Out of 189 deliveries there was 66 questionnaires completed - 34.9% response rate

**PRIVACY AND DIGNITY**
During this hospital stay did you feel you were treated with dignity and respect?

**INVOLVEMENT IN AND INFORMATION ABOUT YOUR CARE**
Did you have good opportunities to participate in the decisions that applied to your care?
PATIENT SATISFACTION SURVEY

Did the midwives and doctors give your family all the information needed to support you and your decision making during your antenatal care (ward based).

Did the midwives and doctors give your family all the information needed to support you and your decision making during labour.
Did the midwives and doctors give your family all the information needed to support you and your decision making during your postnatal care.

Did the midwives and doctors give your family all the information needed to support you and your decision making for infant feeding.
PATIENT SATISFACTION SURVEY

**DURING YOUR STAY ON THE MATERNITY UNIT:**

Were you offered enough to eat during your stay?

**DURING YOUR STAY ON THE MATERNITY UNIT:**

Did the cleanliness of the ward meet the standard you would expect?

**DURING YOUR STAY ON THE MATERNITY UNIT:**

Did you feel cared for during your stay on the maternity unit?
KNOWLEDGE OF DISCHARGE:
Prior to discharge did a midwife fully explain your discharge information pack/leaflets?

KNOWLEDGE OF DISCHARGE:
Do you feel you were given all the information regarding baby cares prior to discharge?

KNOWLEDGE OF DISCHARGE:
Prior to discharge did you receive the medication you required with a full explanation as to its purpose and administration?
“Excellent care, wonderful experience, your staff are brilliant. Well done, thank you.”

“Very happy with the level of care and help available to me.”

“I’m amazed at how positive an experience this was. Despite being anxious I was so well taken care of and feel extremely lucky and grateful. Thank you!”

“Everyone was always lovely and always felt well cared for. Could not wish for a better experience. Thanks girls.”

“Amazing care from each and every staff member. I felt like I had gone and paid private! What a credit to the NHS.”

“Myself and my husband couldn’t speak highly enough of all the staff at the Jane. So much so that our child’s middle name is Jane. Thank you one and all.”

“From the very beginning all staff have showed the uttermost care and respect. They’ve demonstrated the highest levels of professionalism while still ensuring our emotional and physical needs for us all were excellently cared for. An amazing team. Thank you.”

“Lucy, Mima and team were very professional and caring. They put us at ease and looked after us all, thank you. All TV’s should have headphones only in wards which would help towards sleep.”

“Absolute first class service I have been so well looked after and totally amazed with how kind and knowledgeable all the Jane Crookall staff are. You are a credit to the Isle of Man with ell trained, knowledgeable, kind and supper efficient staff.”

“I really enjoyed my experience at this hospital. All staff have been amazing and wouldn’t complain about anything. Special thanks to Liza, Ann-Marie and the epi man.”

“I would like to thank Ann Smith and Anne-Marie Steele in particular for all their help and support. Everyone was so friendly and approachable and helpful except one midwife who I found had an unnecessary rude manner on two occasions which was disappointing as the rest of the team were a credit to the JCMU.”

“Top job and I am grateful for all the care received! We are lucky to have such facilities on the Isle of Man.”