

Information about user surveys in the community maternal and child health services

As part of the evaluation of the community maternal and child health service, user surveys must be conducted for both the antenatal care and the child health services.

Pregnant women who are in their 32nd week of pregnancy (and who have had 2 or more pregnancy check-ups with a midwife at the antenatal care) as well as mothers with 6-week-old infants, will be given an information letter with an electronic link/QR code to the user survey.

Requirements for the number of responses from the user survey:

- Community health services with more than 400 pregnant women/births per year: 20 responses
- Community health services with 50-400 pregnant women/births per year: 10 responses
- Community health services with fewer than 50 pregnant women/births per year: 5 responses

How to conduct the examination?

- We suggest that one person is appointed to be responsible for conducting the user survey.
- When you are ready to start the user survey, you will receive an email from us with an information letter to pregnant women and mothers that you can hand out.
- Those who distribute information letters should encourage the women to complete and submit the examination before they leave the health facility (incomplete user surveys cannot be used and will therefore be deleted).
- Feel free to make a list that gives you an overview of the number of invited women and responses.
- When you have received enough responses, send an email to your contact person at the designated unit.
- The contact person reviews the answers and gives you feedback on the results, as well as suggestions for improving routines if needed. In some cases, it is necessary for the health facility to improve its routines before meeting the requirements to become a Baby-Friendly Community Health Service. If the designated unit makes suggestions for improvements, the community health facility will have time to work on the suggestions before a new user survey is conducted.

Good luck!

Kind regards

Designated unit