

News Release

12 October 2010

Mums praise maternity services

Dorset County Hospital's maternity unit has again received high praise from mums for the excellent care given to them and their babies.

Patient satisfaction surveys and national reviews have regularly placed the unit among the best in the country.

The latest survey, conducted by Picker, questioned mothers who gave birth in February 2010 and covered all aspects of care through pregnancy, birth and after the birth in hospital and at home.

DCH scored significantly better than other Trusts on the majority of questions and scored the highest results out of all the Trusts surveyed on a number of areas, including offering home birth as a choice, providing pain relief during labour and involving women in decisions about their antenatal care.

Sixty-four other units throughout the country were surveyed by Picker and the results will feed into the Care Quality Commission's survey of maternity services. The response rate for DCH was 59.3% (147 questionnaires completed).

100% of respondents said their overall care received during labour and birth was good, very good or excellent, and 95% said the care received after birth was good, very good or excellent.

Other areas where DCH scored highly were in patients having trust and confident in their midwives, the cleanliness of the ward and being treated with respect and dignity.

The only area highlighted where there is room for improvement was the provision of antenatal classes, and this is something the unit will be looking at.

Dorset County Hospital Chief Executive Jean O'Callaghan said: "I am delighted to receive this feedback on what mothers think about our services. It is very important to us and attests the quality of our maternity staff."

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For more information or to arrange interview, photo or filming opportunities please contact Communications Manager Susie Palmer on 01305 254683 (Mon to Wed) or the Chief Executive's Office on 01305 254645 (Thurs and Fri).