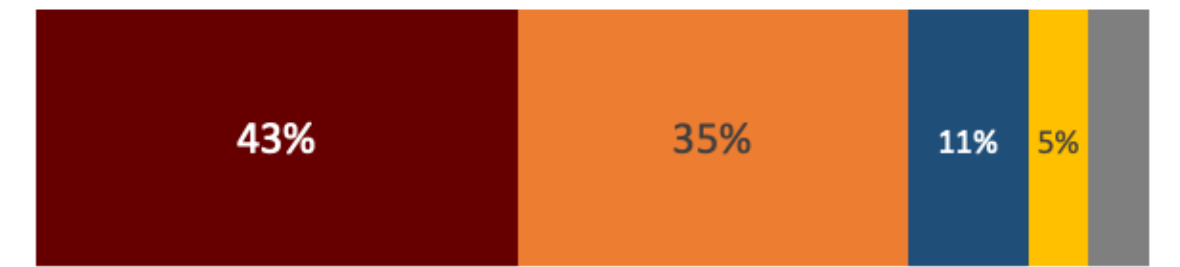
- Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)
- Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)
- Just getting by (I have just enough money for living expenses and little else)
- Really struggling (I don't have enough money for living expenses and sometimes run out of money)
- Not stated

## Educational level



- Undergrad or postgrad university degree
- Secondary or non-university post-secondary
- Not stated

## English Fluency



- Native
- Fluent
- Conversational
- Basic
- Not stated



3% were disabled

3% were neuro-divergent



8% were single parents/parents-to-be

14% were digitally excluded



8% lived in multi-generational households

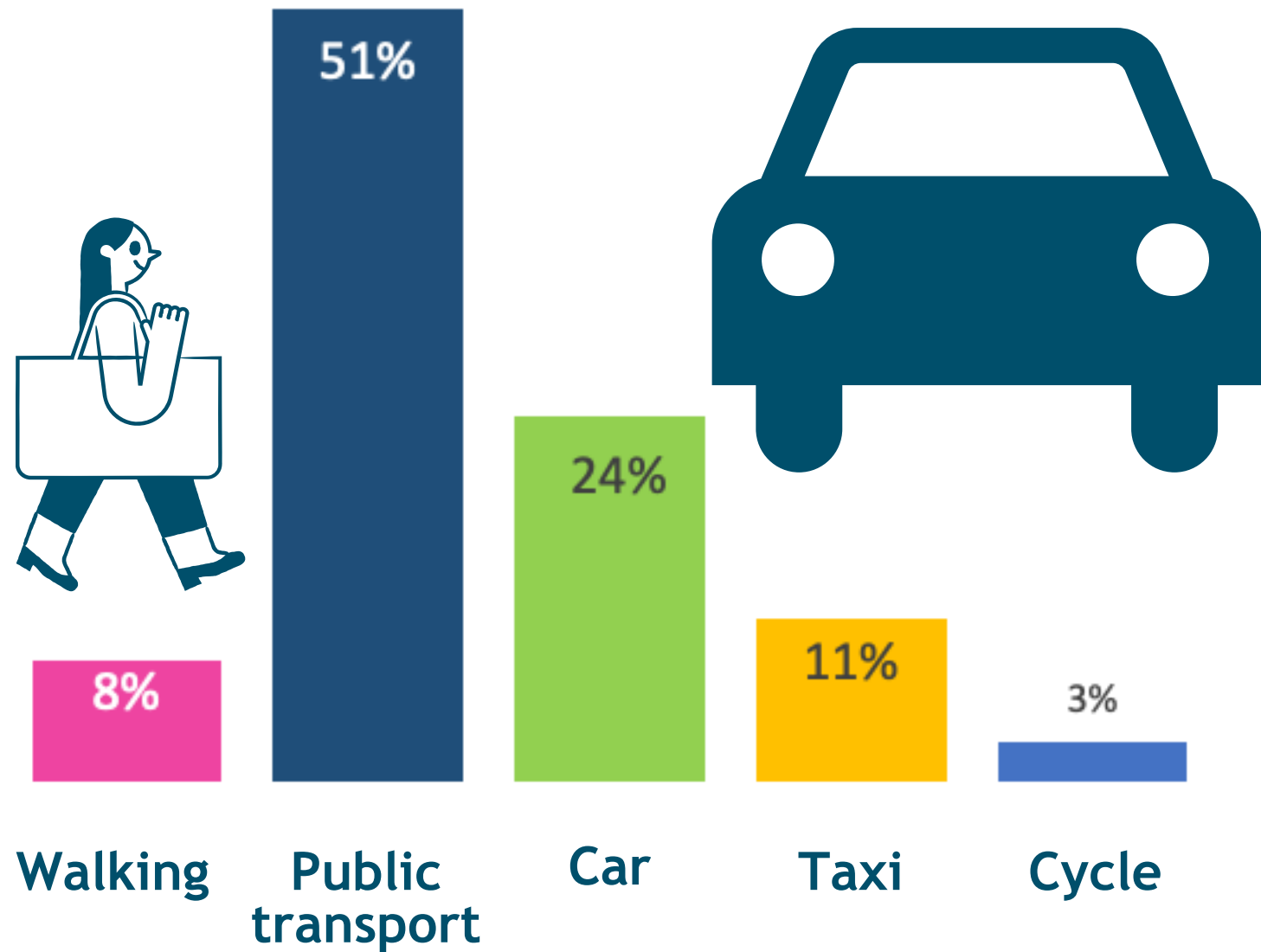
0% lived with housemates



# Travelling to appointments

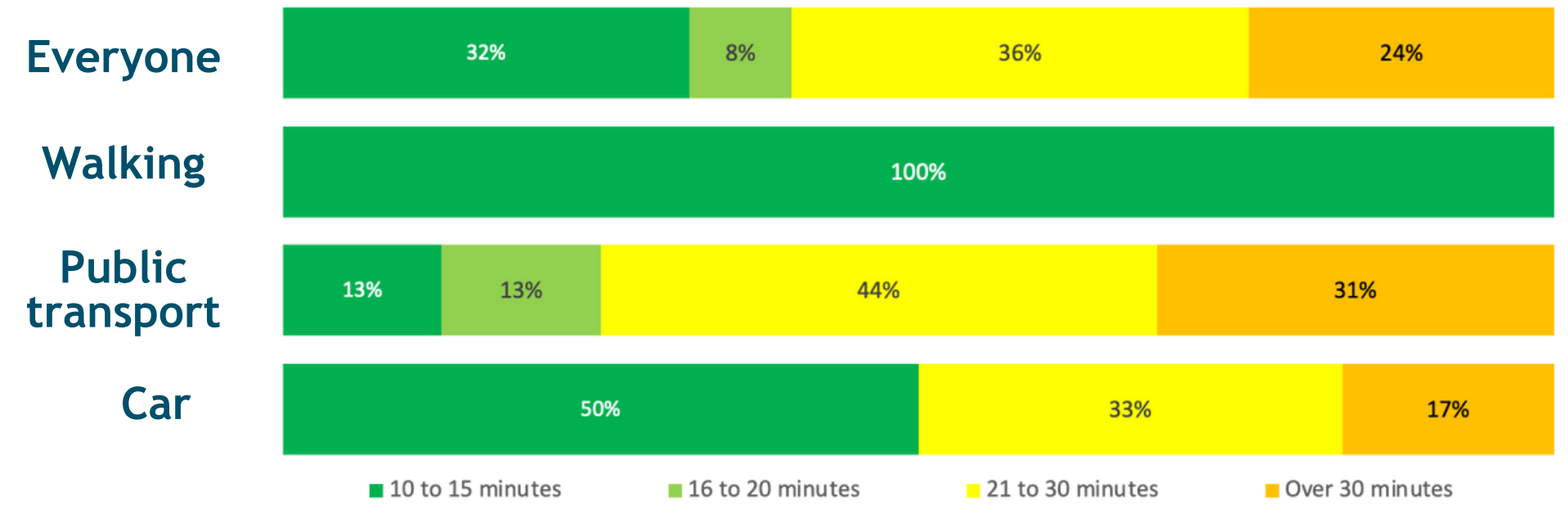
## How patients travelled to antenatal appointments

Page 118

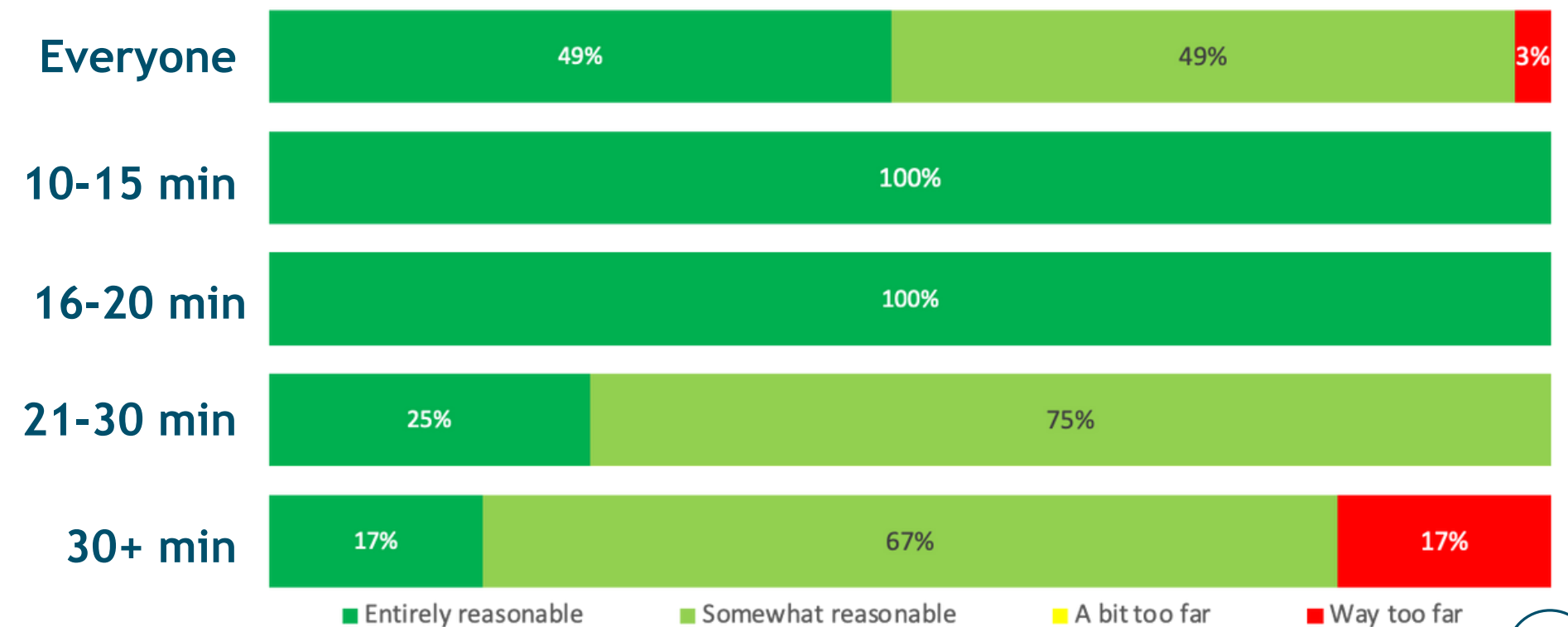


Mothers-to be travelled, on average, for **28 minutes** for an antenatal appointment.

## Travel time to appointments

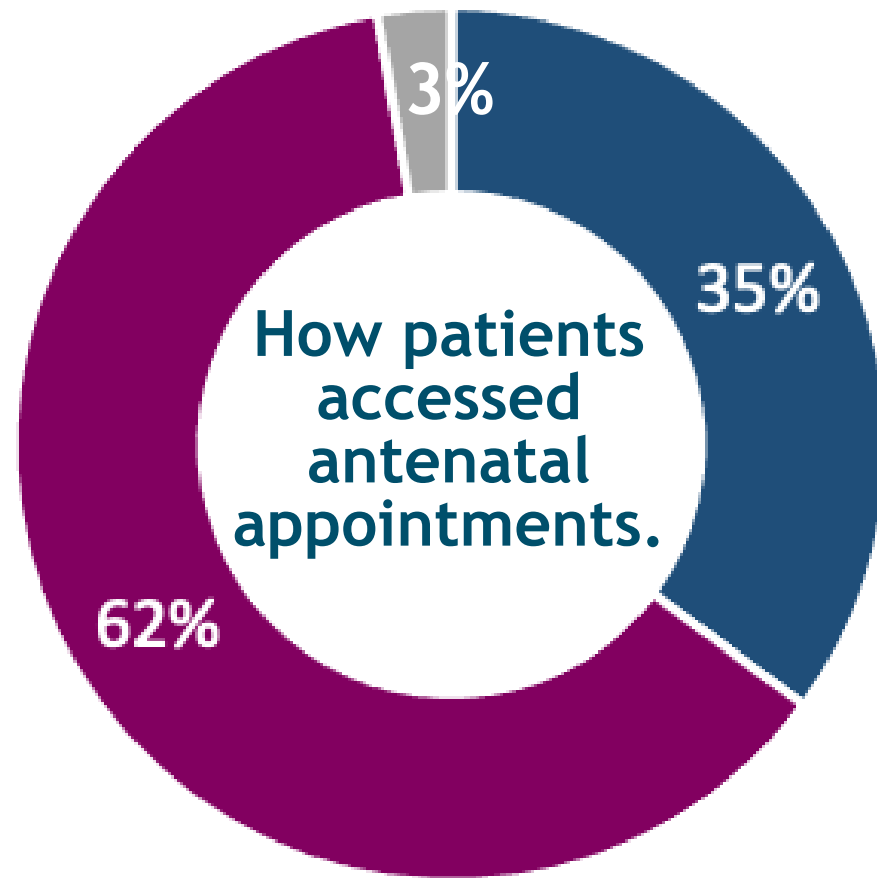


## Opinion of travel time to appointments





# Choosing appointments



- Self-referred
- Referred by GP
- Other

97% of all patients

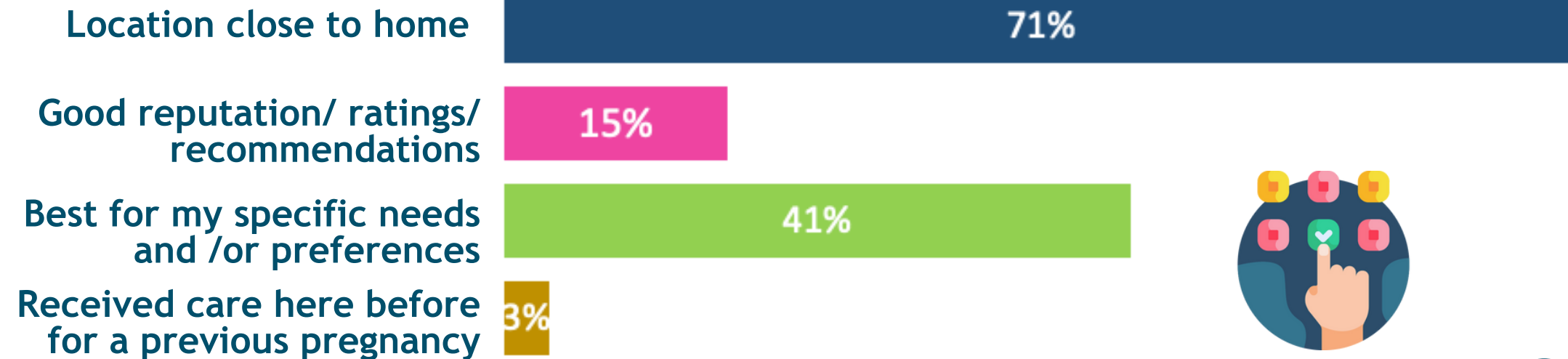
95% of GP referrals

100% of self referrals

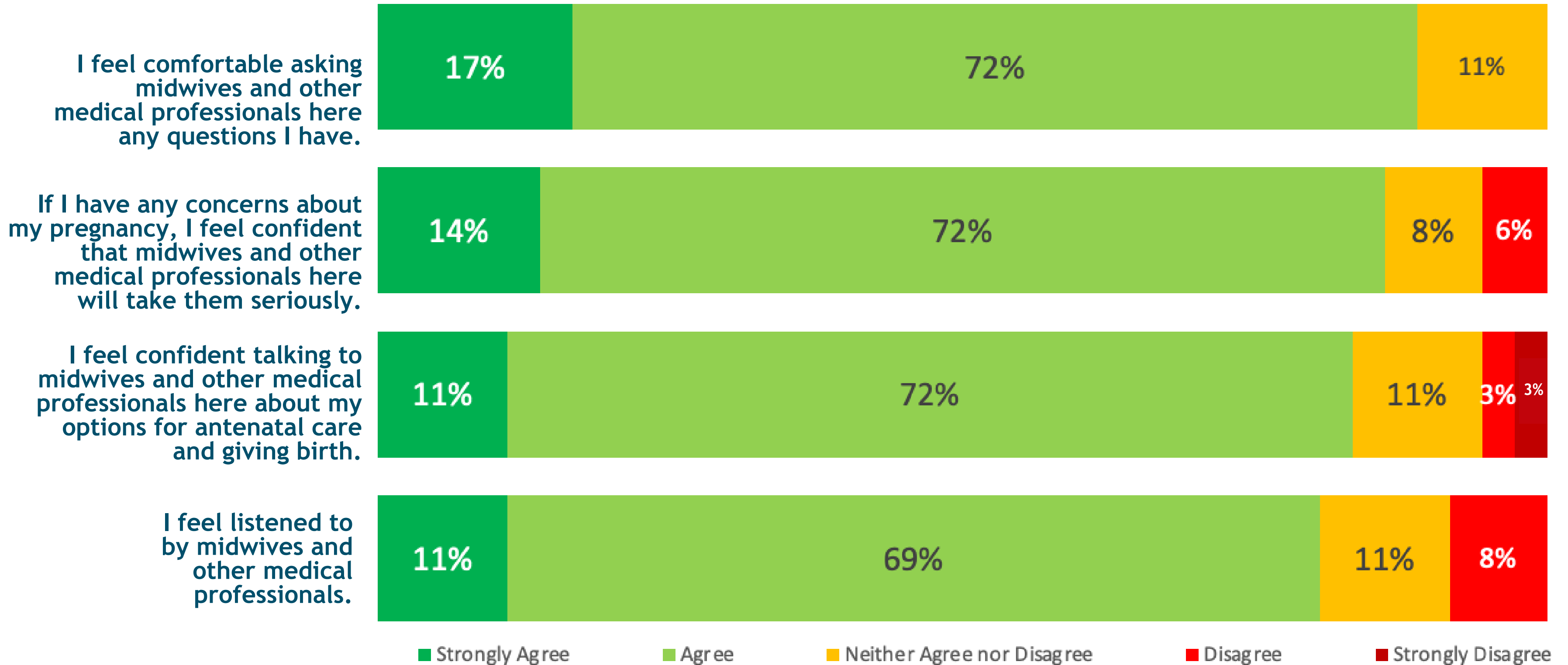
said they had a choice about where to have antenatal appointments.

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## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)

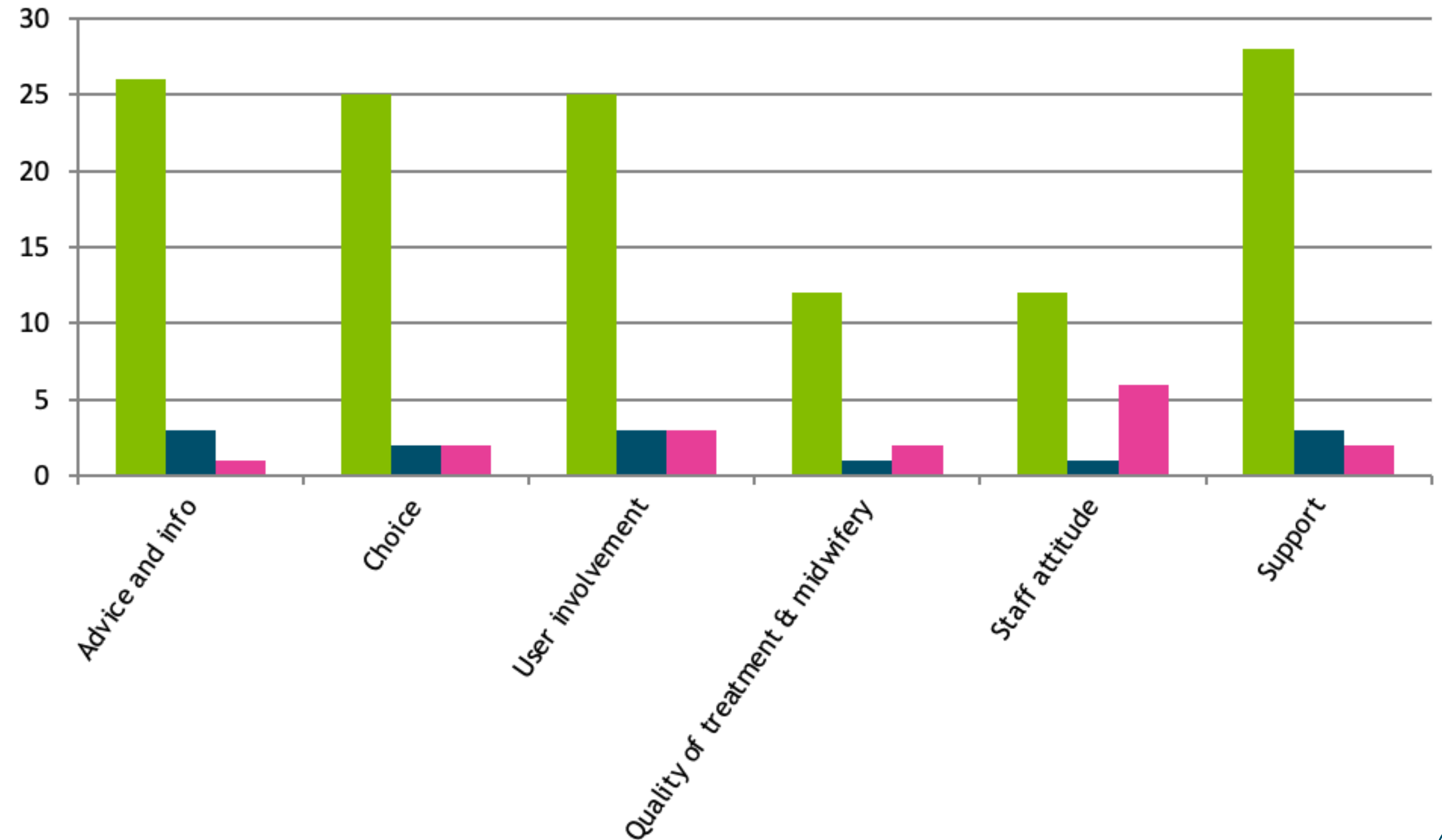
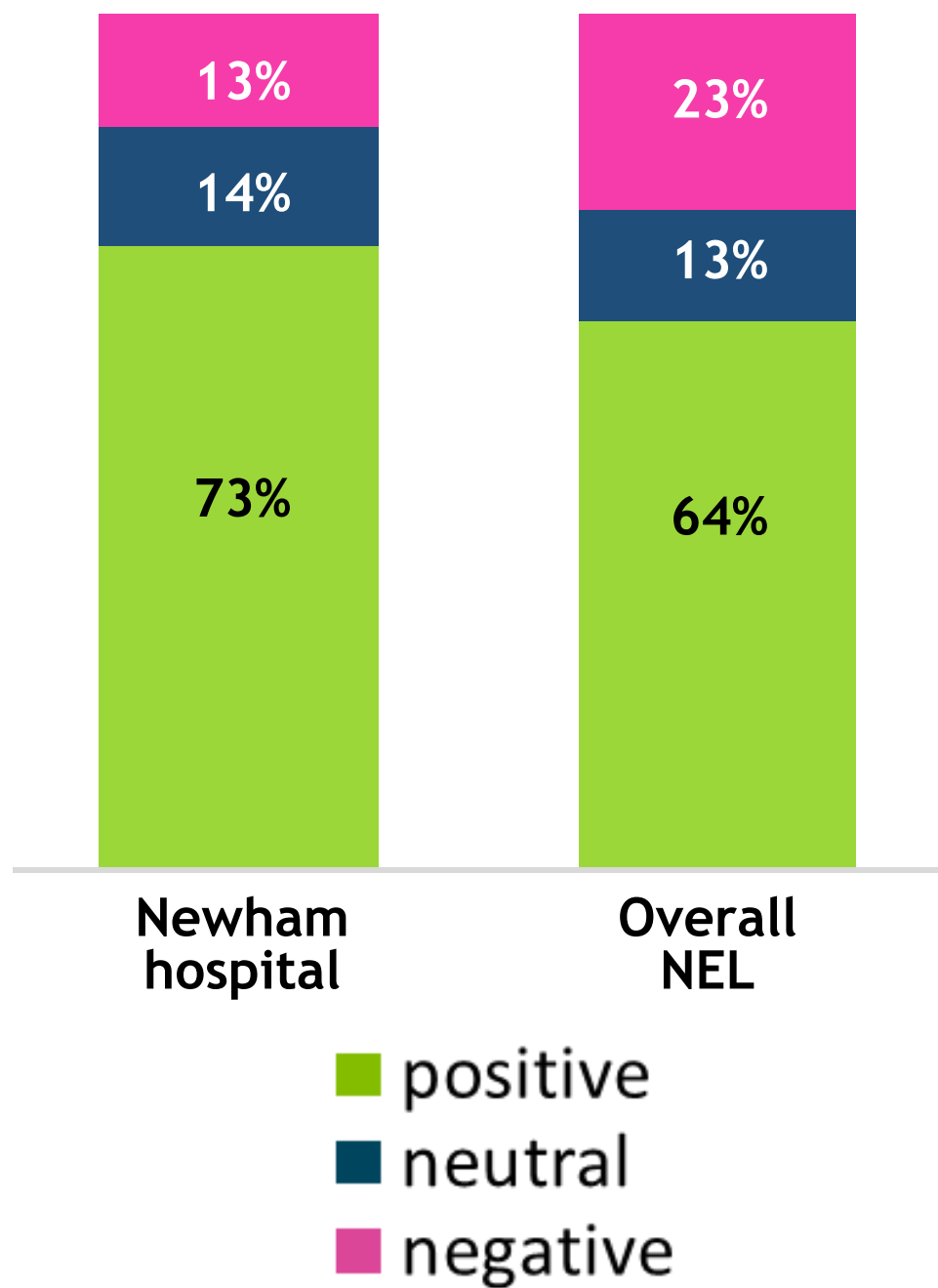


# Experience of antenatal appointments



# Experience of antenatal appointments

## Experience of Newham hospital compared to overall North East London



## Experience of antenatal appointments

# What patients are saying

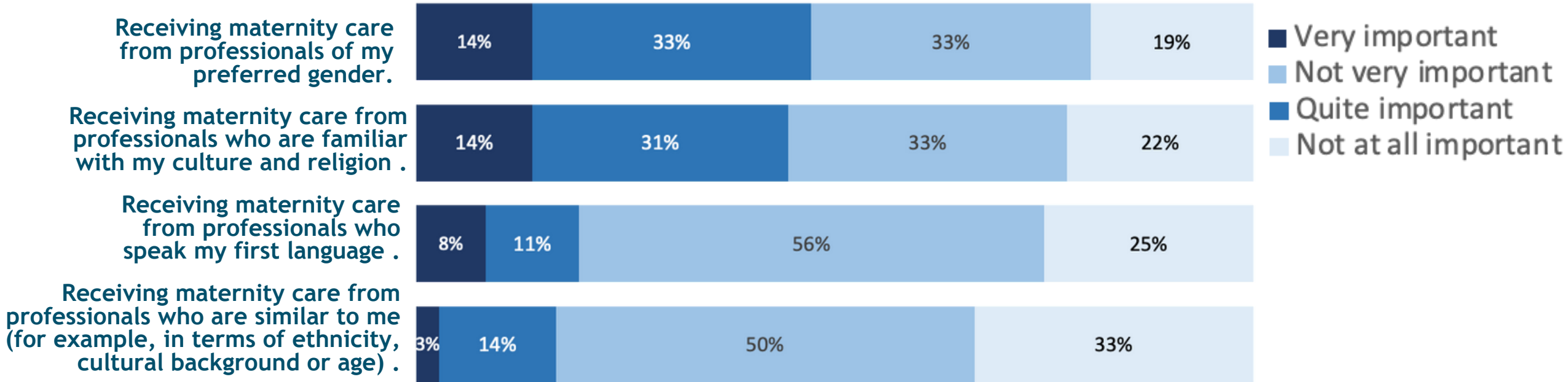
*Everything worked well for me. The service was amazing and all the doctors and midwives that I met were nice and supportive. I just had to wait 4 hours before seen when I came in to deliver the baby but that was the one time I had to wait that long.*

*I've had absolutely no issues with newham maternity care so far - I've actually found them a pleasure to deal with. They're always extremely busy but it hasn't hindered the service provided*

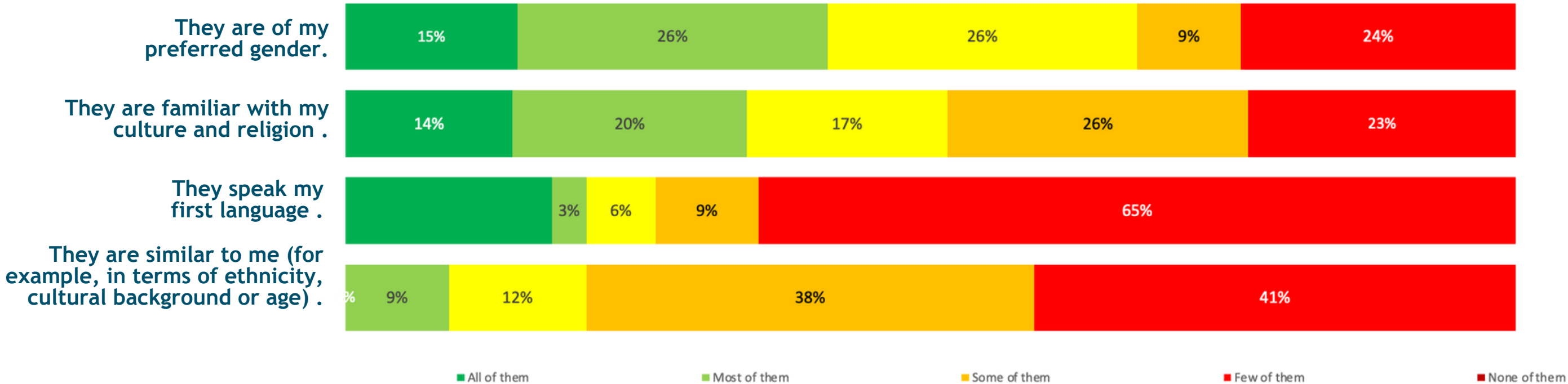
*My Midwife is a such a wonderful woman, she is a real ideal midwife ready to help and assist at any time. She want her client or patient to be happy and comfortable, whenever you attend you appointment. She is an Angel sent from GOD to my family*

# Cultural sensitivity

## How important are the following for you?



## Do these describe professionals who give you antenatal care?



# Voices for progress



Give more choice of choosing the gender for the person to look after you

More awareness of homebirth services

Make each appointment tailored to the individual person. By allowing patients to ask questions and responding to them. Make sure patients understand their care and what each appointment is for and why it is needed. Rather than spending the whole appointment ticking boxes and filling in paperwork.

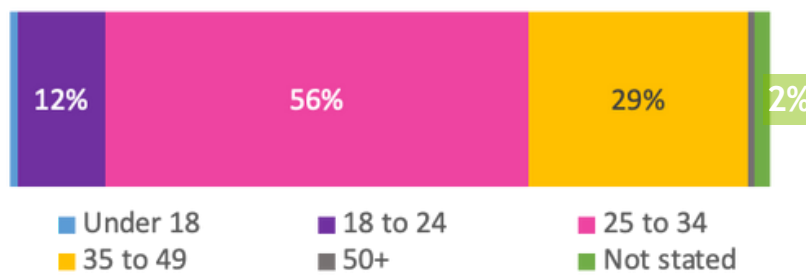
# Queen's Hospital



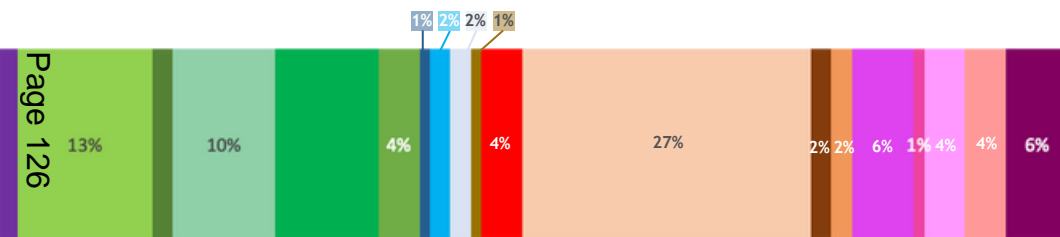


# We spoke to 104 people who received antenatal care at Queen's Hospital

## Age

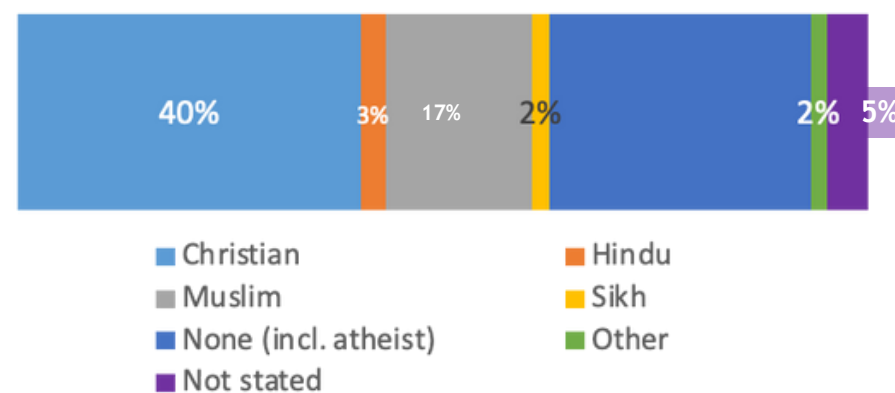


## Ethnicity

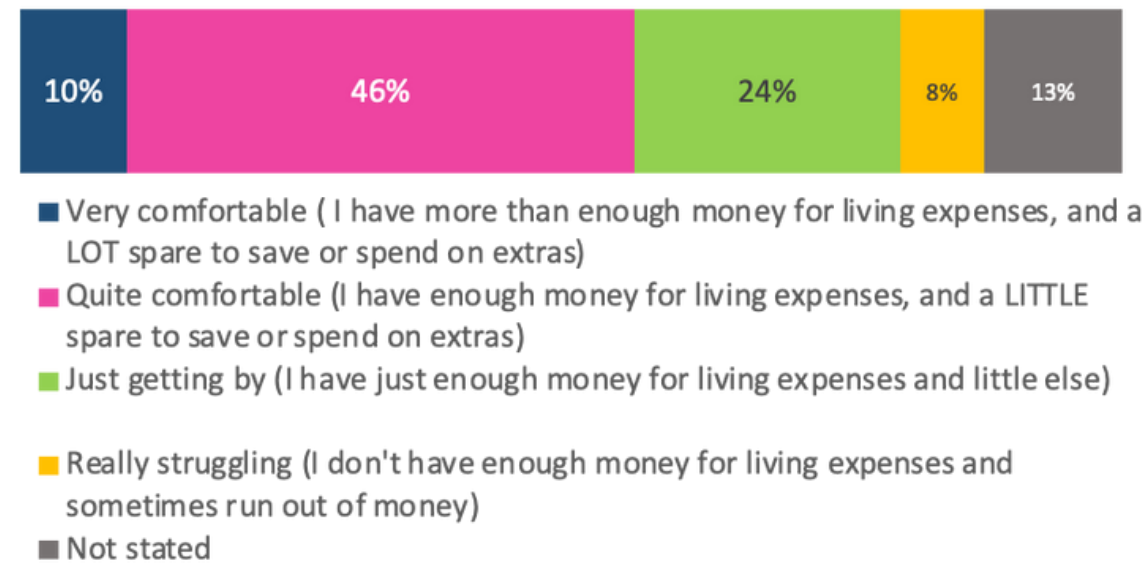


- Asian: Bangladeshi
- Asian: Indian
- Asian: Pakistani
- Asian: Other
- Black: African
- Black: Caribbean
- Black: Other
- Mixed: White and Asian
- Mixed: White and Black African
- Mixed: White and Black Caribbean
- White: Baltic (Estonian, Latvian or Lithuanian)
- White: British
- White: Bulgarian
- White: Irish
- White: Polish
- White: Romanian
- White: Other
- Other ethnicity
- Not stated

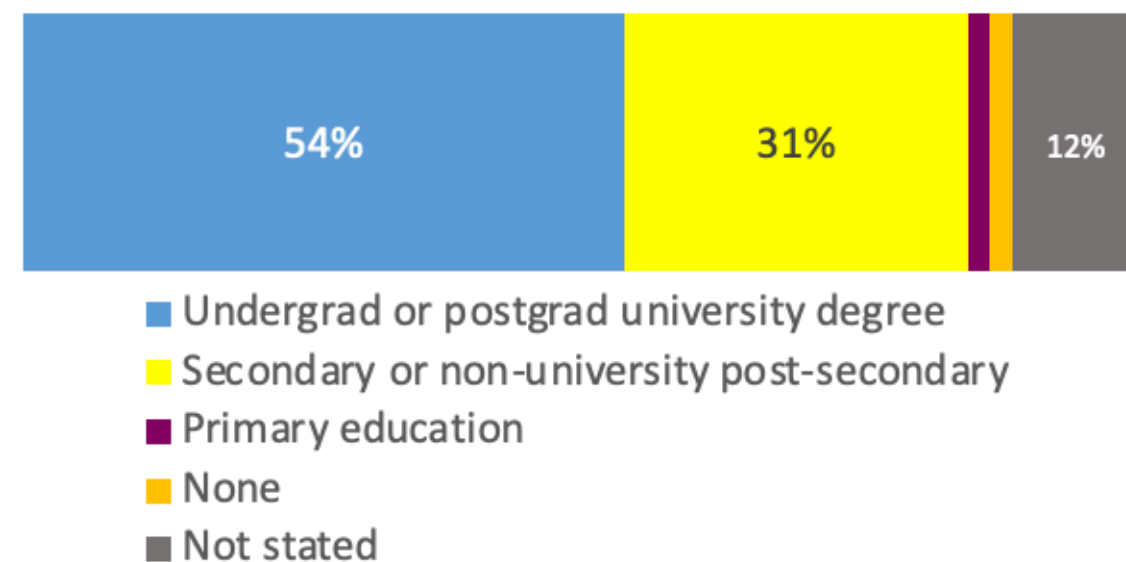
## Religion



## Financial situation



## Educational level



## English Fluency



4% were disabled

3% were neuro-divergent



16% were single parents/parents-to-be

14% were digitally excluded



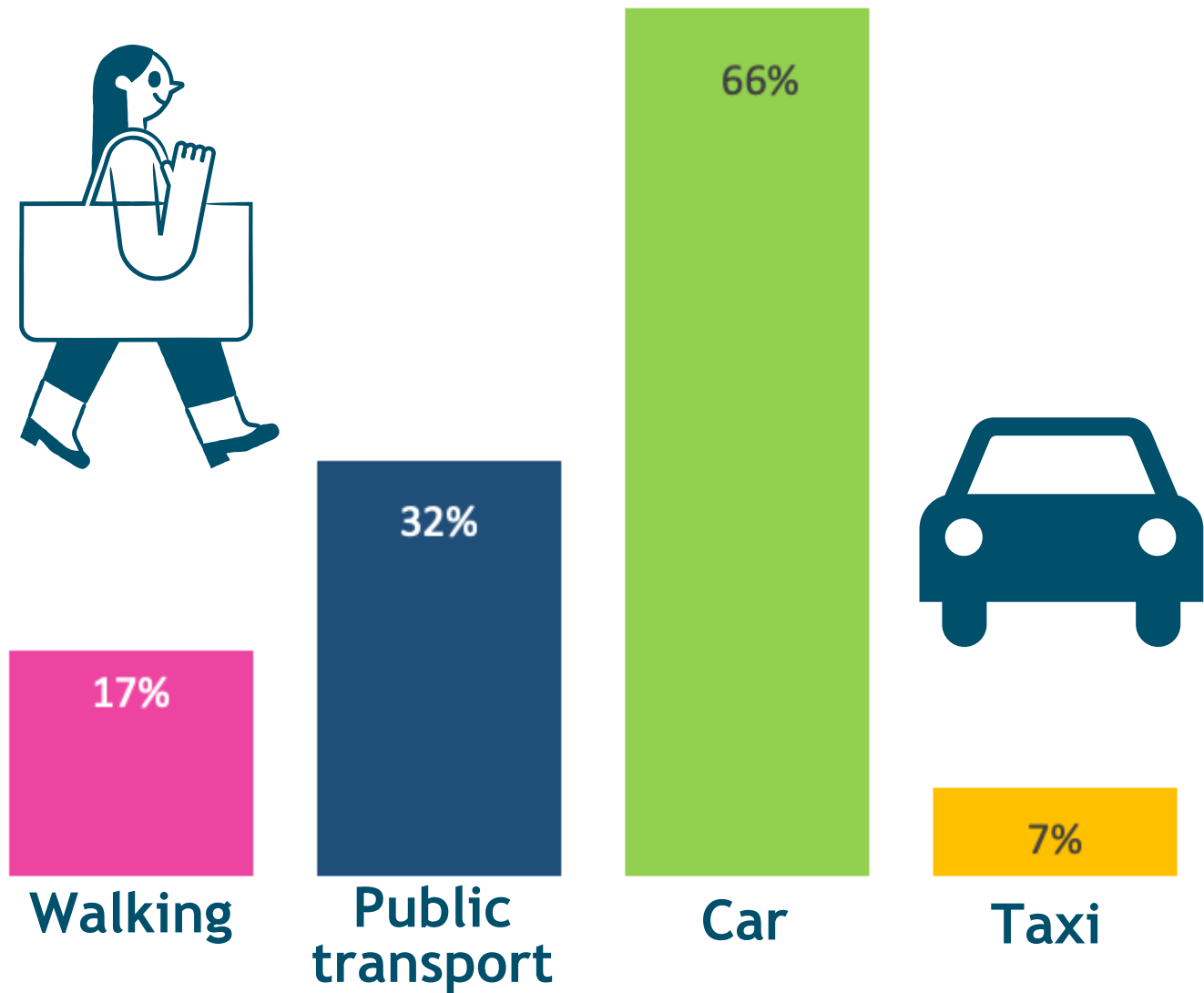
11% lived in multi-generational households

1% lived with housemates



# Travelling to appointments

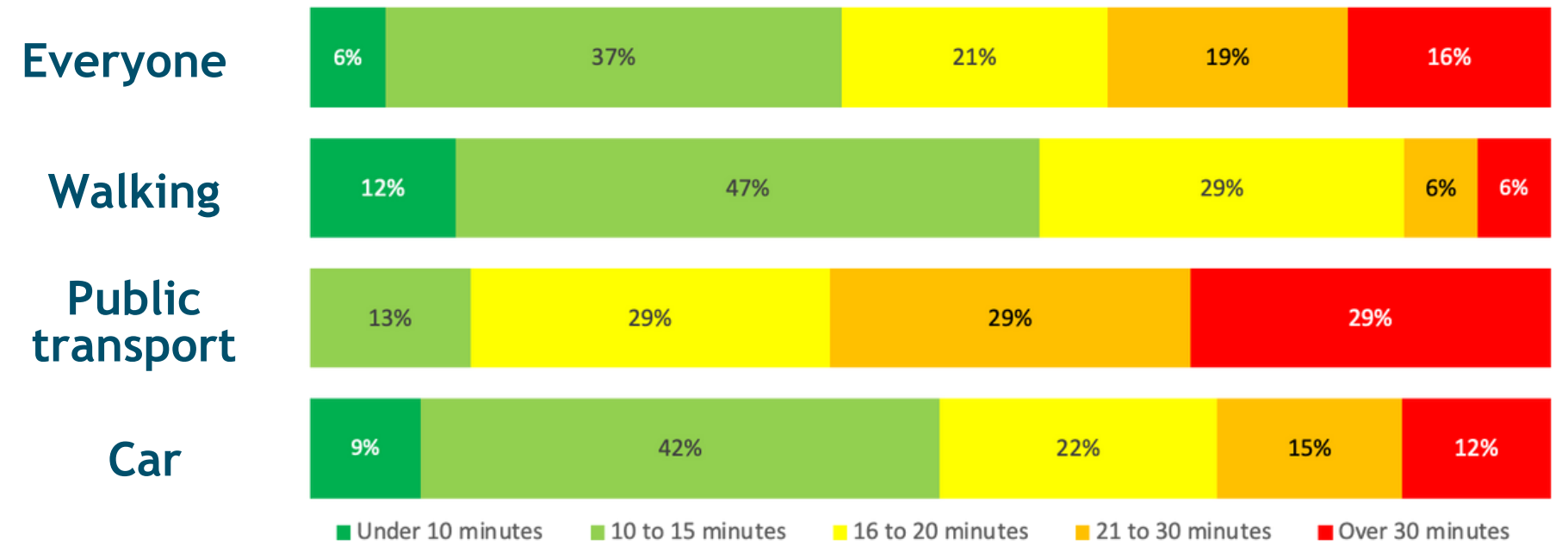
## How patients travelled to antenatal appointments



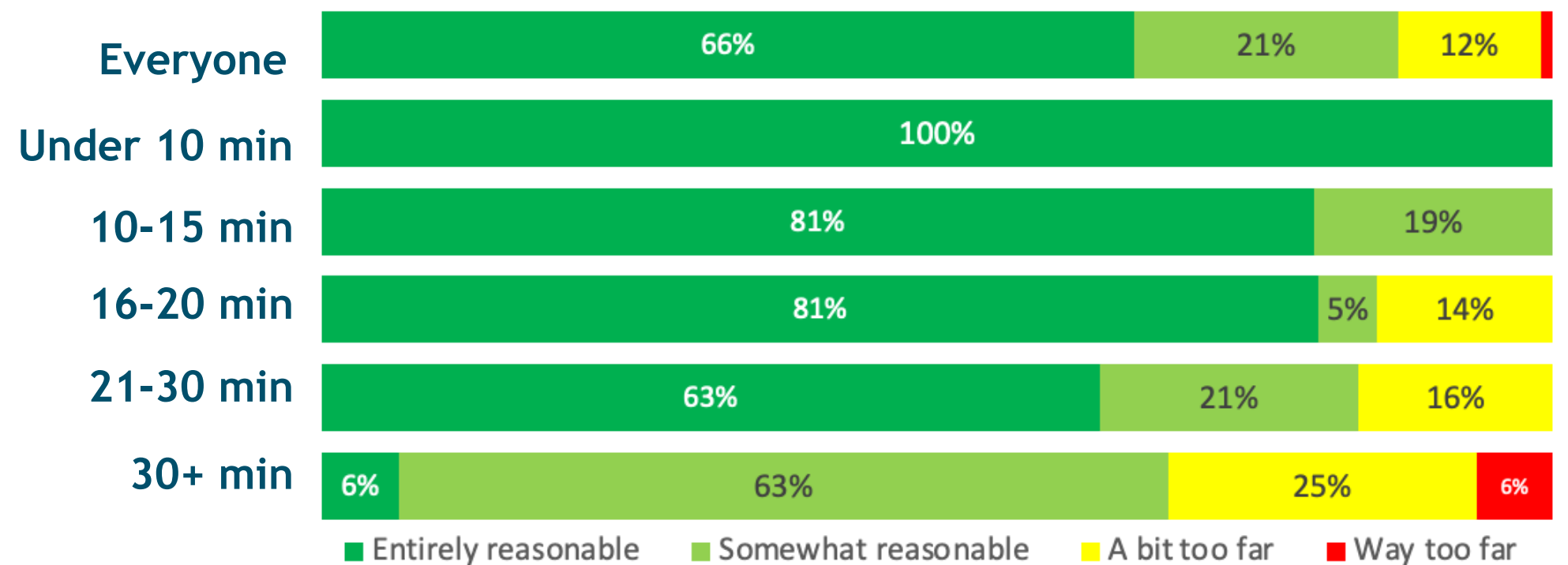
Page 127

Mothers-to be travelled, on average, for **22 minutes** for an antenatal appointment.

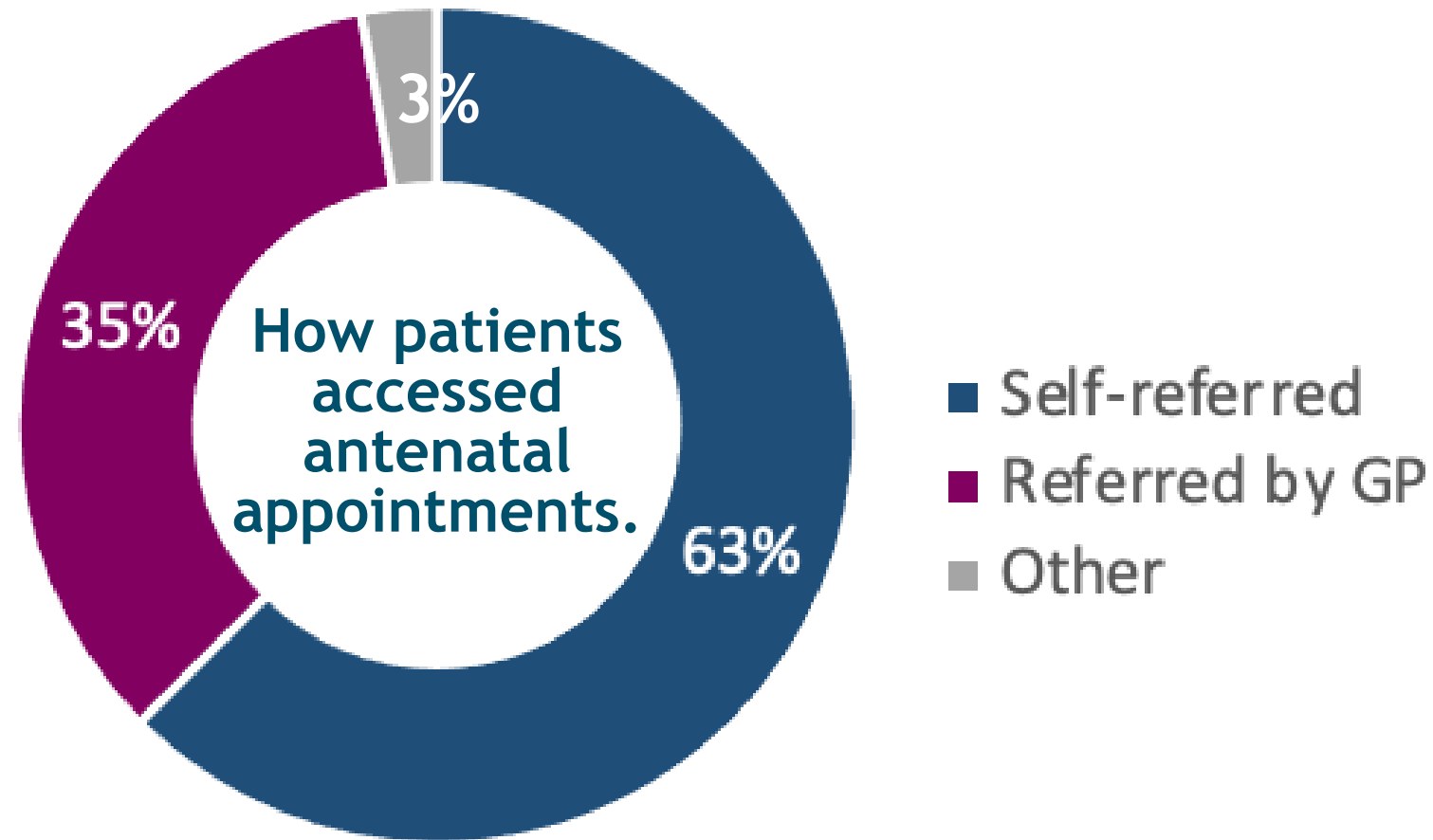
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



64% of all patients

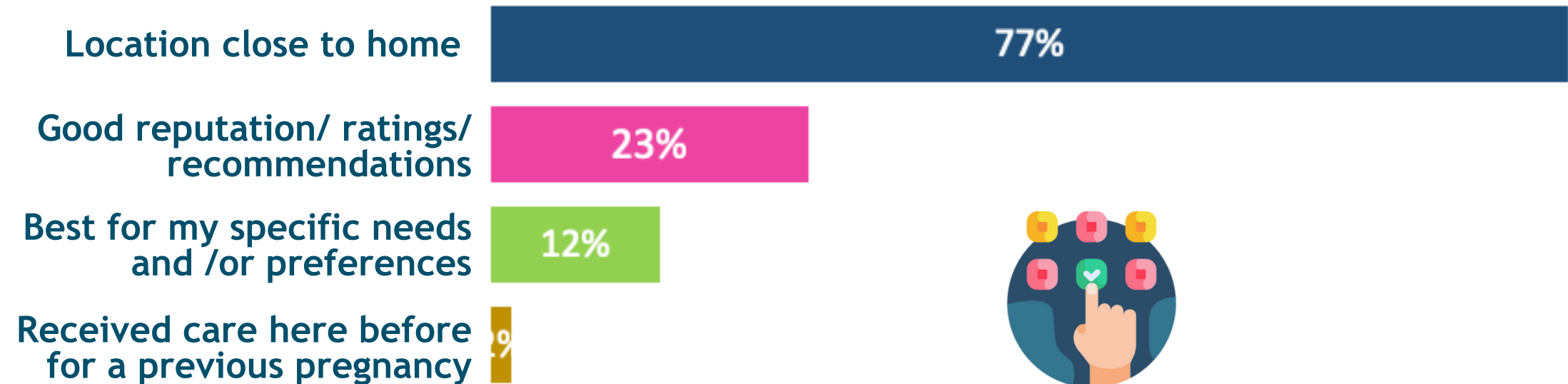
29% of GP referrals

85% of self referrals

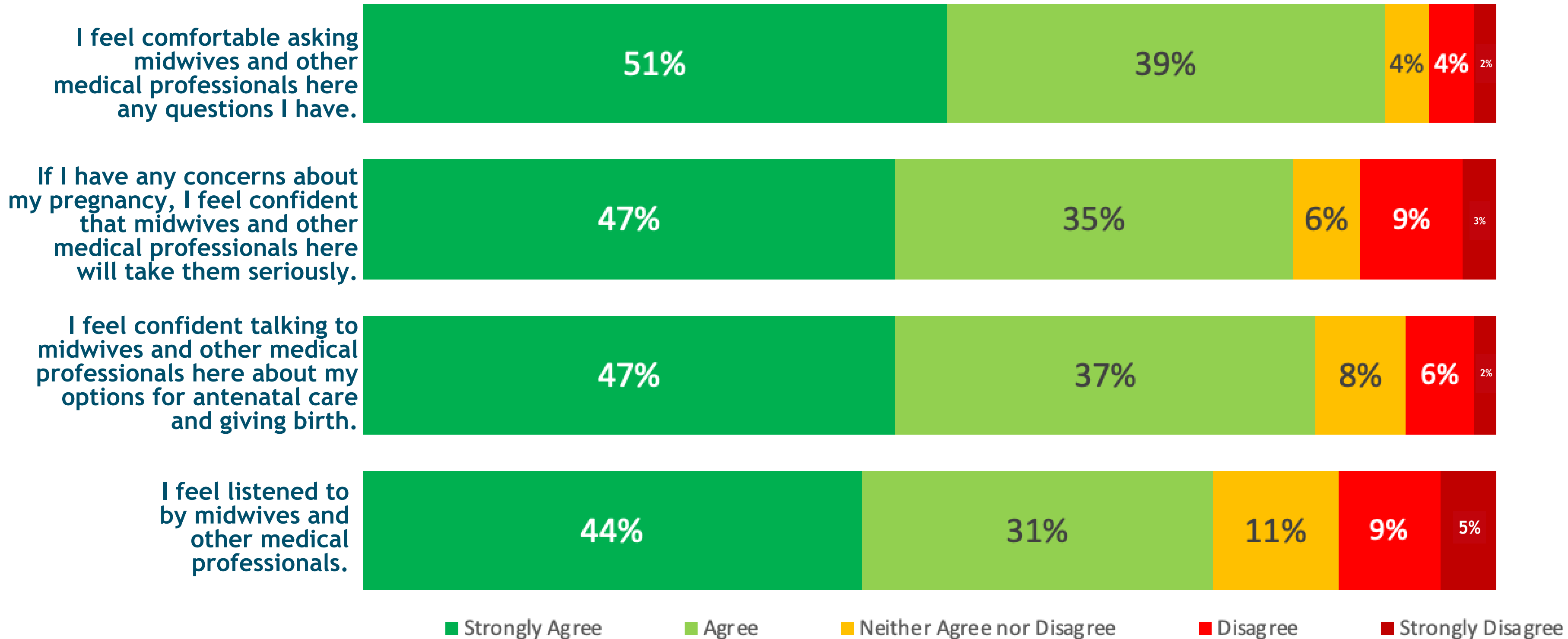
said they had a choice about where to have antenatal appointments.

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## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)

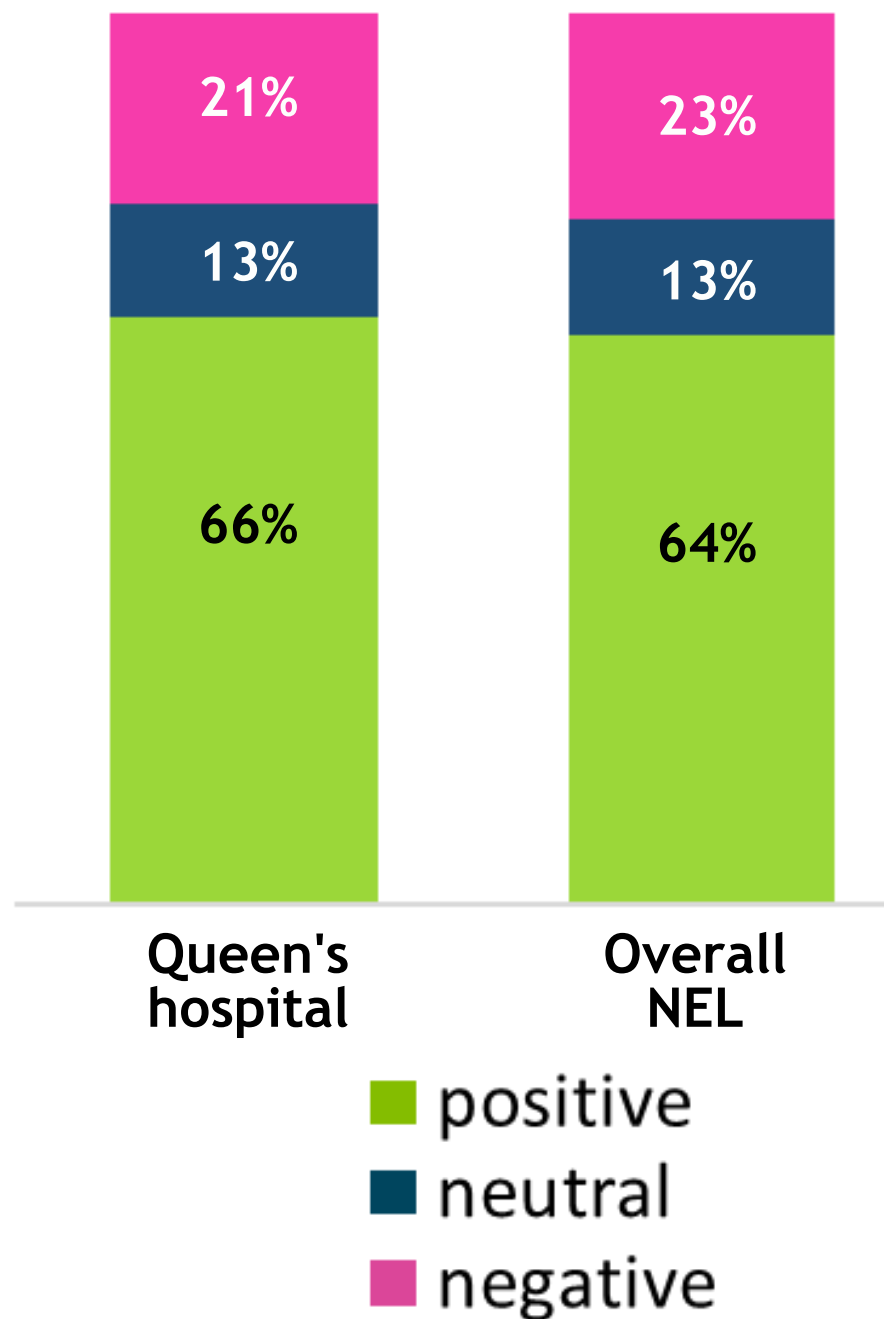


# Experience of antenatal appointments

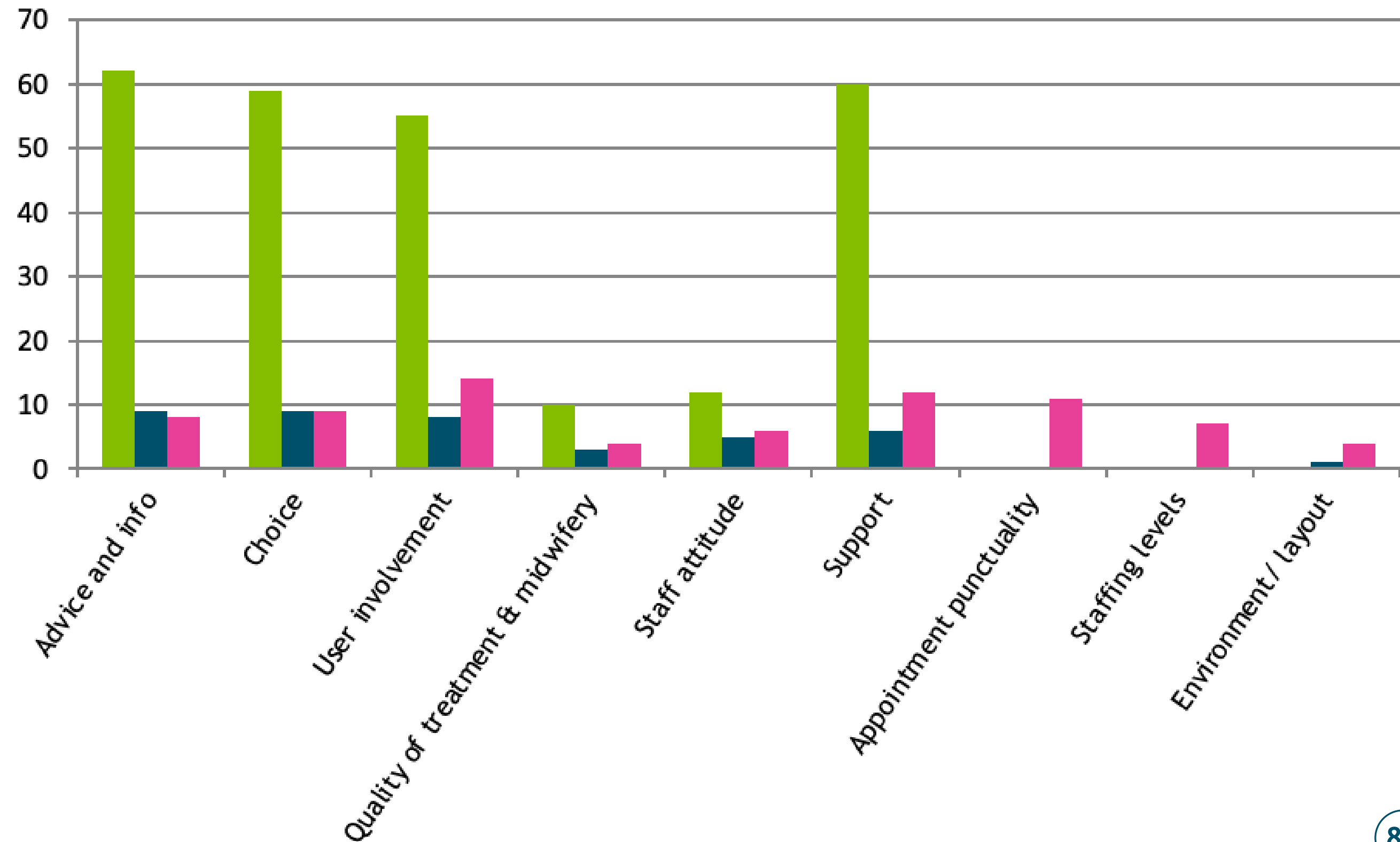


# Experience of antenatal appointments

## Experience of Queen's hospital compared to overall North East London



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## Experience of antenatal appointments

# What patients are saying

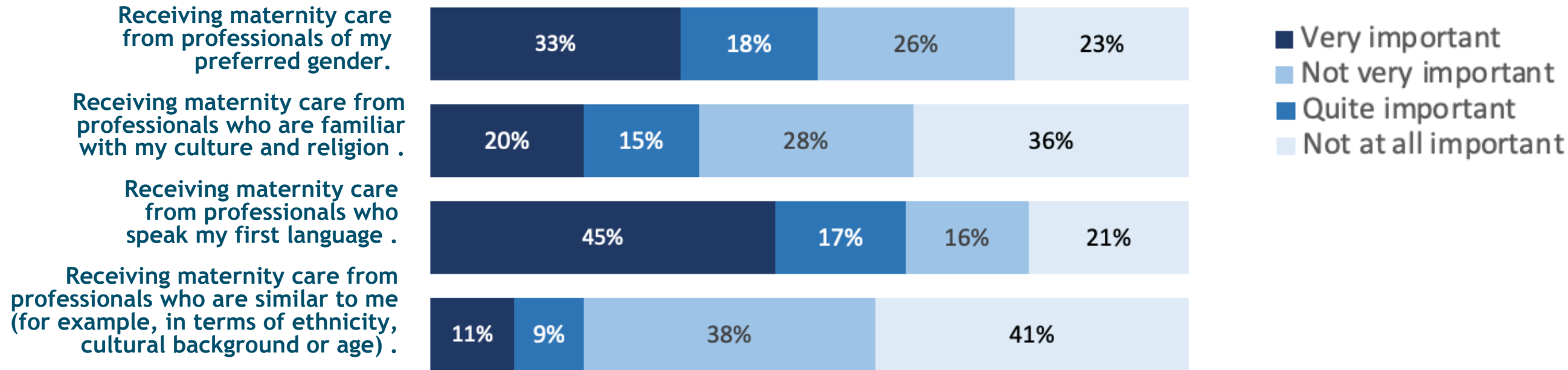
*I was looked after by the Upminster & Cranham midwives and was able to meet the team so i knew one of the ladies i had met would be delivering my baby, which was amazing and the ladies were great!*

*Diabetic midwife was amazing and always available when needed to WhatsApp queries about blood sugars even weekends.*

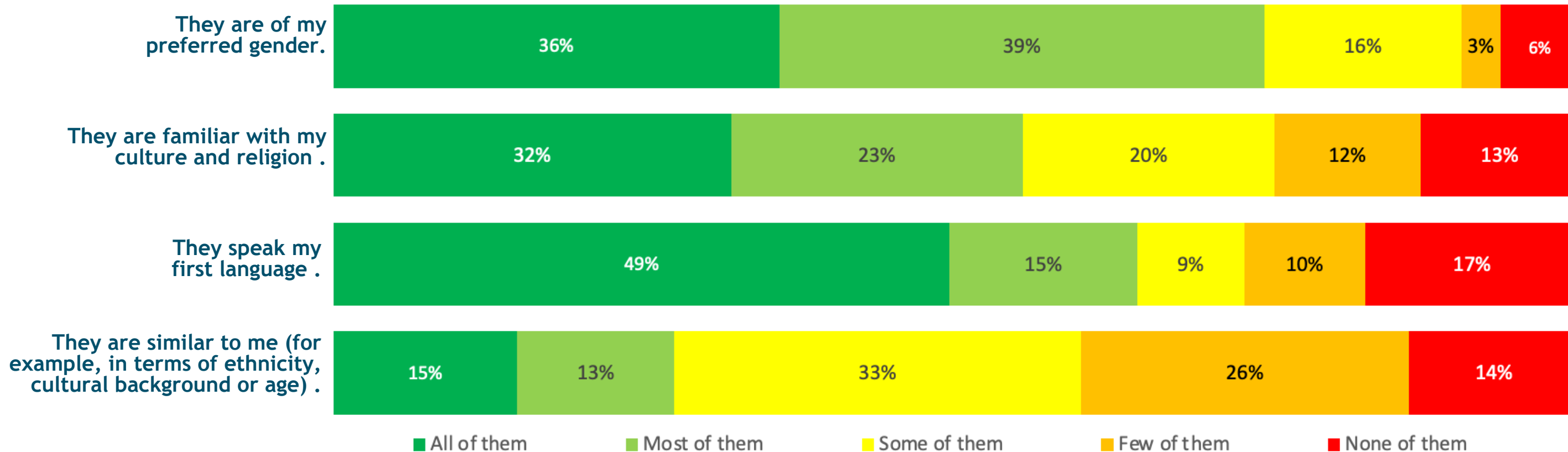
*To hug bust and impersonal. Like a cattle marker. Didn't see same person at any visit. Refused to discuss fact I wanted community care was dismissed at every appointment and was given false hope of we would deal with it at next appointment*

# Cultural sensitivity

## How important are the following for you?



## Do these describe professionals who give you antenatal care?





# Voices for progress



Improve the attitude and listening skills of the community midwife.

Reintroduce continuity of care back into the local midwife team

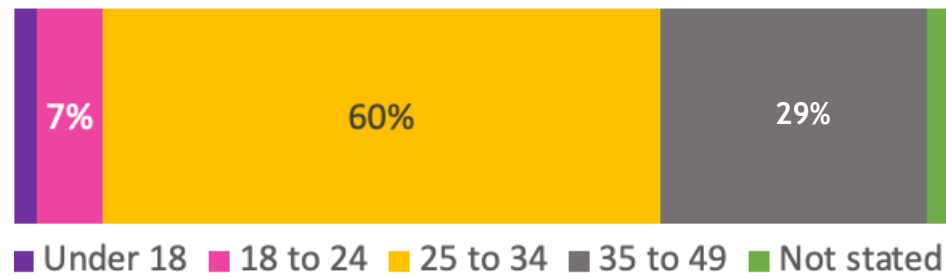
Consistency. Being able to choose the centre. Triage / labour ward is massively understaffed and it's VERY felt during labour. A midwife repeatedly barged in while a doctor tried to sew me up as quickly as possible to tell him to 'hurry up we need you in theatre'. My midwife was clearly knackered at the end of a long shift and seemed overwhelmed. Post natal care is non existent at queens

# Royal London Hospital

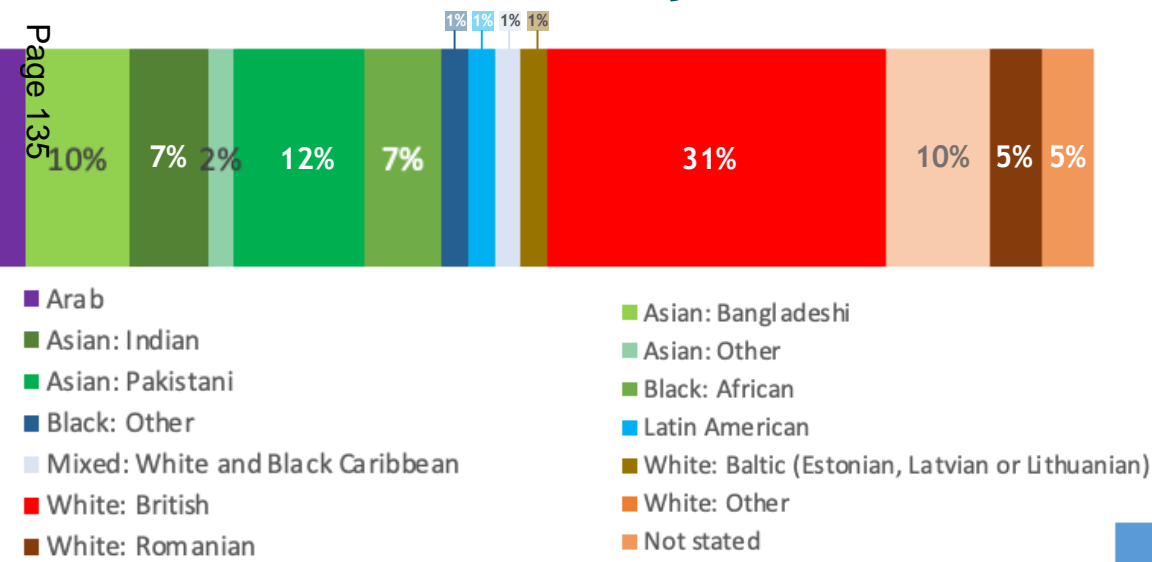


# We spoke to 42 people who received antenatal care at Royal London Hospital

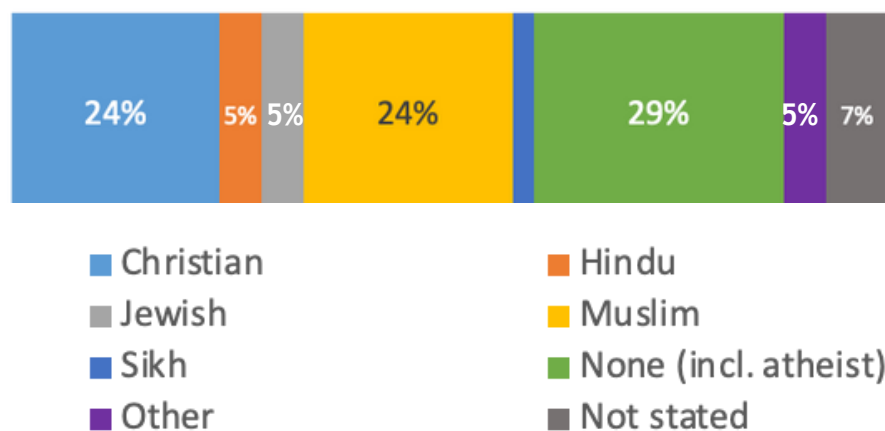
## Age



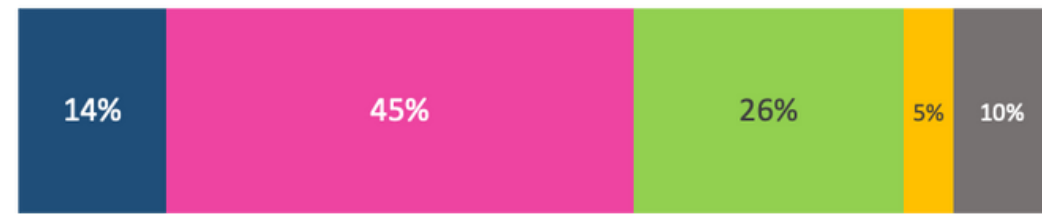
## Ethnicity



## Religion



## Financial situation



- Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)
- Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)
- Just getting by (I have just enough money for living expenses and little else)
- Really struggling (I don't have enough money for living expenses and sometimes run out of money)
- Not stated

## Educational level



- Undergrad or postgrad university degree
- Secondary or non-university post-secondary
- Not stated

## English Fluency



5% were disabled

7% were neuro-divergent



10% were single parents/parents-to-be

18% were digitally excluded



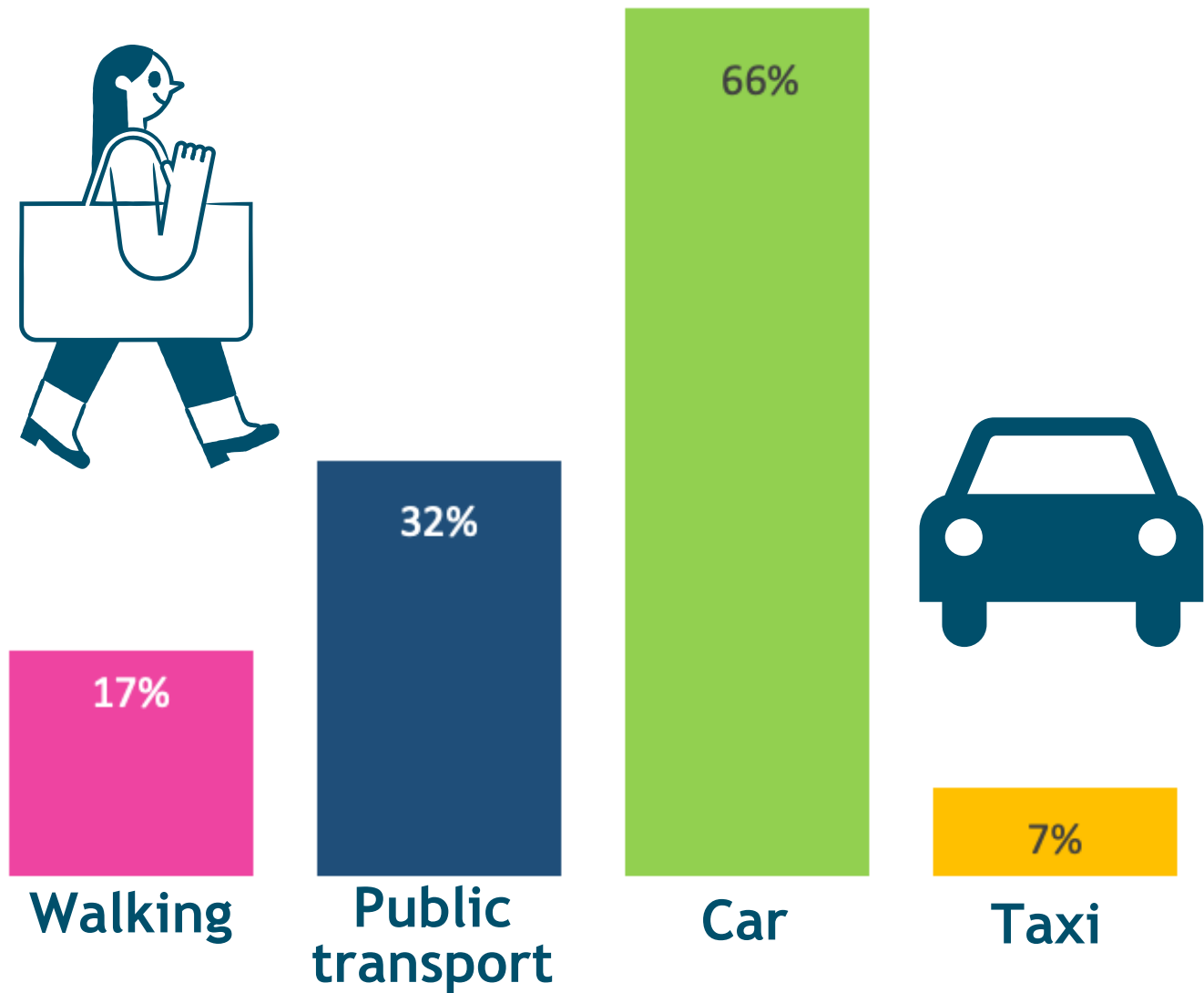
10% lived in multi-generational households

0% lived with housemates



# Travelling to appointments

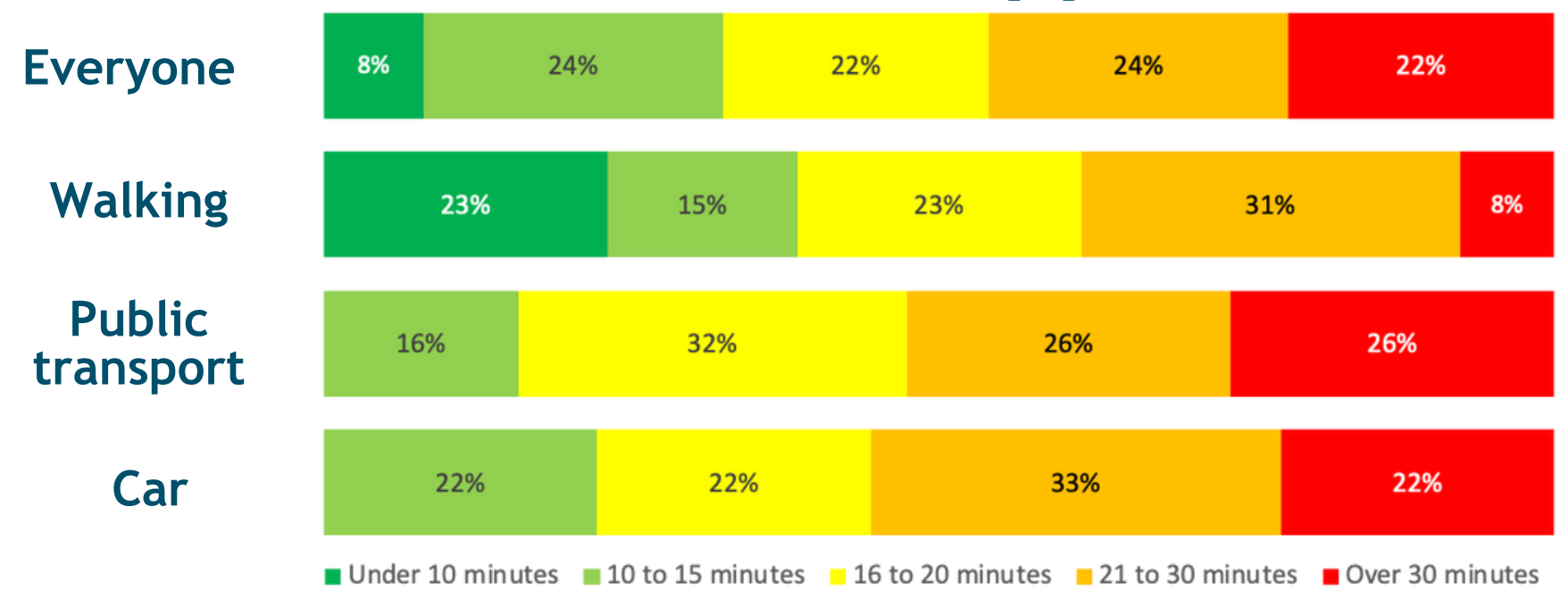
## How patients travelled to antenatal appointments



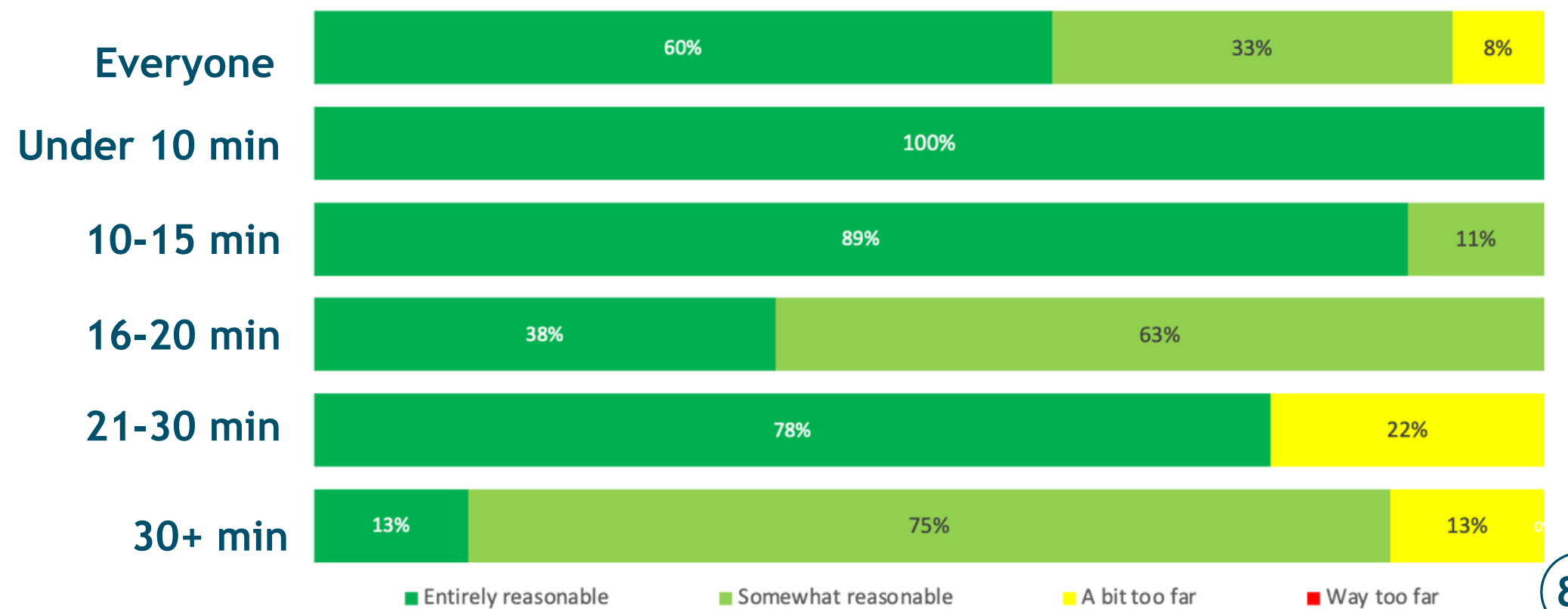
Page 136

Mothers-to be travelled, on average, for **22 minutes** for an antenatal appointment.

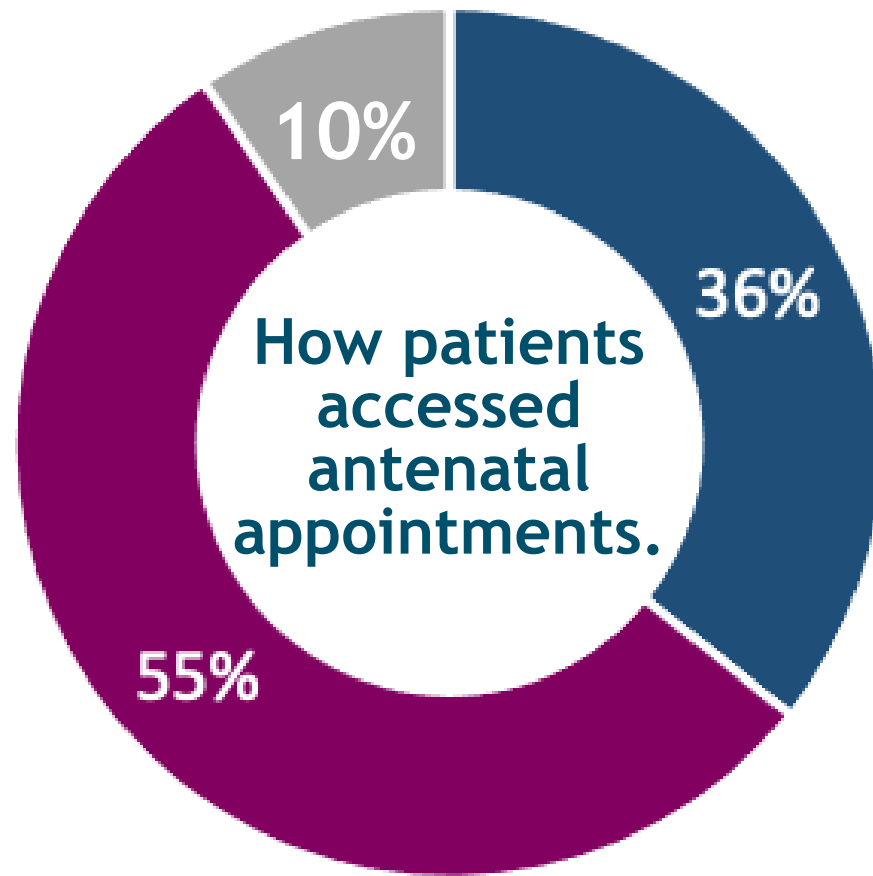
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



- Self-referred
- Referred by GP
- Other

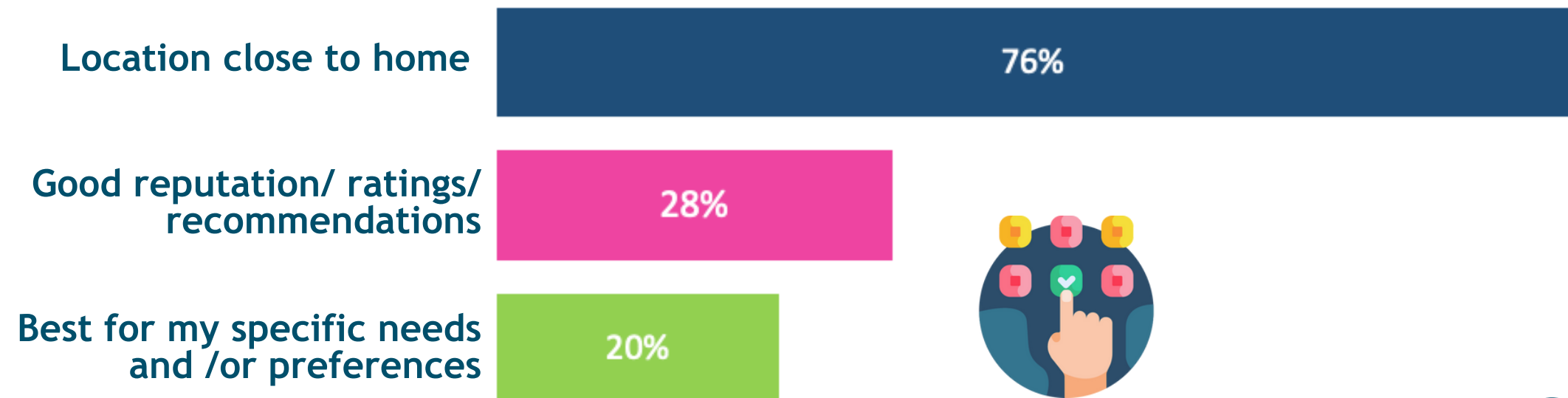
**63% of all patients**

**44% of GP referrals**

**93% of self referrals**

said they had a choice about where to have antenatal appointments.

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)



# Experience of antenatal appointments

I feel comfortable asking midwives and other medical professionals here any questions I have.



If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



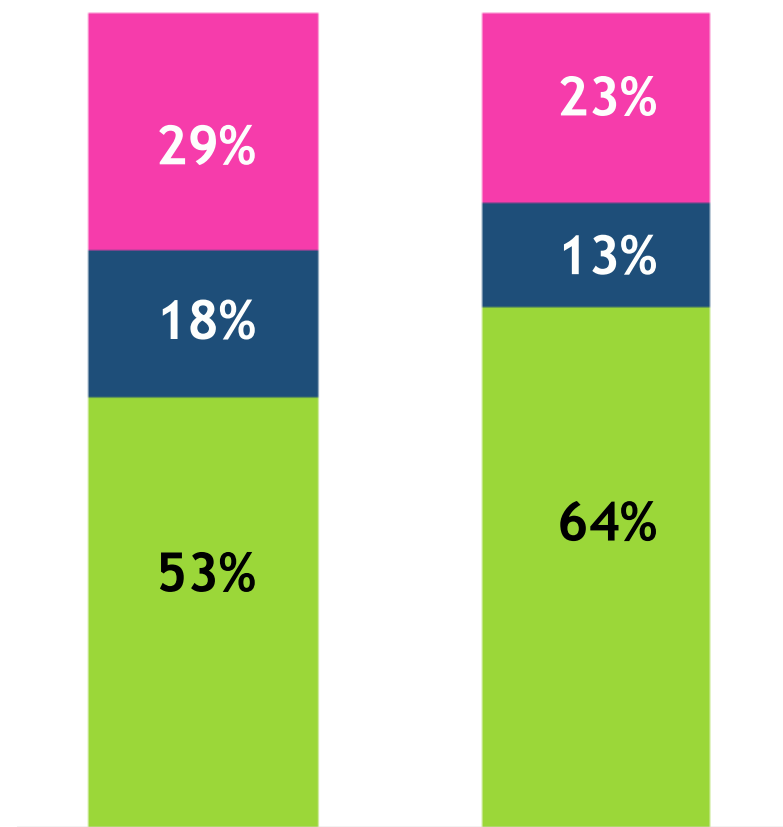
I feel listened to by midwives and other medical professionals.



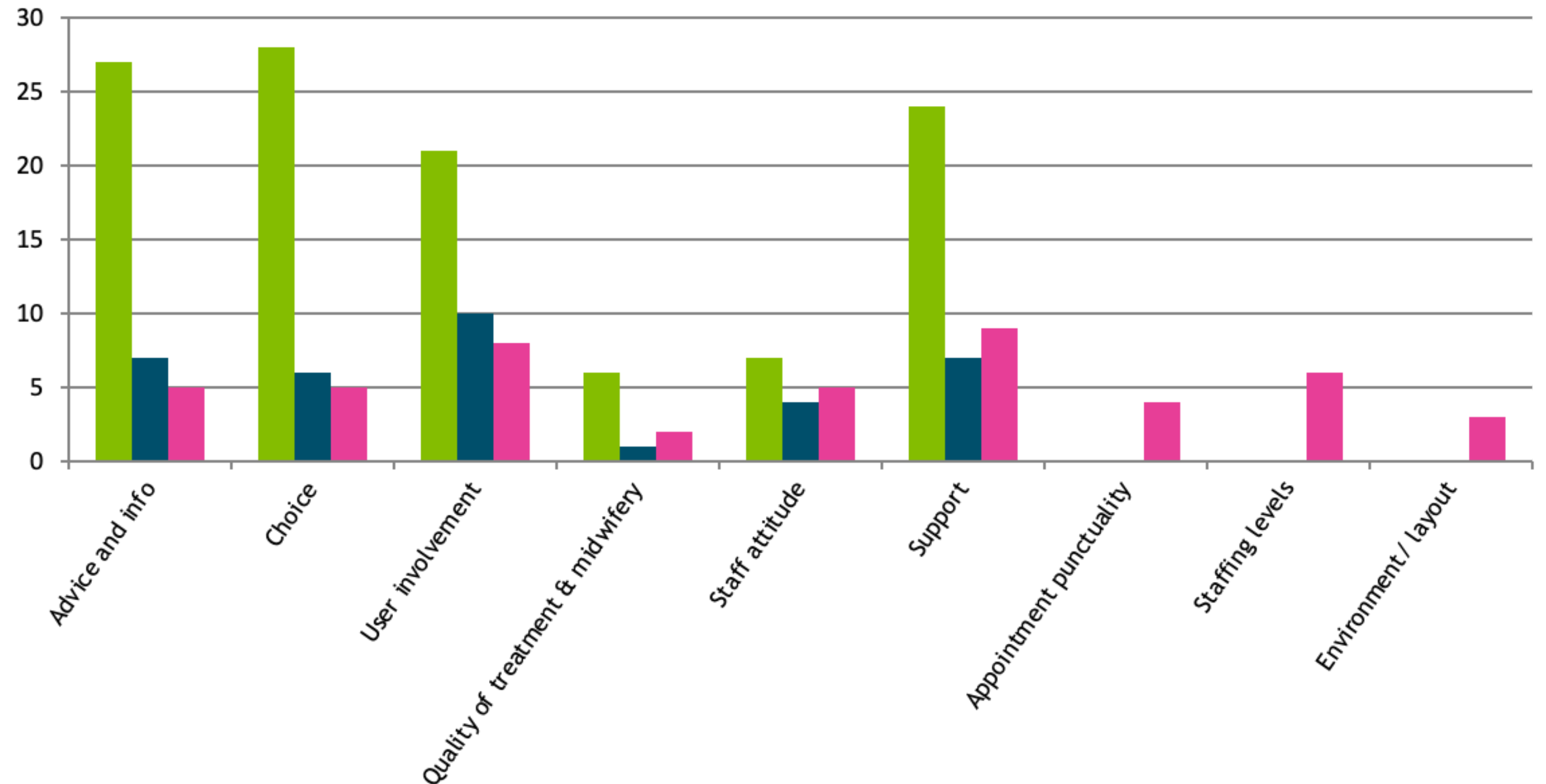
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Royal London hospital compared to overall North East London



- positive
- neutral
- negative





## Experience of antenatal appointments

# What patients are saying

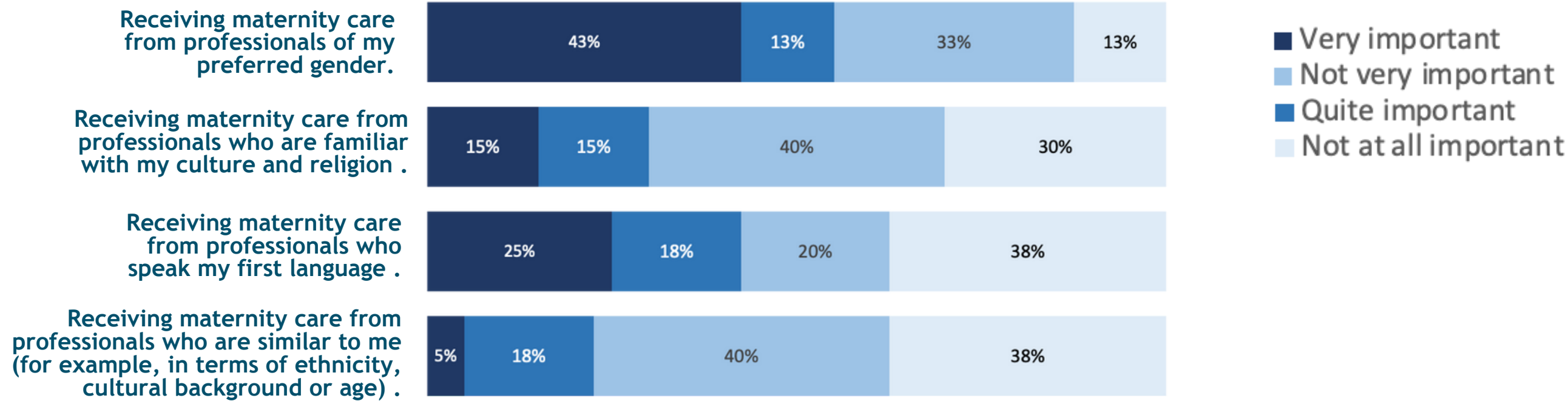
*Good: I wanted an epidural and I got one,  
Could be better: communication on my specific  
case between different carers*

*All midwives I saw were very  
attentive and supportive.*

*Great experience with midwives at  
Lotus Birth Centre at Royal London  
Hospital*

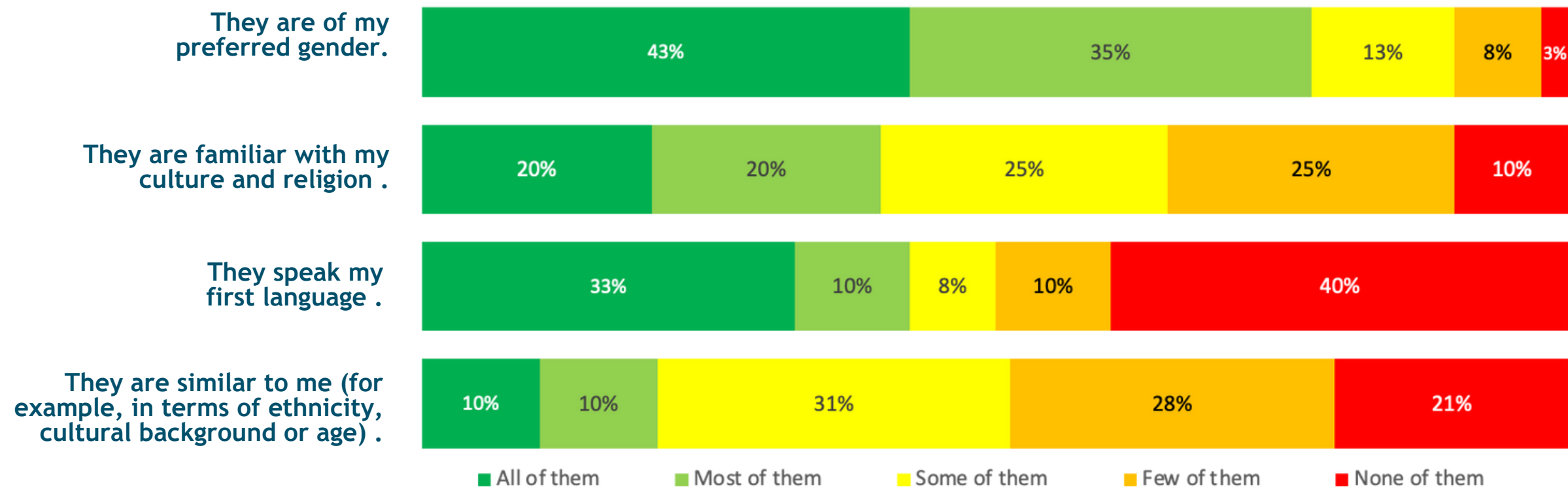
# Cultural sensitivity

## How important are the following for you?



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## Do these describe professionals who give you antenatal care?



# Voices for progress



Ensure that they are staffed enough for each shift so that the midwives on shift are not under pressure and can give the care and attention needed.

The communication but I assume they've trimmed it back because there aren't enough midwives.

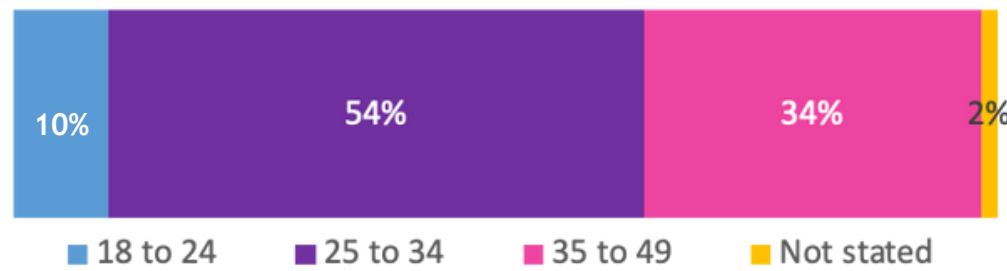
I would like to see more research done into inductions and when they are and aren't appropriate. It feels like everyone is being bullied into them

# Whipps Cross Hospital

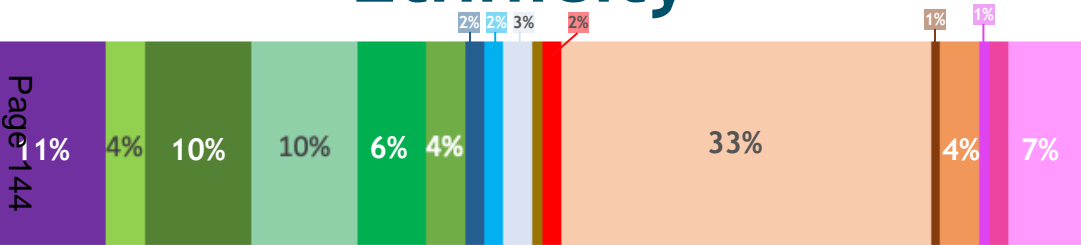


# We spoke to 114 people who received antenatal care at Whipps Cross Hospital

## Age

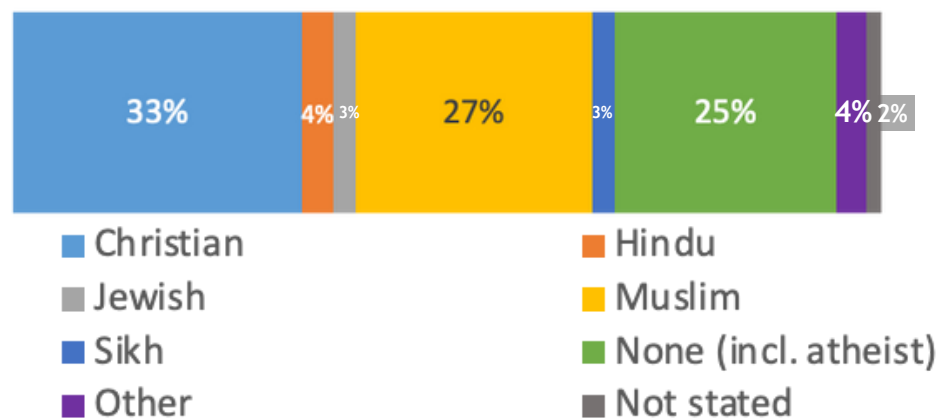


## Ethnicity

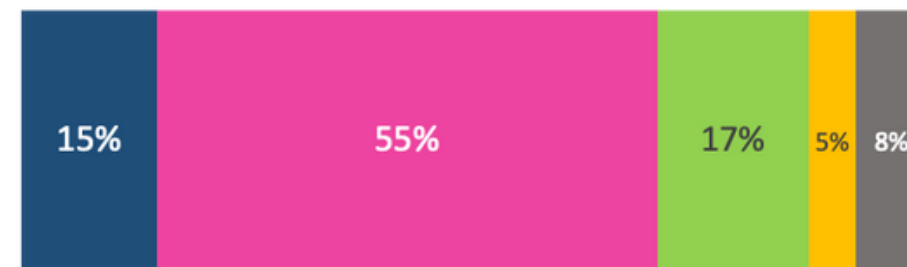


- Asian: Bangladeshi
- Asian: Indian
- Asian: Pakistani
- Black: African
- Black: Caribbean
- Jewish
- Mixed: Other
- Mixed: White and Black Caribbean
- White: Bulgarian
- White: British
- White: Polish
- White: Turkish
- White: Other
- White: Turkish
- Not stated

## Religion



## Financial situation



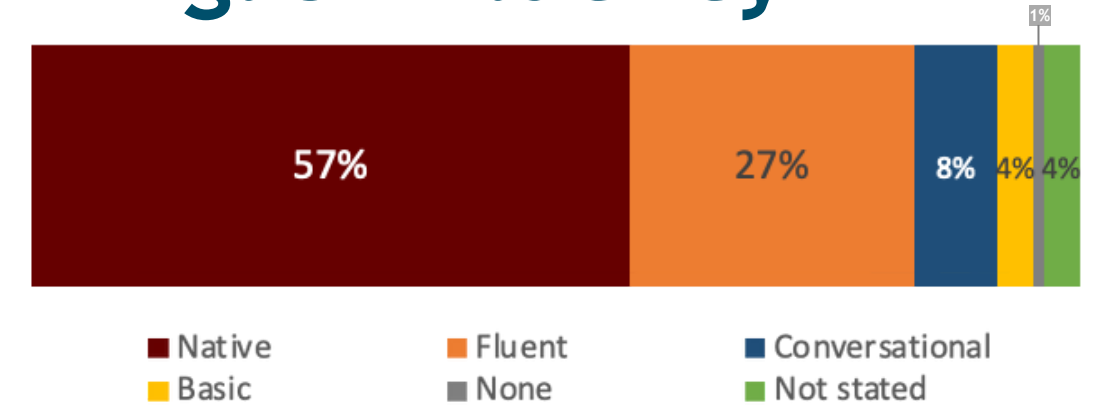
- Very comfortable (I have more than enough money for living expenses, and a LOT spare to save or spend on extras)
- Quite comfortable (I have enough money for living expenses, and a LITTLE spare to save or spend on extras)
- Just getting by (I have just enough money for living expenses and little else)
- Really struggling (I don't have enough money for living expenses and sometimes run out of money)
- Not stated

## Educational level



- Undergrad or postgrad university degree
- Secondary or non-university post-secondary
- Primary education
- None
- Not stated

## English Fluency



- Native
- Fluent
- Conversational
- Basic
- None
- Not stated



2% were disabled

4% were neuro-divergent



11% were single parents/parents-to-be

14% were digitally excluded



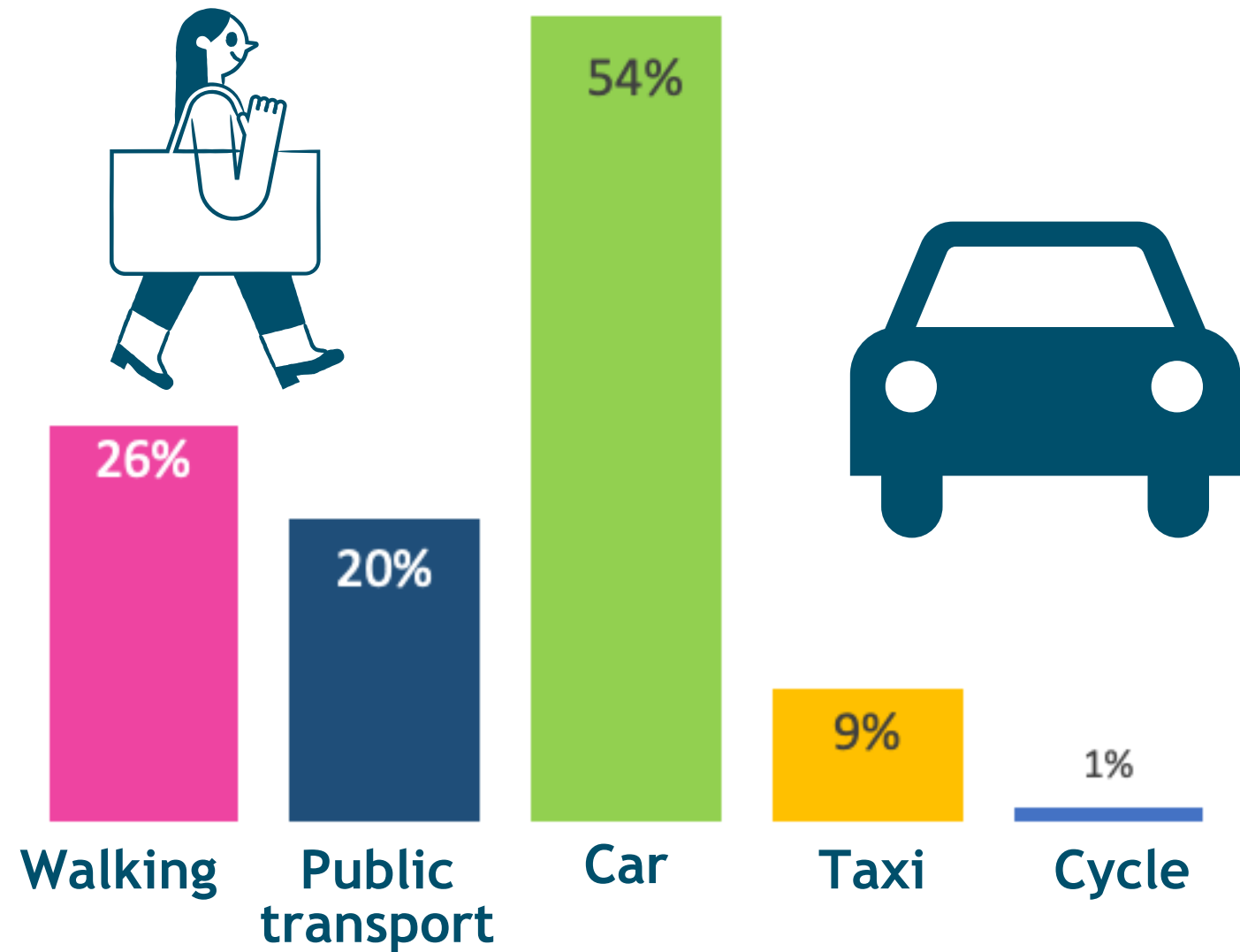
8% lived in multi-generational households

2% lived with housemates



# Travelling to appointments

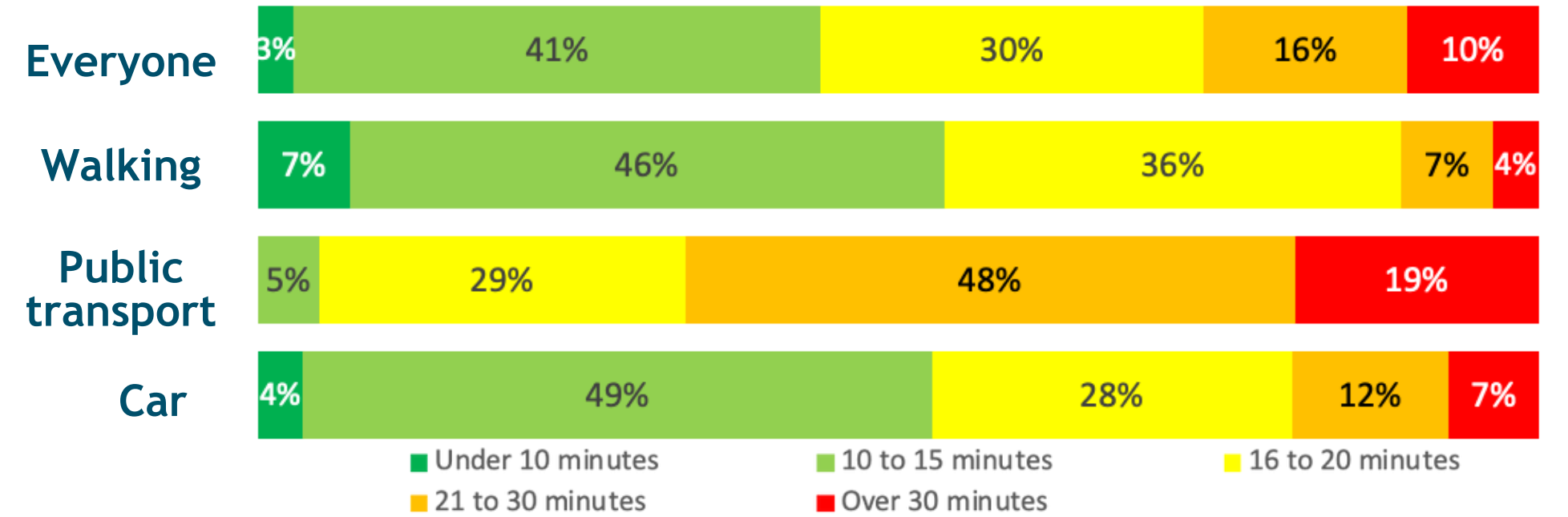
## How patients travelled to antenatal appointments



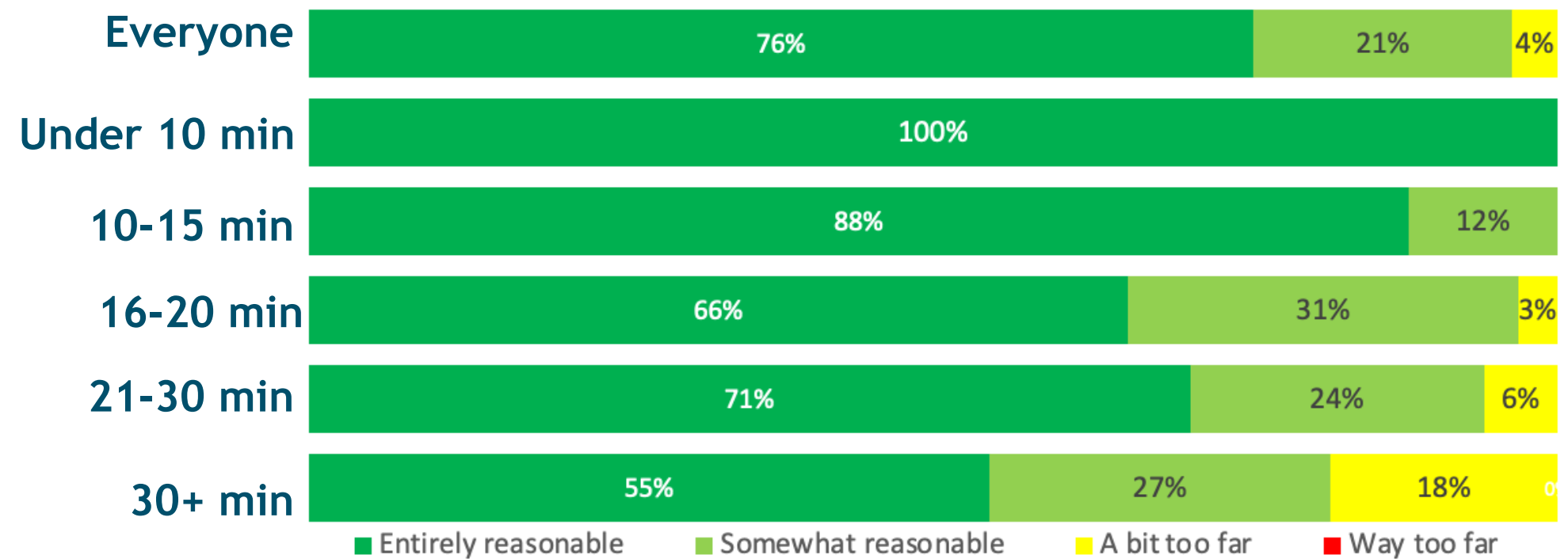
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Mothers-to be travelled, on average, for **20 minutes** for an antenatal appointment.

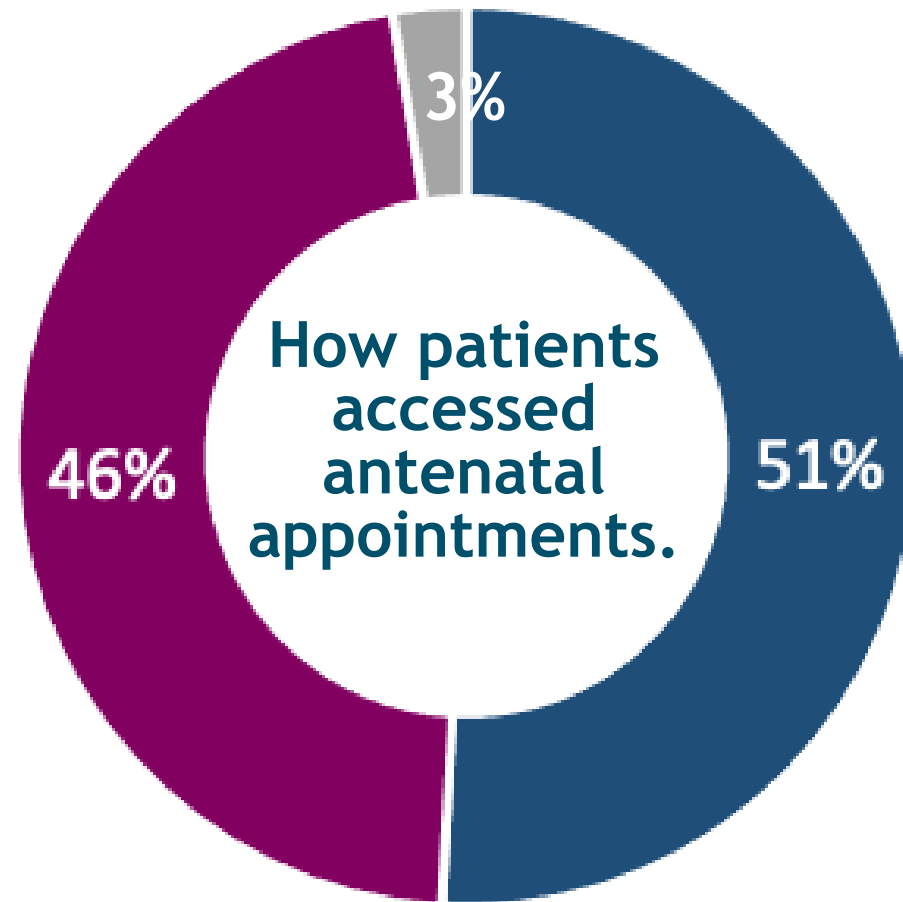
## Travel time to appointments



## Opinion of travel time to appointments



# Choosing appointments



- Self-referred
- Referred by GP
- Other

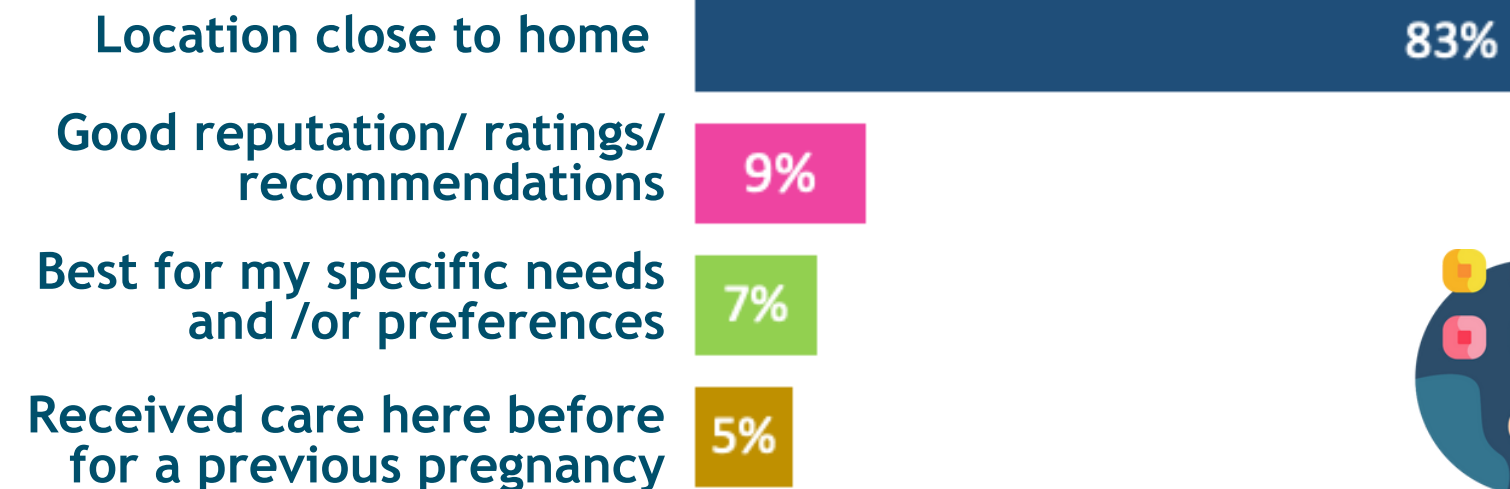
67% of all patients

33% of GP referrals

98% of self referrals

said they had a choice about where to have antenatal appointments.

## Reasons for choosing this location for antenatal appointments (patients who DID have a choice)



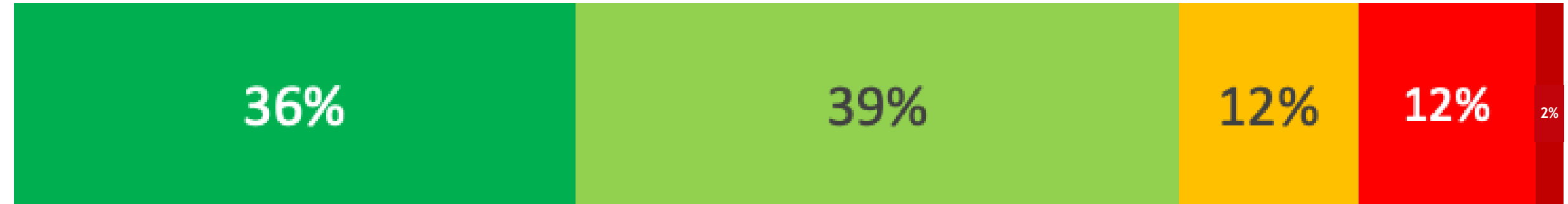


# Experience of antenatal appointments

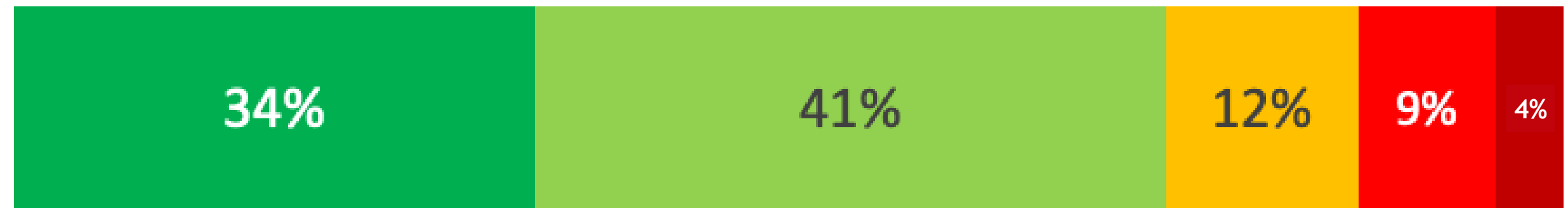
I feel comfortable asking midwives and other medical professionals here any questions I have.



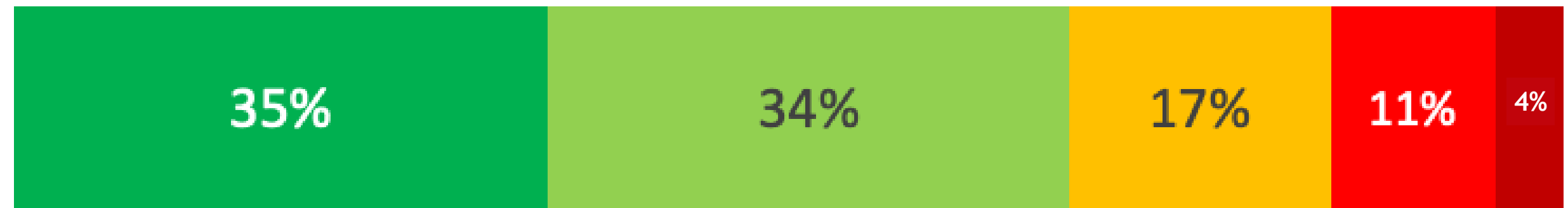
If I have any concerns about my pregnancy, I feel confident that midwives and other medical professionals here will take them seriously.



I feel confident talking to midwives and other medical professionals here about my options for antenatal care and giving birth.



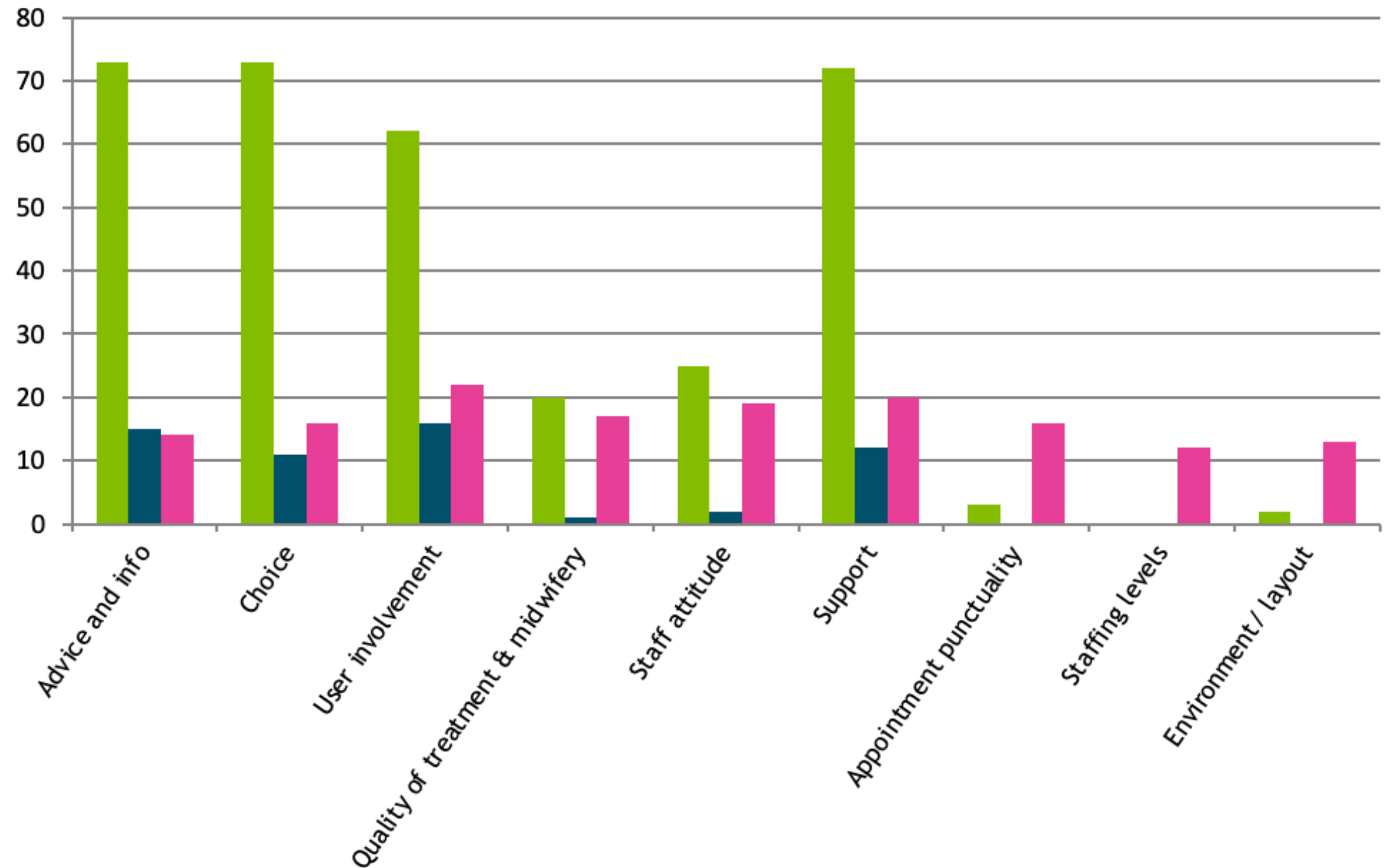
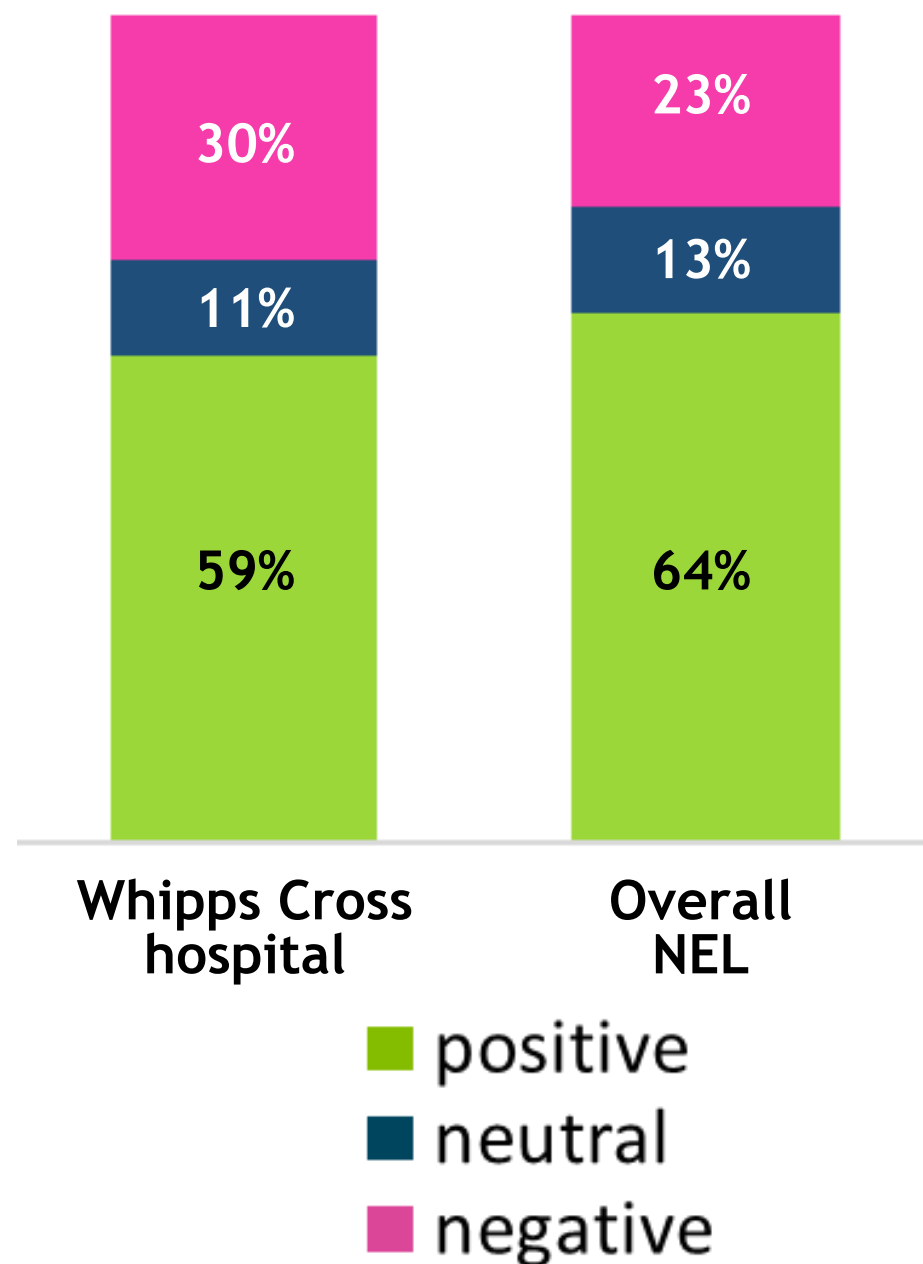
I feel listened to by midwives and other medical professionals.



■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree

# Experience of antenatal appointments

## Experience of Whipps Cross hospital compared to overall North East London



## Experience of antenatal appointments

# What patients are saying

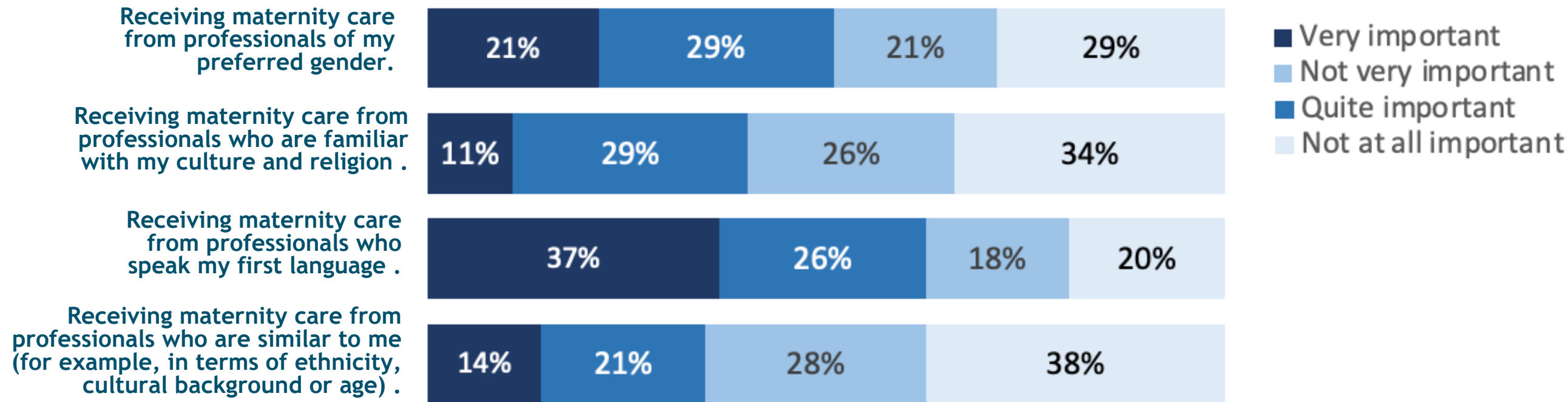
*In the community before birth the service was good. I had a terrible birth experience and post birth experience at Whipps Cross.*

*Everybody I have met through Whipps has been incredibly professional and I have been extremely pleased with the service given the constraints the NHS is under.*

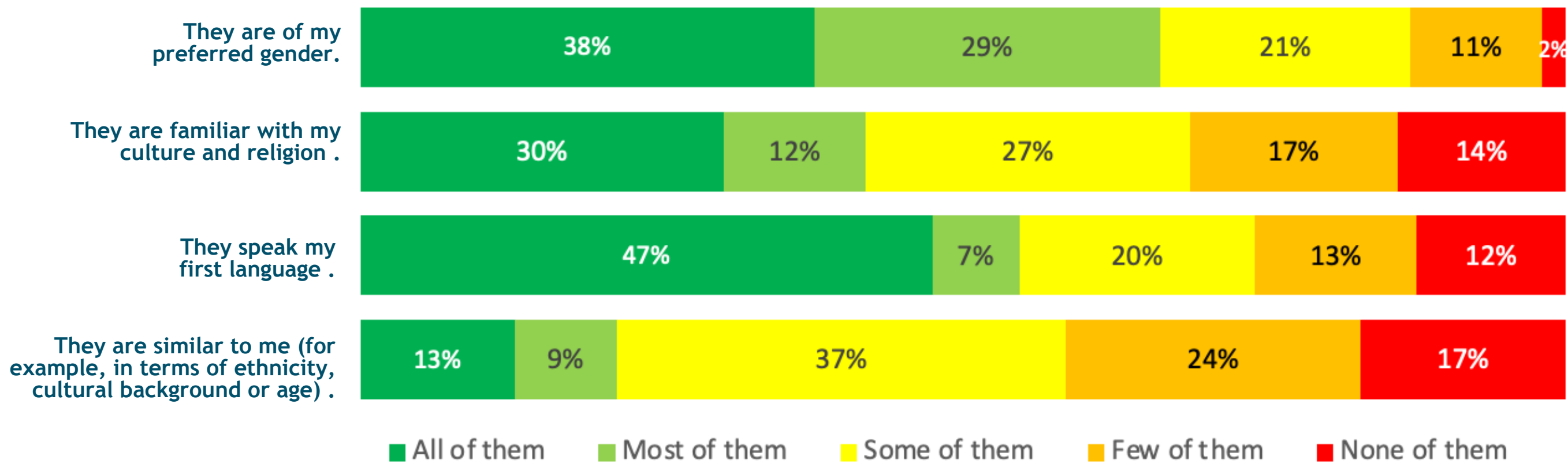
*Honestly I feel like I had a very good experience. A few times there was a long wait and the GTT was in the main building rather than the antenatal building which was fine I just would have preferred it to be in the same place.*

# Cultural sensitivity

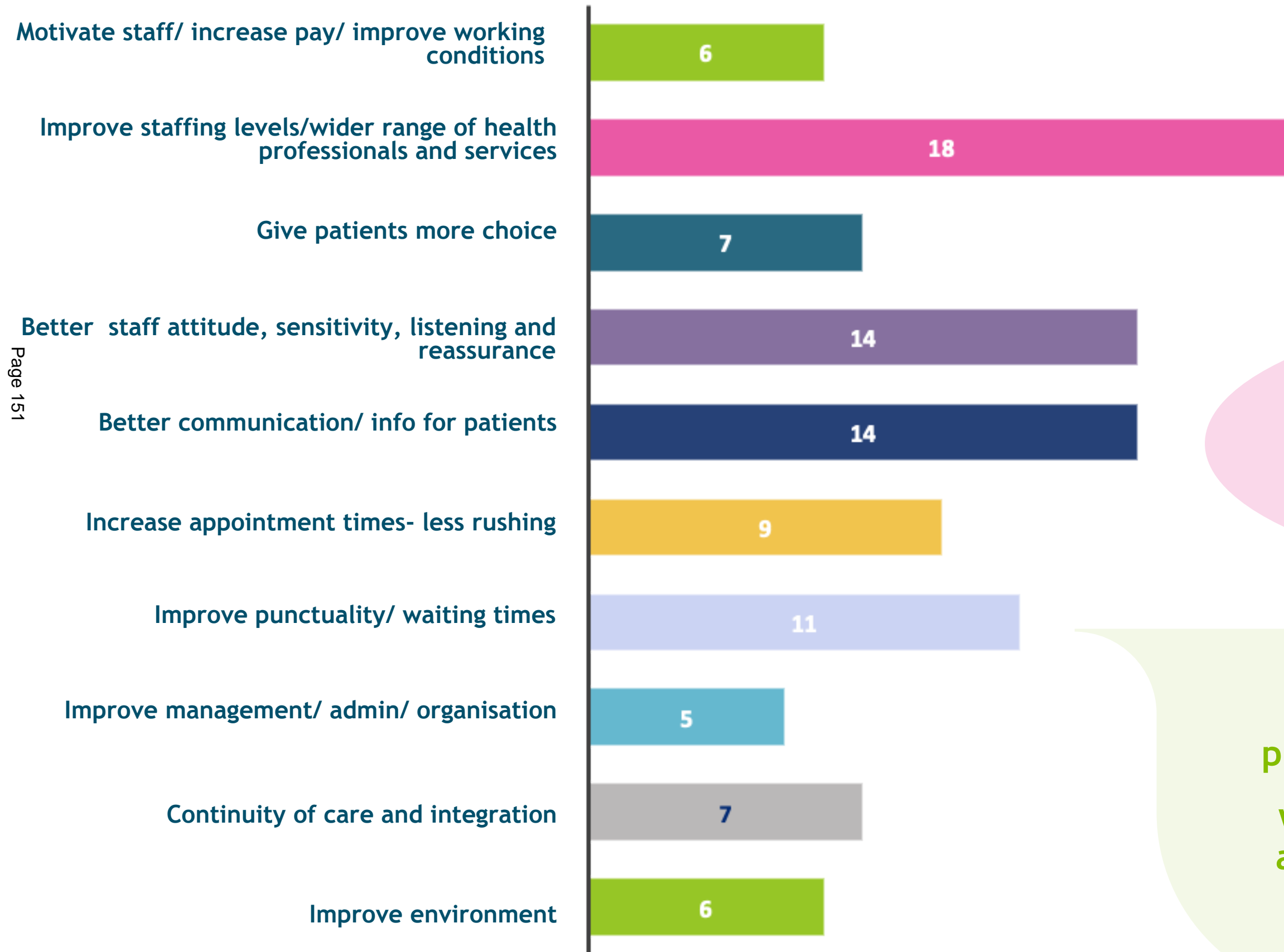
## How important are the following for you?



## Do these describe professionals who give you antenatal care?



# Voices for progress



Training to staff on kindness and caring and not rushing

Improve culture, staff don't seem to care about patient experience. Nothing was explained to me and it was infuriating

The routine appointments should be scheduled more often throughout the pregnancy. Also early and late scans should be included in antenatal care as well. Women in early stage of labour should be admitted to hospital in order to avoid any complications and be able to have safe delivery on the ward in the presence of healthcare professionals

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