

Scottish Maternity Care Survey 2013

Dear

We wrote to you a few weeks ago to ask you to take part in our survey about the maternity care you received when you gave birth earlier this year. If you have already returned your survey, thank you very much. If not, this is an opportunity to give us your views.

Your views are very important as they will help us to understand more about the quality of maternity care services in Scotland, and what needs to be improved.

Please return your completed survey in the FREEPOST envelope provided (or you can complete it online at www.quality-health.co.uk/SM13). It should take about 20 minutes to complete. If you've lost your survey, please call the helpline number on **0800 783 1775** and we will send you a new one. If we do not hear anything from you within two weeks, we will send you another survey and a FREEPOST envelope.

Your responses will be completely **confidential** and none of the health professionals involved in your maternity care will see them.

There is more information about the survey on the other side of this page, and on the survey website at <http://www.scotland.gov.uk/maternitysurvey>.

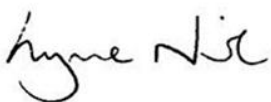
If you have any questions, need help filling in the survey or would prefer not to receive any more letters about the survey, please phone the helpline on **0800 783 1775**.

If you have any concerns about you or your baby, please contact your GP or Health Visitor.

Thank you very much for your time.

Yours sincerely

Lynne Nicol



Head of Maternal and Infant Health Branch
Scottish Government

Ann Holmes



Chief Midwifery Advisor
Scottish Government

Some questions and answers

Why are we carrying out this survey?

We would like to find out about your experience of maternity care to help us improve maternity care services for mothers and babies in future.

What if I have lost my survey?

If you've lost your survey, please call the helpline number on **0800 783 1775** and we will send you a new one. If we do not hear anything from you within two weeks, we will send you another survey and a FREEPOST envelope. After that we will make sure that we do not contact you again.

Can someone help me with the survey?

A relative, friend or carer may help you to fill in the survey, but please remember that you should give all of the answers from your own point of view. If you would prefer, you can give your answers over the phone instead, by phoning the helpline on **0800 783 1775**. The person on the phone will need you to tell them the number that is on the front of this letter.

How did we get your name and address?

We picked names at random from the birth registrations recorded at the Registrar of Births, Deaths and Marriages. NHS Central Register stores your contact details securely and confidentially. Your contact details have been passed to a contractor, Quality Health, only so that they can send you this questionnaire. Quality Health does not have access to information about your medical details and they will destroy your contact details once the survey is completed.

Do I have to answer every question?

No, you don't have to answer every question if you don't want to. But we hope you will, as your answers will help us to have the best possible picture of people's experiences. Sometimes we will ask you to skip a question if it doesn't apply to you.

Will people involved in my care see my answers?

No, staff will not know if you have taken part in the survey. We will group together replies from all the mothers who gave birth in the same hospital and the hospital will only see the overall results.

What happens to the results?

We will give the hospital you gave birth in a summary report on their results so they can see how they are doing compared with other hospitals. You will be able to find the survey results in December 2013 at <http://www.scotland.gov.uk/maternitysurvey>.

Do I have to take part?

No, you don't have to take part if you don't want to, but taking part should help us to improve the care provided for everyone. If you would prefer not to receive any more letters or reminders about the survey, please phone the helpline on **0800 783 1775**.

How can I complete the survey?

You can complete the survey online at www.quality-health.co.uk/SM13) or return the completed questionnaire in the FREEPOST envelope we provided. You can also call the helpline to complete the form over the phone or to request a large print version of the questionnaire. Please note that a Textphone line is also available.



0800 028 5695