

Health Visitor study online survey, interview and focus group guides

Online survey for parents/caregivers

About you: Please answer the following questions about yourself.

1. What is your age (in years):

2. How do you describe your gender:

Female

Male

Non-binary

Prefer to self-describe (please specify) _____

3. What is your relationship status?

Married

In a registered same-sex civil partnership

Living together with a partner

In a relationship with a partner, but not living together

Single

Separated, but still legally married

Divorced

Widowed

Other (please specify) _____

4. What is your ethnic group?

(Choose one option that best describes your ethnic group or background)

White

English/Welsh/Scottish/Northern Irish/British Irish

Gypsy or Irish Traveller

Any other White background, please describe _____

Mixed/Multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed/Multiple ethnic background, please describe _____

Asian/Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background, please describe _____

Black/ African/Caribbean/Black British

African
Caribbean
Any other Black/African/Caribbean background, please describe _____
Other ethnic group
Arab
Any other ethnic group, please describe _____

5. What is your main employment status? (If you are currently on parental leave, please provide your main employment status for the 12 months before this baby was born)

- Employed
- Carer
- Retired
- Self-employed
- Student
- Unemployed
- Homemaker
- Long-term sick or disabled
- Other (please specify) _____

6. What is the highest level of education that you have completed? (please tick only the highest level you have completed)

- Primary school
- Some secondary school
- Completed secondary school up to 16 years
- Completed secondary school up to 18 years
- Some additional training (apprenticeship, BTEC courses etc.)
- Undergraduate university (degree)
- Postgraduate university (Masters degree or PhD)
- Other (please specify) _____

7. Do you have any long-term conditions or disabilities (including mental health conditions)? Yes/No

If yes, please specify: _____

8. Is there another parent/caregiver in the household? Yes/No

[If no, logic will skip to Q15]

About the other parent/caregiver: Please answer the following questions about the other parent/caregiver.

9. What is their age (in years):

10. How do they describe their gender:

- Female
- Male
- Non-binary
- Prefer to self-describe (please specify)_____

11. What is their ethnic group?

(Choose one option that best describes your ethnic group or background)

White

English/Welsh/Scottish/Northern Irish/British Irish
Gypsy or Irish Traveller
Any other White background, please describe _____

Mixed/Multiple ethnic groups

White and Black Caribbean
White and Black African
White and Asian
Any other Mixed/Multiple ethnic background, please describe _____

Asian/Asian British

Indian
Pakistani
Bangladeshi
Chinese
Any other Asian background, please describe _____

Black/ African/Caribbean/Black British

African
Caribbean
Any other Black/African/Caribbean background, please describe_____

Other ethnic group

Arab
Any other ethnic group, please describe _____

12. What is their main employment status? (If they are currently on parental leave, please provide their main employment status for the 12 months before this baby was born)

- Employed
- Carer
- Retired
- Self-employed
- Student
- Unemployed
- Homemaker
- Long-term sick or disabled
- Other (please specify) _____

13. What is the highest level of education that they have completed? (please tick only the highest level they have completed)

- Primary school
- Some secondary school
- Completed secondary school up to 16 years
- Completed secondary school up to 18 years
- Some additional training (apprenticeship, BTEC courses etc.)
- Undergraduate university (degree)
- Postgraduate university (Masters degree or PhD)
- Other (please specify) _____

14. Do they have any long-term conditions or disabilities (including mental health conditions)? Yes/No

If yes, please specify: _____

About your family: Please answer these questions on behalf of your family.

15. Including your newborn baby, how many children do you have (for example, if they are your first child the answer would be 1, if they have 1 sibling the answer would be 2)? ____

16. Were there any complications during the birth of your baby? Yes/No

[If Yes] Please tell us what these were: _____

17. Does your newborn baby have any health condition or additional needs that you are aware of? Yes/No

[If Yes] Please tell us what these are: _____

Your experiences of the Health Visiting service you received

18. On a scale from 0 (completely unsatisfied) to 10 (completely satisfied), how satisfied are you with the service you have received from the Health Visiting team for your current newborn baby: 0-10 scale

19. Please briefly explain your answer to Q18:

20. [If Q18<10] What could the Health Visitors have done differently to improve the service you received? _____

21. What content was covered during your appointments with the Health Visitor (please tick all that apply):

- Breastfeeding status
- Breastfeeding support
- Advice on looking after your baby
- Advice on safe sleep
- Mental health advice
- Mental health support
- Links to relevant online resources
- Detail on local resources
- Detail on how to access support from Health Visitors
- Detail on how to access support locally
- Detail on how to access support online
- Other (please specify): _____

22. Was there anything that was not covered by your Health Visitor during the appointments that you feel would have been useful? Yes/No/Unsure

[If Yes] please specify: _____

23. How did you feel about the timings of the Health Visitor appointments you received? (please tick the option that best fits your experience)

- Just about right
- Too soon to the birth
- Too long after the birth
- Too close to appointments with other health professionals
- Too far apart from appointments with other health professionals

- Other (please specify): _____

24. Please provide an explanation for your answer to Q23.

25. How did you feel about the location of the Health Visitor appointments:

26. To what extent do you agree with the following statement:

Since the birth of this baby, I/we are confident in knowing who we can go to for support with an issue (e.g., a Health Visitor, midwife, GP).

Completely agree/ Somewhat agree/ Neither agree nor disagree/ Somewhat disagree/ Completely disagree

27. Have you used any additional support services available to you since the birth of your baby (e.g., called the Health Visitor for support, seen your GP outside of your routine appointment)? Yes/No

[If Yes] please briefly specify which service and the reason for doing so:

[If Yes] How helpful was this service on a scale from 0-10 (0 completely unhelpful to 10 completely helpful): 0-10 scale.

28. On a scale from 0 (extremely unlikely) to 10 (extremely likely), to what extent would you recommend the Health Visiting service to people you know? 0-10 scale

Interview guide for parents / caregivers

General/ice breaker:

1. Please could you tell me a little about yourself

Prompt: Please tell me who you live with, and what you do for a living and for fun/hobbies

2. Tell me about your favourite thing you like to do with your new baby

Prompt: Do you have a favourite time of day with them? Favourite book/toy? Best memory so far?

Experience with health visiting service:

- 3. Tell me about your experience of the health visiting service you have received.**

Prompt: Were you happy with the service you received? Why/why not? What were the positives about the service? What were the negatives?

- 4. Is there anything you'd have liked to have been different about the health visiting service you received?**

Prompt: Timing, location, amount of information provided, types of questions asked, logistics of making/changing appointments.

- 5. How did you feel about the timing of your contacts with the Health Visitor?**

Prompt: Did they feel like they were around the right sort of time when you had questions? Did they feel too early / too late?

Prompt: How did they fit with your other appointments with midwives and GPs?

- 6. Did you utilise any of the additional support available to you?**

Prompt: Did you call the duty line? Why/why not? How was your experience?

Prompt: Did you seek any additional support from your midwife or GP beyond the standard care appointments? Why/why not? How was your experience?

- 7. Did you feel that you always had someone that you could contact if you had any questions?**

Prompt: Who was this? Why did you choose this service?

- 8. Did you feel that you had all the information you needed to look after your baby? Or knew where to find this information?**

Prompt: Why/why not?

- 9. Did you feel that you always got satisfactory answers to any questions you had?**

Prompt: Why/ why not? Tell me more about this experience.

- 10. You were in X group that received your contacts (X and X). How did you feel about these timings?**

Prompt: How would you feel anything would have been different if you contacts were earlier / later?

- 11. Overall, if you had to rate the health visiting service you have received so far out of 10, what would you give it?**

Probe: Why would you give it this score? What would need to be different for it to be 1-2 points higher? Why didn't you say 1-2 points lower?

12. To the best of your knowledge, do you think your experience was similar of the experience of others?

Probe: Why/ Why not?

13. Is there anything else you wished to share in relation to anything we have talked about?

Interview guide for health professionals (midwives/GPs/etc)

General/ice breaker:

1. Please could you tell me a little about yourself and your professional role

Prompt: Tell me what you like to do during down time / any hobbies? What does a day in your work life look like?

2. Please tell me about your favourite part of your job

Prompt: Any aspects that you particularly enjoy?

Experience with health visiting service:

3. As you are hopefully aware, Swindon Borough Council are piloting a new timeline of postnatal health visiting contacts. This means that the first two postnatal contacts are happening slightly later than the current guidelines propose. What are your thoughts on this approach?

Prompt: Do you think this is a good or bad idea? Why do you think that?

4. What do you think are the potential benefits of this approach?

5. What do you think are the potential negative consequences of this approach?

6. How do you feel that this new timeline of contacts has changed your interactions with families?

Prompt: In what way? Has this been negative or positive? If not, why not?

Prompt: Have you seen an increase/decrease in families requesting additional support from midwife/GP service?

7. How do you feel that this new timeline of contacts could impact your interactions with families?

Prompt: Will it increase or decrease your workload?

8. How do you feel about this new timeline of contacts, in terms of the level of support provided to families?

Prompt: How do you feel this differs from the existing schedule? Does it differ?

Prompt: Do you feel that families always have a point of contact to go to with the new timeline?

9. Are there any families that you feel would particularly benefit from this new proposed timeline of contacts?

Prompts: If yes, what types of families? If no, why not?

10. Are there any families that you feel would be at a detriment from this new proposed timeline of contacts?

Prompts: If yes, what types of families? If no, why not?

11. [For midwives]: How did you find the handover of information to Health Visitors went with the new extended timeline?

Prompts: Did it go smoothly? Were there any issues?

12. From what you know now, would you recommend a change to the timing of the first two postnatal contacts to other local authorities?

Prompt: Why? Why not? What other information would you need to make that decision?

13. Is there anything else you wished to share in relation to anything we have talked about?

Focus group guide for Health Visitors

General/ice breaker:

1. Please could you tell me your name, a little about yourself and your professional role

Prompt: Tell me what you like to do during down time / any hobbies? What does a day in your work life look like?

2. Please tell me about your favourite part of your job

Prompt: Any aspects that you particularly enjoy?

Experience with pilot timeline:

3. What are your thoughts on the new proposed timeline?

Prompt: 17-28 days & 8-10 weeks rather than 10-14 days & 6-8 weeks

Prompt: Do you think this is a good or bad idea? Why do you think that?

Prompt: Understand consensus in group.

- 4. What do you think are the potential benefits of this new timeline of contacts?**

Brainstorm on board

- 5. What do you think are the potential negative consequences of this new timeline of contacts?**

Brainstorm on board

Prompt: Do you feel the benefits outweigh the consequences?

- 6. How do you feel that this new timeline of contacts has changed your interactions with families?**

Prompt: In what way? Has this been negative or positive? If not, why not?

Prompt: Have you seen an increase/decrease in families requesting additional support from health visitors? By calling the duty line?

Prompt: Understand consensus in group.

- 7. How do you feel that this new timeline of contacts could impact your interactions with families going forward?**

Prompt: Will it increase or decrease your workload?

Prompt: Understand consensus in group.

- 8. How do you feel about this new timeline of contacts, in terms of the level of support provided to families?**

Prompt: How do you feel this differs from the existing schedule? Does it differ?

Prompt: Do you feel that families always have a point of contact to go to with the new timeline?

Prompt: Understand consensus in group.

- 9. Are there any families that you feel would particularly benefit from this new proposed timeline of contacts?**

Prompts: If yes, what types of families? If no, why not?

- 10. Are there any families that you feel would be at a detriment from this new proposed timeline of contacts?**

Prompts: If yes, what types of families? If no, why not?

- 11. How did you find the handover of information from midwives went with the new timeline of contacts?**

Prompts: Did it go smoothly? Did any issues arise?

12. From what you know now, would you recommend a change to the timing of the first two postnatal contacts to other local authorities?

Prompt: Why? Why not? What other information would you need to make that decision?

Prompt: Understand consensus in group.

13. Is there anything else you wished to share in relation to anything we have talked about?