

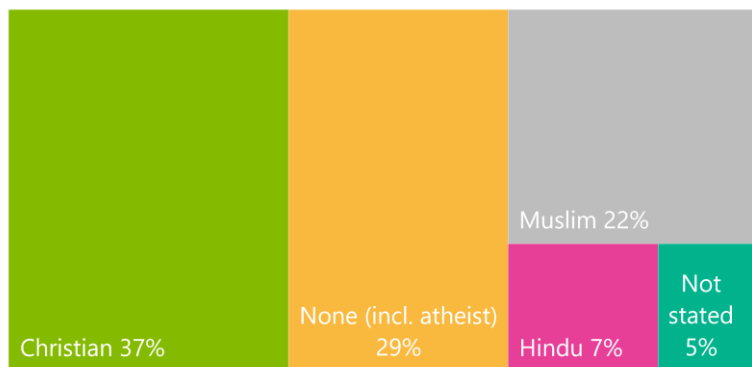
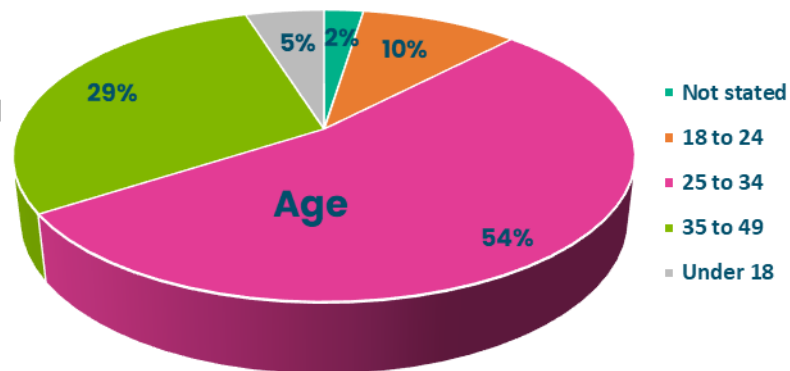
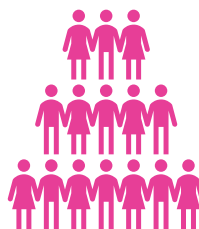
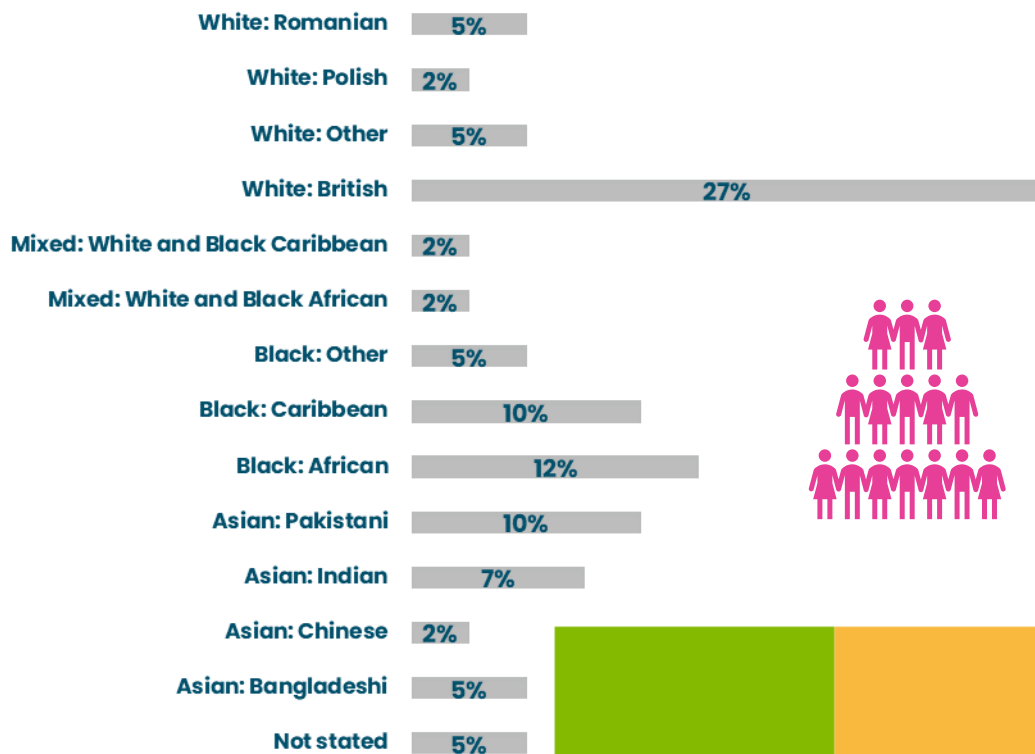


Maternity Choices

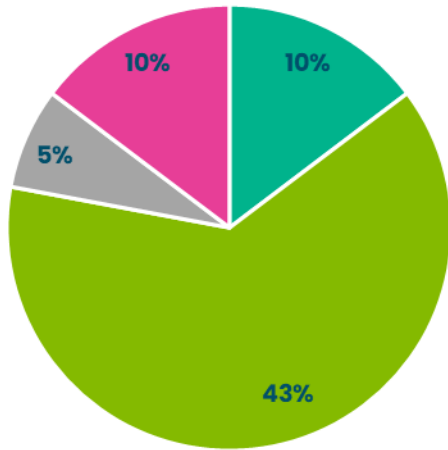
Perspective of women in Barking and Dagenham

healthwatch
Barking and
Dagenham

We spoke to 42 people who received antenatal care in Barking and Dagenham

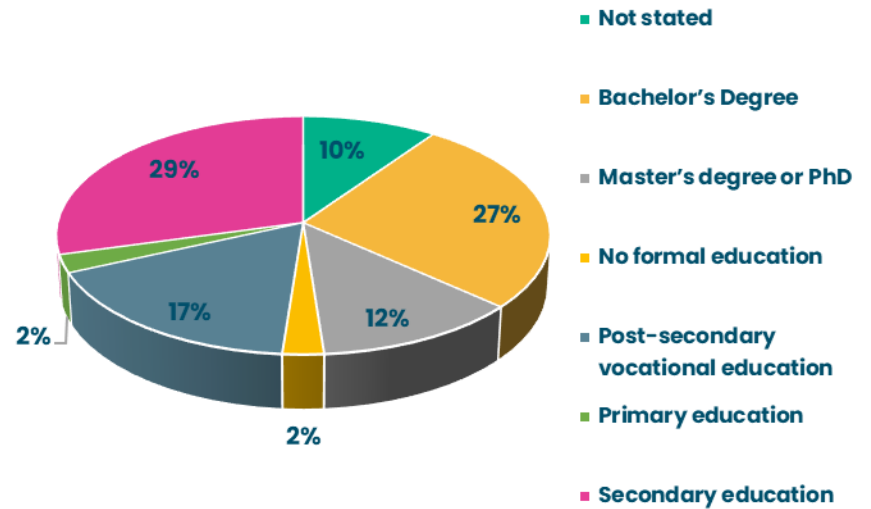
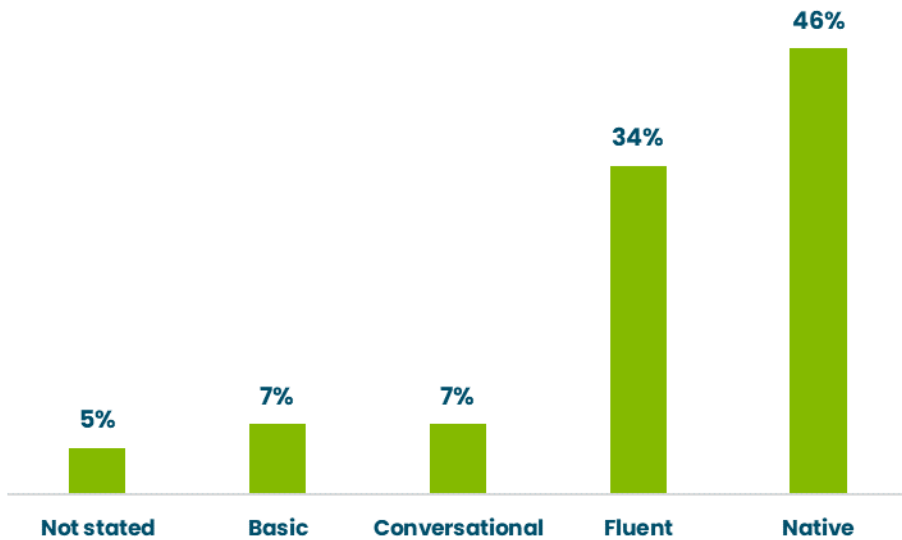


Majority of respondents were 25 to 34 years of age and of Christian faith. More than half (55%) were from Black, Asian and minority ethnic communities.



- Very comfortable (I enough money for living and a LOT to spare or spend)
- Quite comfortable (enough for living and a LITTLE spare to save or spend)
- Just getting by (Just enough money for living and little else)
- Really struggling (not enough money for living and sometimes run out of money)

Majority of respondents (43%) were quite comfortable financially with having a little to spare or spend. Vast majority were either native speakers or fluent in English. Almost a third had either secondary education or Bachelor's degree.



Out of 42 respondents that took part in the survey...

7% were neurodivergent



7% were disabled



17% were digitally excluded



10 % lived in multigenerational households



15% were single parents/ parents-to-be

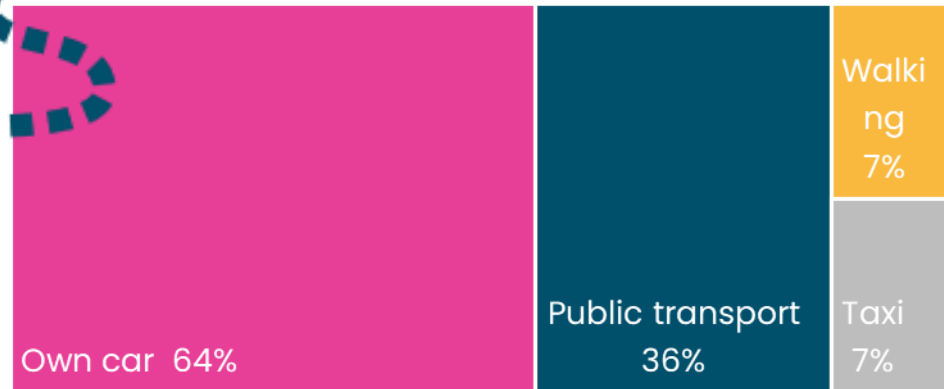


Traveling to appointments

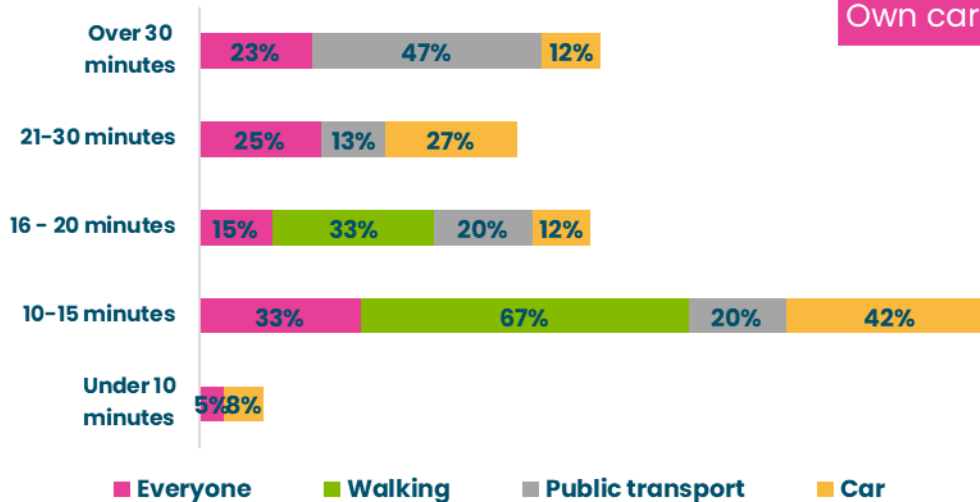
Majority of respondents (64%) reached their antenatal appointments by car, and more than a third (36%) by public transport. Respondents walked to appointments which were up to 20 minutes away. Majority (42%) traveling by car took up to 15 minutes. Almost half (47%) who travelled by public transport, had to spend more than 30 minutes travelling.



How patients traveled to antenatal appointments



Travel time to appointments



Average travel time to antenatal appointments for mothers to be was 27 minutes.

Opinion of travel time to appointments

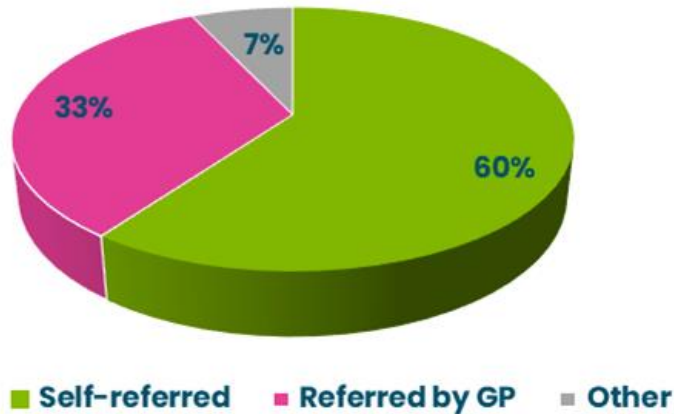


56% of respondents who had to travel for more than 30 minutes thought that that was somewhat reasonable. 5% of all respondents felt that their appointment location was too far.

- Entirely reasonable
- Somewhat reasonable
- A bit too far
- Way too far

Choosing appointments

How mothers to be accessed antenatal appointments



More than half (60%) of respondents have self-referred to an antenatal service and 96% had choice about where to have antenatal appointments. In contrast, less than half (44%) of respondents referred by GP had choice about where to have their appointments.



said they had a choice about where to have antenatal appointments



Those, who were able to choose a particular antenatal unit, chose it because:

10% received care here before for a previous pregnancy

19% best for my specific needs or/and preferences

29% good reputation, ratings, recommendations

55% location close to home

For more than half of respondents (55%) close proximity to an antenatal clinic was the most important factor when choosing. Good reputation and recommendations accounted for less than a third (29%) of respondents' choices.

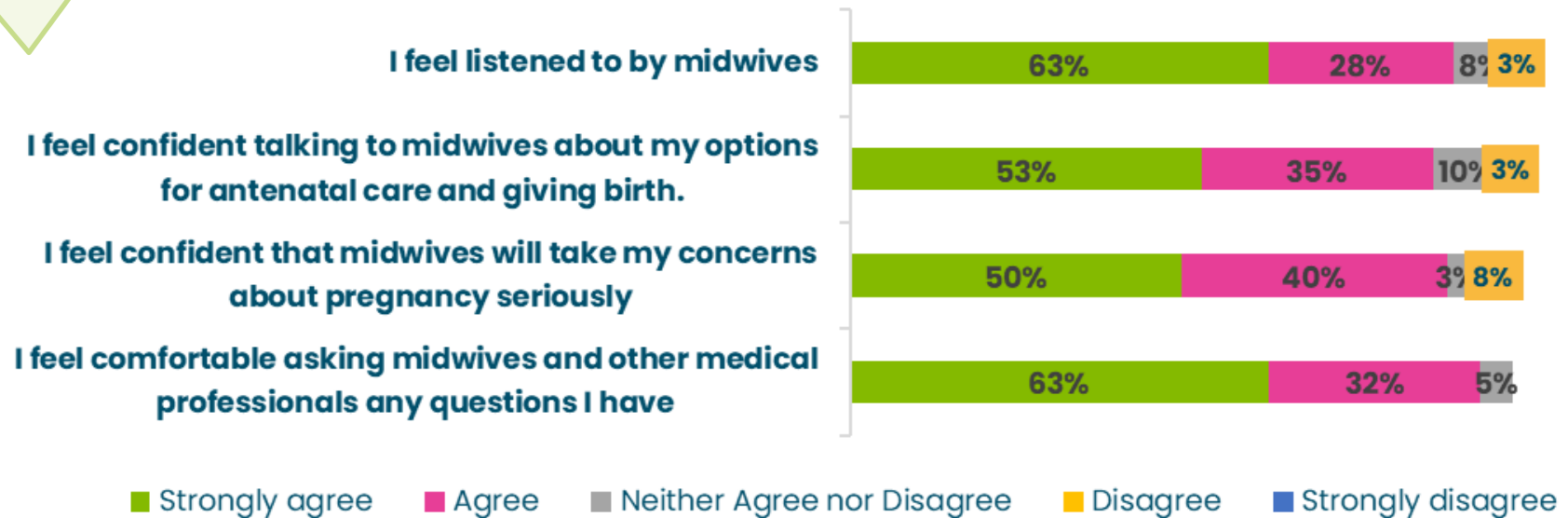


Experience of antenatal appointments



Majority of respondents agreed or strongly agreed that they were listened to, felt confident discussing care and birth, were able to express concerns and ask questions.

Experience of antenatal appointments



What works well and what doesn't ?

Personal stories:



"Being listened to and treated well."

"Midwives were helpful and kind, as soon as I pressed a button near my bed they came."

"Ease of getting seen - quick and on time."

"The community midwives seemed to give advice on birth options that was contradictory when in Queens. It felt disconnected."

"There is a 24-hr line to call my midwife and it was very helpful. Midwives were attentive and understanding. Sometimes the wait can be long."



How would you improve the antenatal service?

Personal stories:



"Allow women to seek/ obtain as much information about their pregnancy and aftercare postnatally."

"Kinder staff."

"Reduce waiting time."

"Come up with a service that can be accessed other than a and e for before 18 weeks."

"Friendlier atmosphere (less clinical)."

"To improve administration so that referrals are not lost."

"Less wait time between admittance and the doctor coming. It feels like limbo and causes stress."

"I would improve by having more polite staff, as some nurses can be rude."

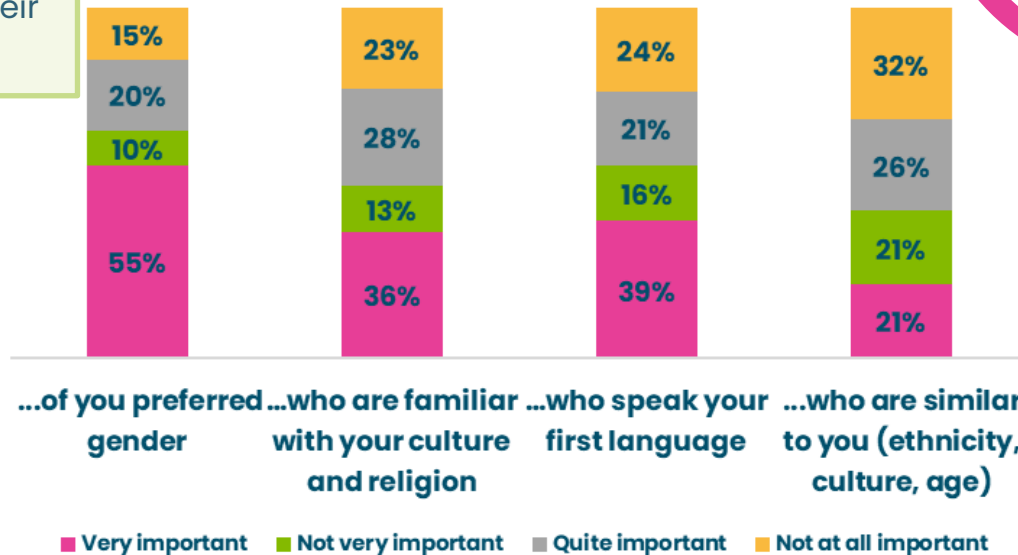
"Comfier chairs bolt upright for pregnant women is uncomfortable."



Cultural sensitivity

For most respondents (55%) it was very important to receive care from medical professionals of their preferred gender. More than a third (39% and 36% respectively) felt that it was very important to receive care from professionals who were familiar with their culture and who spoke their first language.

How important it is for you to receive maternity care from medical professionals:

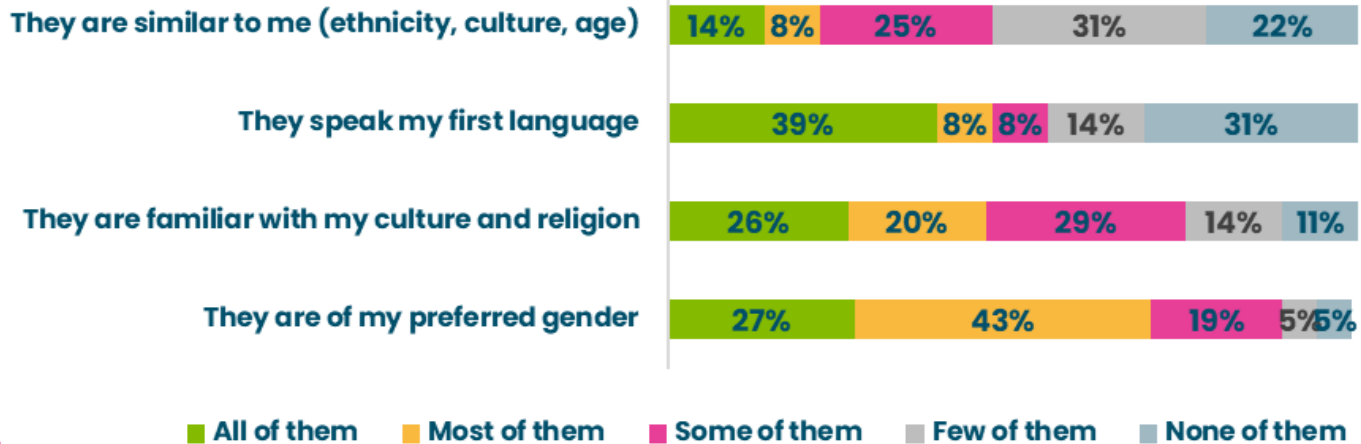


Cultural sensitivity



43% of respondents said that most healthcare professionals were of their preferred gender. 11% of respondents said that none of the professionals providing care were familiar with their culture or religion.

Do these describe professionals who give you antenatal care?



Healthwatch Barking and Dagenham

LifeLine House, 25 Neville Road,
Dagenham, Essex RM8 3QS

www.healthwatchbarkinganddagenham.co.uk



Twitter: @HealthwatchBD



Facebook: @healthwatch.bd