

BME Maternity Service User Feedback Report September 2016



Contents

- 1 Context
- 2 Engagement and Methodology/Approach
- 3 Ethnicity
- 4 Groups / Children's Centres
- 5 Service User Feedback
- 6 Common Themes
- 7 Recommendations
- 8 Service User Feedback Statements**

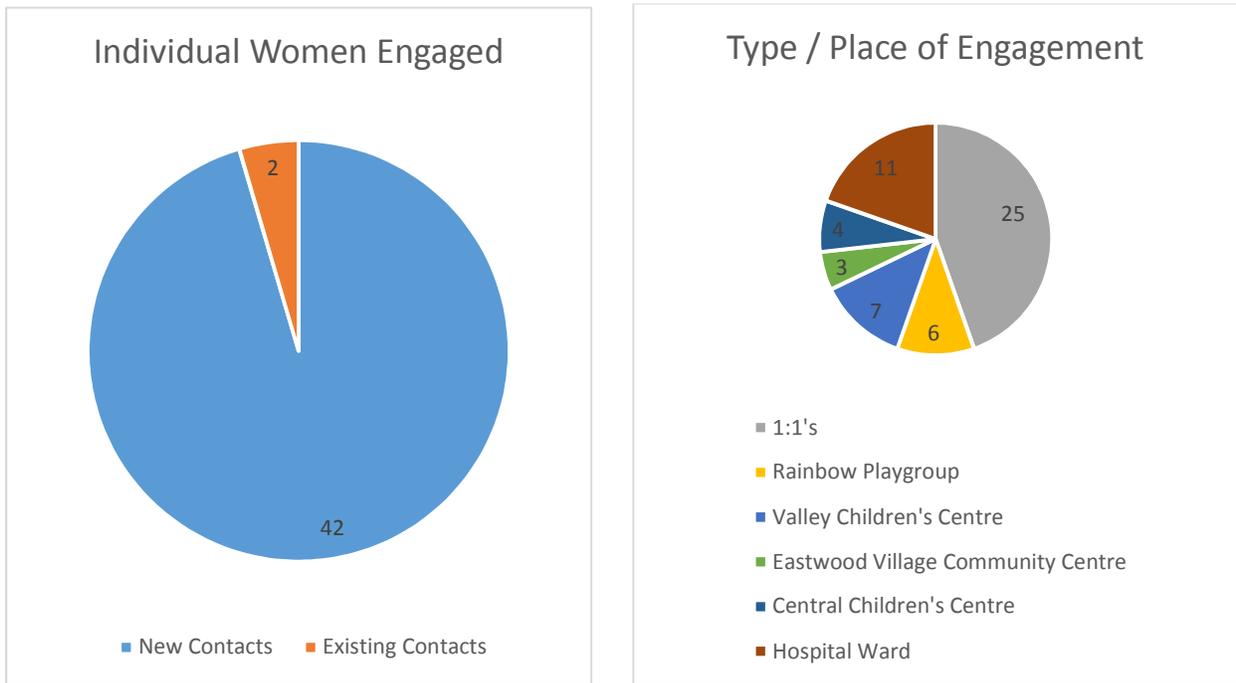
1 Background

Rotherham Clinical Commissioning Group has commissioned GROW to undertake a BME Service User consultation to ensure the voice of BME service users are represented and heard. Also to see whether there was a difference in how BME women experienced services.

National research has found the following to be the case:

- Some differences in the way and timing with which care was accessed were evident for women from Black and Minority Ethnic (BME) groups.
- There were also differences in the way that care was experienced by BME women, with poorer staff communication and feelings about not being treated with respect.
- Similar findings occurred when the focus was on the experience of BME women born outside the UK.
- Single women, those who had left education at 16 years or earlier, women living in the most deprived areas and BME women were all less likely to have seen a health professional by 12 weeks about their pregnancy care or to be aware of all the options for where they could give birth.

2 Engagement and Methodology/Approach



Contact has been made with women through established groups, women accessing the GROW service, and through community contacts. The majority of the groups have been visited on more than one occasion to build a trusting relationship with the women. Any 'live' issues have been responded to and women offered support to access relevant services.

The Outreach Worker also visited the Maternity Ward at Rotherham Hospital and was able to appropriately approach women on the ward. This proved a positive approach as the women welcomed an opportunity to share their experience.

Women have also had 1:1 meetings/interviews to discuss their experience in more detail and depth. The women were given space to share their story in their own way, at a pace managed by themselves. The interviewer took care to ensure the ending of the session was a way to close down any outstanding emotions or concerns. If appropriate follow up meetings were arranged to ensure they were OK.

The Outreach Worker completing the interviews and contacts has done so with cultural sensitivity and some awareness of community dynamics. The Outreach Worker has also been able to speak to a number of women in their first language as she is multi-lingual. For some women there has still been a language barrier to overcome.

Although this consultation's focus is BME Maternity Service User Voice, in mixed ethnicity groups the Outreach Worker has not excluded White/British women from taking part. Their

experiences have only been included and clearly referenced to allow comparison between BME and non BME feedback.

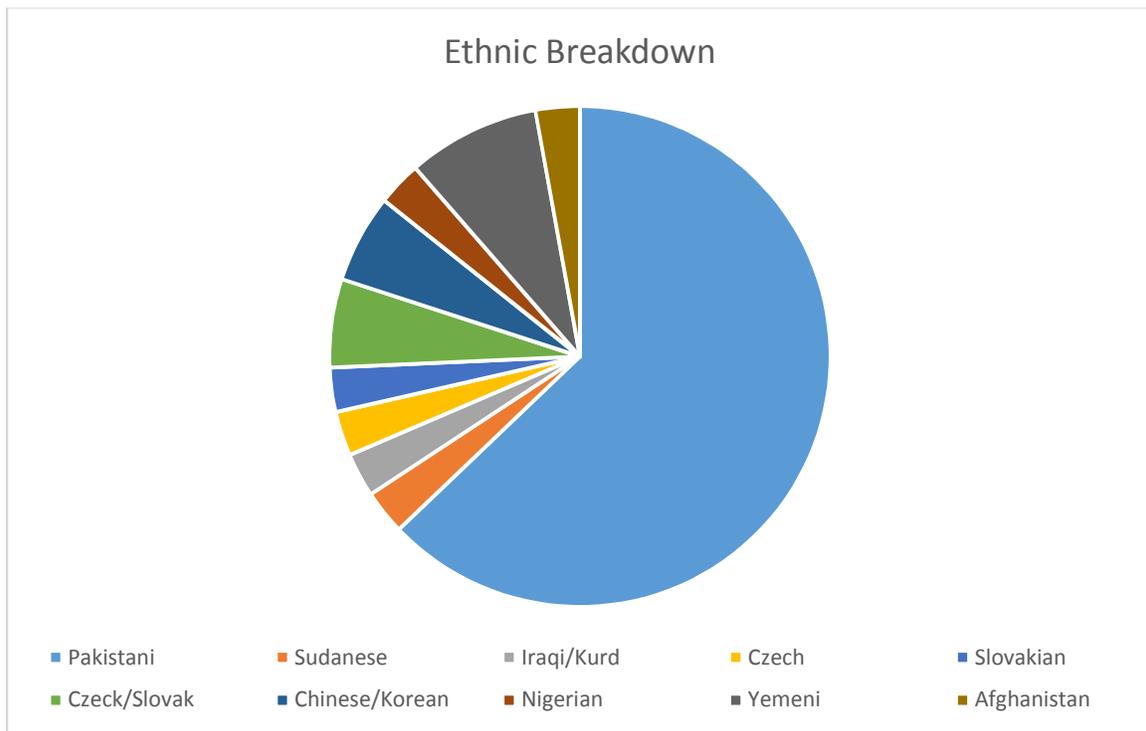
The Friends and Families questions have been used to guide some of the discussion, but they were not used by the women to share their experiences and views in the majority of cases.

Established groups in Children's Centres and community provision based in high BME populated areas were targeted to engage with a diverse range of women. The ethnicity chart in Section 3 gives the breakdown.

Individual women became involved through mainly 'word of mouth' and promotion in the centres.

3 Ethnicity

Overall 44 individuals took part in the consultation, of which 9 were White/British women. They have been excluded from the Ethnic Breakdown, although their feedback has been included in overall service user feedback section, it is only as a means of comparison of the type of feedback received from BME and White/British women.



4 Groups / Children's Centres

- Central Children's Centre - Ferham
- Eastwood village
- Rainbows Playgroup - Masbrough Church
- Valley Children's Centre

5 Service user feedback

On reviewing the 'raw' feedback received from women engaged in the consultation the majority offers very little or no insight into how BME women experience maternity care. The feedback in general shows little to no difference to feedback received through non-specific ethnicity consultation. This raises the question as to whether the women who had a negative experience did so because of their ethnicity or for example, as a result of under staffing, poor practitioner standards, or unachievable expectations.

The majority of the feedback has been overall positive about the women's experience of Rotherham Maternity Care. Many have stated it was much better than they had received in previous areas they had lived in both in the UK and also in the country of origin for those that had moved to the UK.

Limited and Non-English speaking women did raise language as creating difficulty for them.

One woman shared that the midwife never spoke to her, her mum or grandma whilst she was in labour, she went on to say *"I have been in this country and know that language is a barrier but if someone is being nice to you they can show this in other ways eye contact or even when they leave the room they could say OK see you in a bit, we were really just left to it"*.

Another woman felt that *"the language can be an issue but if someone is caring it doesn't really matter if they speak the language or not you can tell with how they are with you"*.

One woman shared how positive it was to have a doctor who she could directly communicate with her especially as the labour wasn't progressing and she required a C-section.

The feedback from this group echo's the findings of generic consultation activity greatly where common reasons for dissatisfaction have included:

- Poor communication
- Women feeling they are a "number"
- Feeling that they are left alone for a long time
- Delays for Inducements and selective C-Sections
- Delays being released from wards

Common positive feedback has included:

- Level of support and care received from midwives in the community
- Care given during birth
- Breast feeding support (although this is often balanced between positive and dissatisfied feedback)

Examples of the feedback the women expressed can be found in Section 8.

The Outreach Worker also found there are language barriers within the Polish and Slovak families and think maybe if I was to ask for an interpreter on my visits this would be helpful.

Also I have found that the locals do not trust people from projects and centres so it's important to build confidence and rapport.

6 Common themes

Expectations about Maternity Services standards and levels of care differed between women not born in the UK and/or did not speak English, and those women who were either born in the UK or had been resident long term and were fluent English speakers.

For the first group of women it appears there were lower expectations of what standard of care they should receive. For some women this was based on their own or a family member's previous pregnancy experience in their country of origin, where levels of care are not of the same standard as in the UK. As a result they were quite satisfied with the services provided and were more accepting of the way they were spoken to and how they were treated overall.

Language was a barrier for some of the women although positive body language and tone of voice of those they interacted with could easily overcome some of the anxieties the women experienced. Women could tell from the midwives behaviour that they cared and felt reassured even from someone smiling at them.

Although the women were happy overall with the services a few did pick up on body language of staff and their harshness occasionally, but still felt this was not generally their experience but rather just an individual or a very few.

For the second group of women they were more aware of when they felt their care could have been better although it isn't apparent from the feedback racism does not seem to have been stated as a reason for receiving poor care. This does seem to reflect the findings of national research.

7 Recommendations

Although the Outreach worker did speak multiple languages it was still felt that any future consultation with the many diverse BME communities would benefit where possible from having an Outreach Worker who is able to speak the same language as this would potentially encourage more engagement and sharing of experiences.

The impact of national and local political activity has to be considered when completing consultation activity. Rotherham is unique in the number of political marches of a 'far right' nature, which have taken place in a short time span, and this has impacted on the views and feelings of the BME communities.

Also the consultation activity coincided with the EU Referendum, on the day of the results a consultation group was due to take place, but it had to be brought to a close due to the women

present being upset and angry as they felt *“the people of UK have decided to get rid of us and why should we share anything with you”*.

The Outreach Worker also found that when visiting the Roma community she found them to be very wary of her as they didn't seem to have any confidence in the 'system' when it came to their children. As a result they were reluctant to share dates of birth/when the baby had been born.

Future consultation needs to include local data relating to the national research findings highlighted in Section 1 i.e. are BME women accessing care differently and later.

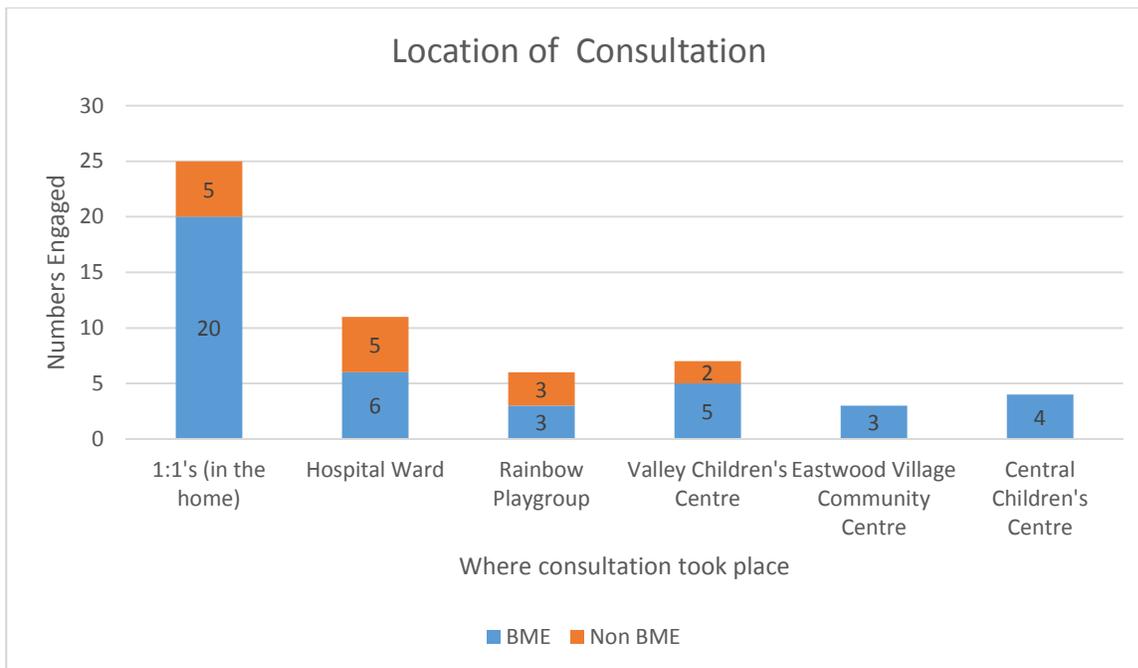
Focused consultation activity with BME women born outside the UK may offer wider insight.

Future consultation should include a direct question relating to the women's ethnicity impacting or notably affecting their care.

- As a BME woman do you feel you were treated differently to White/British women during your Maternity Care?

The Outreach Worker contacted GP surgeries directly, asking if it would be possible for her to attend Ante Natal and Baby Clinics. On reflection a formal request to do this would have possibly aided access into these group. Future consultations would benefit from support from the GP surgeries as they provide a consistent part of women's maternity care.

8 Service User Feedback Statements



Comments Received From Women of Pakistani Heritage

"I had a scan every month which was ok because I had to be checked and it was assuring to know that the baby was doing well, but it was a problem because I wasn't allowed to take my toddler in for a scan so my husband couldn't be there. I have no family here so ended up catching 2 buses to get there. The 2 midwives who delivered my baby were fabulous if it wasn't for their support I would have ended up having a c section as I have already had 2 and I didn't want another. They were so supportive it was like having my mum there. I got torn and they supported me all the way through."

"The service I got from maternity was fantastic my mum was my birth partner but she is also diabetic not only was I looked after but also my mum. Bev and Lisa were responsible for my care and I really could not have asked for more. This was my first child I was so anxious and nervous they helped me keep calm and explained what was happening with me at all times I am really satisfied with how I was looked after."

"I had a family member with me as I don't speak English. Two days before I had the baby I went in for examination. I was checked by an older lady on the labour ward and she was so rough with me and caused me a lot of pain during examination. When I went in to have my baby the ward was very busy and I was 14 days over. I had an Indian doctor who was really good at explaining what he was doing to me as they put the epidural in to get me ready for the c section. Overall my care was good on that day. I had someone come home later for breastfeeding support which I don't think was any help at all I just felt she had ticked a box that she had been."

"The midwife I had for my daughter was very good she was from Ireland she supported me with helping my daughter to feed even though it's my fourth child I was struggling because she wouldn't drink her milk. From past experience I know they don't like to keep you in long but they kept me in for a couple of days to make sure my daughter was taking her feed well. We would love to call the midwife home for a meal she really went out of her way. I had a little issue with one of the staff as they wouldn't let my husband in saying its not visiting time but there were other patient's partners with them so I complained and then he was allowed in."

"I had a really long and painful labour and then ended up with a c section. The midwife who was looking after me, Wendy, was brilliant and very supportive. It was my first baby and we are both young so we didn't have a clue but she guided us all the way."

"The big downfall was that I have an ovarian cyst which they knew at the time and could have removed it while they had opened me for the c section. The consultant came later to apologise but it's not good enough I will have to go through another procedure which I am not looking forward to as last time here I was cut I got infected."

“Overall I was quite happy with the care of my child but as it was my 3rd I feel maternity services engage more with you when it’s your 1st child. I feel the treatment should be same as every time you have a child it’s a different experience. The senior ward nurse on the day was lovely. I can’t remember her name but she was very comforting and explained all the pain relief in depth and kept checking on me.”

“I felt getting in touch with your midwife can be a nightmare but the health visitors were amazing and visited regularly and were very helpful.”

“My care at the hospital was really good. I would love to have another baby. I asked for an epidural and it came within 10 minutes. I am originally from Reading and I have had 2 boys there. I am so impressed with the services in Rotherham from tea/coffee to lunch everything - midwives delivery the lot. My midwife was so good I found the breastfeeding support really helpful as well.”

“The hospital did not have many staff on the day I had my baby. It was New Year’s Eve and it was really busy. There was only one doctor on and he took ages to come. Once I was moved on to the ward no one really explained what was going on but the night staff were more helpful.

The next day I was told I would be able to go home at 9 but because the paperwork wasn’t done I could not go until 3.30. I feel if I didn’t have experience from when my sisters had a baby I would have really been lost.”

“I had a planned c section and the staff were fab. They bathed my baby and two nurses helped me go to the toilet, because I had to drink a lot of water they even went and got me some iced water because the other one was warm. I feel it made so much difference.”

“This is not my first child but I am happy with the services provided, I did find it a bit difficult in my last pregnancy which was 3 years ago when there wasn’t enough support for me to breastfeed my child or maybe there was but I was not informed. My midwife was fantastic and I would recommend her to anyone her name was Cheryl she was so caring and gave me respite at night when I was exhausted.”

“I had a selective c section but I was messed about as I waited till the evening and was then told it would not take place so had to have another night in agony. I feel there was lack of communication because the doctor who came to see me originally left without seeing me and the other doctor was not sure.”

“With my 1st I had a lot of problems with her birth - they tried everything to help me go into labour but in the end it was a c section. My aftercare was not so great - we went home and they didn’t realise my daughter had jaundice I had to bring my daughter in and she stayed for 6 nights I believe this could have been avoided.”

“My care was very good I couldn’t really ask for more”

“My care was fantastic I had a c section. My registrar Miss Rutter was fab the anaesthetist Gina and my midwife Lisa were great. I have had a lot of rest in the last five days in hospital and I am ready to go back home. The midwives on Wharnccliffe have been great -Michelle, Maggy, Joe and Fiona.”

“They tried everything to get me going but nothing worked they were very helpful I had to finally have a c section. My aftercare was not so good my baby lost a lot of weight and was told it was due to jaundice which went unnoticed when they sent me home she had to stay 6 days in an incubator.”

“I am happy with the care provided it was really good.”

“I had a normal delivery and found the staff really help full”

“My daughter is 6 months and the hospital still has not been able to diagnose whether she has reflux or has an allergy she vomits after every feed and now even vomits blood. I find it very difficult to get out with her it can get very upsetting and frustrating. My GP is Dr Kacker and I am not happy so will be changing.”

“I had a complaint when my daughter was born and my sister has already written to the people who it concerns.”

“The staff was very rude to me when I got to the hospital I was having a contraction as I was waiting in reception and one of the midwives told me to wait to aside and have my contraction I was 10 cm dilated and in agony my contractions stopped as they caused me to panic.”

“Over all Wharnccliffe was very good.”

“my labour was not great I feel they forgot about me for an hour left me in the bath and went for handover they did give me the buzzer but I didn’t know if I should press it I didn’t know how far gone I was. The breastfeeding support on Wharnccliffe was fab.”

“I had a really good experience I had the same midwife all the way through and the consultants and nurses were fab in Greenoaks.”

“My complaints started when I got on the ward as I was catheterised and my baby was crying and I could not reach her. There was no one around to help and my urine bag was full and I pressed the buzzer but no one came.”

“I really wanted to breastfeed but the nurse who was attending to me kept saying “don’t breastfeed her she wants more milk just give her the bottle” “

“My daughter had to go to SCBU and I found it insulting when the paediatrician walked in and he was asking the nurse, who had only been with us 20 minutes, about my daughter. He didn’t acknowledge me or my husband and the nurse actually said to him “maybe it would be better if you asked the parents” and he said “no I want to know from you.”

“When I came home my daughter was suffering with colic and I was in a real state. The Valley Children’s Centre has been so supportive. The Health Visitor, Laura, who referred me was really lovely.”

Comments Received From Women of Iraqi Kurdish Heritage

“This was my third caesarean and I am really happy with the services - hey do so much for you. The language can be an issue but if someone is caring it doesn’t really matter if they speak the language or not, you can tell with how they are with you.”

Comments Received From Women of Czech/ Slovakia Heritage

“I was very scared and stressed when I was having my baby - here was social services who were waiting for me to deliver so they could take my baby away. It was a horrible experience and the nurse dealing with us hardly spoke to me, my mother or grandmother who were with me. I have been in this country and know that language is a barrier but if someone is being nice to you they can show this in other ways eye contact or even when they would leave the room they could say ok see you in a bit we were really just left to it.”

Comments Received From Women of Yemen Heritage

“I usually give birth 15 min after I arrive at the hospital. This was my third baby here and the service was spot on from most of the staff although I felt that the lady doing my stitches was not experienced which made me a little uneasy. I had my last child here 8 years ago and I feel the service was the same then.”

“This was my first baby and although I had a good experience I felt that they could have monitored the baby better. I was told his heart rate was up and down but they kept turning the monitor off then they came back 5 hours later to put it back on and have a panic.”

“When I had my baby I couldn’t get a scan on time and had to wait for weeks . This is my fourth baby and overall I am satisfied with the services provided.”

Comments Received From Women of Chinese/Korean Heritage

“I had a planned a water birth and not having family around I really felt like I was cared for - it was like being at home. The senior staff at the service were excellent.”

Comments Received From Women of Slovakian Heritage

“This is my first baby and I feel my delivery team was really good I was looked after and so was my baby.”

Comments Received From Women of Nigerian Heritage

“I found the staff really encouraging they really helped me whilst I was having this baby. The midwives who came to my home were also very friendly. My midwife Jackie was so good and also Susanne one of the community midwives.”

Comments Received From Women of Sudanese Heritage

“I feel the services throughout the pregnancy were brilliant. I am very pleased with Rotherham Hospital and how they treated us. “

Comments Received From Women of Czech Republic Heritage

“I am very pleased with the services”.

“I am a smoker and the staff have been very supportive this time. They will watch the baby more if I’m tired or if I need to go out for a smoke. This is not my first child and they have surprised me this time”

Comments Received From Women of Afghanistan Heritage

“I had a normal delivery and my experience was really good - this is my first child”.

Comments Received From Women of Chinese Heritage

“I had two scans in China and four scans here - they thought my daughter had fluid on her brain. I was suffering from pre-eclampsia and had to have an emergency c section and they kept me in HDU. My care was satisfactory”.

Comments Received From Women of White/British Heritage

“The service provided has been good - with me having spina bifida I have had plenty of growth scans, baby was 5 weeks early. SCBU were very good as my baby had jaundice and I had to have a c section they let my mum stay which was really great”

“It’s been great this time round with gas and air the staff have been very friendly. I’m glad my community midwife was the same throughout my pregnancy, as last time they kept changing. I was diagnosed with psychosis last time and it took a year for me to recover. Maybe if the midwife had been the same they may have picked up on it earlier.”

“I had group b strep they didn’t find out until I had to go in again when my stitches came out which I am still suffering with. When I asked if they would check my daughter they said if she had it I would know about it by now. The staff who I had to call to come and do my daughters BP as it had to be done every hour and it had been 3 hours she didn’t show any confidence in what she was doing as I heard her say “I’m not trained to use this machine but will have to make do because of the cuts.”

"I am 37 weeks I have been in so they can keep an eye on me I have had to have extra scans to check baby's growth I am very happy with the service."

"The Rose court Surgery midwives have been really good with me I have been in hospital 6 days and it's my first baby. Fiona was really good with breast feeding support days".

"The hospital staff have been great and really supportive, especially at SCBU where my baby girl, who had complications, stayed for two weeks. I kept crying and they were so comforting I am really grateful for the love and care we received."

"My care was overall good at the hospital but I was told I would be put in a separate room because of my diabetes but I wasn't and no one really explained why."

"This lady was in labour and also had diarrhoea and her labour had to be slowed down because there was no room on the ward. "The lady who examined me was rude I had to stay over for the breastfeeding support workshop, they put my baby on my breast and walked off I didn't have a clue" The communication is bad between staff - this lady was on the same ward as the patients who were diabetic and felt uncomfortable crying in pain. "I don't feel they are caring enough you're just another number. My experience has really put me off having more babies."