

A model of use of Women's experience Feedback for maternity Service improvement.

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We aimed to look at the expectations and experience of women undergoing induction of labour at Epsom and ST Helier's university hospitals NHS Trust. To assess if information provided to women prior and during their induction enabled them to make an informed choice.

Methods:

The survey was set up via Survey Monkey and circulated via the EstH Facebook page and EstH Maternity voices Facebook page. It was opened on 4th August 2020.

The online responses sought from women who have experienced induction of labour across two sites of the trust.

Maternity voices representative was involved in the designing of questionnaire. The questionnaire consisted of two sections;

Section A : A series of seven questions, requested a response on a scale of "Strongly Agree" to "Strongly Disagree" focusing on information provided to women about indication, process, risks/benefits and pain management options both before and during the induction of labour and its effect on overall birth experience.

Section B consisted of series of open questions to allow us to explore areas for improvement.

Results:

114 responses were received. 71% agreed that they were happy with the information they received prior to IOL about why they were induced. 59% reported that they agreed or strongly agreed that they were satisfied with information received about the induction process. 47% of respondents agreed that they were provided with a realistic expectation of induction in term of time. ***Almost a fifth*** said they ***did not have a realistic expectation in terms of pain experienced.***

Qualitative narrative analysis of section B was performed, to extract common themes; main areas were information about implications of induction process, mainly impact on pain relief, access to birth centre, realistic information about duration of hospital stay.

Conclusion:

The results were discussed in maternity guideline committee and proposed changes were integrated in new information leaflet, resulting in updated leaflet with feedback information disseminated to maternity staff.

The responses from the survey and changes implemented ultimately led to better birthing experience.

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