

Media statement

17 October 2019

Local mums happy with birthing services on Sunshine Coast and Gympie

The state-wide **Maternity Patient Experience Survey 2018-19** was conducted from February to April 2019 with a random selection of 3 000 mothers who gave birth in or received care after birth from a Queensland public hospital.

Almost 10 per cent of the mothers surveyed were patients of **Sunshine Coast Hospital and Health Service (SCHHS)** birthing and maternity services. Feedback has revealed locals are happy with the care provided to them.

30 mothers who birthed at Gympie Hospital took part in the survey, some of the highlights are as follows:

Gympie Hospital results:

- 97 per cent of mothers reported being given the contact number of a health professional if they were worried about leaving hospital, above the state average of 92 per cent.
- 97 per cent of mothers were also offered maternity care after leaving hospital, compared with the state average of 96 per cent.
- 90 per cent of expected mothers said they were definitely given enough time at antenatal check-ups to ask questions and discuss their pregnancy, well above the state average of 84 per cent.

233 mothers who birthed at the Sunshine Coast University Hospital (SCUH) responded to the survey, showing outcomes above the state average in areas including:

SCUH results:

- 77 per cent of respondents said overall, they were satisfied with their labour and birth care, compared to the state average of 74 per cent.
- 89 per cent said they were able to move and position for comfort during labour and birth, compared with the state average of 82 per cent.
- 84 per cent of mothers felt midwives were supportive of their choice of feeding method, compared with the state average of 79 per cent.

SCHHS Women's and Families Nursing Services Director Cathy Styles said the community should be proud of the maternity services available to them.

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“Staff in our Women’s and Families Unit are an incredibly hard-working bunch who show great care for their patients, and this is evident in feedback we have received from mothers in the Maternity Patient Experience Survey,” Ms Styles said.

“Moving forward we are committed to listening to our mums and acknowledging feedback about any issues/areas we can improve in our antenatal service on the Sunshine Coast and Gympie.

“At Gympie Hospital, we have introduced a new practice of offering all new mums a debrief following birth, along with handing out information brochures. There are also plans to purchase double beds to allow and encourage a support person staying over,” she said.

“At SCUH, a new protocol has been developed for junior medical officers follow, to ensure mothers are given enough information about contraception. Midwives will now also provide mothers information about how to manage their own care at home during home visits, instead of as part of the discharge process.”

The full survey results can be viewed online.

ENDS

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