

CQC Maternity Patient Experience Survey: Summary of Dorset Providers

Introduction

The CQC published the results of the survey on 28 January 2020. The survey was undertaken by questionnaire to all women who gave birth in hospitals in February 2019 (and January at smaller Trusts).

Survey outline

Based on the responses each NHS Trust was given a score out of 10 for each question which were then grouped to give an overall score. CQC then allocated a rating of Better, About the same or Worse;

- Better: the trust is better for that particular question compared to most other trusts that took part in the survey,
- About the same: the trust is performing about the same for that particular question as most other trusts that took part in the survey,
- Worse: the trust did not perform as well for that particular question compared to most other trusts that took part in the survey.

Summarised results

The results presented by CQC are for the labour and birth sections only to ensure the experience captured relates to the acute Trust at which the women were sampled. Other areas such as antenatal and post-natal care were also covered but these are not presented by NHS Trust as CQC were not confident the responses related to women's experience in one setting. For example; women may have moved home, may have had to travel for more specialist care dependent on provision of services across the country.

The following table gives the response rates, score out of 10 and ratings for the relevant Dorset provider Trusts.

	DCH	PHFT
Response rate (number out of maximum 1250 sent)	108	127
Question grouping rating		
Labour and birth	9/10 same	9.1/10 same
Staff during labour and birth	9/10 same	8.8/10 same
Care in hospital after birth	8.3/10 same	8.4/10 same
TRUST CQC RATING	GOOD	GOOD

Conclusion

Both Dorset Trusts achieved broadly similar results and were found to be performing about the same as other Trusts participating in the survey.

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