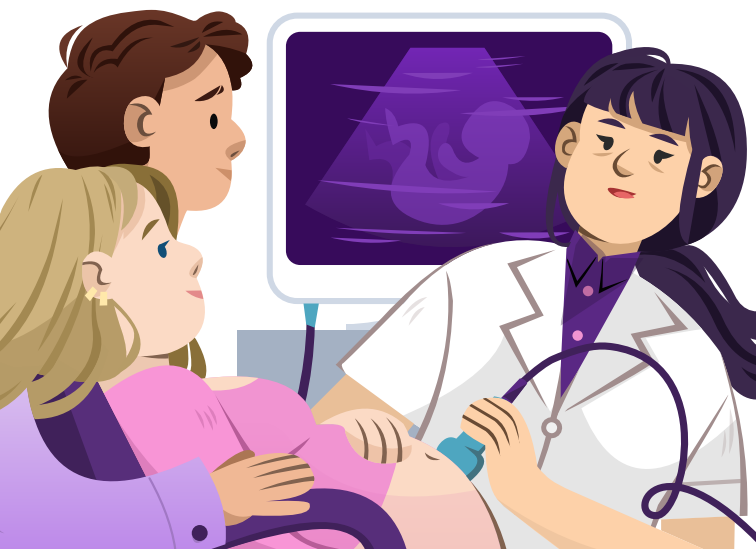


The logo consists of a stylized, multi-colored arc (light blue, pink, and dark blue) on the left, transitioning into a series of small, colored squares (pink, blue, and purple) on the right, suggesting a path or data flow.

# National Maternity Experience Survey



**Information  
leaflet**

# About the National Maternity Experience Survey

## ■ What is the National Maternity Experience Survey?

The National Maternity Experience Survey is a new nationwide survey asking women who have recently given birth about the maternity care they received. The purpose of the survey is to learn from the experiences of women to improve the safety and quality of Ireland's maternity services.

## ■ Who is running the survey?

The National Maternity Experience Survey is part of the National Care Experience Programme — a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health.

## ■ Who will be invited to participate in the survey?

Women aged 16 or over who give birth in October (or November\*) 2019 and have a postal address in the Republic of Ireland will be invited to participate in the National Maternity Experience Survey.

*\*To ensure an adequate sample size, women who give birth in smaller Irish hospitals in November 2019 will also be eligible to participate in the survey. The table on the following page provides further detail.*





## Eligibility for the National Maternity Experience Survey 2019

Births in October 2019
The National Maternity Hospital
The Rotunda Hospital
The Coombe Women and Infants University Hospital
Cork University Maternity Hospital
University Maternity Hospital Limerick
Our Lady of Lourdes Hospital
University Hospital Galway

Births in October and November 2019
Cavan General Hospital
Letterkenny University Hospital
Mayo University Hospital
Midland Regional Hospital Mullingar
Midland Regional Hospital Portlaoise
Portiuncula University Hospital
Sligo University Hospital
South Tipperary General Hospital
St Luke's General Hospital
University Hospital Kerry
University Hospital Waterford
Wexford General Hospital
National Home Birth Services

We are currently developing a separate survey for women who experience a pregnancy loss, a stillbirth or a neonatal death.

## ■ How do I participate in the survey?

All eligible new mothers will be contacted by post in February or March 2020. They will receive information on the survey and a link to the online survey.

## ■ Why should I complete the survey?

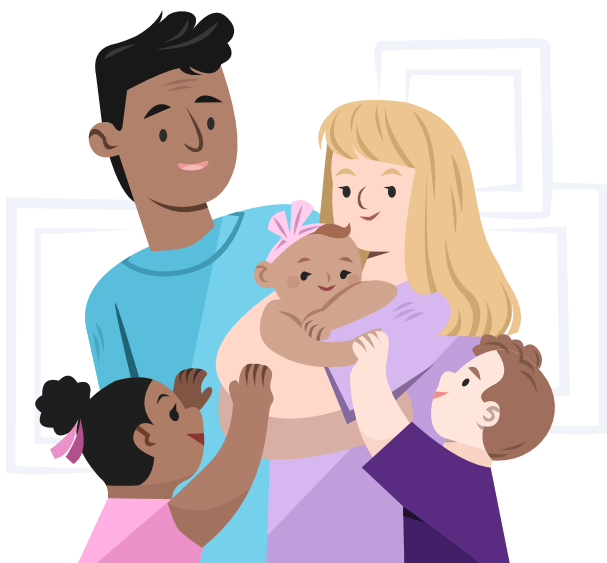
Your responses will provide us with important information on the standard of maternity care in Ireland. This will help us to identify where our maternity services are performing well and what needs to change to improve the quality and safety of care provided to both women and babies.

## ■ What happens if I do not want to participate?

Participation in the survey is voluntary. While we would love to hear about your experience, it is possible to opt out of the survey by informing your hospital or home birth service, or alternatively by calling our Freephone number on 1800 314093 or by emailing us at [info@yourexperience.ie](mailto:info@yourexperience.ie).

## ■ What type of questions will I be asked in the survey?

The survey asks about your experience of care during your pregnancy, during labour and birth, and care after your baby has been born.



## ■ What will you do with my answers?

All responses to the survey will be combined and reported at [www.yourexperience.ie](http://www.yourexperience.ie). The HSE will then act on the findings and introduce improvements at local and national levels.

## ■ I had a good experience of maternity care – do I still need to take part?

Yes, please do! We want to hear about all experiences of maternity care – good and bad – so that we can get an accurate picture of the standard of maternity services in Ireland.

## ■ Will my answers be treated confidentially?

Yes. Your answers will be processed in strict confidence and held separately from your contact details. Your hospital or home birth service will see anonymous responses only. Your answers will be solely used for analysis; they will not be given to commercial entities or used for commercial purposes.



## ■ Does the National Maternity Experience Survey comply with data protection laws?

Yes. The National Maternity Experience Survey complies with data protection laws including the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Your contact details will be used for the sole purpose of sending you the survey. Information about your medical history will not be obtained. Further details can be found at **[www.yourexperience.ie](http://www.yourexperience.ie)**.

## ■ How did you get my name and address?

Your name and address were provided by your hospital or home birth service to enable us to send you an invitation to participate in the survey. Your contact details will be deleted as soon as the survey has ended.

## ■ Where can I find out more?

More information is available on the National Maternity Experience Survey website **[www.yourexperience.ie](http://www.yourexperience.ie)**. You can also ring our Freephone number on **1800 314093**, email us at **[info@yourexperience.ie](mailto:info@yourexperience.ie)** or write to us at:

The National Maternity Experience Survey  
c/o Health Information and Quality Authority  
George's Court  
George's Lane  
Dublin 7  
D07 E98Y



**YourMaternityExperience**

We're committed to excellence in healthcare