In the postnatal period

Just 1 in 10 (11%) parents of under twos have seen a health visitor face-to-face.

"Not having face-to-face visits with health visitors or midwives in the weeks following the birth, makes me anxious that she hadn't been "checked" for any potential health concerns which may have arisen after birth. i.e. skin conditions, feeding, weight gain or loss."

A mother, 31 years old from North West England. She has a one-month-old baby. Her first language is English, she is White, married or in a civil partnership and their household income is £30k-£60k.

Over half (55%) of respondents are breastfeeding, but over half of those (53%) using formula had not planned to do so. In the South East of England this figure rose to 60%.

"Baby not feeding so sent home with care plan. This failed as midwife refused to come to the home to provide breast pump (couldn't buy one as shops shut) resulting in no way to feed baby. Midwife over phone essentially just said you'll have to bottle feed!"

A mother, 34 years of age from the West Midlands. She has a one-month-old baby. She is White, married or in a civil partnership and their household income is over £90k.

Just over a quarter (28%) of those breastfeeding feel they have not had the support they required.

"Difficulties with breastfeeding one-month twins. Difficult for me but they will still be fed. However if we have to resort to using formula as a result of a lack of breastfeeding support then this could well affect their future health!! Formula is NOT a substitute for breastfeeding and there's no reason why breastfeeding can't work with proper support!"

A mother, 42 years old from South West England. She has two one-month-old babies. Her first language is English, she is White, living with her partner and their household income is £30k-£60k.

Respondents cited a variety of concerns about care.

"I'm pretty sure I have PND but I don't feel the NHS has the time to help me at the moment."*

A mother, 36 years old from North West England. She has a ten-month-old child. Her first language is English, she is mixed race, married or in a civil partnership and their household income is £30k-£60k.

*Postnatal depression

Whilst some respondents valued digital health appointments, they left others feeling exposed and humiliated.

"On day 6 my episiotomy stitches burst and became infected. The delivery suite told me to contact the community midwife, who told me to contact my GP. I was advised by the GP receptionist that I would have a telephone consultation with the GP but I needed to provide photos of the wound and infection. This felt completely wrong, a complete invasion of my privacy, as I was being asked to send an email containing photos of my vagina and perineum to a generic GP practice email address to ensure I could receive antibiotics for the infection."

A mother, 31 years old from North West England. She has a one-month-old baby. Her first language is English, she is White, married or in a civil partnership and their household income is £30k-£60k.

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