

6 MONTHS OF CONTINUITY



3 Continuity Teams
launched in Feb 2021 @
JAMES PAGET UNIVERSITY
HOSPITAL TRUST

SINCE ITS LAUNCH,

**373 BIRTHS,
82% ATTENDED
BY A KNOWN
MIDWIFE**



**HOMEBIRTHS
SUPPORTED**

4.6%



57% Experienced unassisted
vaginal birth



Experienced assisted
vaginal births

9%



Experienced birth
through caesarean
section

35%

**In a recent survey of 35
women:**



100%

**WERE MORE SATISFIED
WITH THEIR CARE & WOULD
RECOMMEND CONTINUITY**



100%

**FELT SUPPORTED IN THEIR
PREGNANCY & BIRTH
CHOICES**

In a recent survey of women who have experienced continuity of carer at the James Paget Hospital since Feb 2021, we have received 35 responses, with the following results...



100% of women were more satisfied with their care when compared with the traditional model, and would recommend continuity to family and friends



100% of women felt supported in their pregnancy and birth choices



On a scale on 0-10, 31 of 35 women said they were fully satisfied with their antenatal care - 10/10

"The new continuity care made a huge positive difference to my antenatal care. I was lucky enough to have my named midwife deliver my baby and made the labour and birth much more relaxed."



The remaining 4 women said satisfaction with their antenatal care was 9/10

"What a difference between traditional and continuity, I can't believe anyone would prefer the traditional model, this is so much better and you feel well looked after, which I think is key to a healthy pregnancy"



85% of women said satisfaction with their labour care was 10/10

"It was the best experience of my life I was so lucky to have the same midwife for all my appointments and was so so pleased that she was there for my birth amazing experience and will be recommending the service to all my pregnant friends well done what amazing service"



85% of women said satisfaction with their postnatal care was 10/10

"I cannot praise my midwife enough, she has gone above and beyond pre, during and post birth. She has given me so much confidence in being a first time mum and we cannot thank her enough. I think if I'd of had the traditional care model I wouldn't of felt I could open up and be honest about my feelings and ask any worries I had. The care, kindness and knowledge these ladies have is second to none and we are so lucky that our little one had the amazing care from these ladies. The NHS is lucky to have them!"

“The new continuity care made a huge positive difference to my antenatal care. I was lucky enough to have my named midwife deliver my baby and made the labour and birth much more relaxed.”

“I have no negative feedback on the new model. The best change and most positive impact on midwifery services.”

“My experience with the Opal team was incredible! She always went above and beyond to ensure I was looked after, well informed, my choices and preferences were respected and I enter into motherhood feeling more calm and confident thanks to the continuity programme”

“The continuity of care team held an event for us to meet the whole team and we found that it settled our nerves prior to giving birth as we had put names to faces before hand. Throughout the whole of my birth I only wanted my midwife and was extremely thankful that she was there. I had built a relationship with her throughout my pregnancy and felt it was a key part of making my labour and the 24 hours after birth calm and ok. I can't thank the Opal Team enough for all of their help.”

“The continuing model to me makes complete sense. The midwife knows you and your history/current circumstances. Able to build a trusting relationship. I have no suggestions for improvement. We were more than happy with the service /treatment we received.”

“Having experienced both styles of care I would opt and recommend continuity to any expectant mother. The rose quartz team were amazing, check ups were easy, the meet the midwife session a great idea and the care during delivery simply amazing. All made us feel empowered, cared for and safe. The level of care provided surpassed our expectations. To see a friendly and known face at every step made the biggest difference to pregnancy and at the birth.”

“This pregnancy was completely different to the other because of the continuity care. I was able to text my midwife if I had a non urgent question. And was confident she would get back to me. Having spoken with my midwife I was also confident to contact her when I thought I was in labour in previous pregnancies I have waited and been very close to delivering when midwives arrived.”

“I hope the continuity of care remains in place. It is the best care I received in all three pregnancies.”

“The continuity of care system works really well. I just wish it had been like this on my previous pregnancy.”

“I knew from day 1 who i need to call if i have any worries. I knew all my midwife team so it wasn't surprise if sometimes its different one. They all look after me in all my pregnancy and after. It's an amazing team.”

“The sapphire team were amazing my midwife went above and beyond for me and was a genuine diamond in my darkest days. Cannot thank them all enough.”

“I cannot express my thanks and gratitude enough to all the midwives in the rose quartz team that cared for myself, my partner and my baby. I was really anxious for labour and i didn't feel a slight bit of anxiety in their care. Labour wasn't easy by any means but it was made 1000x easier for me through the care and support my midwives gave me. We are forever grateful. In addition, the student midwives that were there were fantastic throughout. Their support was incredible and really helped my labour experience.”

“Opal team were fantastic. I met most of the ladies and they were all wonderful. Thank you.”

“As a first time mum I loved the care I was given by my midwife. At the beginning my midwife kept change due to the change in model. But as of the beginning of February I couldn't fault the care I received from sapphire team.”

“I am very happy from all midwives, staff's In hospital in labour section and in ward 11, they are all amazing, I can't express how lovely and how helpful they are. I love and respect all of them, they did their best for me, I wish I will join them in future as a midwife. When I saw them I gain lots of energy and hopes to become a good and helpful person like them in future.”

“My midwife has been amazing at supporting me during pregnancy and post partum, helping with any questions or worries I have and guidance/reassurance on breastfeeding. She is a lovely calm person and put me as at ease during my whole journey with her :) All the midwives/surgeons/nurses were amazing including before birth/ during & after on ward 11. Everyone made me feel calm and confident in my birth experience and I couldn't of asked for a better team of people in my journey.”

“The rose quartz team were incredible. My main midwife became such a lovely part of my life & pregnancy journey. I was fully supported in my choices & the team did everything they could to help us.”

“I couldn't be more satisfied, the team was more then 1000 stars, when I am saying the team is actually the all team. They were very professional and thoughtful, I have no words to describe them, simply amazing”

“Continuity of care during my pregnancy only began towards the very end of my pregnancy. I wish it had happened sooner. There were many things which came to light about a previous Labour which had me worried & I was concerned that messages of my concern were not passed on as I saw so many different midwives. My midwife from the Opal team was sweet & really made me feel cared for, which I appreciated so much. She was also amazing post birth by not discharging me before feeding was fully established which I appreciated as it was a slow start.”

“My midwives really couldn't have done anymore. Nothing was too much trouble. After 2 previous pregnancies and never seeing the same midwife twice I can't begin to tell you the comfort it brought having a midwives that you build a relationship with. I can't thank them both enough. So much so I was sad to be discharged as I really enjoyed seeing her. I feel very lucky the have had her as my main midwife.”

“I honestly couldn't fault the Rose Quartz team they were great. Nothing was to much trouble. It was just like coming to see a friend. This is my 3rd baby and I can honestly say this was by far the nicest experience. Thank you all.”