

## NHS Patient Survey Programme

# 2018 survey of women's experiences of maternity care

Identifying outliers in trust-  
level results

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# Summary

The 2018 Maternity Survey included 129 NHS trusts. Feedback was received from 17,611 mothers, a response rate of 37%.

Women aged 16 and over at the time of delivery were eligible for the survey if they had a live birth during February 2018<sup>a</sup> and received care from an NHS trust.

We have published an analysis of the national results from the survey on our [website](#). In this separate analysis, we identify the trusts where women's experiences are better, or worse, than expected when we compare the survey results across trusts.

The maternity survey asks women about their experiences of care at three different stages of their maternity journey, during: antenatal care, labour and birth, and postnatal care. This report assesses the variation in trust results for questions on labour and birth only. This is because women can receive antenatal and postnatal care from different providers than the one where they gave birth, and we cannot yet guarantee how reliable the attributed data is for antenatal and postnatal care.

The analysis methodology used to identify variation in results at trust-level (detailed in appendices [A](#) and [B](#)) differs from the approach used in trust-level benchmark reporting, which provides mean scores for individual questions only. [Appendix C](#) provides more information on our different approaches to using survey data to explore variation in experience between trusts.

Each trust has been categorised into one of five bands: 'much worse than expected', 'worse than expected', 'about the same', 'better than expected' or 'much better than expected'.

## Better than expected trusts

There were no trusts flagged as 'much better than expected' this year.

However, there were nine trusts identified as 'better than expected':

- City Hospitals Sunderland NHS Foundation Trust
- East Lancashire Hospitals NHS Trust
- Harrogate and District NHS Foundation Trust
- Leeds Teaching Hospitals NHS Trust
- Northern Lincolnshire and Goole NHS Foundation Trust
- Northumbria Healthcare NHS Foundation Trust
- Salisbury NHS Foundation Trust

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<sup>a</sup> 55 of the 129 NHS trusts also sampled women who had given birth in January 2018 to produce a sufficient sample size.

- The Newcastle upon Tyne Hospitals NHS Foundation Trust
- Wirral University Teaching Hospital NHS Foundation Trust.

## **Worse than expected trusts**

Results from the analysis categorised five trusts as ‘worse than expected’:

- Barts Health NHS Trust
- Heart of England NHS Foundation Trust
- Mid Yorkshire Hospitals NHS Trust
- North Middlesex University Hospital NHS Trust
- University College London Hospitals NHS Foundation Trust.

Furthermore, one trust was categorised as ‘much worse than expected’ when all questions were analysed simultaneously:

- Basildon and Thurrock University Hospitals NHS Foundation Trust.

CQC’s Chief Inspector of Hospitals, Professor Ted Baker, has written to all trusts identified as better, worse or much worse than expected and these letters have been shared with NHS Improvement.<sup>b</sup>

We will continue to reflect each trust’s performance on this survey using our Insight products as part of the wider information we have on how trusts are performing. We recognise that trusts may have been working locally to improve services since the survey took place. However, we have asked the trusts that were identified as worse or much worse to review their results and to outline what actions they will take to continue to address the areas of concern.

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<sup>b</sup> NHS Improvement oversees NHS trusts and independent organisations that provide NHS-funded care. It supports providers to give patients consistently safe, high-quality, compassionate care in local health systems. NHS Improvement will use the results of this survey to inform quality and governance activities as part of its Oversight Model for NHS Trusts.

# Interpreting the results

We have calculated the overall proportion of responses that each trust received for the ‘most negative’, ‘middle’ and ‘most positive’ answer option(s) across all scored questions in the survey.<sup>c</sup>

We use the following question from the 2018 maternity survey to show how responses are categorised as either ‘most negative’, ‘middle’ and ‘most positive’.

C20. Did you have confidence and trust in the staff caring for you during your **labour and birth**?

- Yes, definitely - **most positive**
- Yes, to some extent - **middle**
- No - **most negative**
- Don’t know - not included

Where people’s experience of using a trust’s services are either better or worse than elsewhere, there will be a significant difference between that trust’s results and the average results across all trusts. Each trust is then assigned a banding of either ‘much worse than expected’, ‘worse than expected’, ‘about the same’, ‘better than expected’ or ‘much better than expected’ depending on how significant that variation is.

For example, a trust’s proportion of responses breaks down as: ‘most negative’ 15%, ‘middle’ 24% and ‘most positive’ 61%. This is then compared with the England average of ‘most negative’ 20%, ‘middle’ 25% and ‘most positive’ 55%. An ‘adjusted z-score’ is calculated for the difference between ‘most positive’ trust proportions which, in this example, is -2.12. This means that this trust has a higher proportion of ‘positive’ responses than the trust average. This is considered significant with a p-value of less than 0.25 (z-score lower than -1.96) but not less than 0.01 (z-score -3.09). As a result, the trust is classed as ‘better’.

Finally, each table in the report includes the most recent trust-wide and maternity services CQC ratings. More details about the stages of this analysis can be found in Appendix B.

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c. The analysis only includes questions that can be scored. Please see the [scored questionnaire](#) to see which questions these are.

# Results

## Trusts achieving 'better than expected' results

Nine trusts were flagged as 'better than expected' across all scored labour and birth questions.

Two of these trusts had an overall CQC rating of outstanding, four trusts had an overall CQC rating of good, and three trusts had an overall CQC rating of requires improvement.

	Historic results 2017	Overall results				Overall CQC rating	Maternity service rating		
		2018	Most Negative (0/10)	Middle	Most Positive (10/10)		Site 1	Site 2	Site 3
<b>England average</b>			<b>11</b>	<b>11</b>	<b>78</b>				
City Hospitals Sunderland NHS Foundation Trust	S	B	8	8	85	G	G		
East Lancashire Hospitals NHS Trust	S	B	9	7	84	G	G	G	
Harrogate and District NHS Foundation Trust	S	B	7	8	85	G	G		
Leeds Teaching Hospitals NHS Trust	S	B	8	8	84	G	G	G	

Key:	Trust performance	Much worse (MW)	Worse (W)	About the same (S)	Better (B)	Much better (MB)
	CQC rating	Inadequate (I)	Requires improvement (RI)	Good (G)	Outstanding (O)	No rating (NR)

## Trusts achieving 'better than expected' results continued

	Historic results 2017	Overall results				Overall CQC rating	Maternity service rating		
		2018	Most Negative (0/10)	Middle	Most Positive (10/10)		Site 1	Site 2	Site 3
<b>England average</b>			<b>11</b>	<b>11</b>	<b>78</b>				
Northern Lincolnshire and Goole NHS Foundation Trust	S	B	8	8	83	RI	G	G	G
Northumbria Healthcare NHS Foundation Trust <sup>4</sup>	S	B	8	9	83	O	G	G	RI
Salisbury NHS Foundation Trust	S	B	9	8	83	RI	G		
The Newcastle upon Tyne Hospitals NHS Foundation Trust	S	B	7	8	85	O	O		
Wirral University Teaching Hospital NHS Foundation Trust	S	B	6	9	85	RI	G		

Key:	Trust performance	Much worse (MW)	Worse (W)	About the same (S)	Better (B)	Much better (MB)
	CQC rating	Inadequate (I)	Requires improvement (RI)	Good (G)	Outstanding (O)	No rating (NR)

<sup>4</sup> Northumbria Healthcare NHS Foundation Trust have three additional maternity services with CQC ratings of good.

## Trusts achieving ‘worse than expected’ results

Five trusts were flagged as ‘worse than expected’ overall across all scored questions relating to experience of labour and birth.

	Historic results 2017	Overall results			Overall CQC rating	Maternity service rating		
		2018	Most Negative (0/10)	Middle		Site 1	Site 2	Site 3
<b>England average</b>			<b>11</b>	<b>11</b>	<b>78</b>			
Barts Health NHS Trust	W	W	15	16	70	RI	RI	G
Heart of England NHS Foundation Trust <sup>5</sup>	S	W	16	14	70	RI	RI	RI
Mid Yorkshire Hospitals NHS Trust	S	W	16	11	74	RI	G	RI
North Middlesex University Hospital NHS Trust	S	W	16	15	68	RI	G	
University College London Hospitals NHS Foundation Trust	S	W	15	14	71	G	G	

Key:	Trust performance	Much worse (MW)	Worse (W)	About the same (S)	Better (B)	Much better (MB)
	CQC rating	Inadequate (I)	Requires improvement (RI)	Good (G)	Outstanding (O)	No rating (NR)

<sup>5</sup> Heart of England NHS Foundation Trust merged with University Hospitals Birmingham NHS Foundation Trust on 1 April 2018

## Trusts achieving 'much worse than expected' results

One trust was flagged as 'much worse than expected' across all scored labour and birth questions. Basildon and Thurrock University Hospitals NHS Foundation trust have an overall CQC rating of good, following inspection in February 2016. The maternity services has a CQC rating of outstanding, following inspection in March 2014.

	Historic results 2017	Overall results			Overall CQC rating	Maternity service rating		
		2018	Most Negative (0/10)	Middle		Site 1	Site 2	Site 3
<b>England average</b>			<b>11</b>	<b>11</b>	<b>78</b>			
Basildon and Thurrock University Hospitals NHS Foundation Trust		S	MW	17	15	68	G	O

<b>Key:</b>	Trust performance	Much worse (MW)	Worse (W)	About the same (S)	Better (B)	Much better (MB)
	CQC rating	Inadequate (I)	Requires improvement (RI)	Good (G)	Outstanding (O)	No rating (NR)

# Appendix A: Analysis methodology

## Identifying worse than expected patient experience

The analytical approach to identifying those trusts where women's experiences were 'much/worse than expected' uses responses for all scored questions asking about labour and birth.

For each trust, we count the number of responses scored as '0' (the most negative option). This is then divided by the total number of responses scored as 0-10 to calculate the trust-level proportion of poor experiences. A higher percentage of negative responses indicates poorer patient experience.

The analysis uses z-scores to indicate how different a trust's poor experience proportion is from the average.

There are two thresholds for flagging trusts with concerning levels of poor experience:

- **Worse than expected:** z-score lower than -1.96
- **Much worse than expected:** z-score lower than -3.09

[Appendix B](#) provides full technical detail of the analytical process.

## Identifying better than expected patient experience

To identify 'much/better than expected' experience, we calculate a count of the number of responses scored as '10' (the most positive option) for each trust.

This is then divided by the total number of responses scored as 0-10 to calculate the trust-level proportion of good experiences.

A higher percentage of positive responses is indicative of good experience.

Our analysis has found that those trusts with the highest proportion of positive responses often have the lowest proportion of negative responses.

There are two thresholds for identifying trusts with high levels of good experience:

- **Better than expected:** z-score lower than -1.96
- **Much better than expected:** z-score lower than -3.09

## **Weighting**

Results have been standardised by women's age and parity (whether women have given birth previously or not) to ensure that no trust will appear better or worse than another because of the profile of its respondents.

Standardisation allows a more accurate comparison of results from trusts that have different population profiles. In most cases, this will not have a large impact on a trust's results. However, it does make comparisons between trusts as fair as possible.

## **Scoring**

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of 0 the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire, as not all of them assess trusts' performance. For example, they may be descriptive questions such as asking women if they had a home birth. Questions were only used in this analysis if they asked about labour and birth.

# **Appendix B: Analytical stages of the outlier model**

The analytical approach to identifying outliers is based on all evaluative items in the survey. These are the questions that are scored for benchmarking purposes. The scored variables are the source data, and are required at respondent level. These variables take values between 0 (representing the worst rating of experience) and 10 (representing the best rating). The approach also makes use of the standardisation weight for the survey.

## **1. Count the poor-care ratings made by each respondent<sup>6</sup>**

Count of the '0' responses across the scored labour and birth questions answered by each respondent.

## **2. Count the questions given specific (scored) answers by each respondent**

Count of all '0-10' responses across the scored labour and birth questions answered by each respondent.

## **3. Weight the data**

Apply the standardisation weight for respondents. The weight adjusts the population of respondents in each trust to the national average proportions for age and parity (whether women previously had a baby).

## **4. Aggregate to trust-level and compute proportion of poor ratings**

Obtain a weighted numerator and denominator for each trust. Divide the numerator by the denominator to obtain the trust-level proportion of poor care ratings, for example, the overall percentage of responses which were scored as 0.

## **5. Compute the mean of the trust-level proportions**

Sum all proportions and divide by the number of trusts to obtain the average trust-level proportion of poor care ratings.

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<sup>6</sup>. The analytical approach used to identify positive patient experience uses a numerator count of the '10' responses across all scored labour and birth questions to calculate the 'good-care ratings'. There are no other differences between the analytical approaches for identifying poor and good patient experience.

## 6. Compute the z-score for the proportion

The Z-score formula used is:

$$z_i = -2\sqrt{n_i} \{ \sin^{-1}(\sqrt{p_i}) - \sin^{-1}(\sqrt{p_0}) \} \quad (1)$$

where:  $n_i$  is the denominator for the trust

$p_i$  is the trust proportion of poor care ratings

$p_0$  is the mean proportion for all trusts

## 7. Winsorize the z-scores

Winsorizing consists of shrinking in the extreme Z-scores to some selected percentile, using the following method:

1. Rank cases according to their naive Z-scores.
2. Identify  $Z_q$  and  $Z_{(1-q)}$ , the 100q% most extreme top and bottom naive Z-scores.  
For this work, we used a value of  $q=0.1$
3. Set the lowest 10% of Z-scores to  $Z_q$ , and the highest 10% of Z-scores to  $Z_{(1-q)}$ .  
These are the Winsorized statistics.

This retains the same number of Z-scores but discounts the influence of outliers.

## 8. Calculate dispersion using Winsorized z-scores

An over dispersion factor  $\hat{\phi}$  is estimated which allows us to say if the data are over dispersed or not:

$$\hat{\phi} = \frac{1}{I} \sum_{i=1}^I z_i^2 \quad (2)$$

Where I is the sample size (number of trusts) and  $z_i$  is the Z score for the ith trust given by (1). The Winsorized Z scores are used in estimating  $\hat{\phi}$ .

## 9. Adjust for over dispersion

If  $I \hat{\phi}$  is greater than  $(I - 1)$  then we need to estimate the expected variance between trusts. We take this as the standard deviation of the distribution of  $p_i$  (trust proportions) for trusts, which are on target, we give this value the symbol  $\hat{\tau}$ , which is estimated using the following formula:

$$\hat{\tau}^2 = \frac{I\hat{\phi} - (I - 1)}{\sum_i w_i - \sum_i w_i^2 / \sum_i w_i} \quad (3)$$

where  $s_i = (p_i - p_0) / z_i$ ,  $w_i = 1/s_i^2$  and  $\hat{\phi}$  is from (2). Once  $\hat{\tau}$  has been estimated, the  $Z_D$  score is calculated as:

$$z_i^D = \frac{p_0 - p_i}{\sqrt{s_i^2 + \hat{\tau}^2}} \quad (4)$$

## **Appendix C: Difference between outlier analysis and trust-level benchmark reports**

The approach used to analyse trust variation in this report is focused on identifying significantly higher levels of better or worse experience **across the entire survey**.

This holistic approach is different to the technique used to analyse results in trust benchmarking reports. In these reports, trust results for each scored question are assigned bands of either 'better', 'worse' or 'about the same' when compared with the findings for all other trusts. This provides feedback on specific areas where trusts can target improvement. However, trust benchmark reports do not attempt to look across all questions concurrently and therefore do not provide an overall assessment of the proportion of positive or negative experiences reported across the entire survey.

While both approaches are useful, analysing individual questions can hide variation in people's experience as the scores are 'averaged'. The approach used in this report allows CQC to identify that variation and highlight potential concerns raised by people across the survey in its entirety.

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