

# Maternity Services Report

Healthwatch Bromley  
September – December 2025



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# About Healthwatch

Healthwatch Bromley (HWB) is the statutory, independent consumer champion for health and social care service users in Bromley, set up by the Health and Care Act 2012. We aim to put people at the heart of care. We ask what users like about services, and what could be improved, and share their views with those with the power to make change happen.

Our purpose is to help make care better for people by:

- Providing information and advice to the public about accessing health and social care services and choices in relation to those services.
- Obtaining the views of residents about their need for, and experience of, local health and social care services and making these known to those who commission, scrutinise and provide services.
- Reporting the views and experiences of residents to Healthwatch England (HWE), helping it to perform its role as national champion.
- Making recommendations to HWE, to advise the Care Quality Commission (CQC) to carry out special reviews of or investigations into areas of concern.

## YVHSC

Your Voice in Health and Social Care (YVHSC) is an independent organisation which gives people a voice to improve and shape services and help them get the best out of health and social care provision. YVHSC holds the contract for Healthwatch Bromley (HWB). HWB staff members and volunteers speak to local people about their experiences of health and social care services. Healthwatch engages and involves members of the public in the commissioning of health and social care services, through extensive community engagement and continuous consultation with local people, health services and the local authority.

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# Disclaimer

The information presented within this report describes the experiences of the patients we spoke to as part of our maternity services project. The findings provide a snapshot of experiences and key insights from these individuals. The report cannot cover the totality of experiences but can be used to guide service improvements and identify any further research required.

# How to read this report

The report starts with an Introduction, followed by Project Background, Aims and Methodology.

Key Findings and Recommendations can be found on pages 10 and 11 respectively.

Key findings in detail can be found on pages 14–21.

The appendices, from page 22, include:

- Data and charts covering survey responses
- The survey in standard format
- Marketing materials

# Introduction

Healthwatch Bromley, dedicated to enhancing local health and social care services, initiated this maternity services project in response to feedback obtained from engagement visits, representation on reference groups, and input from local stakeholders.

Focusing primarily on King's College Hospital NHS Foundation Trust (KCHFT) service users, the project aimed to gather evidence and feedback on access to maternity services, to help bridge gaps and elevate the standard of maternity delivery to meet evolving needs.

The project focussed on the perspectives of service users, recognising their invaluable insights into service delivery. We aimed to translate findings into practical recommendations which, when implemented, would result in meaningful improvements in maternity service provision.

## Working in partnership

The project began in July 2025 and was developed in partnership with key stakeholders, including KCHFT. We also worked closely with NHS South East London Integrated Care Board (SEL ICB) colleagues to identify suitable survey questions for service users and their carers.

In using a partnership approach, we hoped to secure the buy-in, support and collaboration required to give any resulting recommendations optimal influence and impact.

The study examined patients' experiences of NHS maternity services available to Bromley residents provided by KCHFT.

# Project Background

KCHFT is one of London’s largest teaching hospitals, primarily serving the boroughs of Bromley, Lambeth, Lewisham and Southwark. A full range of maternity and screening services is provided at King’s College Hospital (KCH) Denmark Hill and PRUH sites. Antenatal clinics are held at Beckenham Beacon, Orpington Hospital and Queen Mary’s Hospital (QMH). KCHFT also delivers community maternity services in Bexley.

The service is delivered by a multidisciplinary team of healthcare professionals who support women and families throughout pregnancy, labour and the postnatal period. Staff across the service play a key role in delivering safe, compassionate and high-quality care, while also contributing to ongoing service development and quality improvement initiatives. Understanding the experiences of service users is an important part of this process and helps inform how maternity services develop to meet the needs of the communities they serve.

Maternity services continue to evolve in response to national guidance, local population needs and feedback from service users. Gathering the experiences of women and families who access these services provides valuable insight into what is working well and where improvements can be made, to inform the ongoing development of maternity care across the Trust.

## April 2024 – March 2025 Reviews Princess Royal University Hospital

Name	Total Review	Overall rating	How do you find getting a referral/appointment at the hospital?	How do you find getting through to someone on the phone?	How do you find waiting times at the hospital?	How do you think the communication is between your hospital and GP practice?	How do you find the attitudes of staff at the service?	How would you rate the quality of treatment and care received?
Maternity	90	4.4	4.7	4.4	4.2	3.8	4.7	4.6
Special Care Baby Unit	23	5.0	4.9	4.4	4.4	4.1	4.9	4.9

## PRUH: Maternity and Special Care Baby Unit April 2024 – March 2025 Positive & Negative Comments

"The midwives were incredible, the surgeons were professional and my baby was delivered safely."

"...another patient in the ward had to come and hold my crying baby because I couldn't yet sit up after the C-section and no midwives were responding to my call."

"The post-natal care was amazing, with midwives and support workers at my beck and call around the clock. Even the hospital food was tasty and plentiful."

"My husband was in the room and got no attention. They don't really think about the partners and it can be traumatic."

"I consider myself and my baby extremely lucky to have been cared for at PRUH."

"Scan department is over booked with more than an hour delay. I had a bad experience with midwives during labour."

"Staff have been empathetic and patient. Each step was well explained and I felt supported throughout the decisions in my care. Staff were always friendly with a smile on their face even at the most inconvenient times."

"There are not enough midwives. I had to wait three days for delivery room to become available when I was induced. There was no information on how long my wait would be."

# Aims

The project aimed to:

- Generate a report detailing Bromley residents' experience of maternity services.
- Understand what is working well and what could be improved, from the perspectives of patients and carers.
- Develop evidence-based recommendations for improving maternity services.
- Identify any knowledge gaps and areas for future research.

# Methodology

We used a qualitative and quantitative survey to capture patient and carer voices. Digital and paper version were made available, and a poster with a QR code to promote the survey. Freepost self-addressed envelopes were provided to facilitate paper responses.

The digital survey and poster were promoted on our website and social media platforms. We sent parcels of the hard copy version to local partners for distribution and received support from voluntary sector organisations who helped disseminate and promote the research study e.g. through websites and newsletters.

We carried out weekly in-person patient engagement visits at the Princess Royal University Hospital and Orpington Hospital, from September to December 2025. We also attended community engagement visits at:

- Blenheim Children and Family Centre Social Communication Event, 17<sup>th</sup> September
- Parent Drop-In - Burnt Ash Children & Family Centre, 17<sup>th</sup> September
- Charity Summer Fun Day, 20<sup>th</sup> September

# Participants

We heard from 242 people about their experiences. Of these:

- 82% shared feedback about maternity services at the Princess Royal University Hospital
- 239 identified as women (including trans women)
- 53% were aged between 25 - 34 years
- The majority (60%), were White English/ Welsh/ Scottish/ Northern Irish/ British
- 62% were on maternity leave
- 27% lived in the Bromley Town Ward, 19% in Orpington.

## Equalities Analysis

During outreach and engagement visits, we collected demographic data from people who gave consent.

During our examination of survey responses, we analysed feedback from different demographic groups on their experiences of maternity services. We did not find any discernible variations in experiences based on factors such as gender, age, or ethnicity.

# Key Findings

We identified the following key findings from survey responses and two more detailed accounts. These are outlined in more detail on pages 14 – 21.

- The majority (92%) of survey respondents rated their overall experience of accessing maternity services as 'Very good' or 'Good' (Appendix 15). 95% rated the quality of treatment and care as 'Very good' or 'Good' (Appendix 8). 94% said they would recommend this service (Appendix 14)
- The majority (96%) of survey respondents said the attitudes of staff at the maternity service were 'Very good' or 'Good' (Appendix 7). When asked if they had been supported in managing pain and comfort, 226 said 'Yes', 8 said 'No' (Appendix 11)
- When asked how comfortable people felt asking questions or raising concerns whilst accessing the service, 97% said either 'Very good' or 'Good' (Appendix 9)
- 90% found getting a referral/appointment at the hospital was 'Very good' or 'Good' (Appendix 3). 64% said their experience getting through to someone on the telephone was 'Very good' or 'Good' (Appendix 4) and waiting times overall were positive (Appendix 5).
- 73% of respondents said they were aware of the 6-to-8-week NHS postnatal check, but 25% responded 'No' or 'Not sure' (Appendix 12). Of those who said 'Yes', 86% said it was helpful (Appendix 13)
- When asked whether they felt involved in decisions about their maternity care, 229 said 'Yes', 12 said 'Not' or 'Not sure' (Appendix 10)
- 45% of respondents said that communication between the hospital and their GP practice was 'Very good' or 'Good'.(Appendix 6), though several highlighted communication as an area for improvement, mentioning miscommunication, lack of communication during and after labour, and poor communication between staff at handovers.
- Other areas identified as areas for improvement included staffing levels, time management, food and hygiene, facilities and parking, quality of care and treatment, administration and information.

# Recommendations

Whilst the majority (92%) of survey respondents rated their overall experience as positive, we would like to make the following recommendations to continue to improve service user experience.

## **1. Strengthen communication with service users throughout maternity care**

- Implement clear communication standards across pregnancy, labour and the postnatal period, including consistent explanations of procedures, potential complications and care processes.
- Provide timely updates to service users about waiting times, appointment changes and clinical decisions during labour and hospital stays.

## **2. Improve communication and information sharing between maternity and primary care services**

- Implement clear processes for sharing clinical information between maternity services, GP practices and community services, including test results, medical history and follow up care.
- Establish defined communication points between hospital maternity teams and primary care to coordinate appointments, referrals and postnatal care.

## **3. Provide clear information about maternity tests, appointments and vaccinations**

- Provide written and verbal guidance outlining the maternity care pathway, including the timing of routine tests, scans and recommended vaccinations.
- Provide consistent information across maternity services and primary care regarding required tests, vaccinations and scheduled appointments.

## **4. Provide timely information about waiting times and discharge processes**

- Provide timely updates on expected waiting times for scans, appointments and discharge through regular staff updates and information within maternity units.
- Outline discharge procedures to service users, including expected timelines and post discharge care arrangements.

# Recommendations

## **5. Improve maternity facilities and the hospital environment**

- Implement improvements to maternity facilities, including waiting areas, access to private rooms and availability of bathroom facilities.
- Enhance the layout and use of maternity spaces to support privacy, comfort and dignity for service users.

## **6. Improve patient catering within maternity services**

- Increase the variety of meals available to maternity patients including options that reflect dietary requirements and cultural preferences.
- Establish regular patient feedback on food quality and meal options to inform ongoing menu improvements.

## **7. Strengthen workforce planning within maternity services**

- Streamline staffing rotas across maternity services in line with service activity.
- Optimise staff coverage across maternity wards and shifts with a focus on continuity of care.

# Acknowledgements

Healthwatch Bromley would like to thank all 242 local people who shared their feedback, and our committee, interns, work placement students and volunteers for their contributions and on-going support. We would also like to thank the following involved local partners, in alphabetical order:

- Asylum Seekers and Refugees Health Group
- Avenue Baptist Church
- Beckenham Library
- Bromley Children & Families Voluntary Sector Forum (BCFFORUM)
- Bromley Connect PCN
- Bromley Diabetes Support Group
- Bromley X by X
- Bromley Well
- Clarion Futures
- Christ Church Beckenham
- Clinical Nurse Specialist HIV & Community HIV Nursing Lead, Beckenham Beacon
- Councillor for Chelsfield Ward (including Green Street Green)
- Early Intervention and Family Support People Department, Children Education and Families, London Borough of Bromley (LBB)
- King's College Hospital NHS Foundation Trust (KCHFT)
- NCT Beckenham and Borders Happy Mondays Playgroup
- NHS South East London Integrated Care Board (SEL ICB)
- Princess Royal University Hospital (PRUH) Maternity Voices
- River Church, St. Paul's Cray
- Social Prescribing Link Workers (SPLWs), Bromley GP Alliance
- South East London (SEL) Women's and Girls' Health Network

# Key findings in detail



## What is working well

The majority of service users had a positive experience with maternity services. The following areas were highlighted:

### Staff

Service users commented on the support and friendliness of staff, from the midwives to the receptionists. They felt well taken care of, even at weekends.

Staff were said to be attentive and well organised, keeping up to date with service users' appointments, doing thorough checks on babies and taking the time to explain treatments and hospital processes to patients. One resident highlighted how amazing the diabetic midwife was during their stay and the care shown.

We noted service users' comments on the quick responses received from doctors, midwives and nurses and that they take every concern seriously.



*"Midwives are incredible, I had a rough week as I was induced then my son had an infection, but they supported me very well."*

*"Very knowledgeable and efficient staff."*

*"They offer a 5\* service."*

*"Staff are prompt with care."*

### Communication

Service users generally gave positive feedback about communication, saying it was clear and staff were friendly when explaining things to them. Comments included staff listening to parents' concerns and answering questions thoroughly. One respondent said that the post-birth information shared was very useful, another commented on everything being in line with policy and procedures.



*"Friendly, clear communication."*

*"Staff are attentive and answer any question you have."*

*"Unique complications but the staff were helpful, supportive and communicative."*

# What is working well

## Quality of treatment and care

High quality of treatment and care was highlighted by many service users. One commented on her baby having complications, noting that the staff were thorough with all their checks. Several service users described the midwives and doctors as 'amazing' and very well organised, and said the care for babies was excellent, with the staff making sure they were fed.

One respondent mentioned that they had their two other children in the same hospital and the experience was good. Another said they were very well supported by the midwife who reacted to requests for pain management.



*"Baby care is exceptional; they make sure my baby eats."*

*"As a first-time mum I was really nervous, but they have made me feel at ease during every step of my pregnancy to labour."*

*"Checked over every couple of hours. They explain everything to you."*

*"They really check every little detail on the babies, even small things were checked."*

*"...picking up on concerns quickly. High level of care."*

## Waiting times

A few service users commented on how quickly service and support was received during their hospital treatment; staff were prompt and dealt with their needs immediately. A service user mentioned effective time management - they did not wait long and rated staff as good. Several were happy with the delivery time, scans happening within the same day and results arriving quickly.



*"Prompt, immediate to calls and attendance."*

*"Quick, straight to the point but not scary."*

*"Scan the same day... very good services."*

*"Results come pretty quick."*

# Two detailed accounts of difficult patient experiences – summarised

## Case Study One

Mother 1 believes that the size of her baby was not properly investigated or acted upon, despite evidence at the 35-week scan, and that her requests for a planned caesarean were dismissed, despite being two weeks overdue with a large baby. She feels that she was coerced into interventions she did not want, contrary to informed consent principles, and that her birth plan and expressed wishes were repeatedly ignored. She stated that she was denied timely access to pain relief and treated with coldness and disregard by staff in her most vulnerable moments, and that she was unable to obtain basic information about an arranged medical appointment post-birth.

*“The contrast between this experience and the exemplary care I received during the birth of my first child is staggering. During that birth, the midwives showed genuine kindness and respect, and I was so grateful that I returned with gifts. This time, I was left traumatised, dismissed, and without compassion”.*

## Case Study Two

Mother 2 observed that she had gestational diabetes during her first pregnancy, as recorded in her medical notes. The maternity service booked a blood glucose test for her, but she was told by the midwife at her GP surgery that she should have had it much earlier and booked an emergency appointment. She then asked the midwife if she needed any vaccinations, and had to quickly and with difficulty arrange vaccinations for whooping cough and flu.

*“It feels like these should be arranged as part of the standard process if they are recommended.”* Additionally, the midwife suggested that when she attended the blood glucose test, it would be useful to test for antibodies due to her rhesus negative blood type, to determine whether she needs an anti-D injection. *“Surely checks like this should be routine, rather than something I need to raise myself during appointments.”*

## What could be improved?

Whilst the majority of feedback we received was positive, we identified some areas for improvement.

### Staffing levels

A few negative comments from respondents concerned staffing levels at the hospital. They acknowledged that staff were good and worked hard at their jobs, but it was clear the teams are overstretched, and sometimes this can affect care. Some miscommunication between staff caused confusion for patients, making them feel overwhelmed.



*"Two of the midwives I saw were very skilled but being overworked impacted on their interpersonal skills/ patient interactions."*

*"[Staff] Tried their best but were busy, nothing malicious."*

*"Fewer staff at night, meaning when you need something it take a little while."*

### Communication

Several service users felt communication could improve between midwives and patients, and between staff – particularly during handover.

One said communication during their labour was not good and that a doctor could have explained more about potential issues. Another felt it was hard to contact the staff in hospital.



*"Need to explain medical terms more. It's normal to them but new to us. They're busy, but it's necessary to explain."*

*"Conflicting info with different teams."*

*"Miscommunication; doctor said induction, but we had to wait 12 hours with no pain relief."*

*"We had a really bad experience getting an X-ray on the second day. Inter departmental communication meant baby was left for nearly two hours waiting."*

# What could be improved

## Facilities and parking

A few comments were shared about the facilities at the hospital and areas that would benefit from an upgrade, such as the waiting room size, bathrooms and the room temperature.

Car parking came up several times as an area for improvement and that the current spaces available are not fit for purpose.



*"The waiting room needs an upgrade and bigger."*

*"Extremely hot in here, and temperature cannot be changed."*

*"Facilities could be a bit more modern."*

*"The overall parking and disabled parking as well caused problem."*

*"Car parking is a nightmare."*

## Quality of care and treatment

We received a small number of comments regarding a lack of care and treatment whilst in hospital. One respondent waited seven hours for a C section and received no updates about this treatment delay.

Two comments related to staff rudeness and a lack of patient dignity and respect. Another respondent felt the support from the feeding team could improve.



*"Some of the midwives don't seem to care much."*

*"...the doctor there laughed at me."*

*"Unkind staff during difficult labour."*

*"Came at 7pm according to the schedule at "C" section but haven't got any update till 1pm. No communication, no feedback and I had to wait until 2pm."*

*"The feeding team needs to improve and some of the staff of delivery team need more training as well."*

# What could be improved

## Food and Hygiene

Food was highlighted by several service users as poor and 'bland'. One survey respondent also felt the levels of hygiene could be improved.



*"Don't serve food. Sick people need to eat."*

*"Food is terrible."*

*"Food - low iron more nutrition."*

*"Food supply. Provide more nutrition and tend to eat more."*

## Time management

Whilst the organisation and management of the service was recognised by most respondents as positive, a few people highlighted issues they experienced. These included delays with discharge and waiting times for appointments.

One respondent said they waited a long time for their scan, another that it would be helpful if staff could provide more information around waiting times.



*"It would be nice to be kept in the loop in terms of waiting time."*

*"...there are often delays of appointments at the centre..."*

*"Waiting time during the admission, we were not updated properly on the induction procedure.."*

*"Less staff at night, meaning when you need something it takes a little while."*

*"System changed, results take longer. Prescription takes longer, but not nurses or midwives' fault."*

*"Got the hormone late. More tired, harder delivery"*

# What could be improved

## Administration and Information

Administration was highlighted as an area for improvement, especially rescheduling appointments and trying to get through to someone over the telephone. One respondent commented on challenges faced when trying to change their appointment using the digital app MyChart.

73% of the survey respondents said they were aware of the 6-to-8-week NHS postnatal check, but 25% responded 'No' or 'Not sure' (Appendix 12). One mentioned she had not been offered any vaccinations, another had not been made aware of online courses to support new mothers and inform them about family planning.



*"Rescheduling appointments is difficult, had to be done via phone and difficult to get through. Mid wife department not listed on the call options when calling, cannot change appointment via MyChart."*

*"Not made aware of online courses offered - discovered myself later. Not sure about post natal checks - aware of Bromley health services follow up."*

*"I was not offered any vaccinations. I am not sure whether it is normal to ask that or not."*

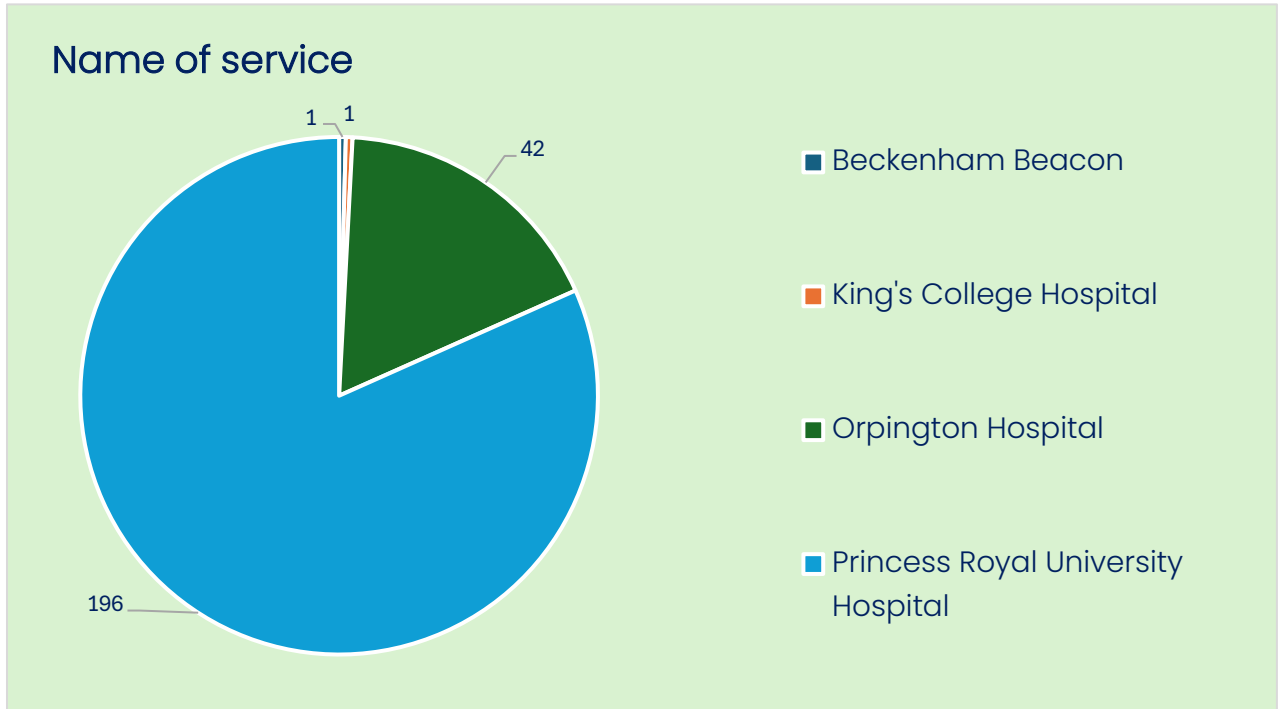
*"Telephone lines are a nightmare."*

*"Could not contact midwife; it was difficult to contact them on even their emergency number."*

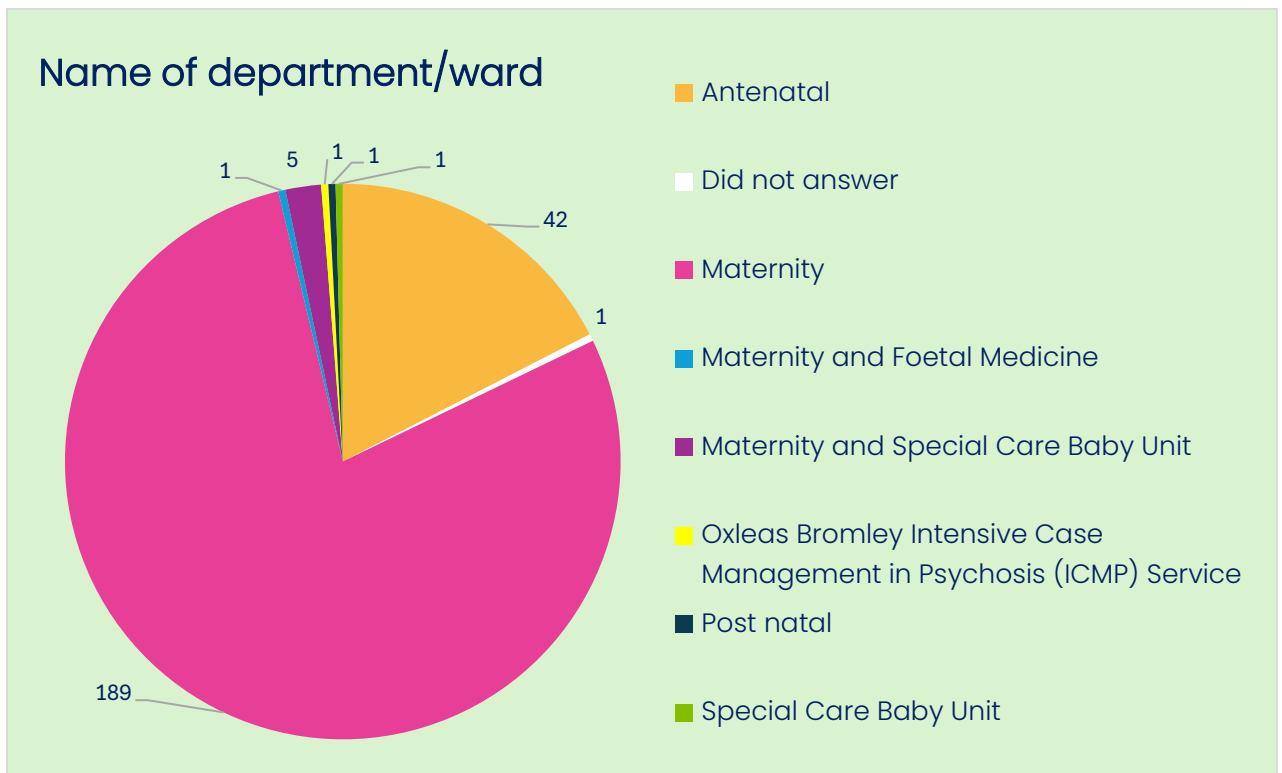
# Appendices



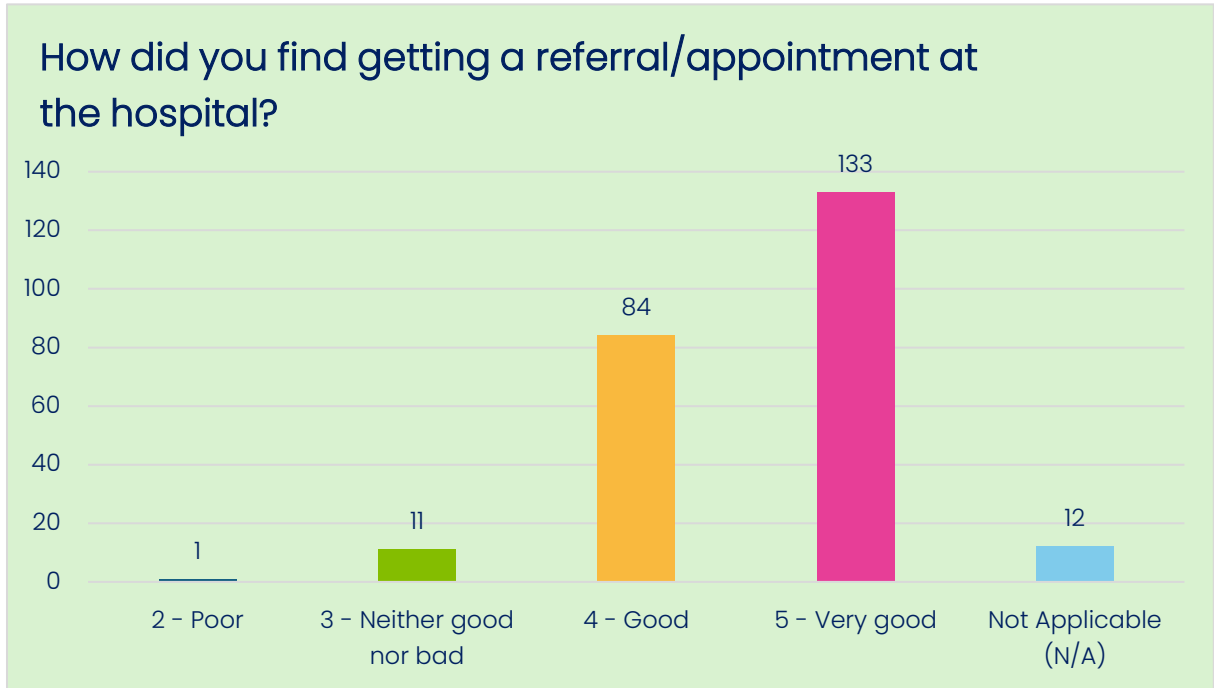
## Survey Responses: Appendix 1



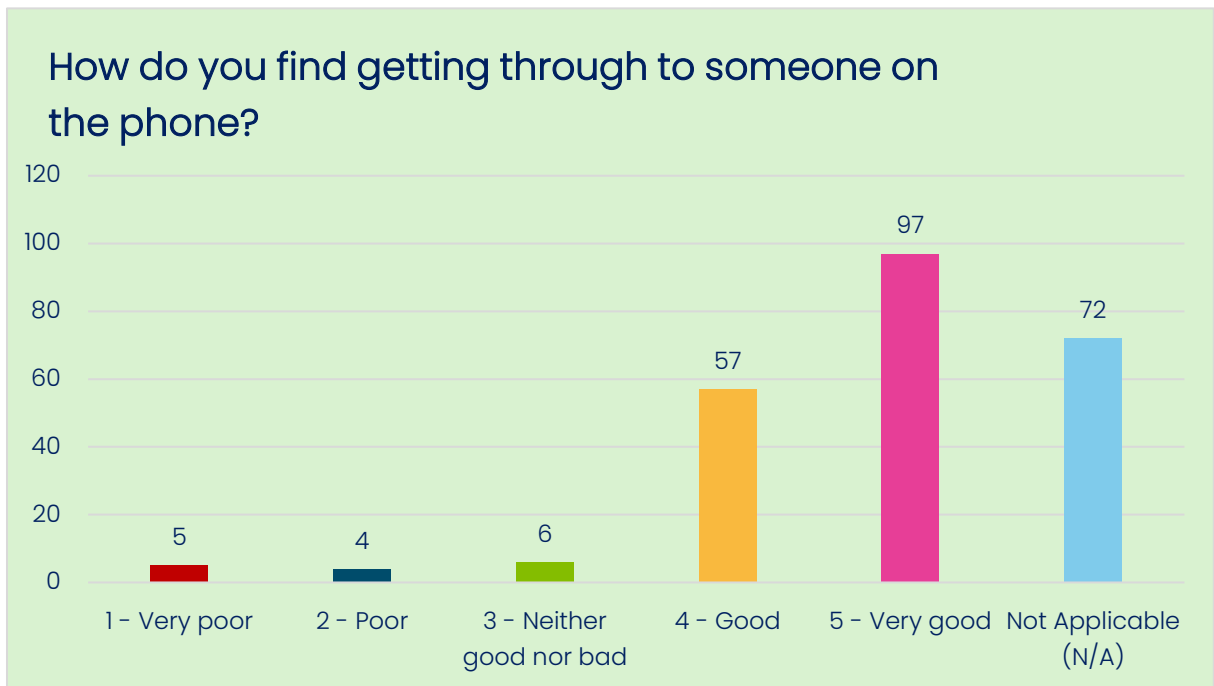
## Appendix 2



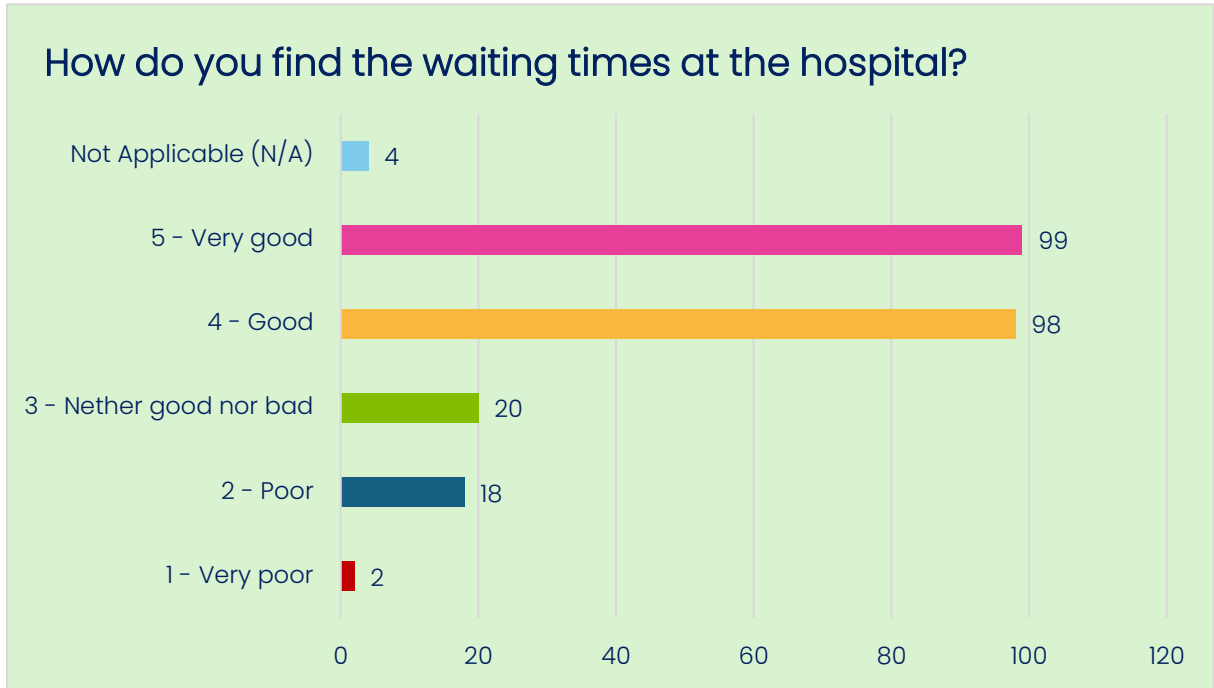
## Survey Responses: Appendix 3



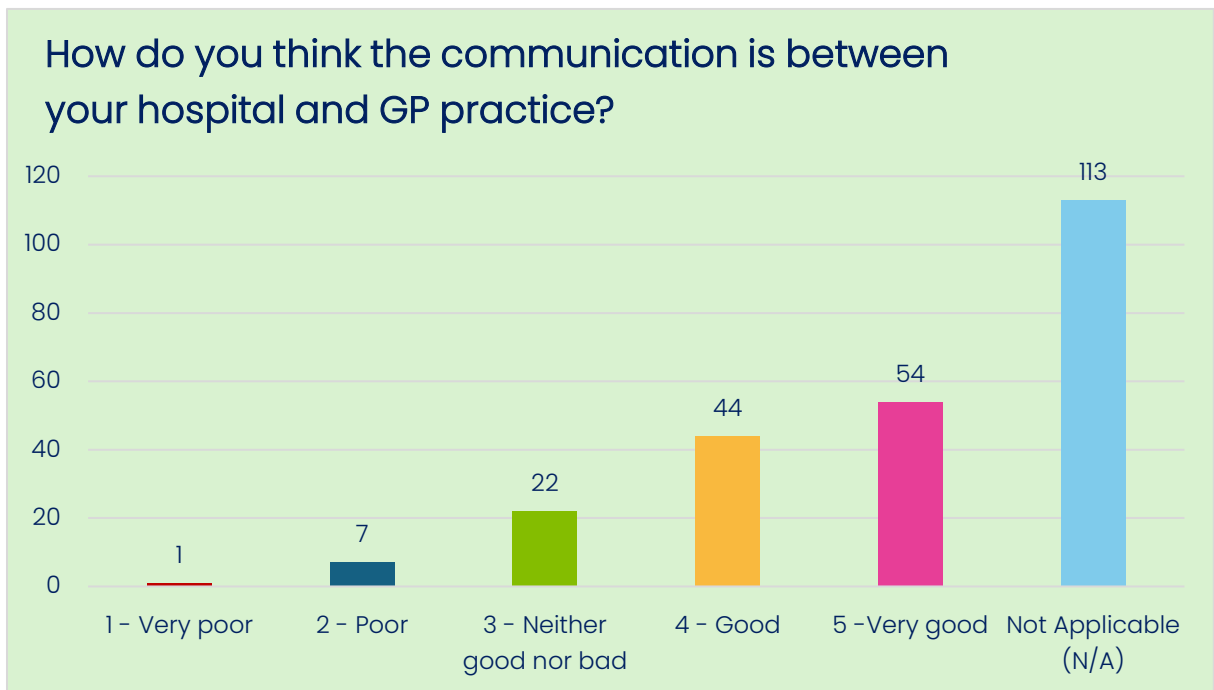
## Appendix 4



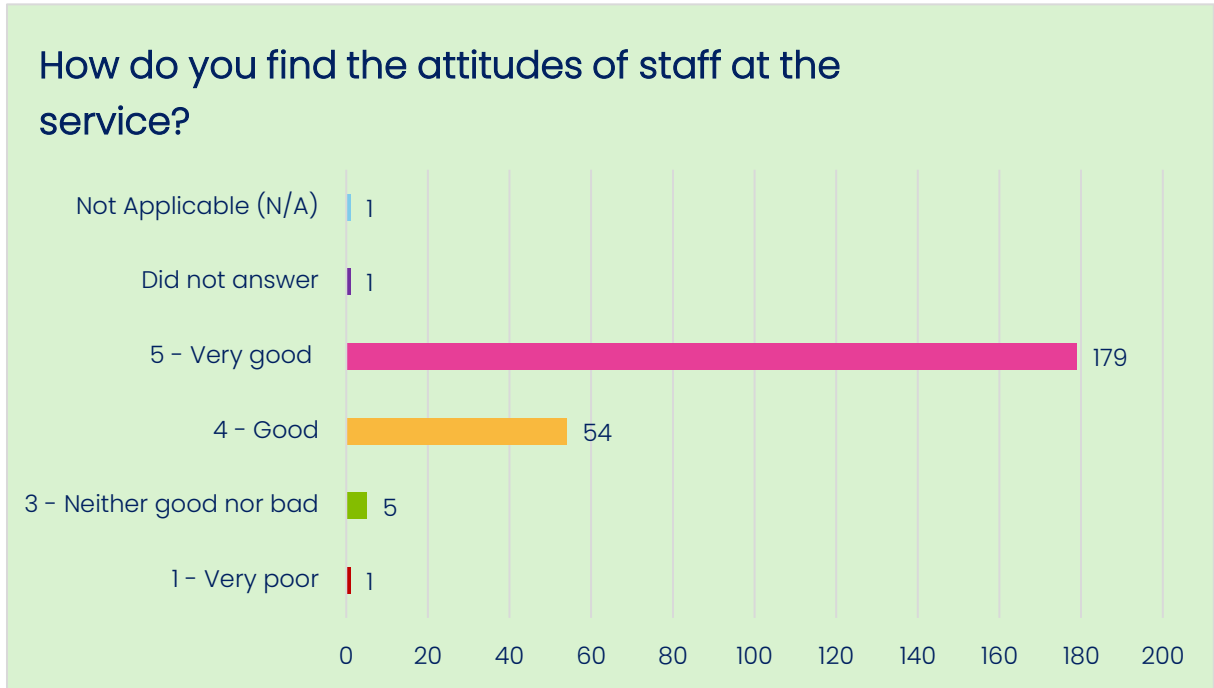
## Survey Response: Appendix 5



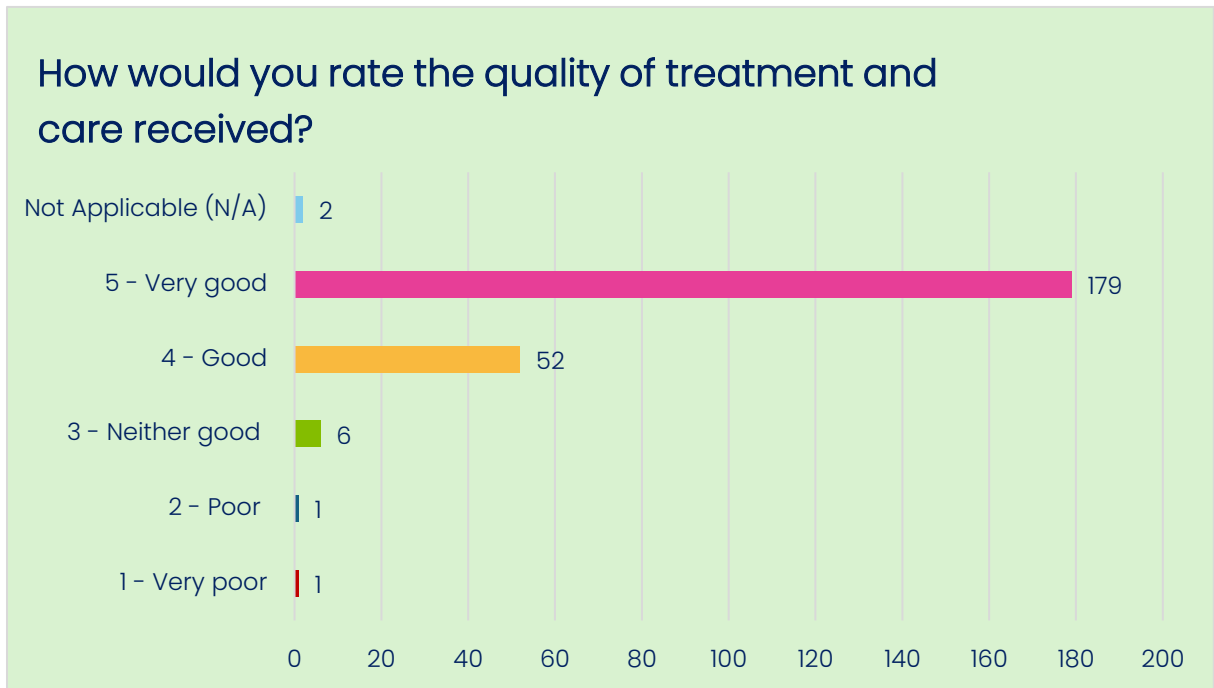
## Appendix 6



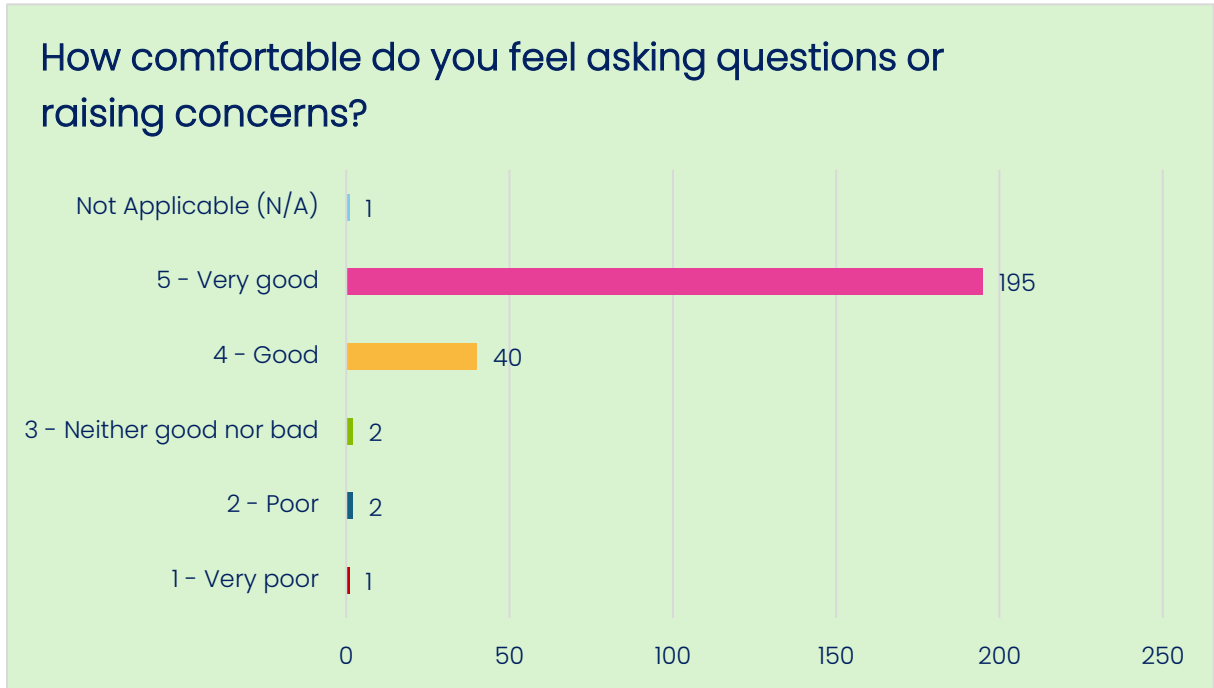
## Survey Responses: Appendix 7



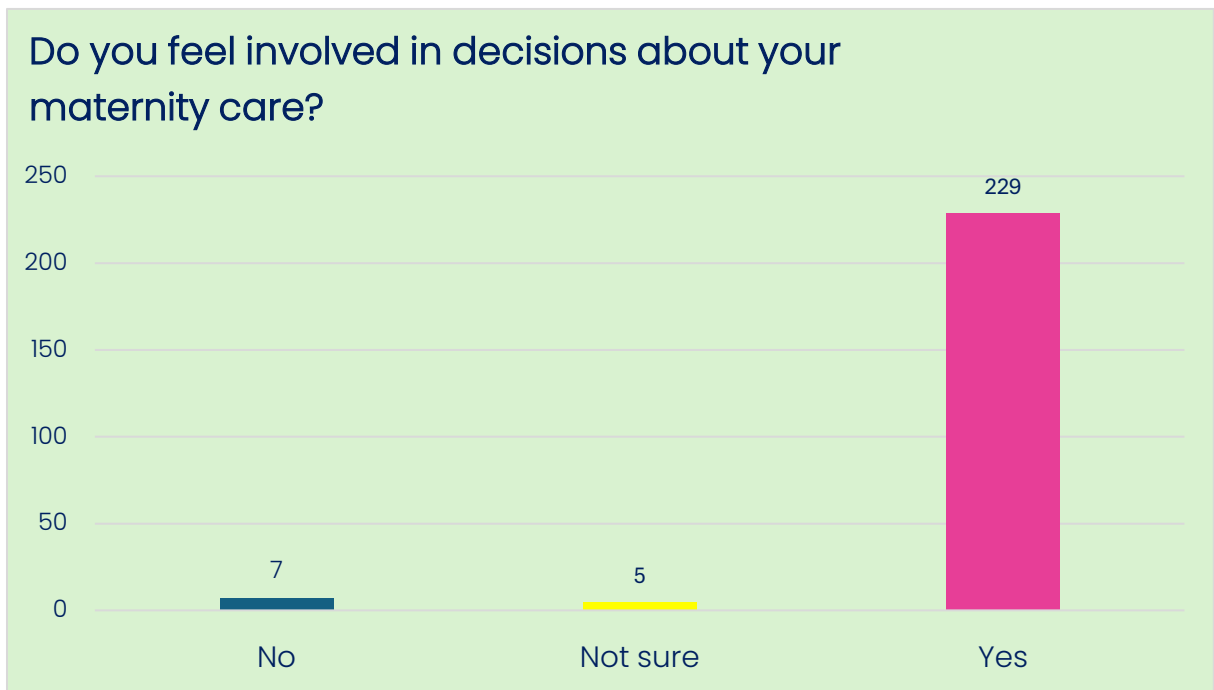
## Appendix 8



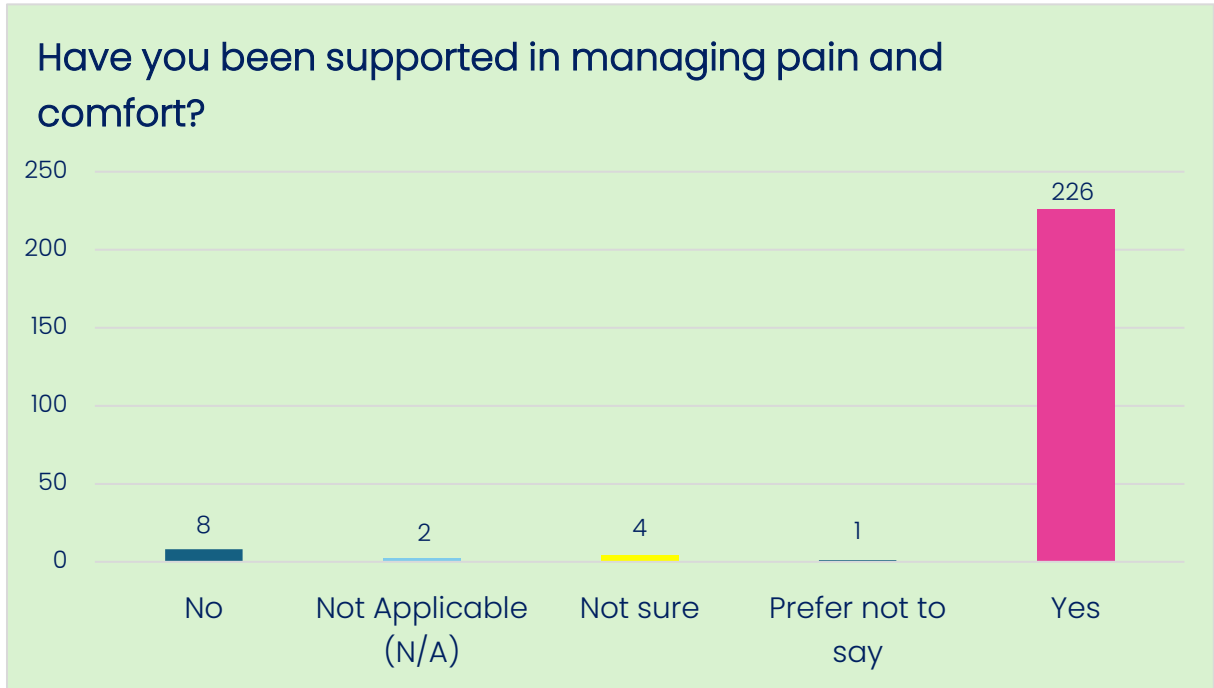
## Survey Responses: Appendix 9



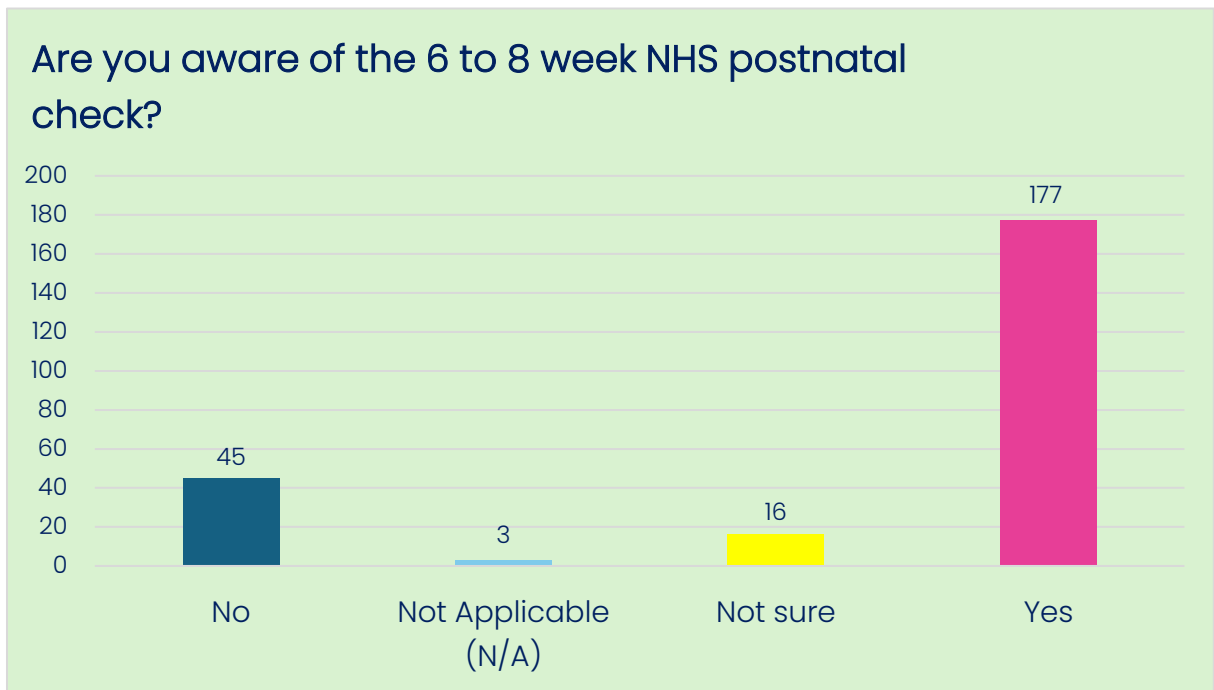
## Appendix 10



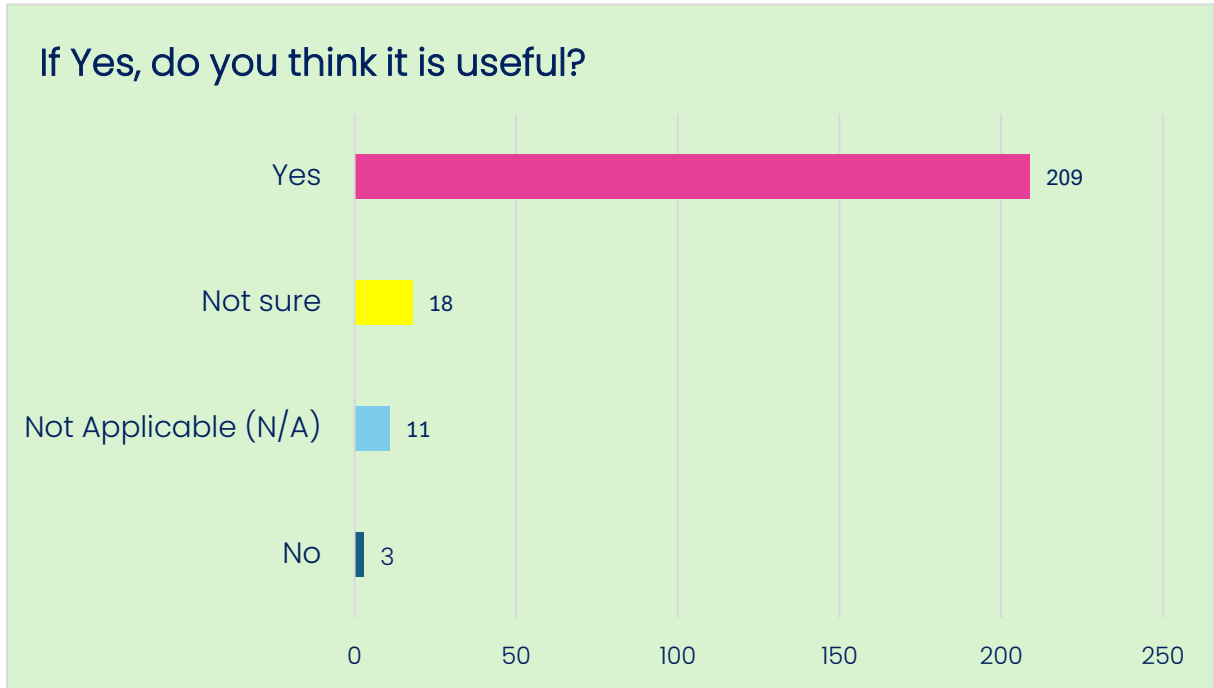
## Survey Responses: Appendix 11



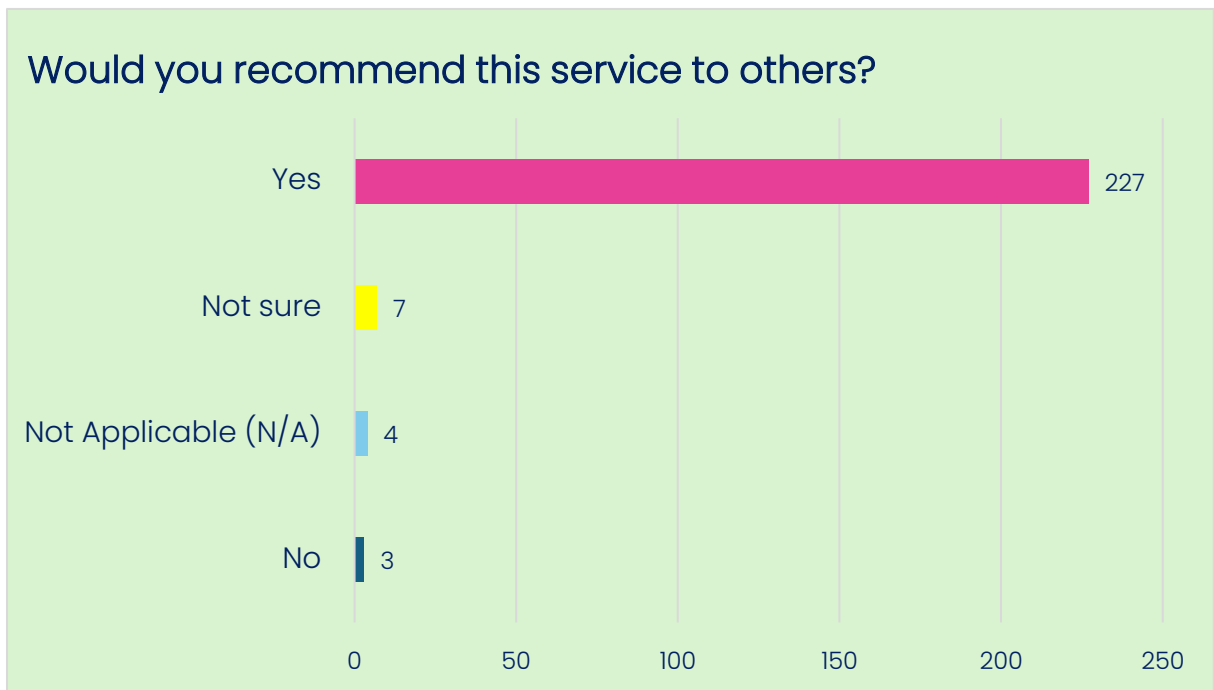
## Appendix 12



## Survey Responses: Appendix 13

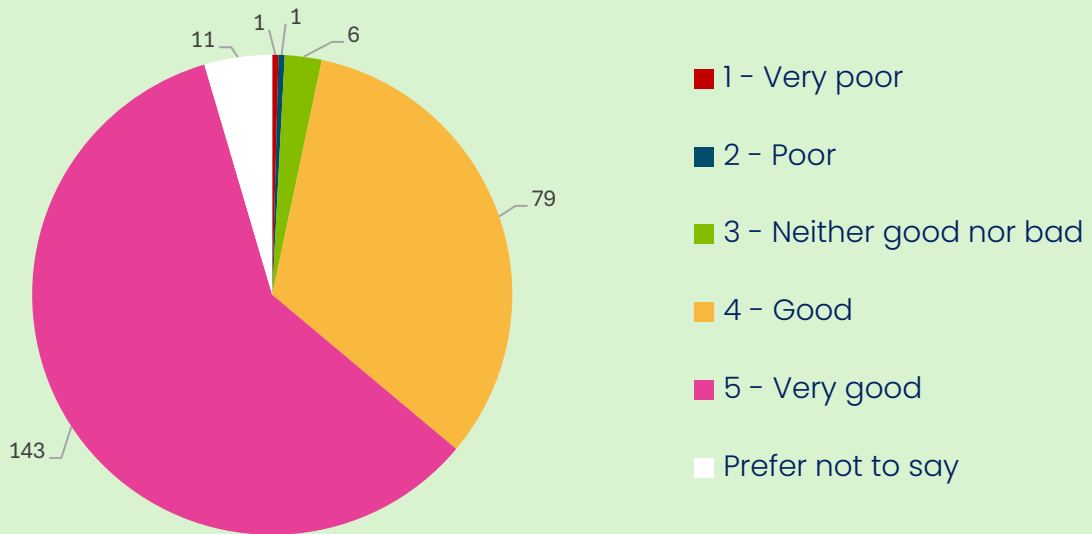


## Appendix 14



## Survey Responses: Appendix 15

How do you rate your overall experience?



## Demographics: Appendix 16

Which ward of the borough do you live in?	Number
Beckenham Town and Copers Cope	13
Bickley and Sundridge	4
Biggin Hill	3
Bromley Common and Holwood	30
Bromley Town	65
Chelsfield	1
Chislehurst	7
Clock House	1
Crystal Place and Anerley	2
Farnborough and Crofton	3
Hayes and Coney Hall	3
Orpington	48
Out of Borough	36
Penge and Cator	7
Petts Wood and Knoll	6
Prefer not to say	8
St Mary Cray	1
West Wickham	4

## Demographics: Appendix 17

What gender do you identify yourself as:	Number
Man (including trans man)	1
Prefer not to say	2
Woman (including trans woman)	239

## Appendix 18

Which age group are you in?	Number
18 to 24	15
25 to 34	129
35 to 44	93
Prefer not to say	3
Under 18	1

## Appendix 19

What is your ethnicity?	Number
African	21
Any other Asian/Asian British background	14
Any other Black, African, Caribbean background	2
Any other ethnic group	2
Any other mixed / multiple background	2
Any other White background	19
Arab	3
Asian British	4
Black British	8
Caribbean	2
Chinese	3
White - English / Welsh / Scottish / Northern Irish / British	145
Indian	3
Pakistani	3
Prefer not to say	4
Roma	2
White and Asian	1
White and Black African	3
White and Black Caribbean	1

## Demographics: Appendix 20

Are you an unpaid carer?	Number
No	194
Prefer not to say	46
Yes	2

## Appendix 21

What is your employment status?	Number
Not in Employment & Unable to Work	5
Not in Employment (seeking work)	2
Not in Employment (student)	5
Not in Employment / not actively seeking work – retired	10
On maternity leave	151
Paid: 16 or more hours/week	47
Paid: Less than 16 hours/week	3
Prefer not to say	19

## Appendix 22

Are you currently pregnant or have you been pregnant in the last year?	Number
Currently breastfeeding	57
Currently pregnant	79
Given birth in the last 26 weeks	94
No	2
Not relevant	1
Prefer not to say	9

## Demographics: Appendix 23

What is your sexual orientation?	Number
Heterosexual/straight	231
Prefer not to say	11

## Appendix 24

What is your religion?	Number
Buddhist	1
Christian	76
Hindu	2
Jewish	3
Muslim	20
No religion	124
Prefer not to say	10
Sikh	1
Spiritualism	1

## Appendix 25

Do you consider yourself to have a long-term condition or health and social care need?	Number
No	229
Yes	8
Prefer not to say	5

## Appendix 26

Do you consider yourself to be disabled?	Number
No	234
Yes	3
Prefer not to say	5

## Share Your Feedback About Maternity Services

Healthwatch Bromley gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform commissioners and service providers. Please take a minute to share your story with us.

Name of service (e.g. Princess Royal University Hospital).....

Name of department/ward .....

**1. How did you find getting a referral/appointment at the hospital?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**2. How do you find getting through to someone on the phone?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**3. How do you find the waiting times at the hospital?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**4. How do you think the communication is between your hospital and GP practice?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**5. How do you find the attitudes of staff at the service?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**6. How would you rate the quality of treatment and care received?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**7. How comfortable do you feel asking questions or raising concerns?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**8. Do you feel involved in decisions about your maternity care?**

Yes  No  Not sure  Prefer not to say  N/A

**9. Have you been supported in managing pain and comfort?**

Yes  No  Not sure  Prefer not to say  N/A

**10. Are you aware of the 6 to 8 week NHS postnatal check?**

Yes  No  Not sure  Prefer not to say  N/A

**If yes, do you think it is useful?**

Yes  No  Not sure  Prefer not to say  N/A

**11. Would you recommend this service to others?**

Yes  No  Not sure  Prefer not to say  N/A

**12. What is working well?**

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**13. What is not working well? /What could be improved?**

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**14. How do you rate your overall experience?**

5 = Very good  4 = Good  3 = Neither good nor bad  2 = Poor  1 = Very poor  N/A

**Healthwatch is your local health and social care champion. We make sure NHS leaders hear your voice and use your feedback to improve care. Your experiences are important and can help to inform commissioners and service providers. Healthwatch is to be abolished in 2026 – 27. To what extent do you agree or disagree with these two statements (using a five-point scale from 1 = Strongly agree to 5 = Strongly disagree)**

**1. There should be an independent, local organisation to collect local people’s views and experiences of health and social care services**

1 = Strongly agree  2 = Agree  3 = Neutral  4 = Disagree  5 = Strongly disagree  
 Don't know

**2. It is important to have an organisation which represents these views to providers and decision-makers, to improve services**

1 = Strongly agree  2 = Agree  3 = Neutral  4 = Disagree  5 = Strongly disagree  
 Don't know

### Monitoring - Tell us a bit about you

It would really help to know a little more about you so that we can better understand how people's experiences of local health and social care services may differ between groups of people; this supports our focus on improving equality, diversity and inclusion.

#### What gender do you identify yourself as:

- Man (including trans man)  Woman (including trans woman)  
 Non-binary  Other.....  Prefer not to say

#### Which age group are you in?

- Under 18  18 to 24  25 to 34  35 to 44  45 to 54  55 to 64  65 to 74  
 74 to 84  85+  Prefer not to say

#### What is your ethnicity?

##### White

- English / Welsh / Scottish / Northern Irish / British  Gypsy or Irish Traveller  
 Irish  Roma  Any other white background.....

##### Asian / Asian British

- Asian British  Indian  Bangladeshi  Pakistani  
 Chinese  Any other Asian/Asian British background.....

##### Black, African, Caribbean, Black British

- Black British  African  Caribbean  Any other Black, African, Caribbean background.....

##### Mixed, Multiple Ethnic Groups

- White and Asian  White and Black African  White and Black Caribbean  Any other mixed / multiple background.....

##### Other Ethnic Groups

- Arab  Any other ethnic group.....  Prefer not to say

#### Do you consider yourself to be disabled?

- Yes.....  No  Prefer not to say

#### Do you consider yourself to have a long-term condition or health and social care need?

- Yes.....  No  Prefer not to say

#### What is your religion?

- Buddhist  Christian  Hindu  Jewish  Muslim  Sikh  
 Spiritualism  No religion  Other religion.....  Prefer not to say

**What is your sexual orientation?**

- Asexual   
  Bisexual   
  Gay man   
  Heterosexual/straight   
  Lesbian   
  Pansexual  
 Prefer not to say

**Are you currently pregnant or have you been pregnant in the last year?**

- Currently pregnant   
  Currently breastfeeding   
  Given birth in the last 26 weeks  
 Not relevant   
 Prefer not to say

**What is your employment status?**

- In unpaid voluntary work only   
  Not in Employment (student)  
 Not in employment & unable to work   
  Paid work: 16 or more hours p/week  
 Not in employment/not actively seeking work (retired)   
  On maternity leave  
 Paid work: less than 16 hours p/week   
  Not in employment (seeking work)  
 Prefer not to say

**Are you an unpaid carer?**

- Yes   
  No   
 Prefer not to say

**Which Ward of the borough do you live in?**

- |  |  |
|--|--|
| <input type="checkbox"/> Beckenham Town and Copers Cope      | <input type="checkbox"/> Hayes and Coney Hall        |
| <input type="checkbox"/> Bickley and Sundridge               | <input type="checkbox"/> Kelsey and Eden Park        |
| <input type="checkbox"/> Biggin Hill                         | <input type="checkbox"/> Mottingham                  |
| <input type="checkbox"/> Bromley Common and Holwood          | <input type="checkbox"/> Orpington                   |
| <input type="checkbox"/> Bromley Town                        | <input type="checkbox"/> Penge and Cator             |
| <input type="checkbox"/> Chelsfield                          | <input type="checkbox"/> Petts Wood and Knoll        |
| <input type="checkbox"/> Chislehurst                         | <input type="checkbox"/> Plaistow                    |
| <input type="checkbox"/> Clock House                         | <input type="checkbox"/> Shortlands and Park Langley |
| <input type="checkbox"/> Crystal Place and Anerley           | <input type="checkbox"/> St Mary Cray                |
| <input type="checkbox"/> Darwin                              | <input type="checkbox"/> St Paul's Cray              |
| <input type="checkbox"/> Farnborough and Crofton             | <input type="checkbox"/> West Wickham                |
| <input type="checkbox"/> Out of Borough, please specify..... | <input type="checkbox"/> Prefer not to say           |

**How we use your information**

The information you share with us will also be accessed by our national body Healthwatch England and shared with local health and care commissioners and providers. This helps us spot trends both nationally and locally to identify areas for improvement. We may use quotes in our reports, but we will not use any information that will identify you. Our full privacy statement can be found at: [\[Privacy Policy - Healthwatch Bromley\]](#)

**Confirmation of consent**

I consent to sharing my information with Healthwatch Bromley (HWB) as part of their research into maternity services. I understand that my information will be stored in the HWB system for 12 months and will only be used for this piece of research and any updates related to this project.



# SHARE YOUR FEEDBACK

## VIEWS AND EXPERIENCES OF PEOPLE ACCESSING MATERNITY SERVICES

### Why is Healthwatch Bromley doing this research?

We want to hear from Bromley residents who are accessing maternity services in the borough, with a focus on how services are impacting health and wellbeing.

Your feedback will help us highlight areas for improvement, identify underserved groups, and develop clear recommendations to make services more accessible and effective. By taking part, you'll help shape future support for people accessing maternity services.

### How can Bromley residents participate?

You can call or email Healthwatch Bromley to arrange a conversation either in-person, over the telephone or via a virtual meeting.

Healthwatch Bromley  
[www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)  
Telephone: 0203 886 0752  
Email: [info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

**healthwatch**  
Bromley

# Glossary of Terms

CQC	Care Quality Commission
HWB	Healthwatch Bromley
HWE	Healthwatch England
KCHFT	King’s College Hospital NHS Foundation Trust
KCH	King’s College Hospital
LBB	London Borough of Bromley
N/A	Not Applicable
PRUH	Princess Royal University Hospital
SEL ICB	South East London Integrated Care Board
SPLW	Social Prescribing Link Workers
QMH	Queen Mary’s Hospital
YVHSC	Your Voice in Health and Social Care

# Distribution and Comment

This report is available to the public and is shared with our statutory and community partners. Accessible formats are available. If you have any comments on this report or wish to share your views and experiences, please contact us.



**Do you feel inspired?**  
We are always on the lookout for new volunteers, so please get in touch today.

[www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)  
**0203 886 0752**  
[info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

# healthwatch

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e: [info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

 HWBromley

 [Facebook.com/healthwatch.bromley](https://www.facebook.com/healthwatch.bromley)

 [@healthwatchbromley](https://www.instagram.com/healthwatchbromley)



**Committed  
to quality**

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.


## Report & Recommendation Response Form

Report sent to	Patient experience team
Date sent	30 <sup>th</sup> March 2026
Report title	Maternity Services Report

Date of response provided	23 <sup>rd</sup> April 2026
Please outline your general response to the report including <b><u>what you are currently doing to address</u></b> some of the issues identified.	<p>King's College Hospital NHS Foundation Trust is grateful to Healthwatch Bromley for undertaking this important engagement work, and for providing an opportunity to hear directly from women and families who have accessed maternity services.</p> <p>The time taken by service users to share their experiences is valued and their feedback is central to how services continue to develop and improve. It is encouraging to note that the majority of respondents (92%) rated their overall experience of accessing maternity services positively, with 95% rating the quality of treatment and care as Very Good or Good. The high levels of satisfaction reported in relation to staff attitudes (96%) and patients' comfort in raising concerns (97%) reflect the dedication of the multidisciplinary maternity team and are acknowledged with appreciation.</p> <p>The report also identifies several areas where improvement is needed, and the Trust takes these findings seriously. The key themes requiring attention – communication between staff and service users, communication between hospital and primary care, information provision around the maternity pathway including vaccinations and postnatal checks, staffing levels, waiting time transparency, and the quality of the physical environment and catering – are noted and will be considered as part of the Trust's ongoing quality improvement work.</p> <p>In particular, the Trust recognises the importance of consistent and clear communication at all stages of the maternity pathway, from antenatal care through to the postnatal period, and of ensuring that service users are well-informed and</p>

supported in their decision-making. The experiences described in the two detailed case studies are of concern and underscore the need for continued focus on individualised, compassionate care and adherence to informed consent principles.

The Trust has reviewed seven recommendations made by Healthwatch Bromley and incorporated an action plan, as per appendix, into existing quality improvement frameworks, including alignment with the Care Quality Commission’s Maternity Survey action plan, for oversight at Maternity Governance.

Recommendation 1	Improve communication with women and families
Recommendation 2	Strengthen communication with primary care
Recommendation 3	Improve staffing and workforce pressures
Recommendation 4	Increase waiting time transparency
Recommendation 5	Updating women about waiting times in the inpatient areas
Recommendation 6	Improve environment and catering
Recommendation 7	Continue to plan Personalised, informed care
Overall aim	To improve communication, consistency, and patient experience while maintaining high standards of safe, compassionate maternity care.
Signed	
Name	Tracey Carter, Chief Nurse and Executive Director of Midwifery

Women's care Group, Division A, maternity services: Summary of actions: Healthwatch Bromley report 2026

Recommendation	Action	Lead	Timeline	Measure of Success
<b>1. Improve communication with women and families</b>	Use of the MyChart, Care plans, written information	Head of Midwifery	3–6 months	FFT/CQC survey); reduction in complaints related to communication
	Patient information leaflets	Matron teams	3–6 months	Patient feedback
<b>2. Strengthen communication with primary care</b>	GP/community information pathways/discharge summaries, multi-agency planning	Clinical Leads	3–6 months	Review Quality Alert Audit of discharge summaries; GP feedback
<b>3. Improve staffing and workforce pressures</b>	Continue recruitment, retention, management of flow and daily huddles to close gaps HR support to manage sickness and absnece	Workforce Lead	Ongoing (6–12 months)	Vacancy rate ↓; improved staff survey results; reduced red flags
<b>4. Increase waiting time transparency</b>	Introduce real-time updates and clear communication on delays (appointments, IOL); manage expectations proactively	Service Manager	3–6 months	↓ complaints about delays; improved patient experience scores
<b>5. Updating women about waiting times in the inpatient areas</b>				
<b>6. Improve environment and catering</b>	Conduct environmental review; implement improvements to ward conditions and food quality, the trust has established a nutrition and hydration group	Estates & Facilities Lead	6–12 months	Patient feedback improvement
<b>7. Continue to plan Personalised, informed care</b>	Consultant midwife working systemwide on choice and personalisation workstream, training on informed consent, shared decision-making, and individualised care; embed learning from case reviews	Clinical Education Lead/consultant midwife	ongoing	Audit of consent documentation and personalised care plans