

Information for clients about measuring their experiences in maternity care

You are receiving this information because we are providing you with care. We would like to know about how you experienced the care that was given to you. What do you think of the care and services you have received? Have we offered you what you need and what is important to you?

How are client experiences measured?

There is a national agreement on measuring the experience of the clients by organisations who were involved in providing them with maternity care. All maternity care organisations use the same questionnaire that they have developed together – the Maternity Care PREM.

Every woman who has given birth to a healthy baby is invited to complete the questionnaire. It is a list of 14 questions about what is important to you yourself and what is useful for the maternity care service provider to know. We ask questions about experiences of the care that was provided by each service you have used: maternaternity clinic, hospital and postnatal care organisation. You answer the questions using a simple 10-point scale with smileys. At the end of the questionnaire, we ask for your ideas for improvement and any compliments you may want to give. There are also some background questions about gender, age, birth location, etc.

How are client experiences measured with the Maternity Care PREM?

- It will usually be the midwife or obstetrician who will tell you about the PREM, explaining how your email address will be used. You can object to this. Then you will not be invited to complete the questionnaire.
- The midwife or obstetrician will pass on your email address after you have given birth.
- You will then receive an auto generated email with an explanation and a link to the PREM questionnaire. You should receive this email in your inbox between 2 to 8 weeks after birth.

What happens with the research findings?

The completed PREM questionnaires are used by several organisations:

- The organisations who provided your care receive the national research findings and the results of their own measurements. All this data is anonymous. They can use the findings to improve the quality of the maternity care they provide. So by filling in the PREM questionnaire, you are contributing to the quality of the organisation who provided you with maternity care.
- All the completed PREM questionnaires are collected securely by an independent research company (Perined). After collecting, Perined shares the anonymous findings with several national organisations who use the data to improve the quality of maternity care, for example. The independent research company also shares the anonymous data with a national public database. The answers to the open questions are not shared with this database.

For more information, go to: <https://www.kennisnetgeboortezorg.nl/prem-geboortezorg/>