

User survey evaluation and scoring thresholds – for the external designating body

User survey on the community antenatal care

- 1. Has the midwife at the community health services asked you what you know about breastfeeding or given you information about this during your pregnancy?**

80% of pregnant women should be able to confirm that the midwife has talked about breastfeeding.

80% must confirm that the midwife has covered the following five topics:

- i. The importance of skin-to-skin contact immediately after birth
- ii. The importance of keeping the baby with you most of the time
- iii. Correct breastfeeding position and good latch
- iv. The importance of breastfeeding on demand (self-regulation)
- v. Information on how the use of infant formula, pacifiers, and bottles can affect breastfeeding in the first weeks after birth.

- 2. Did you receive information on what you can do to increase and maintain your milk supply?**

80% of pregnant women should be able to confirm this.

- 3. You answered that you have received information on how to increase and maintain milk production. Can you briefly describe something you can do?**

80% should be able to describe something they can do.

- 4. Has your midwife asked about your knowledge or provided you with information on the health benefits of breast milk for babies?**

80% of pregnant women should be able to confirm this.

50% of pregnant women should be able to describe at least two benefits.

- 5. Has your midwife asked about your knowledge or provided you with information on the health benefits of breastfeeding for mothers?**

80% of pregnant women should be able to confirm this.

50% of pregnant women should be able to describe at least two benefits.

6. **Has your midwife informed you about where you can find written/digital information about breastfeeding? (Ammehjelpen.no or Helsenorge.no)**

80% of pregnant women should be able to confirm this.

7. **Has your midwife asked you about your previous experiences with breastfeeding?**

80% of multiparous women should be able to confirm this

80% of women with previous breastfeeding problems should have been offered counselling on what can be done to avoid breastfeeding problems this time.

User survey for the community child health service

1. **When did you first get in touch with the community health service after giving birth?**

This question is used as a basis for feedback to the health service. This answer can provide an indication of how long it takes from when the family is home until the community health service makes contact. Factors such as the transfer of birth notifications from the hospital, local availability at prenatal care, and health services will be decisive for the answer.

2. **What kind of nutrition has your baby received since leaving the hospital?**

Mothers who use infant formula and have discussed this with health personnel must be able to confirm that they have received information about its use and preparation. This can be used as a basis for feedback to the health service/center.

3. **After being discharged from the hospital, has the community health service discussed breastfeeding with you or provided breastfeeding counselling?**

80% of mothers should be able to confirm this.

4. **Has a healthcare professional asked if you know how to assess whether breastfeeding is effective and if your baby is getting enough milk, or provided you with information about this?**

80% of mothers should be able to confirm this.

5. **How do you assess whether your baby is breastfeeding effectively and receiving enough milk?**

50% should be able to briefly describe this.

6. **Has a healthcare professional discussed with you or provided information on how to increase and maintain your milk supply?**

80% of mothers should be able to confirm this.

7. **Can you briefly describe how you can increase or maintain your milk supply?**

50% should be able to briefly describe this.

8. **Has a healthcare professional asked if you know how to hand express milk or given you counselling on this?**

80% of mothers should be able to confirm this.

9. **Has a healthcare professional asked if you know how to recognize signs of hunger in your baby or provided you with information about this?**

80% of mothers should be able to confirm this.

10. **Can you briefly describe at least two signs that indicate your baby is hungry?**

50% of mothers should be able to describe this.

11. **For mothers who report breastfeeding problems: Has the community health service provided you with the support and follow-up you needed to resolve your breastfeeding difficulties?**

80% of these mothers should be able to confirm that they have received help (the problems do not need to have been resolved).

12. Has a healthcare professional ever asked you about your previous breastfeeding experiences?

80% of mothers should be able to confirm this.

13. Has a healthcare professional given you information about the recommended duration of exclusive breastfeeding if breastfeeding is going well for both you and your baby? What information were you given?

80% should be aware of the recommendation.