



# Maternity Services Liaison Committee

## What was your experience of Birmingham Women's Hospital maternity services?

The Birmingham Women's NHS Foundation Trust wants to improve the service it provides to women and their families before, during and after the birth of a baby. In order to do this the MSLC will be collecting information to determine trends or areas of particular strengths or weaknesses within the system. The MSLC provides customer feedback to the Trust to help the maternity services for South Birmingham to deliver excellent healthcare for women and their babies.

Thank you for taking a few minutes to provide us with your thoughts.  
**THIS INFORMATION WILL BE KEPT COMPLETELY CONFIDENTIAL.**

Your baby's date of birth / due date: .....  
(please ✓ appropriate)

Place of birth: Home  Birth Centre  Delivery Suite  Other.....

### Going for your scan(s):

What did they do well?

.....  
.....

How could they improve?

.....  
.....

### Did you use the triage service during your pregnancy? IF YES...

What did they do well?

.....  
.....

How could they improve?

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.....

### Antenatal care in the community:

What did they do well?

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.....

How could they improve?

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.....

### During labour:

What did they do well?

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.....

How could they improve?

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.....

TEAR ALONG PERFORATION

**Postnatal care:**

What did they do well **on the ward**?

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.....

How could they improve **on the ward**?

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.....

What did they do well **in the community**?

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How could they improve **in the community**?

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.....

**Feeding Support:**

What did they do well **on the ward**?

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How could they improve **on the ward**?

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What did they do well **in the community**?

.....  
.....

How could they improve **in the community**?

.....  
.....

**The Trust would like to commend their staff – was there someone who was particularly good?**

Their name .....

Description of their post.....

**You could get involved with the MSLC, please let us know if any of these interest you:**

I'm willing to be contacted periodically to provide feedback on particular topics or leaflets/flyers, either via email or telephone (add in contact details)

Email ..... Phone: .....

I'd like to attend the bi-monthly, informal, evening meetings of the MSLC customer group to discuss experiences and areas for improvement. Please let me know the next meeting date.

Email ..... Phone: .....

**Who are you?**

This information helps us to demonstrate to BWH that women representing all of its customers /patients are responding:

Age: <18  18-35  >35

Ethnic Origin: .....

Community midwife's name (or Doctor's surgery) .....