

2.2 Mum and Baby Clinic Survey

Accountable Managers:

Rita, Misha

Purpose:	For the customer:	Understand how to improve the service of mum and baby clinics
	For the business:	Improve the delivery for mum and baby clinics with clinic structure and clinicians
	For the shareholder:	Get better customer satisfaction and increase our list size

Results

Dates of survey:	1-11 th Aug21
Patients sent survey link:	125
Patients who took part:	5
Proportion:	4%

Main Action(s) from the survey

- Hold a meeting with Misha to discuss improvements to the mum and baby service.
- Review resources and finances to work out if it is cost effective.
- Main areas to start improving:
 1. Pre-book post-natal check, 6 week, 8 week and 12 week baby imms.
 2. Send letter when baby is registered with their pre booked appointments and a note on how to change the appointment if they can't make it.
 3. Include in the letter an information document charting baby check ups and immunisations etc plus any key information that would be useful to a new mum. Could contact local Health Care visitors for bits to put into the 'Help Pack'.
 4. Allocate a particular afternoon which is just for mum and baby clinics with Debbie and a female doctor. Could this be done in 292? Are there any other female only clinics that could be done like cervical screening/family planning?

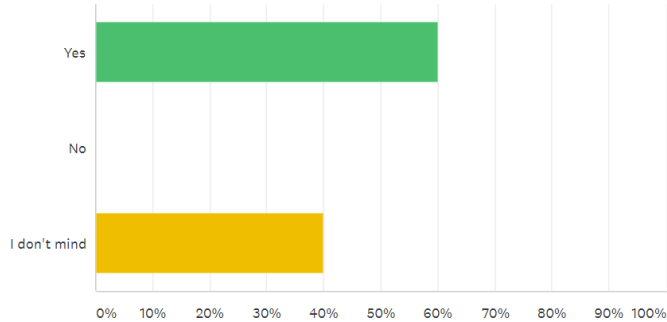
Plan for the follow up survey

Follow Up cohort:	
Date for Follow up survey:	

Q1.

If you could, would you have your 6-8 week post-natal check together on the same day as your baby's 8 week vaccinations?

Answered: 5 Skipped: 0



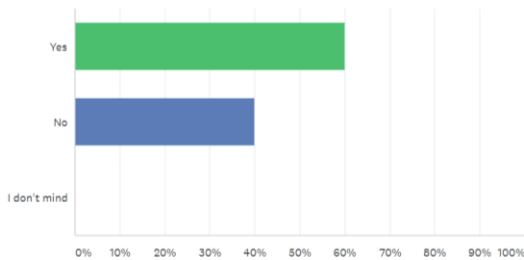
ANSWER CHOICES	RESPONSES	
Yes	60.00%	3
No	0.00%	0
I don't mind	40.00%	2
TOTAL		5

Key feedback:	Majority would like the jab and check up on same day.
Ideas on how to improve:	We could start pre-booking the appointments for a mum and baby specific clinic

Q2.

Would you prefer to have your 6-8 week post-natal check and all your baby's vaccinations (8 weeks, 12 weeks and 16 weeks) pre-booked for you?

Answered: 5 Skipped: 0



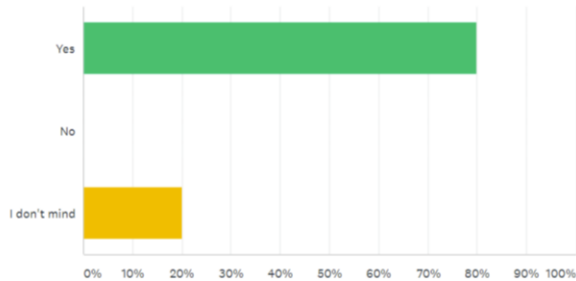
ANSWER CHOICES	RESPONSES	
Yes	60.00%	3
No	40.00%	2
I don't mind	0.00%	0
TOTAL		5

Key feedback:	Majority would like jabs pre-booked
Ideas on how to improve:	Start pre-booking appointments and send them in initial welcoming letter when baby is registered.

Q3.

Would you prefer to have a fully focused Mum and Baby clinic for all post-natal checks and baby immunisations so only mums and babies are in the surgery at that time?

Answered: 5 Skipped: 0



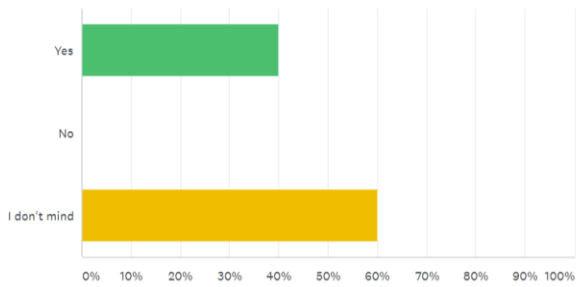
ANSWER CHOICES	RESPONSES	
Yes	80.00%	4
No	0.00%	0
I don't mind	20.00%	1
TOTAL		5

Key feedback:	Large majority want clinic just for mums and babies
Ideas on how to improve:	Set up a mum and baby only clinic with Debbie and a female doctor

Q4.

Would you prefer to have a female doctor for your 6-8 week post-natal check?

Answered: 5 Skipped: 0



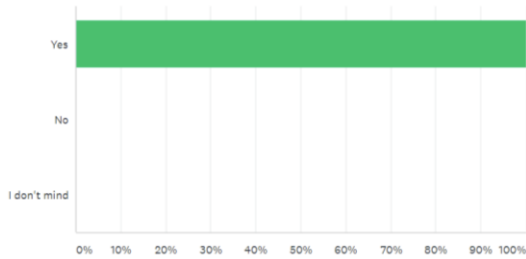
ANSWER CHOICES	RESPONSES	
Yes	40.00%	2
No	0.00%	0
I don't mind	60.00%	3
TOTAL		5

Key feedback:	Majority don't mind if it is a female or male doctor.
Ideas on how to improve:	

Q5.

Would you find it helpful to be sent information on the timings and procedures for your baby’s vaccinations and other check-ups?

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	5
No	0.00%	
I don't mind	0.00%	
TOTAL		5

Key feedback:	All mums want more information on their baby check ups and vaccines
Ideas on how to improve:	Contact local Health Care visitors/midwives to get information leaflets to include.

Q6.

Overall, how would you rate your experience of your post-natal check and your baby’s immunisations?

Answered: 5 Skipped: 0

3.2★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	40.00% 2	0.00% 0	60.00% 3	0.00% 0	5	3.20

Key feedback:	3 stars is not good enough. Major changes need to happen.
Ideas on how to improve:	