

## User Consultation February 2014

### Overview

#### **New mums in Sheffield want more information about mental health services**

Nearly 500 women across Sheffield have given their opinions on mental health services for pregnant women and new mums in a survey that has revealed that there are significant gaps in the information about services available to women in the city.

NHS Sheffield Clinical Commissioning Group (CCG) commissioned the Maternity Services Liaison Committee (MSLC) to undertake the survey earlier this year. People taking part were asked if they were aware of services available for helping mothers deal with low mood and anxiety during pregnancy and after childbirth. The survey was made available on Survey Monkey and shared at a number of mother and baby groups in the city.

It found:

- Most women believe a Health Visitor's only role is to check on mums and refer them to social services. They don't feel they can talk to them and felt they didn't have time to form a relationship
- Women are not sufficiently aware of services, particularly IAPT (Improving Access to Psychological Therapies)
- Midwives are spoken of very fondly
- Internet communities are seen to be very supportive and helpful.

As a result of these findings the CCG will be using this to demonstrate the case for change. The findings will be discussed at the Children's Health and Wellbeing Partnership Board where a city wide, clear pathway will be developed and published so patients and professionals are clear of the services locally and what they provide.

A summary of the responses can be found below.

## Summary of Responses

We received a total of 455 responses which are detailed below. Individual area breakdowns can be found in Appendix 1.

| Services                        | Were you aware of this service? |     | Were you offered this service? |     | Did you want this? |      | Did it help? |      |    |      |
|---------------------------------|---------------------------------|-----|--------------------------------|-----|--------------------|------|--------------|------|----|------|
|                                 | Yes                             | %   | Yes                            | %   | Yes                | %    | Yes          | %    | No | %    |
| GP                              | 367                             | 81  | 169                            | 37% | 80                 | 18%  | 93           | 20%  |    | -    |
| IAPT*                           | 46                              | 10% | 5                              | 1%  | 1                  | 0.2% |              |      | 1  | 0.2  |
| Named Midwife                   | 330                             | 73% | 144                            | 32% | 93                 | 20%  | 85           | 19%  |    |      |
| Named Health Visitor            | 173                             | 38% | 58                             | 13% | 39                 | 9%   | 27           | 6%   |    |      |
| Birth Afterthoughts             | 43                              | 9%  | 16                             | 3%  | 25                 | 6%   | 8            | 2%   |    |      |
| Homestart                       | 33                              | 7%  | 13                             | 3%  | 18                 | 4%   | 5            | 1%   | 2  | 0.4% |
| Sheffield Light                 | 107                             | 23% | 29                             | 6%  | 42                 | 9%   | 40           | 9%   |    |      |
| Internet support network        | 321                             | 70% | -                              | -   | 144                | 32%  | 236          | 52%  |    |      |
| Family support workers          | 26                              | 6%  | 20                             | 4%  | 14                 | 3%   | 11           | 2%   |    |      |
| Perinatal mental health service | 28                              | 6%  | 9                              | 2%  | 13                 | 3%   | 3            | 0.7% |    |      |

\*IAPT – Improving Access to Psychological Therapies (website, workshops, counselling, therapy)

People were also asked to comment on the services received and these can be found in appendix 1 as part of the local area feedback.

A selection of the comments received can be found below;

- *“I know my GP well, and she knew that I was a good mum so I felt that I could talk to them about feeling low”*

- *“Might have been more willing if I had seen one midwife throughout”*
- *“She (HV) belittled my feelings and made me feel stupid”*
- *“Sheffield Light really did give me light”*
- *“The Perinatal mental health was a lifeline”.*

#### Summary of key findings

- Most people knew they could see their GP and had a good relationship with them although a few were worried that if they mentioned feeling low they would look like a ‘bad mother’
- IAPT was not well known at all and when used it resulted in a negative experience
- A lot of mums felt that the Health Visitor role was to check up on them rather than help them
- On the whole midwives were a positive source of help but occasionally people felt they didn’t help or not interested
- Internet and Facebook were a popular source of help and advice.

#### Next Steps

Our aim in undertaking this survey was to gain an overview of the views, perceptions and experiences of mothers and expectant mothers in our city in relation to support and services when suffering with maternal mental health.

This summary will be xxx

## Appendix 1 - Service User Survey

### Internet - women surveyed 138

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                                                                                                                     | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                                                                                                                          | Y 138                           | 29                     | 17                 | Y 37                |                           |
| IAPT – Website, workshops, counselling/therapy                                                                                               | Y 24                            | 1                      | 0                  | N 1                 |                           |
| Named Midwife                                                                                                                                | Y 75                            | 37                     | Y26                | Y28                 |                           |
| Named Health Visitor                                                                                                                         | Y42                             | 16                     | Y7                 | Y7                  |                           |
| Birth Afterthoughts                                                                                                                          | Y 17                            | 4                      | Y14                | Y4                  |                           |
| Homestart                                                                                                                                    | Y 5                             | 3                      | 3                  | N2                  |                           |
| Sheffield Light                                                                                                                              | Y 59                            | 17                     | Y17                | Y17                 |                           |
| Internet support network                                                                                                                     | Y 97                            | -                      | -                  | Y76                 |                           |
| Family support workers                                                                                                                       | Y 1                             | 1                      | 0                  | 0                   |                           |
| Perinatal Mental Health Service                                                                                                              | Y 8                             | 3                      | 8                  | Y1                  |                           |
| Would you mind giving us your postcode, so we can help identify where future services might be needed? Not enough women gave their postcodes |                                 |                        |                    |                     |                           |

#### **Why did it help/ not help:**

GP – 17 commented on the good relationship they had with their doctors as to why it was helpful. 12 suggested they didn't want to mention feeling low as they thought it'd make them look like a bad Mother

IAPT - Only 1 women used this and didn't find it helpful, although admits she didn't really give it a go.

Midwife – 37 of 75 women spoke to their midwives about feeling low, 7 reported that after telling their midwives that they felt low that was the end of the conversation. 1 woman reported that because her son had a disability she felt that the midwife and HV were frightened of stepping on the toes of the hospital and so “let her down and alone” 27 women spoke very fondly of the relationship they had with their midwife.

Heath Visitor - Although about 1/3 of women knew they could talk to their HV, only 7 did, many reporting that they didn't want the stigma of being a bad mother.

Birth Afterthoughts - 4 women used this and found it very useful, one woman reported that she was not eligible (as she gave birth in a different city) and reported that this affected her recovery very negatively.

Homestart - 5 women knew about Homestart, of the 2 women who were referred both reported that HS wouldn't help them for 5 weeks by which time they were “useless”

Sheffield Light - Most women reported finding Light through its new Facebook page, 17 women reported Light being a lifeline for them

Internet - Women reported finding Netmums and Sheffield Slings very useful

Family support workers - Only 1 woman knew about family support workers

Perinatal mental health - 8 women knew about this and all of whom wanted to use it but only 1 woman was able to access it. 3 women said that they were referred but received no contact.

## Hillsborough - women surveyed 47

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                                                                                  | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|-----------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                                                                                       | Y 45                            | 7                      | 15                 | Y18                 |                           |
| APT – Website, workshops, counselling and therapy (self-referral or via GP)                               | Y 0                             | 0                      | 0                  | 0                   |                           |
| Named Midwife                                                                                             | Y 17                            | 17                     | 13                 | Y15                 |                           |
| Named Health Visitor                                                                                      | Y 26                            | 5                      | 5                  | Y5                  |                           |
| Birth Afterthoughts                                                                                       | Y 2                             | 1                      | 2                  | Y1                  |                           |
| Homestart                                                                                                 | Y 0                             | 0                      | 0                  | Y0                  |                           |
| Sheffield Light                                                                                           | Y 3                             | 2                      | 2                  | Y2                  |                           |
| Internet support network                                                                                  | Y 28                            | -                      | -                  | Y26                 |                           |
| Family support workers                                                                                    | Y 1                             | 0                      | 0                  | 0                   |                           |
| Perinatal Mental Health Service                                                                           | Y 5                             | 2                      | 0                  | 0                   |                           |
| Would you mind giving us your postcode, so we can help identify where future services might be needed? S6 |                                 |                        |                    |                     |                           |

### **Why did it help/ not help:**

GP – Nearly all women asked knew that they could go to their GPs, and 18 reported that they found seeing their GP very useful again because of their long standing relationship – “my GP knows me”

IAPT - No women asked in Hillsborough knew about this service

Midwife – 2 =“gentle support” 9 =“told me it was normal” (this was deemed positive by the women) 4= “midwife very abrupt and cold”

Health Visitor - 4=“excellent listening skills” 1=“couldn’t have asked for anymore. Excellent” All 5 women had the same Health Visitor (Anne Fieldsend)

Birth Afterthoughts - 1 woman used this and found it very useful, of the woman asked

Homestart - No women knew about Homestart

Sheffield Light - Women were told about Sheffield Light from their antenatal teacher

Internet - 7 women reported finding Netmums and 19 women reported Sheffield Slings very useful

Family support workers Only 1 woman knew about this service

Perinatal mental health 5 women knew about this but didn’t need to use it.

### Millhouses - women surveyed 32

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                                                                                  | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|-----------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                                                                                       | Y 32                            | 17                     | 17                 | Y9                  |                           |
| IAPT – Website, workshops, counselling and therapy (self-referral or via GP)                              | Y 0                             | 0                      | 0                  | 0                   |                           |
| Named Midwife                                                                                             | Y 28                            | 28                     | 17                 | Y10                 |                           |
| Named Health Visitor                                                                                      | Y 17                            | 7                      | 7                  | Y4                  |                           |
| Birth Afterthoughts                                                                                       | Y 1                             | 1                      | 1                  | Y1                  |                           |
| Homestart                                                                                                 | Y 0                             | 0                      | 0                  | 0                   |                           |
| Sheffield Light                                                                                           | Y 3                             | 1                      | 2                  | Y2                  |                           |
| Internet support network                                                                                  | Y 26                            | -                      | 22                 | Y19                 |                           |
| Family support workers                                                                                    | Y 0                             | 0                      | 0                  | 0                   |                           |
| Perinatal Mental Health Service                                                                           | Y 1                             | 1                      | 1                  | 1                   |                           |
| Would you mind giving us your postcode, so we can help identify where future services might be needed? S7 |                                 |                        |                    |                     |                           |

#### **Why did it help/ not help:**

GP – All women asked knew that they could go to their GPs, no women spoke of concerns about talking to their GP

IAPT - No women asked in Millhouses knew about this service

Midwife – 28/32 women knew they could talk to their midwives – 16 commented that they might have been more willing if they'd seen one midwife throughout. 9 women reported speaking to midwives as helpful, 1 saying she felt less alone because of her midwife.

Health Visitor - Much less women knew that they could talk to their HV, 3 reported their HV's helpful with low mood, and 4 reported their HV having a negative impact. 1 woman said "she belittled my feelings and made me feel stupid"

Birth Afterthoughts - 1 woman used this and found it very useful.

Homestart - No women knew about Homestart

Sheffield Light - 3 women knew about Sheffield Light – all from word of mouth. 2 reached out using their Facebook page.

Internet - Again Sheffield Slings was mentioned.

Family support workers - Only 1 woman knew about this service

Perinatal mental health - 1 woman knew about and found it useful

## Deepcar Park - women surveyed 24

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                                                                                                                     | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                                                                                                                          | Y 23                            | 5                      | 3                  | Y4                  |                           |
| IAPT – Website, workshops, counselling/therapy                                                                                               | Y 2                             | 2                      | 0                  | Y0                  |                           |
| Named Midwife                                                                                                                                | Y17                             | 6                      | 6                  | Y6                  |                           |
| Named Health Visitor                                                                                                                         | Y5                              | 0                      | 8                  | Y0                  |                           |
| Birth Afterthoughts                                                                                                                          | Y1                              | 1                      | 1                  | Y1                  |                           |
| Homestart                                                                                                                                    | Y0                              | 0                      | 0                  | 0                   |                           |
| Sheffield Light                                                                                                                              | Y 4                             | 4                      | 4                  | Y4                  |                           |
| Internet support network                                                                                                                     | Y 12                            | -                      | 6                  | Y5                  |                           |
| Family support workers                                                                                                                       | Y 1                             | 1                      | 1                  | Y0                  |                           |
| Perinatal Mental Health Service                                                                                                              | Y 4                             | 1                      | 1                  | Y1                  |                           |
| Would you mind giving us your postcode, so we can help identify where future services might be needed? Not enough women gave their postcodes |                                 |                        |                    |                     |                           |

### **Why did it help/ not help:**

GP – Nearly all women questioned knew that their doctor was available; only 4 women said they needed support and they found their doctor sympathetic.

IAPT – 2 Women knew about this, both said that it wasn't for them.

Midwife – 6 women spoke to their midwives and all commented on how kind they'd been. "They made me feel normal" "She just let me talk and gave me hope"

Health Visitor - Only a fifth of women knew they could speak to their HV. All these women said they couldn't due to the lack of relationship. "How am I supposed to pour my heart out to someone I've only just met"

Birth Afterthoughts - The one lady who needed this found it very useful

Homestart - No one knew about this

Sheffield Light - It seemed that the women who needed LIGHT found out about it (through the internet) and found it a great support. "It really did give me light"

Internet - Women needing support accessed the internet for support groups for Mums and felt supported in this way

Family support workers - 1 person knew about this but felt that they gave her no support.

Perinatal mental health - One lady described this as a "lifeline"

### Lowedges Park - women surveyed 19

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                                                                                                                     | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                                                                                                                          | Y 4                             | 2                      | Y2                 | Y2                  |                           |
| IAPT – Website, workshops, counselling/therapy                                                                                               | Y 0                             | 0                      | 0                  | 0                   |                           |
| Named Midwife                                                                                                                                | Y17                             | 5                      | Y5                 | 5                   |                           |
| Named Health Visitor                                                                                                                         | Y3                              | 1                      | 1                  | 1                   |                           |
| Birth Afterthoughts                                                                                                                          | Y0                              | 0                      | 0                  | 0                   |                           |
| Homestart                                                                                                                                    | Y0                              | 0                      | 0                  | 0                   |                           |
| Sheffield Light                                                                                                                              | Y 0                             | 0                      | 0                  | 0                   |                           |
| Internet support network                                                                                                                     | Y 14                            | -                      | 9                  | 9                   |                           |
| Family support workers                                                                                                                       | Y 3                             | 3                      | 3                  | Y1                  |                           |
| Perinatal Mental Health Service                                                                                                              | Y 0                             | 0                      | 0                  | 0                   |                           |
| Would you mind giving us your postcode, so we can help identify where future services might be needed? Not enough women gave their postcodes |                                 |                        |                    |                     |                           |

#### **Why did it help/ not help:**

GP – Only 4 women knew to talk to their GPs

IAPT - No one knew about this service

Midwife – 5 women spoke to their midwives and all felt supported

Health Visitor - Only 3 women knew to talk to their HVs, many were surprised when I said this was an option and several gave the view that HVs are only there to check they aren't abusing their children!

Birth Afterthoughts - No one knew about this

Homestart - No one knew about this

Sheffield Light - No one knew about this

Internet - 9 women found the internet helpful

Family support workers - 1 woman (with twins) said that her support worker gave her help and allowed her to get out of bed in the morning

Perinatal mental health No one knew about this service.

*Women surveyed were not as forthcoming as in other areas.*



### Firth Park - women surveyed 23

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                                                                                                                     | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                                                                                                                          | Y 5                             | 0                      | 0                  | 0                   |                           |
| IAPT – Website, workshops, counselling/therapy                                                                                               | Y 0                             | 0                      | 0                  | 0                   |                           |
| Named Midwife                                                                                                                                | Y14                             | 9                      | 2                  | Y1                  |                           |
| Named Health Visitor                                                                                                                         | Y5                              | 3                      | 1                  | 0                   |                           |
| Birth Afterthoughts                                                                                                                          | Y1                              | 1                      | 1                  | Y1                  |                           |
| Homestart                                                                                                                                    | Y2                              | 1                      | 1                  | Y1                  |                           |
| Sheffield Light                                                                                                                              | Y 3                             | 1                      | 0                  | 0                   |                           |
| Internet support network                                                                                                                     | Y 15                            | -                      | 3                  | Y1                  |                           |
| Family support workers                                                                                                                       | Y 2                             | 2                      | 1                  | Y1                  |                           |
| Perinatal Mental Health Service                                                                                                              | Y 0                             | 0                      | 0                  | 0                   |                           |
| Would you mind giving us your postcode, so we can help identify where future services might be needed? Not enough women gave their postcodes |                                 |                        |                    |                     |                           |

#### **Why did it help/ not help:**

GP – 5 out of 23 knew they could speak to their doctors although no one did

IAPT - No one knew about this service

Midwife – Only 1 woman found their midwife supportive although only 2 wanted to speak to their midwife

Health Visitor - Again there was a strong message given to me that HVs were not there for support only for “checking”

Birth Afterthoughts - One woman said this was helpful, she didn't give further info

Homestart - The 1 woman who felt she needed this said that she found it very informative and helpful

Sheffield Light - No one used this service

Internet - 1 woman found the internet helpful

Family support workers - 2 women had support workers, only 1 wanted one and she found them supportive, the women who didn't want one felt very negatively about her support worker

Perinatal mental health No one knew about this service

*Women surveyed were not as forthcoming as in other areas.*

### Antenatal Class List - women surveyed 48

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                       | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                            | Y 44                            | 12                     | 9                  | Y8                  |                           |
| IAPT – Website, workshops, counselling/therapy | Y 3                             | 2                      | 1                  | Y0                  |                           |
| Named Midwife                                  | Y42                             | 25                     | 7                  | Y7                  |                           |
| Named Health Visitor                           | Y37                             | 9                      | 3                  | Y3                  |                           |
| Birth Afterthoughts                            | Y4                              | 1                      | 1                  | Y1                  |                           |
| Homestart                                      | Y7                              | 1                      | 6                  | Y1                  |                           |
| Sheffield Light                                | Y 19                            | 4                      | 6                  | Y4                  |                           |
| Internet support network                       | Y 32                            | -                      | 28                 | Y27                 |                           |
| Family support workers                         | Y 1                             | 0                      | 0                  | 0                   |                           |
| Perinatal Mental Health Service                | Y 4                             | 2                      | 0                  | 0                   |                           |

Would you mind giving us your postcode, so we can help identify where future services might be needed? Not enough women gave their postcodes

#### **Why did it help/ not help:**

**GP** – Nearly all women knew to talk to their GPs, 8 said that they were very helpful. “I knew my GP well, and she knew that I was a good Mum so I felt that I could talk to them about feeling low.

**IAPT** - No one found IAPT useful, “I wanted to talk to someone, not just be thrown at a computer”

**Midwife** – The 7 women who wanted support felt supported by their midwives. “Kind” “Listened even when I knew she didn’t have time”

**Health Visitor** - 37/48 women knew they could talk to their midwives but only 3 did, even though more women said they were still struggling at this time. The 3 women spoke about how the HV used their own time to call them or to pop round.

**Birth Afterthoughts** - 4 knew about this and 1 used it “what a wonderful women (Ali Brodrick)

**Homestart** - 1 women accessed this and found it useful

**Sheffield Light** - 4 women described Sheffield Light as a great lifeline to them

**Internet** - 27 women found the internet a great support and a great way of making friends

**Family support workers** - No one used this service

**Perinatal mental health** - No one used this service

#### 4 Primary Schools Facebook pages- women surveyed 124

Which of the services listed below have you heard about for helping mums deal with low mood and anxiety during pregnancy or after childbirth?

| SERVICES                                                                                                                                     | WERE YOU AWARE OF THIS SERVICE? | WERE YOU OFFERED THIS? | DID YOU WANT THIS? | DID IT HELP? YES/NO | WHY DID IT HELP/NOT HELP? |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------|--------------------|---------------------|---------------------------|
| G.P                                                                                                                                          | Y 97                            | 97                     | 17                 | Y15                 |                           |
| IAPT – Website, workshops, counselling/therapy                                                                                               | Y 17                            | 0                      | 0                  | 0                   |                           |
| Named Midwife                                                                                                                                | Y120                            | 17                     | 17                 | 13                  |                           |
| Named Health Visitor                                                                                                                         | Y 38                            | 17                     | 38                 | 7                   |                           |
| Birth Afterthoughts                                                                                                                          | Y 17                            | 0                      | 5                  | 0                   |                           |
| Homestart                                                                                                                                    | Y 19                            | 8                      | 8                  | 3                   |                           |
| Sheffield Light                                                                                                                              | Y 16                            | S//R                   | 11                 | 11                  |                           |
| Internet support network                                                                                                                     | Y 97                            | -                      | 76                 | 73                  |                           |
| Family support workers                                                                                                                       | Y 17                            | 13                     | 9                  | 9                   |                           |
| Perinatal Mental Health Service                                                                                                              | Y 6                             | 0                      | 3                  | 0                   |                           |
| Would you mind giving us your postcode, so we can help identify where future services might be needed? Not enough women gave their postcodes |                                 |                        |                    |                     |                           |

#### **Why did it help/ not help:**

GP – All women knew that this service was available the majority found their GP very supportive, 2 felt fobbed off

IAPT - No one needed this service

Midwife – Most women who needed this service felt helped by their midwives, 2 women said that they were not listened too when they said they were feeling low and that they felt the midwife was only interested in ticking boxes

Health Visitor - The vast majority of women seemed threatened by the idea of their Health Visitor, this didn't seem to be anything that the HVs have instigated but more of an urban myth. 17 were very negative about their health visitor "she wasn't interested" "She told me to formula feed when all I wanted was to breast feed" "She was nosy" "She was patronizing" The women who felt they have positive experiences said "A true Godsend" "very supportive" "My HV spotted my sons hearing problem before anyone else, even us" She went above and beyond at every step" "Mine saved me"

Birth Afterthoughts - There seemed to be a lack of referrals going on for Birth Afterthoughts.

Homestart - Some women found it very difficult to get a response from Homestart

Sheffield Light - Women found the Facebook SL page exceptionally supportive (this is what prompted the MSLC page.)

Internet - Facebook support groups seemed very popular and offering great assistance

Family support workers - All the women who wanted a family support worker felt greatly assisted by the, "She made me feel like I could be a good Mum again"

Perinatal mental health - 3 women wanted this and were referred but were given no support as they weren't "ill enough"