A lesson that can help others...

Getting the tool ready involved interactions between multiple disciplines and was an enriching experience to see the different perspectives of patient satisfaction amongst different disciplines.

The comments section from patients revealed interesting little stories of how happy our patients were with the care provided Intrapartum. The response was overwhelmingly positive and encouraging. In face of increasing trend of criticism of practices and predominantly negative feedback from patients, this response is refreshing and reaffirms our principles of providing effective evidence based, patient centred intrapartum care.

What difference has this made?

- Helped us gauge our level of care as perceived by the patients from all backgrounds
- Identified the need to improve communication during interventions like emergency caeserians and instrumental deliveries.
- We plan to use this on a larger scale after translating into various languages to gain a deeper understanding of the perception of our Intrapartum and Postpartum care.