# Press Release | 10 February 2022

**Maternity Services Survey results show significant progress for QEH**

The 2021 National Maternity Services Survey results – published today (10 February 2022) – demonstrate significant progress and improvement to patient experience at The Queen Elizabeth Hospital King’s Lynn (QEH).

Scores improved most in include:

* Improved confidence and trust in staff during labour and birth
* Patients felt they were treated with respect and dignity
* Partners or companions were involved as much as they wanted to be during labour and birth
* Patients said they were involved enough in decisions about their care

The survey, developed by the Care Quality Commission (CQC), gathered the experiences of people who had birthed during January and February 2021 (while in lockdown restrictions were in place). 239 people were invited to take part in the survey at QEH, with 49% completing and returning the questionnaire (an increase from 38% in 2019).

The survey results are further evidence of the improvement journey underway at QEH, with increased scores in a number of areas including:

* During antenatal check-ups, patients felt that they were given enough time to ask questions and discuss their pregnancy
* During labour and birth, patients felt that their partner or someone else close to them was involved in their care and as much as they wanted
* Patients commented on more support offered with physical and mental health after the birth of their baby

Importantly, the survey also highlights where further improvements can be made so that patients have a better experience in our care. This includes:

* Patients felt that not enough information was provided to them to decided where to have their baby
* Patients felt that not enough choice of location for postnatal care
* Patients felt that less staff introduced themselves before treatment and examination

Caroline Shaw CBE, Chief Executive at QEH, said: “Our National Maternity Services Survey results are really encouraging, and I am delighted to see QEH scoring so highly in a number of areas. This is testament to the commitment of colleagues in our Maternity team to provide the best possible care for our women and families.

Alice Webster, Chief Nurse at QEH, added: “The results of this survey were gathered during an extremely challenging year for QEH and the wider NHS. It is a fantastic achievement and I am extremely proud of our Maternity colleagues. We are on a journey of improvement and our focus now turns to how we can keep continuously improving our services to provide the best possible care for our patients.”

Amanda Price-Davey, Head of Midwifery at QEH, added: “This is a testament to our commitment to keeping families together and ensuring partners could attend hospital to offer support during labour and birth.”

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For further information or to arrange media interviews, please contact Charles Thomas, Acting Senior Communications and Engagement Officer, on 01553 613 216 or [CommunicatiosQEH@qehkl.nhs.uk](mailto:CommunicatiosQEH@qehkl.nhs.uk).