

Summary (3 / 4)

SUMMARY

Service user journey

Antenatal care:

- The quality of care received at the antenatal stage of the journey is generally rated highly by service users (receiving a net satisfaction score of 78%) and this is consistent across different council areas
- Parking availability and choice of location receive low rating scores (-8% and 21% net satisfaction scores respectively)
- The Horton is being used for routine antenatal care by Cherwell residents; for example, 42% of Cherwell residents that had a hospital appointment with a consultant attended the Horton for the appointment

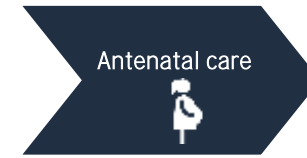
Labour & Birth:

- Nearly half, 47%, of service users were moved during their labour and half of service users identified at least one incident during their labour, with a shortage of staff and parking difficulties occurring most often
- Cleanliness (net satisfaction score 77%) and staff competence (net satisfaction score 72%) are scored highly whereas staff availability (net satisfaction score 40%), continuity of care (net satisfaction score 38%) and parking practicalities (net satisfaction score 19% for availability and -16% for cost) are rated poorly by service users

Postnatal care:

- Service users rated cleanliness and hygiene highly (net satisfaction score 74%) in postnatal care, but were least satisfied with the continuity of care (net satisfaction score 20%) and emotional support received (30%)

The quality of antenatal care is highly rated by service users. Cherwell is particularly well-regarded for continuity of antenatal care

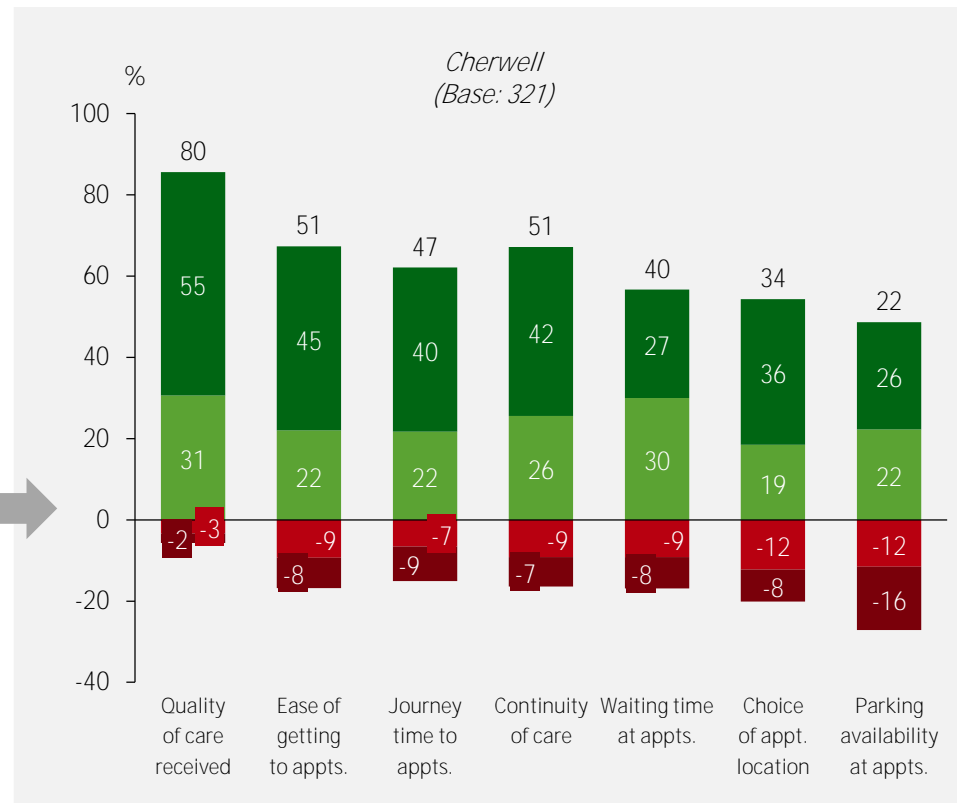


JOURNEY | ANTENATAL CARE | RATINGS

Very Poor Poor Good Excellent

Q. Thinking about your experience of antenatal care during your most recent pregnancy, please rate each of the following

Base: All service users (1,013)



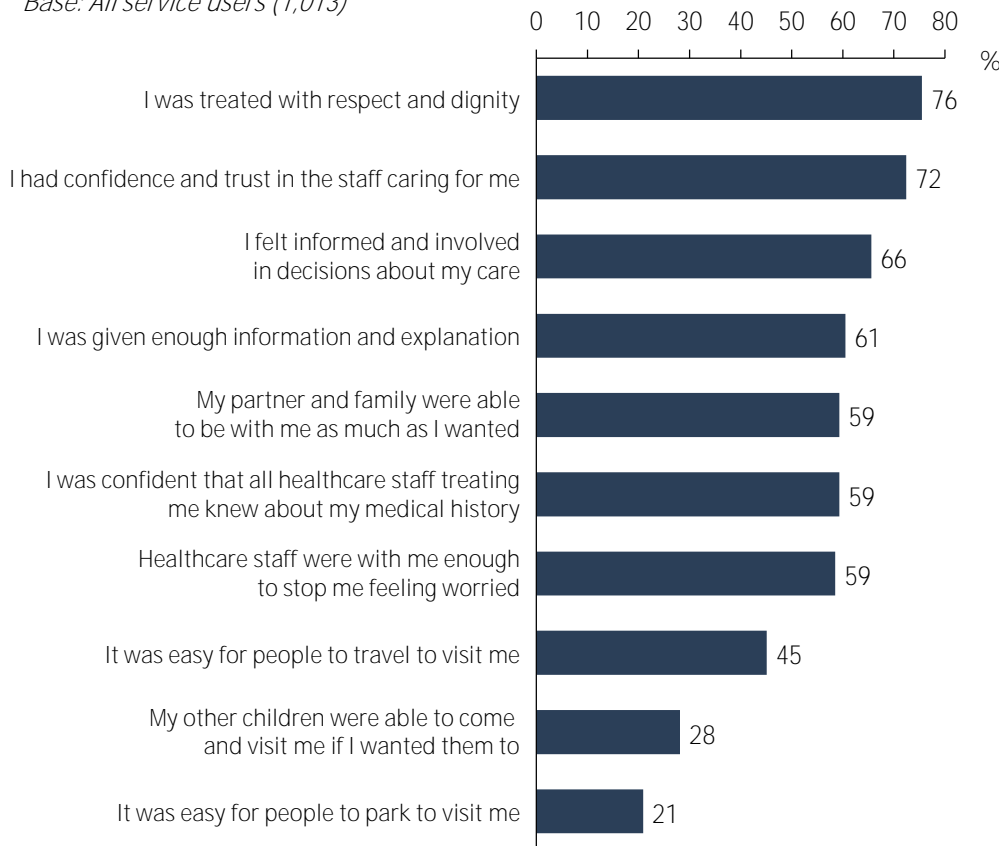
When asked about their postnatal experiences, residents of all council areas disagreed that it was easy for visitors to park and for other children to visit. Cherwell and South Northamptonshire residents reported significantly less satisfaction with ease of visitor travel



JOURNEY | POSTNATAL CARE | RATINGS

Q. Thinking about your experience and the care you received after giving birth, please indicate the extent to which you agree with each of these statements on a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree. % strongly agree + agree

Base: All service users (1,013)



% of service users selecting strongly agree + agree by area					
Cherwell	Oxford City	South Oxfordshire	Vale of White Horse	West Oxfordshire	S. Northamptonshire
(321)	(191)	(163)	(148)	(118)	(63)
76%	74%	73%	79%	74%	77%
69%	70%	73%	77%	75%	75%
63%	66%	62%	77%	66%	55%
59%	58%	62%	65%	58%	63%
57%	64%	59%	63%	52%	57%
59%	59%	55%	60%	64%	67%
57%	57%	58%	62%	57%	61%
32%	58%	48%	54%	41%	27%
26%	34%	31%	25%	24%	23%
21%	19%	26%	18%	20%	18%

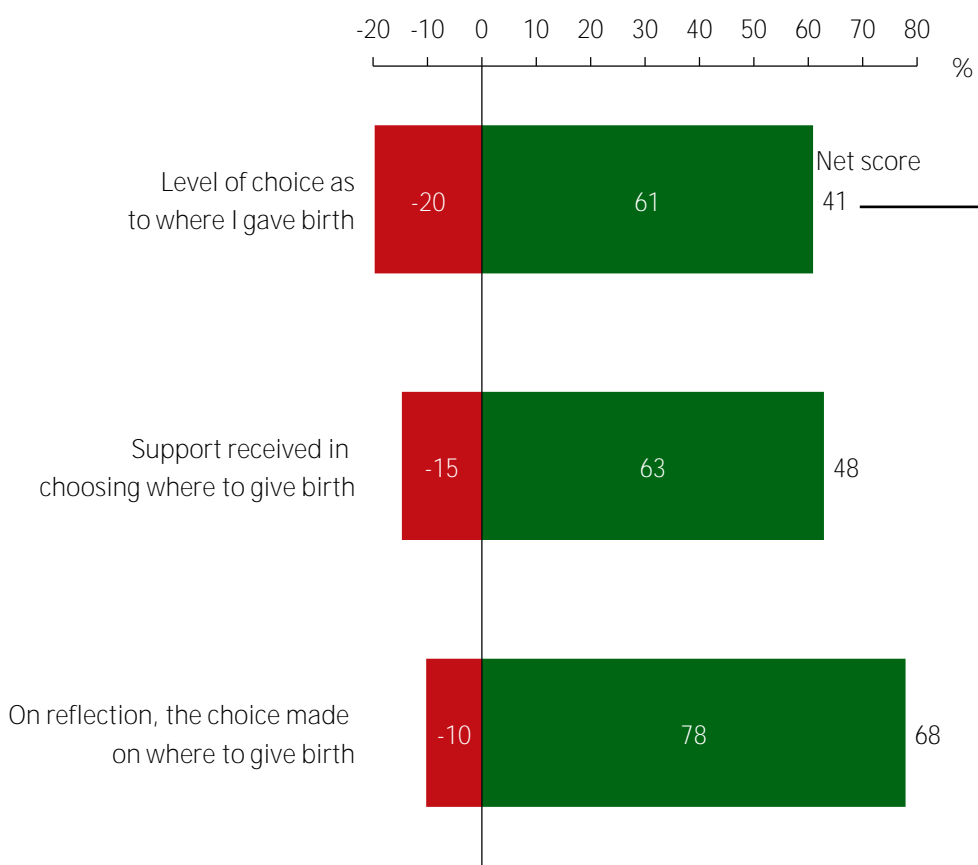
At a general level, those living further from obstetric services have lower levels of satisfaction with the choice available to them. By area, dissatisfaction is most profound for Cherwell and South Northamptonshire, indicating impact of the Horton downgrade on service perceptions



DECISION MAKING | SATISFACTION

Not satisfied Satisfied

Q. How satisfied were you with the following factors? Please rate on a 1-5 scale, with 5 being highly satisfied
 Base: All service users (1,013)



Net score (sum of highly satisfied + satisfied minus very dissatisfied + dissatisfied)							
Cherwell	Oxford City	South Oxfordshire	Vale of White Horse	West Oxfordshire	S. Northamptonshire	Near obstetrics	Far from obstetrics
(321)	(191)	(163)	(148)	(118)	(63)	(461)	(574)
12%	54%	45%	62%	60%	-2%	49%	35%
30%	52%	47%	63%	64%	36%	53%	45%
48%	75%	71%	82%	68%	64%	72%	64%