

Scottish Maternity Care Survey 2015

Can you spare a few minutes to tell us about your maternity care?

We are writing to ask you to take part in the 2015 Scottish Maternity Care Survey.

The survey asks about your experiences of various aspects of the maternity care you recently received. 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.

Your responses will be completely **confidential**. None of the health professionals involved in your care will know you have responded.

In 2013 a similar survey was carried out and the results were used to identify ways to improve care for mothers and babies. You can find the national, NHS Boards and hospital results at:

www.gov.scot/maternitysurvey

Please complete the survey online at www.quality-health.co.uk/sm15 and enter the following password xxxxx or, if you prefer, complete the enclosed paper survey and return it in the FREEPOST envelope provided. It should take about 20 minutes to complete. For more information about the survey see overleaf or go to the survey website at:

www.gov.scot/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**. The helpline is open Mon-Fri 9am to 5pm and there is an answerphone at all other times where you can leave a message.

Thank you very much for your time.

Yours sincerely

John Froggatt



Head of Child and Maternal Health
Scottish Government

Ann Holmes



Chief Midwifery Advisor
Scottish Government

Some questions and answers

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. We matched this with your address from the NHS Central Register, which stores your contact details securely and confidentially.

Your address has been passed to a contractor, Quality Health, only so that they can send you this questionnaire. Quality Health does not have access to any of your medical records and they will destroy your contact details once the survey is completed. We have given you a unique ID number which lets us know if you have returned your form. The person reading your reply will only be able to see this number, not your name or address.

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?

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. Any written comments you provide will be anonymised before being sent to those involved in your care along with all the other comments for that hospital.

Will my comments be taken on board?

Yes, we appreciate the invaluable addition comments can provide to a questionnaire. We will share anonymised comments with NHS Boards to help them improve their services.

What happens to the results?

The results will be used to identify ways to improve care for mothers and babies. 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 2015, as well as the results from previous surveys, at www.gov.scot/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/SM15 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