**NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE**

**NICE indicator validity assessment**

Assurance date: December 2020

Review date: December 2023

# Indicator IAP00048

# Women’s experience of maternity services

# Validity assessment

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| **Domain** | **Notes** | **Assessment** |
| Importance | Indicator is part of the NHS Outcomes Framework domain 4 – Ensuring that people have a positive experience of care.  National data only available for this indicator, average score has increased from 77.0 in 2010 to 81.0 in 2018. In 2019 the average score was 83.0 however changes to survey questions (detailed in Specification below) render this not directly comparable with prior years. | Indicator is based on a recognized dataset.  National score was increasing consistently over time, new trend since the question changes should be monitored. |
| Evidence base | From IAP00048 CMS Text (provided by NICE):  “The maternity user experience indicator provides a measure of women’s experience of care throughout the maternity pathway: antenatal, labour and delivery and postnatal. It is also indicative of the quality of maternity services.  This short-term option for the NHS Outcomes Framework uses a selection of the questions from the 2010 CQC survey of women’s experience of maternity services. The questions address key policy priorities on choice, information, confidence in staff and clinical care.  The long-term approach will involve development work on an overarching outcome measure to enable Providers and Commissioners to identify areas in maternity service provision requiring improvements.” | Evidence base exists. This indicator aligns with NICE guidance on patient experience (CG138[[1]](#footnote-1)), albeit published after implementation of the indicator |
| Specification | Numerator: n/a, see methodology  Denominator: n/a, see methodology  Exclusions: Survey excludes under 16s, as well as women whose baby had died during or since delivery, women who had a stillbirth (including where it occurred during a multiple delivery), women who were in hospital or whose baby was in hospital at the time the sample was drawn, women who had a concealed pregnancy, women whose baby was taken into care (foster care or adopted), women who gave birth in a maternity unit managed by another provider or in a private maternity unit or wing  Methodology: Composite indicator based on weighted average score (between 0 and 100) of the following 6 questions:   * Did you get enough information from a midwife or doctor to help you decide where to have your baby?   Change: ‘Don’t know/Can’t remember’ was removed as an answer option for 2019.   * Thinking about your antenatal care, were you involved enough in decisions about your care?   Change: ‘Enough’ was removed from the question.   * Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you? * Thinking about your care during labour and birth, were you involved enough in decisions about your care?   Change: ‘Enough’ was removed from the question.   * Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding? * Did you feel that midwives and other carers gave you active support and encouragement about feeding your baby?   The survey is weighted by age and parity (number of previous births)  Geography: England only.  Data Source: Maternity Services Survey provided by the Care Quality Commission (CQC) – Official Statistics  Disclosure control: None applied | The indicator has defined components necessary to construct the indicator. |
| Feasibility | All data from long running data sources. | Data has been flowing for some time and data sources will continue. |
| Acceptability | No Trust data available, however useful to see how national data changes over time. The survey takes place at regular intervals and is ongoing. | At a national level the indicator assesses performance that is attributable to or within the control of the audience.  The results of the indicator can be used to improve practice. |
| Risk | The survey questions may change from year to year so there is some risk that one of the questions used to construct this indicator may be removed and changed. | Potential impact of survey question changes on long running trend data. |

**Summary:** Indicator to be renewed.

**NHS Digital Indicator Reference:**

NHS Outcomes Framework - 4.5 Women’s experience of maternity services

1. Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. Published 24 February 2012, <https://www.nice.org.uk/guidance/cg138> [↑](#footnote-ref-1)