

ULHT maternity, children and young people's services survey

There were 759 responses to this survey. The majority of respondents were from the Boston area and 74.9% have children under the age of 18 (13.75% of those with children with a disability).

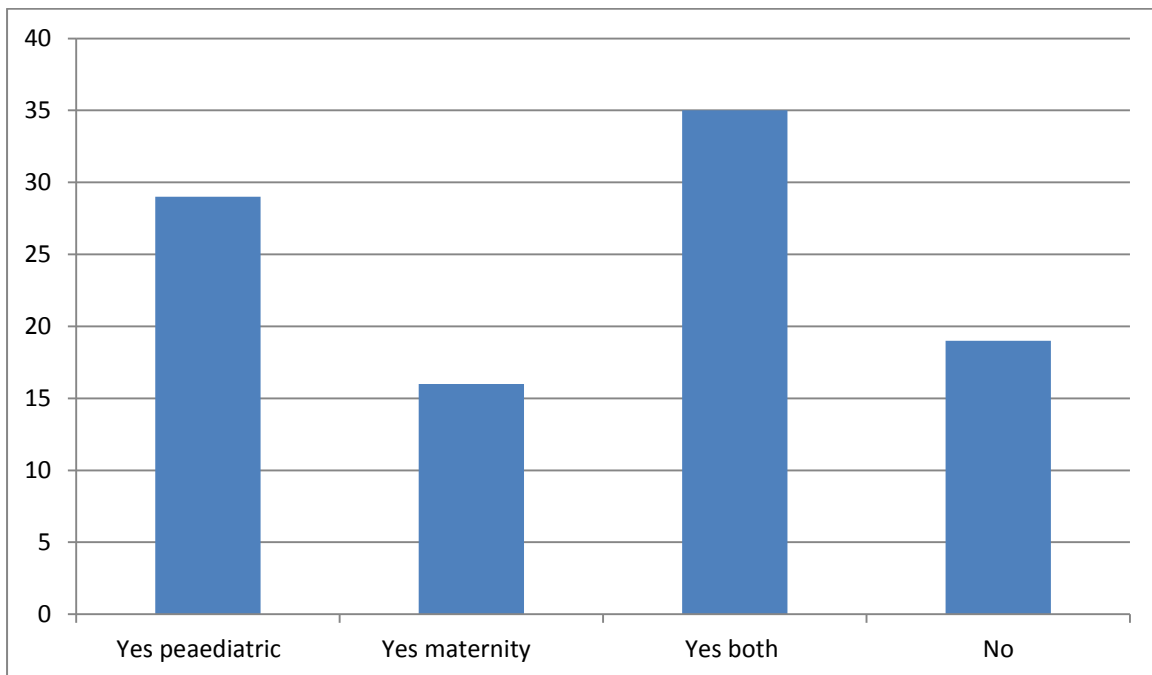
94.5% of respondents classed themselves as White / Caucasian.

Nearly 6% stated they are expecting a child within the next six months.

Question 1- Do you have recent experience of using paediatric or maternity services in Lincolnshire's hospitals?

The majority have recently experienced paediatric or maternity services in Lincolnshire.

- Yes paediatric 29%
- Yes maternity 16%
- Yes both 35%
- No 19%

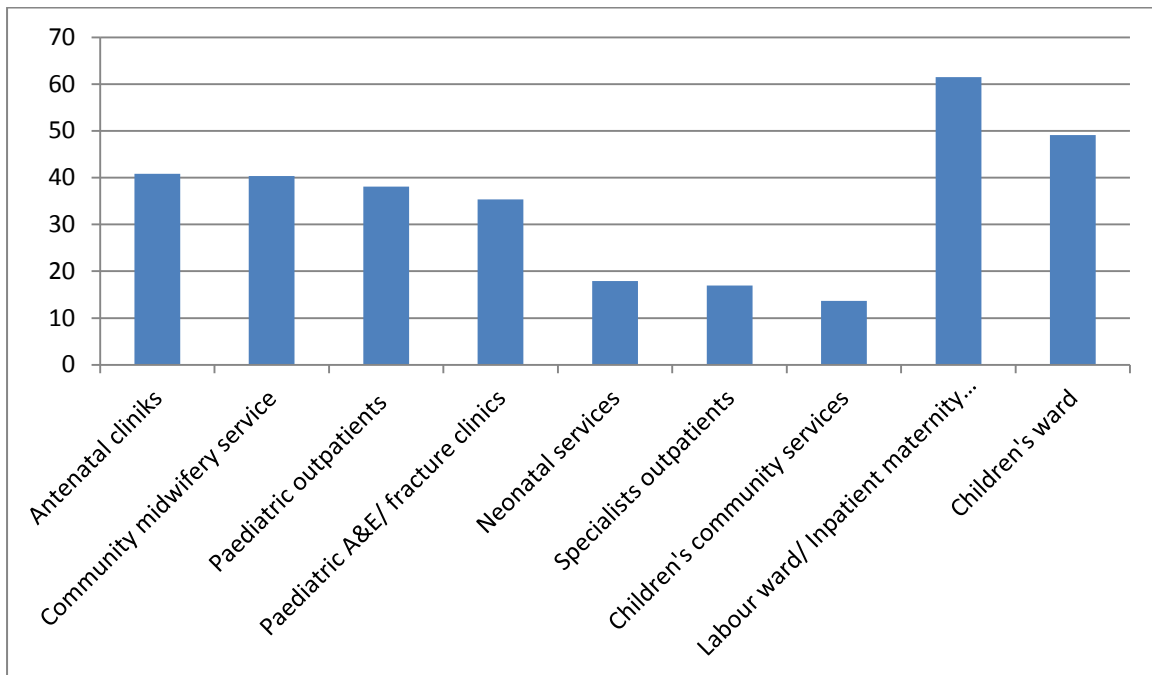


Question 2 - If yes, which services?

Out of those who have experienced paediatric or maternity services in Lincolnshire, the majority have used the labour and children wards.

- Labour wards/ inpatient maternity service 61.47%
- Children's wards 49.08%
- Antenatal clinics 40.83%
- Community midwifery services 40.37%

- Paediatric outpatients 38.07%
- Paediatrics: A&E/ fracture clinic 35.32%
- Neonatal services 17.89%
- Specialist outpatients (i.e. ENT or orthopaedics) 16.97%
- Children's community services 13.76%



Question 3 - What is your opinion and experience of paediatric services provided in Lincolnshire's hospitals? (answer in relation to accessibility, quality of care, staffing, variety of services provided, specialism covered)

What's good (270 comments):

great experience children Boston nursing time services
 provided care friendly staff Pilgrim good ward
 excellent fantastic Quality care seen amazing local

The vast majority of respondents praised the staff who cared for their children and families. The comments included staff being knowledgeable, caring, compassionate, friendly and helpful, referring to both nurses and doctors.

Another positive aspect raised by respondents was the quality of care, which was commonly described as excellent or fantastic.

Furthermore, patients appreciate the accessibility of the service, the fact that there are children's services in Boston, available for patients and their families living in the south of the county.

There are a few Sspecific few comments included below:below:

Very easily accessed from where I live, staff are great and provide instant results where possible.

The nurse that dealt with my son was exceptional. She had finished her shift on the children's ward and then came to A&E to help. She was friendly and caring.

Great local care, fantastic and caring staff, wide range of trustworthy services.

Close to home, minimal travel, excellent care and attention from nursing and medical staff

Staff are excellent. Friendly & knowledgeable.

We had excellent care on the labour ward, maternity ward and neonatal unit. I should have had a midwife lead birth but there were unexpected complications and we needed obstetrician and paediatric doctors very quickly

The staff are caring, compassionate, helpful and resilient. They go out of their way to provide an excellent service, often going the extra mile. They work well together as a team, doctors, nurses, dietitians and other professionals. The safeguarding team are very approachable and provide invaluable guidance and help. Quality of care is very good.

What could be better (231 comments):

hospital_{support} needs_{patients} Nothing_{Lincoln}
appointments_E Waiting times_{care} staff
better_{services} ward_{children} consultants_{time} one_{Waiting}
Pilgrim

The most commonly raised concern was the waiting times for appointments and staffing levels. Whilst the respondents valued the staff they recognise that there are staffing shortages, which they felt may affect the quality of care.

Further suggested areas for improvement points raised were: making services available at weekends, providing more options for patients, communication between Trusts (if child has multiple conditions), the uncertainty of the future of the service and staff's morale.

Specific comments included:

The nurse that dealt with my son was exceptional. She had finished her shift on the children's ward and then came to A&E to help. She was friendly and caring.

Waiting times for appointments. The lack of consistency with doctors having to talk about your child like he's not in the room and him feeling awkward about us all talking about him. If the doctors could take 5 mins to go over the file before we go in so they know about his history it would be better or maybe have 1 doctor who we see each time!! We are also prescribed melatonin at 3 months at a time but see the doctor every 6 months so would be easier if it's prescribed 6 monthly so we don't have to ring round and chase another prescription every 3 months. Diagnosis period needs to be sped up too as there are children being lost in the education system due to the amount of time it takes to be diagnosed.

That the Trust is able to maintain these services safely at Pilgrim

Staffing levels improved to maintain services and reduce waiting times

Question 4 - What is your opinion and experience of maternity services provided in Lincolnshire's hospitals? (answer in relation to accessibility, quality of care, staffing, variety of services provided, specialism covered)

What's good (231 comments):

needed labour quality care knew amazing great good
provided care local staff Brilliant services friendly
Excellent maternity services midwives birth Pilgrim fantastic

Again, the majority of respondents mentioned staff, specifically the midwives, how comfortable and safe they make patients feel, and the availability of the service relatively close to home .

Specific comments included:

Fantastic midwife care that did a fantastic job delivering my 2nd baby whose shoulders became stuck after only being there for 10 minutes.

Full range of services across the two main hospitals, maximum accessibility for all.

Staff dedication to patients, support for family.

What could be better (196 comments)

waiting_{one} time_{Grantham} ward_{birth} care_{need} services
midwife_{staff} maternity_{Nothing} Pilgrim_{better}
Waiting times_{labour} appointments_{hospital} support

Privacy
Waiting times
Weekend appointments

Specific comments included:

At times too busy with not enough staff. Information about help available in the community could be better so that new mums would know that there is help out there

Improve services to be more person focused and support staff to deliver such a service

Wait times for scans, community midwives...I never saw the same one twice through my entire pregnancy and afterwards at home. No continuity or relationship built.

Didn't agree with antenatal clinic waiting areas sharing with gynae/infertility clinic

Question 5 - If your child was ill in an emergency, where would you first expect them to be seen?

Vast majority – 78.33% of respondents – would expect the child to be seen at their local A&E department.

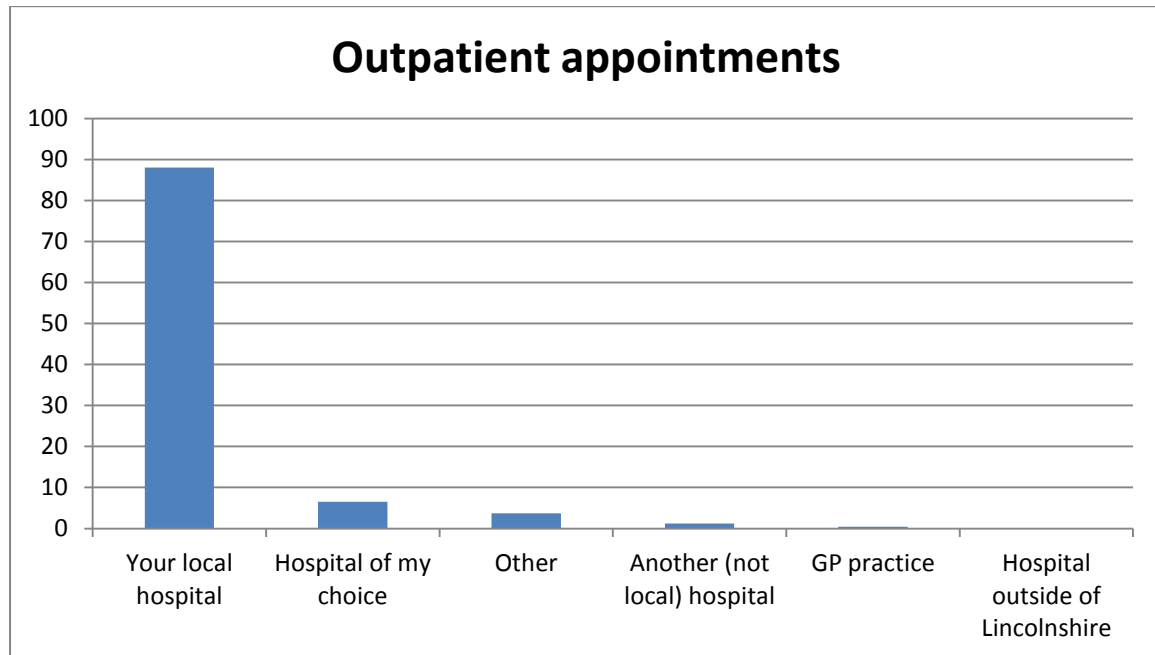
Question 6 - And by whom?

The majority felt that this depends on the type of an emergency.

Consultant paediatrician	47.9%
Other professional	16.5%
Paediatric nurse	11.5%
General consultant	7.8%
Middle grade registrar	7.8%
Junior doctor	4.1%
General nurse	2.0%
Nurse consultant	2.0%

Question 7 - If your child had an outpatient appointment, where would you expect them to be seen?

Your local hospital	88%
Hospital of my choice	6.5%
Other (depending on the condition)	3.7%
Another (not local) hospital	1.2%
GP practice	0.4%
Hospital outside of Lincolnshire	0%

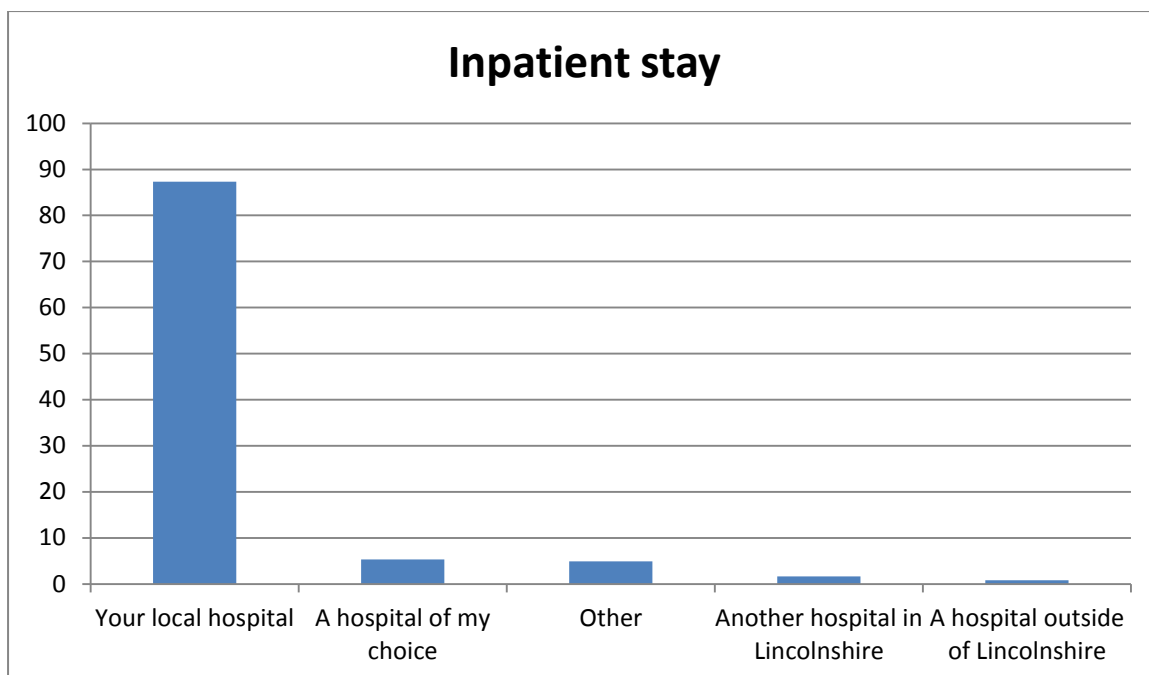


Question 8 - And by whom?

A consultant paediatrician	72.71%
Other (qualified professional)	13.11%
A middle grade registrar	4.92%
A general consultant	4.10%
A paediatric nurse	3.28%
A junior doctor	2.05%
A general nurse	0.41%
A nurse consultant	0.41%

Question 9 - If your child had an inpatient stay, where would you expect them to be cared for?

Your local hospital	87.3%
A hospital of my choice	5.33%
Other (please specify)	4.92%
Another hospital in Lincolnshire	1.64%
A hospital outside of Lincolnshire	0.82%



Question 10 - And by whom?

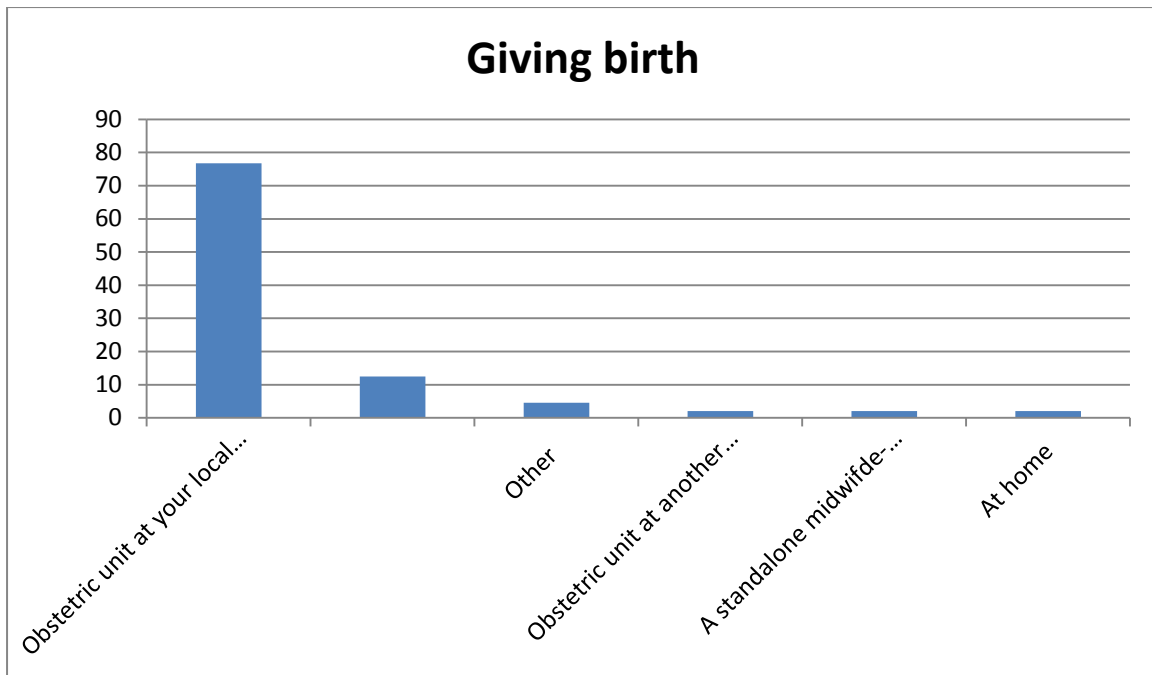
A consultant paediatrician (children's doctor)	72.54%
Other (most common answer was consultant paediatrician and his team)	13.52%
A paediatric nurse	9.84%
A middle grade registrar	2.05%
A junior doctor	0.82%
A general nurse	0.82%
A general consultant	0.41%

Question 11 - If you needed antenatal care whilst pregnant, where would you expect to receive it?

Your local hospital	83.82%
Your GP surgery	10.79%
Other (children centre, maternity hub)	3.73%
Another hospital (not your local hospital)	1.24%
A hospital outside of Lincolnshire	0.41%

Question 12 - If you were having a baby, where would you expect to give birth?

Obstetric unit at your local hospital	76.72%
A midwife-managed unit sitting alongside an obstetric unit	12.5%
Other (please specify)	4.58%
Obstetric unit at another hospital	2.08%
A standalone midwife-managed unit	2.08%
At home	2.08%

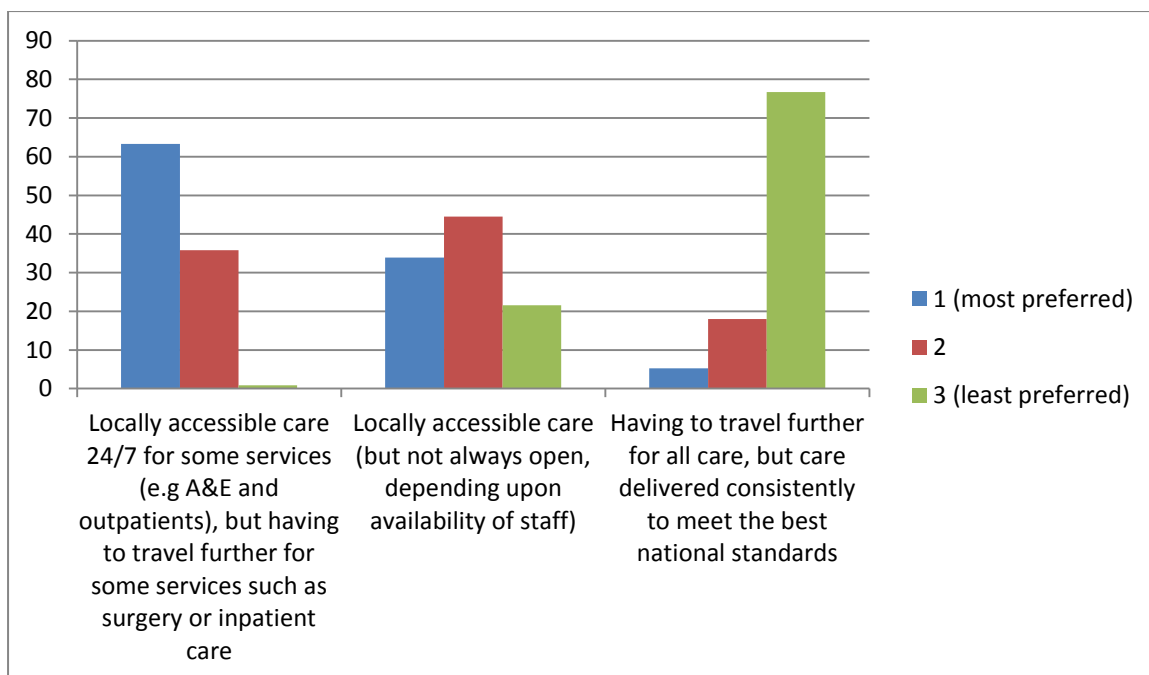


Question 13 - The NHS has a difficult balance to meet, between offering care close to home and ensuring that we offer safe care to our patients. Bearing in mind that safety is always our priority, and accepting that the preferred position would be to maintain the service as it is now, please rank the below three statements in order of which model you would prefer for paediatric services in Lincolnshire.

The most preferred model is locally accessible care 24/7 for some services (e.g. A&E and outpatients), but having to travel further for some services such as surgery or inpatient care (63.62% selected this option as number 1 and the overall score of this option is 2.62)

The next preferred option is locally accessible care but not always open, depending upon availability of staff (33.92% of respondents would prefer it, the option scored 2.12)

The least preferred option is having to travel further for all care, but care delivered consistently to meet the best national standards (only 5.26% of respondents ranked this option as number 1, the overall score was 1.29).



Question 14 - Why did you make this decision?

want know hospital better time away need available children
 family care local hospital travel services people local
 emergency important

The main motivation for choosing the local 24/7 care as the preferred option is access to emergency care and the need to travel, if not available locally. Many respondents highlight the fact that Lincolnshire is a rural county with fairly limited transport infrastructure. Many families don't have access to cars or means to pay for transport. Also, there is concern for around caring for other children (while mother and the poorly child is in the hospital further from home).

A few Sselected few comments are below:

Due to the fact I would have other children to care for and would need to be close for them. Also traveling far could make my child worse if they were really ill.

Because emergency care is so important if my baby became critically unwell I would like to know that she would reach an A&E department in minutes rather than hours. Better support from friends and family offered if you stay local.

I live in a very rural area and getting to my local hospital takes at least 45 min already so travelling further A field would cause a serious problem especially in an emergency I have 4 children from age 12 to 4 months my local services are a life line

Question 15 - What are your specific concerns around the possible centralisation of paediatric services?

care long need transport services patients time distance
children travel times travel able will babies hospital
Lincolnshire emergency hour Lincoln families

The main concerns raised by respondents are travel, waiting times, speed of access, capacity and wellbeing of those involved.

Wellbeing/ safety – time is crucial when it comes to babies and children, condition changing rapidly, having to travel further may cause stress to pregnant women.

Travel – time of travel, the condition of Lincolnshire roads, public transport, access to car, means to pay for transport.

Waiting times/ speed of access – if more patients are being seen at one site, more likely for the queues to be longer.

Capacity – does Lincoln have the capacity to care for extra children, do surrounding trusts have the capacity to take on additional patients.

Selected comments include:

Too distant. Lincolnshire is so rural. Living in Spalding it takes 30 minutes to get to pilgrim which is doable. It takes over an hour to get to Lincoln. With a sick child closest to service is vital. When my children were younger we spent a lot of time at Boston hospital and found everyone there fantastic. I dread to think how we would have coped if we had to travel a greater distance.

Unless the children's ward at Lincoln is going to be expanded massively they will not be able to cope having to care for all of the children in Lincolnshire. . In a way we are lucky as we live about equal distance from both Boston and Lincoln. So for us it wouldn't mean extra travel time. But I am massively worried that if one of my sons would need to go I to hospital there wouldn't be any space. Centralisation would also put more strain on the ambulance service as they will have to do more transfers, have longer to travel and possibly longer to wait to hand the patient over. As my son nearly died waiting for an ambulance at home on a busy night for EMAS that scenario scares me. Lincolnshire is too big to have just one centralised hospital and that hospital would need massive improvement and investment to cope.

My concern is ultimately my daughter in an emergency. Where would she go? She's four. Our local big hospital where proposals suggest the children's ward would be is an hour away on a good traffic day. An hour is enough time For a child To become Critical.

Question 16 - What would relieve your concerns/ mitigate?

Knowing work pilgrim local hospital children need local care
open Boston services E staff stay Keeping available
Keeping services will paediatric hospital

- Keeping the service as it is.
- Better access to other care providers such as drop in centres open 24/7.