



THE RIGG MILNER
MEDICAL CENTRE & CORRINGTON
HEALTH CENTRE
THE CHAPEL STREET SURGERY

Transformation of obstetric services during the COVID-19 pandemic; survey of patient satisfaction



Royal College of
Obstetricians &
Gynaecologists

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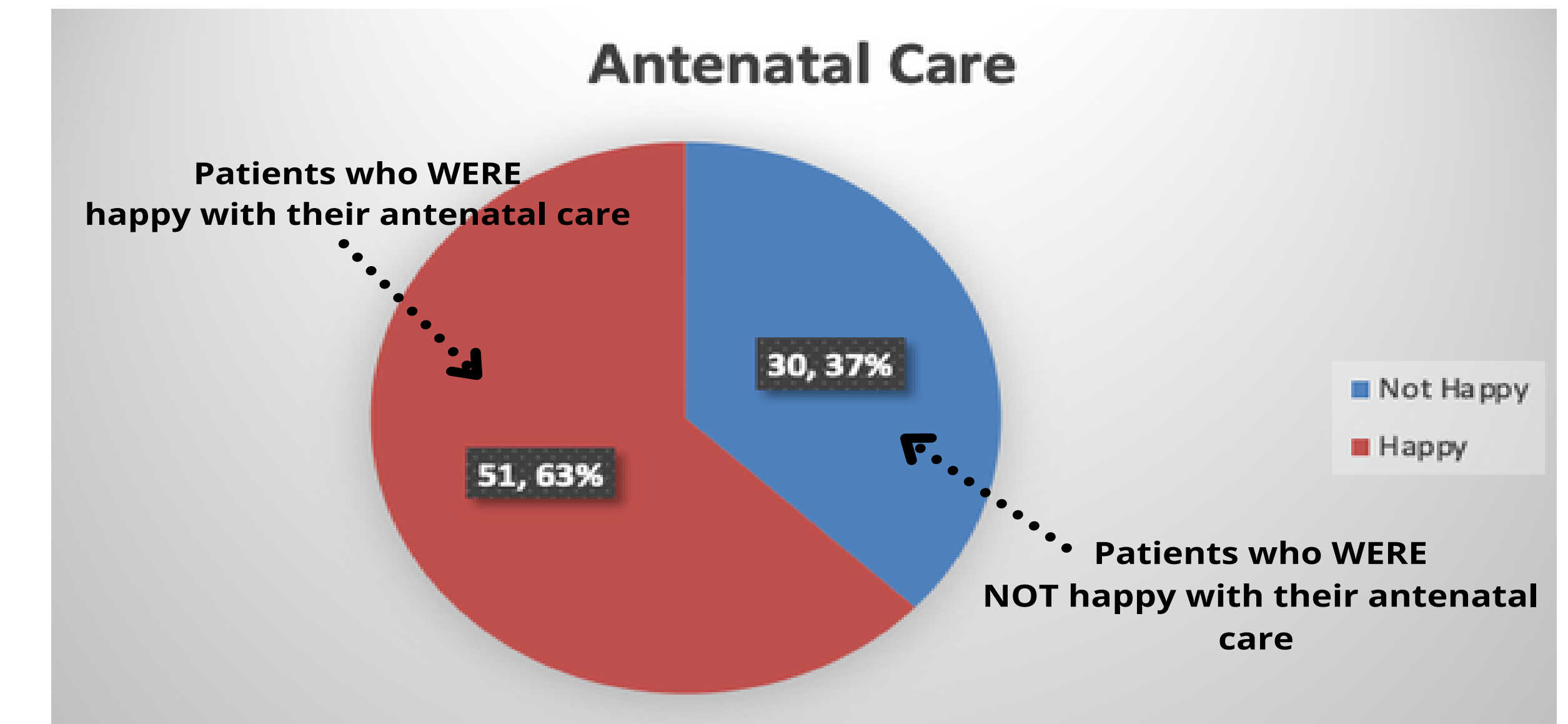
Design

Women were asked about their experience of both antenatal, intrapartum and postpartum support from primary and secondary care services using a mixed method study design. We also surveyed the access women had to their partners during birth.

Analysis

In the graph shown, 51 (63%) of patients have shown they were happy with their antenatal care they were given whilst they were pregnant during the COVID pandemic and 30 (37%) patients were not so happy.

Patients who were not happy described their reasons as;
1) unable to reach their midwife
2) difficult to get hold of their hospital doctor.



OBJECTIVE

Obstetric care underwent a service transformation during the COVID-19 pandemic. We undertook a survey of patient perception of changes and satisfaction as part of a service evaluation of primary vs secondary care.

Conclusion

The COVID-19 pandemic presented a unique challenge to the service delivery across a range of services for all acute trusts and obstetric units. The local hospital trust continued to provide a safe level of services however reduced human contact with lowered staffing levels and redeployment of staff posed challenges resulting in lowered patient satisfaction rates. Our results show that having reduced partner support in the intrapartum period was contributory towards lower satisfaction rates with their current pregnancy care. Patients felt supported from primary care more than secondary care.

METHODOLOGY

Women between 21 and 45 years old who had delivered in the last 24 months were asked about their experiences of antenatal, intrapartum and postpartum care using an open and closed questionnaire method via a telemedicine interview. We also surveyed their experience of access to antenatal scans, community midwifery services and asked about support received from primary care services. We asked patients to rate their satisfaction with previous births vs COVID-19 pandemic deliveries.



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RESULTS

Of a practice population of 5500 patients, 81 pregnant women who delivered in the last 24 months were asked about their experiences. We found 30 patients (37%) were dissatisfied with the care delivered by the midwife during the COVID-19 pandemic. Among the comments, we found a perception that their natural delivery was accelerated and there was a lower threshold for operative delivery to expedite the process due to the patient perception of unavailability of midwives during the COVID-19 pandemic.

Related literature

1. Ncube MM. COVID-19 and antenatal care: An update. Eur J Midwifery. 2021;5:7. Published 2021 Mar 5. doi:10.18332/ejm/132882
2. Royal College of Obstetricians and Gynaecologists The Royal College of Midwives. Guidance for provision of midwife-led settings and home birth in the evolving coronavirus (COVID-19) pandemic. <https://www.rcog.org.uk/globalassets/documents/guidelines/2020-07-10-guidance-for-provision-of-midwife-led.pdf>.