



Waitemata
District Health Board
Best Care for Everyone

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16 September 2015

Cinnamon Whitlock
Chief Executive
Thrive Teen Parent Support Trust
PO Box 41526
St Lukes
AUCKLAND
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Dear Cinnamon

Re: Official Information Act request – pregnancy and parenting education

Thank you for your Official Information Act request received via transfer from the Ministry of Health on 27 August requesting the following of Waitemata District Health Board (DHB):

- *The aggregate number of clients who have accessed and obtained pregnancy and parenting education and information within the ADHB and Waitemata DHB by age and ethnicity over the last 3 years (2012-2015).*
- *I also request that copies of evaluations that were completed during this service period be obtained also as part of this request.*

In response, please see the enclosed document “Pregnancy and Parenting registration”, detailing the number of clients registering for pregnancy and parenting education services for Auckland and Waitemata DHBs between 2012 to June 2015.

Please note that for Waitemata DHB services, only some ethnicity and age breakdown information is available. All available information has been provided. Information that identifies individuals, personnel or named organisations has been redacted.

Please also see the second enclosed “Narrative Report” document, showing information provided in monitoring reports. This is all the evaluation material Waitemata DHB holds from providers of these services.

Yours sincerely

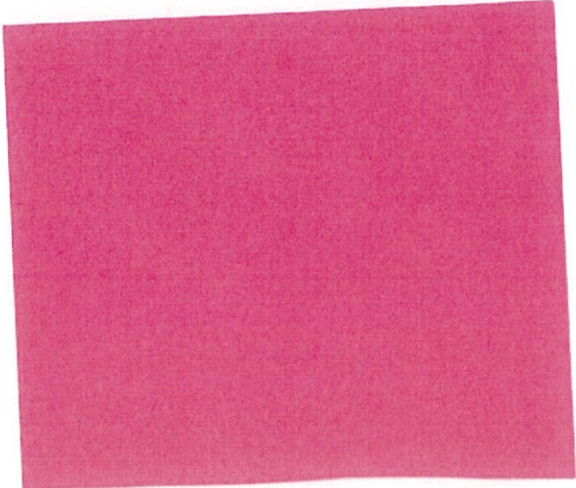
A handwritten signature in black ink, appearing to read 'Dale Bramley', written over a white background.

Dr Dale Bramley
Chief Executive Officer
Waitemata District Health Board

Pregnancy and Parenting registration by year for Auckland and Waitemata DHBs 2012 to June 2015

Auckland DHB	2012	2013	2014	2015 (6 months)	Total
Total	1668	1512	1660	814	5654
Ethnicity					
Maori	79	67	61	36	243
Pacific	46	32	41	23	142
NZ European	885	755	763	363	2766
Asian	492	491	576	272	1831
Middle Eastern	5	14	13	9	41
African	5	4	14	4	27
Other	152	149	193	107	601
Age years					
< 20	27	16	23	13	79
20-25	110	64	43	63	280
26-30	333	281	573	270	1457
31-35	704	518	725	333	2280
> 36	493	348	299	135	1275
Waitemata DHB	2012	2013	2014	2015 (6 months)	Total
Total	1477	1660	1776	1192	5243
Ethnicity					
Maori	32	40	67	28	20
Pacific	10	17	13	14	13
NZ European	217	406	436	220	191
Asian	36	85	95	35	35
Middle Eastern	1	1	1	1	1
African	3	12	6	0	1
Other	23	43	58	19	19
Age years					
< 20	5	7	4	1	1
20-25	72	83	72	36	36
26-30	206	184	206	103	103
31-35	90	183	180	90	90
> 36	98	85	98	49	49

Note: WDHB breakdown has only been provided by a sub-set of providers, so data by age and ethnicity is incomplete.



**Pregnancy and Parenting Education
Waitemata DHB**

Period 1 July – 30 September 2012.
Number of Courses – 12

Narrative Report

In this quarter we ran 12 courses and had registrations from a total of 146 women and their partners at commencement, making an average of 12.16 women per class. We held two courses in Henderson, two in Sunnynook, four in Titirangi, one in Kumeu, two in Whangaparaoa and one course for parents expecting multiples in Takapuna.

Ethnicity

Ethnicity	Number
TOTAL	146
NZ Maori incl. Maori:Pakeha etc	12
NZ European	89
Pasifika incl Pasifka:Pakeha etc	05
British/Scots/Welsh/Irish	06
Indian incl IndoFijian, NZ Indian etc	05
Chinese(incl.NZ born)	12
Other Asian	05
Sth American	02
Middle Eastern	00
Eastern European	03
Western European	03
Australian	01
African	00
AngloAfrican	01
Nth American	01
Unknown	

Gestation at Commencement

The courses in most areas are getting booked up very early. An increasing number of women are trying to book Birth and Parenting Preparation Courses during their first trimester of pregnancy. In an effort to reduce the number of early bookers who were withdrawing when we ask them to confirm their attendance 3 – 4 weeks before the course commences, we are now only accepting bookings from women who are 14/40+ weeks into their pregnancies.

Ideally, in singleton courses the women booked will be less than 38 weeks pregnant at the time the course finishes and in multiples classes they will be less than 35 weeks pregnant at the end of the course. Booking patterns are increasingly confounding this ideal. In this quarter 12 women (8.2%) had gestations at commencement that put them beyond these ideals.

We turned away 33 women/couples this quarter who wanted to attend classes but whom we were unable to accommodate.

Quality Measures

Class Size

The average class size this quarter was 12.16 women and their partners/support persons at commencement

Baby Friendly Initiative

As usual we received feedback from some parents who wanted information about bottlefeeding to be included in the course.

“a topic missing from the course was discussion about bottlefeeding.”

“I would have liked to know about difficulties of breastfeeding, like poor latch and refusal of the breast and also a guide through different types and kinds of formula, just in case.”

Acceptability

Every person/couple who returned an evaluation form this quarter agreed that the CBE who taught the course they attended was respectful, invited input from class members, listened to questions and gave clear and understandable answers.

“CBE was a fantastic lady. Easy to talk to and very passionate about babies. Respectful and open to all questions. Listened to everyone.”

“CBE was open and engaging, Knowledgeable and made me feel confident in what I was being told.”

“CBE was lovely and put us all at ease.”

“CBE had a very welcoming and relaxed approach which made both mothers and fathers feel at ease.”

“I liked the informal, chatty and fun atmosphere. CBE answered all the questions asked very thoroughly”

“CBE made the classes fun and got involvement from both mums and dads...CBE was a very good educator, very knowledgeable on all topics.”

“Classes were interactive, informative, fun. CBE was open for all questions and down-to-earth.”

“CBE did a fantastic job, made it fun and interactive as well as informative.”

“Friendly, open style, great rapport and respect for the needs of group members, very on to it, great advice ...”

Effectiveness

87 people who attended courses returned an evaluation form.

However, the overwhelming majority of parents who attended were more than satisfied with the course they attended and many volunteered that they would be recommending the course to other parents-to-be.

	Number	Percentage
More than satisfied	79	90.8%
Satisfied	6	6.9%
Less than satisfied	2	2.3%
Total	87	100%

“It was great – would recommend to others.” (Maori mother)

“I would highly recommend this class to anyone.” (European mother)

“Course was excellent – empowering.” (NZ Euro mother)

“The course was brilliant and I recommend it highly to my friends.” (NZ Euro mother)

“Helped me feel more confident with valuable and practical advice.” (NZ Euro mother)

“Awesome course for any new parent.” (Maori father)

“Awesome, enjoyable, learnt heaps and came away excited about birthing and parenting.”
(NZ Euro father)

“Really informative – a great six weeks of classes, sad when it came to an end. Thanks you.”
(NZ Euro mother)

“Overall felt everything was covered well...great links for more info and extra support provided.” (NZ Euro mother)

“Really enjoyed the course. Fell like I learnt a lot...Thanks” (NZ Euro mother)

“Great source of information – very glad we came along. Thanks.” (NZ Euro father)

“Thank you for an informative series of lessons.” (NZ Euro mother)

“Course was well worth doing.” (NZ Euro father)

“First was worried about attending this course – but will now recommend.” (Maori father)

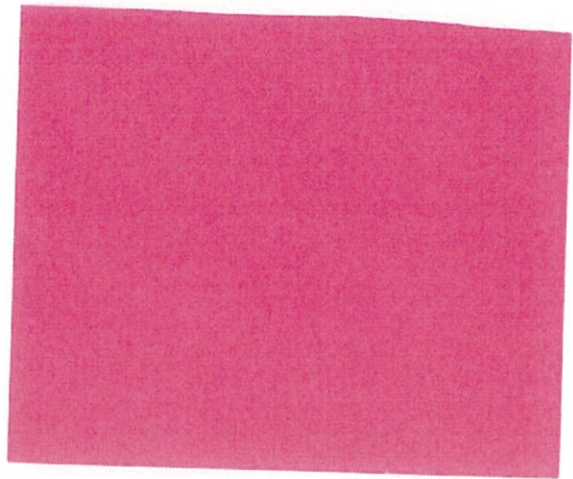
“Great course. Great teacher. Learned loads.” (NZ Euro mother)

“Great course. It opened my eyes to lots of things.” (Father)

“I learned so much at all the sessions, much more than I expected, very invaluable.” (NZ Euro Father)

“All the classes were useful. They helped me have no expectation and to go with the flow which makes it easier. The course and CBE were brilliant.” (NZ Euro mother)

Only two people were less than satisfied with the course they attended, both were NZ Euro/Pakeha women. One woman who attended the multiple birth preparation course was strongly of the opinion that the only person qualified to teach courses for parents expecting twins/multiples is a parent of multiples. “You need to have somebody who has had twins teaching twin antenatal classes. CBE’s lack of firsthand knowledge of twins was an issue on several occasions, preventing her from being able to offer useful advice.” The other mother who was dissatisfied with a different course gave no indication as to why she felt this way.



**Pregnancy and Parenting Education
Waitemata DHB**

Period 1 October – 31 December 2012
Number of Courses – 11

Narrative Report

In this quarter we ran 11 courses and had registrations from a total of 134 women and their partners at commencement, making an average of 12.18 women per class. We held three courses in Henderson, two in Sunnynook, two in Titirangi, one in Kumeu, two in Whangaparaoa and one course for parents expecting multiples in Takapuna.

Ethnicity

Ethnicity	Number
TOTAL	134
NZ Maori incl. Maori:Pakeha etc	16
NZ European	80
Pasifika incl Pasifka:Pakeha etc	02
British/Scots/Welsh/Irish	04
Indian incl IndoFijian, NZ Indian etc	04
Chinese(incl.NZ born)	08
Other Asian	04
Sth American	06
Middle Eastern	02
Eastern European	01
Western European	03
Australian	00
African	00
AngloAfrican	03
Nth American	00
Unknown	01

Gestation at Commencement

Once again the courses in most areas are getting booked up very early. We are now only accepting bookings from women who are 14/40+ weeks into their pregnancies in an effort to reduce the numbers of women whose circumstances change prior to the commencement of the class but fail to inform us so we don't replace them till days before the course begins when we contact them to find out why they have not returned a confirmation of attendance form.

Ideally, in singleton courses the women booked will be less than 38 weeks pregnant at the time the course finishes and in multiples classes they will be less than 35 weeks pregnant at the end of the course. Booking patterns are continuing to confound this ideal. In this quarter 16 women (11.9%) had gestations at commencement that put them beyond these ideals.

We turned away 39 women/couples this quarter who wanted to attend classes but whom we were unable to accommodate.

Quality Measures

Class Size

The average class size this quarter was 12.18 women and their partners/support persons at commencement

Baby Friendly Initiative

No problems with this. All our CBEs understand and support the requirements of the Baby Friendly Initiative.

Acceptability

All but 2 people who returned evaluation forms felt that the CBE who taught the course they attended was always respectful, listened and responded to questions etc from the class. The two people who checked "Mostly" did not give any reason for their rating.

"CBE was friendly and bubbly. She respected differing opinions and listened to them also."

"CBE was wonderful – totally supportive and gave sensible, practical advice."

"CBE made the classes a pleasure to attend and something we looked forward to."

"She was an excellent CBE. Answered questions, fun, very good course. She was always fully prepared and full of knowledge."

"CBE had a great manner and was very approachable. She was down-to-earth and had a good sense of humour when needed to break the ice! She told it like it was and didn't nabby pamby about."

"CBE always explained very easily so I could understand it as a non-native." (Asian mother)

"CBE had a great knowledge of different cultures, she is respectful and a good listener. (Indian father)

"Personal teacher did not "tell" us what to do. She had a diplomatic way of responding to daft questions and answers. Informal and friendly. Better than expected." (Father)

"CBE was very flexible in her approach to teaching and answering the "curlier" questions. Great sense of humour and a relaxed style. Was a pleasure coming." (Grandmother)

"Well worth attending!" (NZ Euro father)

"Better than expected." (Father)

"Really enjoyed the whole course. Found it very informative and helpful. I felt much more ready to have a baby." (NZ Euro mother)

"Very worthwhile..." (Euro Father)

"I found the course very helpful. It brought up things I would never have thought of. Thanks for all the help." (Mother)

"Covered everything I wanted to know including practical side of things like bathing."
(Father)

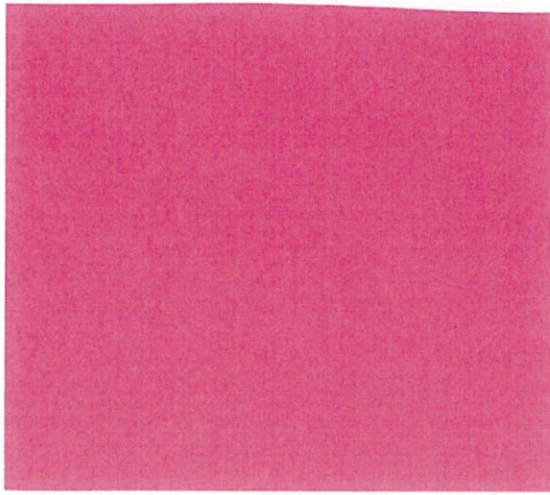
"Thank you very much I learned more about babies and birth than I knew before I attended the classes." (Middle Eastern Father)

"Made me feel more relaxed about the whole process." (NZ Euro mother)

"Great course. Very informative. Great tutor. All very helpful. (Chinese mother)

"I found the classes helped me mentally and emotionally prepare for the upcoming weeks ahead. Would highly recommend to anyone." (Indian mother)

"I went I pretty clueless so everything was helpful." (NZ Euro mother)



**Pregnancy and Parenting Education
Waitemata DHB**

**Period 1 January - 31 March 2013
Number of Courses – 11**

Narrative Report

In this quarter we ran 9 courses and had registrations from a total of 113 women and their partners at commencement, making an average of 12.55 women per class. We held two courses in Henderson, two in Sunnynook, two in Titirangi, one in Kumeu and two in Whangaparaoa.

Ethnicity

Ethnicity	Number
TOTAL	113
NZ Maori incl. Maori:Pakeha etc	06
NZ European	64
Pasifika incl Pasifika:Pakeha etc	05
British/Scots/Welsh/Irish	02
Indian incl IndoFijian, NZ Indian etc	12
Chinese(incl.NZ born)	05
Other Asian	07
Sth American	01
Middle Eastern	00
Eastern European	04
Western European	03
Australian	00
African	00
AngloAfrican	02
Nth American	02
Unknown	00

Once again the courses in most areas are getting booked up very early. We are now only accepting bookings from women who are 14/40+ weeks into their pregnancies in an effort to reduce the numbers of women whose circumstances change prior to the commencement of the class.

Ideally, in singleton courses the women booked will be less than 38 weeks pregnant at the time the course finishes. Booking patterns are continuing to confound this ideal. In this quarter 12 women (10.6%) had gestations at commencement that put them beyond this ideal with four of these women giving birth before the course finished.

We prefer women to be at least 28/40 at the time the course that they are booked for commences but demand and supply combined with work and family commitments often means women are at an earlier stage of their pregnancies when they start. This quarter 16 women were at earlier than optimum gestational age at the time they commenced courses. Booking early for a course is also a consequence of the limited number of free spaces. If we are contacted by someone who wants to attend and we've had a cancellation in the upcoming course we'll offer it to them so that they can be sure of getting a place rather than going on the Wait List for a later course.

We turned away 38 women/couples this quarter who wanted to attend classes but whom we were unable to accommodate.

Quality Measures

Class Size

The average class size this quarter was 12.55 women and their partners/support persons at commencement

Baby Friendly Initiative

No problems with this. All our CBEs understand and support the requirements of the Baby Friendly Initiative.

Acceptability

The high level of satisfaction expressed and the comments offered by respondents indicates that the courses we offer were acceptable on a number of levels.

1. The CBE's style and knowledge base:-

"She made the class fun and kept everyone involved and interested>"

"The CBE was very amicable, welcoming and approachable. Encouraging of questions."

"She always gave us informed answers and on the rare occasion she wasn't sure she'd research and let us know."

"Loved CBE's teaching techniques – very effective, conversation flowed easily."

"Social atmosphere. Real open discussions. Up-to-date information. Pros and cons for everything; patience from facilitator and class – no question too silly."

"CBE was very easy to understand and easy to talk to and ask all the questions we need to know without fear of feeling silly. CBE has a great sense of humor and makes classes fun to be at – as a male this was important."

2. The learning/teaching methods utilized:-

"Group activities, interacting with other class members. Opportunities to ask questions."

"Group discussion/brainstorming time."

"Liked the open forum, no "silly" questions, hands on activities fun.

"Structure of course, inclusiveness, openness, depth of information, covered all the bases."

“This course was really valuable for filling in details that you can’t get from books/other people. Great to learn strategies and natural ways to look after baby and get through labour.”

“We really enjoyed the classes, very helpful, have already recommended to friends.”

“Brilliant course. Thanks so much.”

“I think it’s great that there are these courses in New Zealand.”

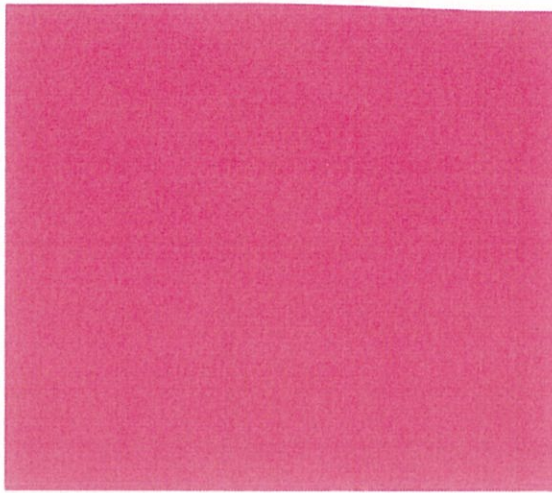
“Really enjoyed the course, would have been nice to have even more sessions.”

“Really good course and an absolute essential for first time parents...”

“Found that course was worth doing, wasn’t sure before attending about doing antenatal classes – but overall found information valuable and useful.”

“I couldn’t imagine not attending the classes – as a first time mother I would feel so lost.”

“Thanks for making us feel better prepared to be unprepared!”



**Pregnancy and Parenting Education
Waitemata DHB**

**Period 1 April – 30 June 2013
Number of Courses – 11**

Narrative Report

In this quarter we ran 11 courses and had registrations from a total of 137 women and their partners at commencement, making an average of 12.45 women per class. We held two courses in Henderson, two in Sunnynook, three in Titirangi, one in Kumeu, two in Whangaparaoa and 1 multiple birth preparation course.

Ethnicity

Ethnicity	Number
TOTAL	137
NZ Maori incl. Maori:Pakeha etc	11
NZ European	83
Pasifika incl Pasifka:Pakeha etc	05
British/Scots/Welsh/Irish	07
Indian incl IndoFijian, NZ Indian etc	03
Chinese(incl.NZ born)	06
Other Asian	08
Sth American	01
Middle Eastern	00
Eastern European	02
Western European	06
Australian	01
African	00
EuroAfrican	03
Nth American	01
Unknown	00

Gestation at Commencement

Once again the courses in most areas are getting booked up very early. Although we are now only accepting bookings from women who are 14/40+ weeks into their pregnancies in an effort to reduce the numbers of women whose circumstances change prior to the commencement of the class, we are still finding that on average of 3-4 couples of the 14 couples we book for each course fail to confirm their bookings in the fortnight before the start date of course they booked for.

Ideally, in singleton courses the women booked will be less than 38 weeks pregnant at the time the course finishes. Ideally women expecting a singleton baby will be >34 weeks and <38 weeks pregnant when the course they are booked for finishes. The low number of courses relative to demand means that more and more women fall outside these ideals. Even pushing this ideal range out a week at either end, only 68.75% of mothers expecting singleton babies were >33weeks pregnant and <39weeks pregnant when the course that they were booked for finished.

Women are needing to book for any course that they can get into that will finish before their due date so the range of EDDs is quite wide in some classes. The main consequence of this is that it becomes less likely that the women/couples whose babies are due either earlier or later than the majority in the group will link up with the group for support postnatally.

Quality Measures

Class Size

The average class size this quarter was 12.45 women and their partners/support persons at commencement

Baby Friendly Initiative

No problems with this. All our CBEs understand and support the requirements of the Baby Friendly Initiative. Although we got the usual comments from those attending who thought that artificial feeding etc should be included in the curriculum.

"Would have liked info on formula and breastpumps."

Acceptability

62 women/couples returned evaluation forms for this quarter and only one couple had any criticism saying:- *"Our tutor needed to be slightly more professional – she shared too much personal information – she meant it well but it came across poorly. We really didn't enjoy going to these classes - but they were useful."* (Pakeha:Maori woman 31 – 40 years)

Fortunately lots of other people who attended courses facilitated by the same CBE enjoyed the classes and the CBE's style:-

"A completely well thought out, well presented, very informative, useful course."

"The classes were interactive and something to look forward to each week." (Mother 20-30years)

"CBE was extremely knowledgeable. The classes were very open which meant all the dads felt comfortable talking about the "icky" stuff." (Maori:Pakeha couple 20 – 30 years)

"CBE was always so friendly and easy to talk to. She always answered the questions asked (even the silly ones). After being very disappointed in the hospital-based classes, I found these so helpful..." (NZ Euro woman 20 – 30 years)

"CBE is a very good teacher who answered questions. Very good course for 1st time mother." (Chinese mother 20 – 30years)

Following discussion about this complaint with the CBE who teaches these classes for [redacted] we replied as follows:-

Dear [redacted]

Thank you for your email. Like you I was concerned to hear that one of your clients felt that she had received "advice" about anything in a [redacted] Birth and Parenting Preparation Class. Childbirth Educators are trained to provide information, not to give advice. Immunisation is one of many topics that our CBEs provide information about, but given the scope of our courses - pregnancy, labour and birth and the early postnatal period (i.e. The first 4 – 6 weeks postnatally) and the limited duration of the courses, immunisation is not a major focus. We inform the parents (of all ages – our classes do not target "young mothers") attending that they need to be aware that it is recommended that babies receive their first vaccinations at 6 weeks and encourage them to become informed, prior to that time about what is being offered/recommended and why. We know that Well Child providers, like yourself, will be providing lots of additional information about immunisation to parents.

I have forwarded your email and to [redacted] the CBE who teaches for us in Whangaparaoa, and have had a follow-up conversation with her. [redacted] has assured me that she has never "advised" or "encouraged" the parents attending the classes not to have their children immunised. All our CBEs give out MOH information about Immunisation and [redacted] has reiterated that the only written information that she provides about vaccination is the MOH vaccination schedule. She does provide links to a few websites, including immune.org.nz, so that parents who want more information have a starting point for accessing "independent and factual information".

[redacted] has been teaching for us for several years and I'm sure a good many of your clients have attended her courses during their pregnancies. I am concerned that apparently on the basis of feedback from one person and prior to giving us the right of reply you have made assumptions about "our current stance on immunisation". We are educators and pride ourselves on not pushing a "stance" on anything – our motivation is to provide information and encourage parents to choose what is going to work for them.

We receive consistently excellent feedback about the courses that [redacted] teaches and her teaching style. In a class of 24 adults there may occasionally be someone who interprets the information that they are given differently or does not understand that education is about providing information and that our CBEs have no investment in the parenting choices our clients make. Most people who attend our courses appreciate that what we aim to provide is a range of unbiased information and some skills to assist and encourage parents to evaluate and make choices about the huge amount of information (and advice) parents in the 21st century will be exposed to.

All parents who attend our courses are given the opportunity to provide us with feedback about the courses they attend. Here is a sample of comments from parents who recently attended courses taught by [redacted] ..

[redacted] is simply great at what she does. We could not have asked for better preparation."
[redacted] was very broad in her views on everything and didn't push any one idea across, [redacted] was very

While some respondents acknowledged that the courses can only cover so much, and that nothing can really prepare you for the individual experience of either labour and birth or parenting a newborn, others felt that the particular difficulties that they encountered should have been covered or covered in more depth and some assumed that everyone's baby was going to be exactly the same and so structured information about daily life with a newborn, what to expect and what to do when should have been provided.

"Not sure anything could have prepared me." (English Mother 31 – 40 years)

"Probably nothing can prepare you for looking after a new baby and the changes it will make." (NZ Euro mother 20 – 30 years)

"CBE provided a good overview of most areas. Handouts (sent via email) came in handy after baby arrived."

"I feel like the information we were given was covered to a satisfactory level considering the time constraints. Thanks for making it enjoyable and comfortable to come and take in so much information. I feel very educated." (Mother)

"I would have liked more info on after the birth, care, routine to follow, what's normal." (Filipino mother 31 – 40 years)

"More info about how life changes after the arrival of the baby,, showering, grooming and breastfeeding." (Indian mother 31 – 40years)

"More information on how to settle a newborn. How to deal with baby blues and what to expect of the first 2 weeks at home." (Pakeha:Maori couple 20 – 30 years)

"What to expect from baby's first few nights (perhaps week) i.e. no sleep for 3 days, baby must be on mum/dad. Also more on likely feeding patterns, sleep patterns, toilet patterns and behavioural patterns of baby during first weeks." (NZ Euro 31 – 40)

"Learnt a lot of tips and bits of info that I didn't know about caring for newborns." (Mother)

Some comments again lead us to wonder about the quality of postnatal care that some women are receiving. It is impossible, in the 12 hours of these courses to cover anything in depth. We are aiming to introduce people to the process, raise their awareness of possibilities, encourage and give them the skills to be active participants in the planning and decision-making related to their care and give them information about accessing additional information and support.

"I would have liked a bit more information on preparing for a c-section and the recovery process."(NZ Euro mother 20 – 30 years)

"I would have liked more information on how to deal with breastfeeding issues like engorgement and how to prevent mastitis."

"It would have been helpful to know about nipple shields and other treatments for cracked nipples and that it actually takes up to an hour to feed a newborn."

"Info on prem babies – possible complications, SCBU, extra care needed, differences to a full term baby."

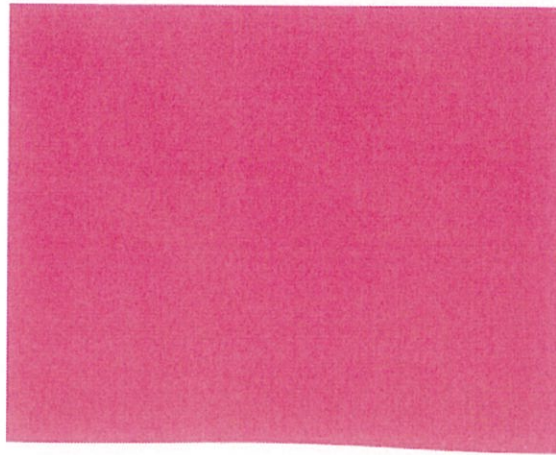
Several women made comments that revealed that they had struggled with postnatal adjustment and apparently didn't ask for or get support for this from their LMC or GP:-

"Maybe a little more info about how its possible to feel trapped, anxious, groundhog day for the first few weeks."(NZ Euro mother 20 – 30 years)

"Didn't feel prepared for looking after a baby and feel that more information in regards to feelings e.g. overwhelming baby blues and how to deal with this."

Many respondents commented that they had learned lots and felt more confident having attended the course.

"Very fortunate to have this experience. I didn't realize how much I didn't know." (Father)



**Pregnancy and Parenting Education
Waitemata DHB**

**Period 1 July – 30 September 2013
Number of Courses – 11**

Narrative Report

In this quarter we ran 11 courses and had registrations from a total of 141 women and their partners at commencement, making an average of 12.81 women per class. We held four courses in Henderson, two in Sunnynook, one in Titirangi, one in Kumeu, two in Whangaparaoa and 1 multiple birth preparation course.

Ethnicity

Ethnicity	Number
TOTAL	141
NZ Maori incl. Maori:Pakeha etc	07
NZ European	102
Pasifika incl Pasifka:Pakeha etc	01
British/Scots/Welsh/Irish	03
Indian incl IndoFijian, NZ Indian etc	06
Chinese(incl.NZ born)	06
Other Asian	04
Sth American	00
Middle Eastern	00
Eastern European	02
Western European	03
Australian	00
African	00
Euro/AngloAfrican	04
Nth American	01
Other	02

	Drop-out Ethnicity	Age	Hours Attended
1	NZ Euro	20 – 25	6 hours
2	NZ Euro	20 - 25	2 hours
3	Filipino	31 – 35	4 hours
4	NZ Euro	20 – 25	8 hours
5	NZ Euro	26 - 30	2 hours

Gestation at Commencement

Once again the courses in most areas are getting booked up very early. Although we are now only accepting bookings from women who are 14/40+ weeks into their pregnancies in an effort to reduce the numbers of women whose circumstances change prior to the commencement of the class, we are still finding that on average of 3-4 couples of the 14 couples we book for each course fail to confirm their bookings in the fortnight before the start date of course they booked for.

Ideally women expecting a singleton baby will be >34 weeks and <38 weeks pregnant when the course they are booked for finishes. The low number of courses relative to demand means that some women will fall outside these ideals. Our policy of not accepting bookings from women till they are 14+ weeks pregnant seems to have reduced the numbers of women in classes whose babies are due outside this gestational range. In this quarter, 90.2% of mothers expecting singleton babies were >33weeks pregnant and <39weeks pregnant when the course that they were booked for finished.

Quality Measures

Class Size

The average singleton class size this quarter was 13.2 women and their partners/support persons at commencement. The twin class started with 9 couples but one woman gave birth before the second class.

Baby Friendly Initiative

No problems with this. All our CBEs understand and support the requirements of the Baby Friendly Initiative. As usual we received a few comments in the course evaluations from women/couples who thought that artificial feeding etc should be included in the curriculum.

Acceptability

59 women/couples returned evaluation forms for this quarter and no one had any criticisms of style or atmosphere of the classes they attended. On the contrary, we received lots of positive comments about all our CBEs knowledge base, inclusive teaching style, the learning/teaching methods that were utilized, the atmosphere generated in the classes, the learning and the opportunity to make new friends.

"We were given "both sides of the story". Advice and topics covered were relevant.

Enjoyed being told how it is – no "sugar-coating". (Father)

"Relaxed class - not too formal. Great information given in a non-biased way...Thanks heaps."(NZ Euro mother)

"CBE was personable, clear, covered lots of information. Non-judgmental." (Father)

"Good, clear communication skills. Well presented and very informative (NZ Euro father)

Total	59	100%
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As usual several mothers/couples felt that they needed more postnatal information. We're not convinced that more information prenatally will be of assistance. Most new parents need to be reminded that new babies are making a huge adjustment to life outside their mother's body and growing and changing rapidly – there is no “recipe” that is going to allow parents or baby to by pass the challenges of early parenting!

I would have liked further prep on the “4th trimester” and coping.”

“If possible it would be useful to be armed with more information regarding what to do with and expect from a baby in the first 6 weeks.”

Some parents requested information on postnatal topics that were covered in class but it seems to be very difficult for parents to retain information about life with a baby before that baby has actually been born.

“No matter what you learn it is tough to recall it all in those first few weeks!” (Euro mother)

“It's difficult to get a good grasp on looking after yourself and the baby in the early weeks, during pregnancy. We were informed that you learn as your baby grows which we are doing.” (English parents)

As usual we had lots of comments confirming the effectiveness of the classes.

“I had the birth experience I dreamed of due to attending these classes.”

“Course was very thorough and excellent. CBE is a great teacher.”

“I honestly found all the topics the CBE covered relevant & useful.”

“We learnt a lot – it was very useful. Thank you.”

One woman was so happy with the course she attended that she emailed us the day after the course finished to say...

“Good morning,

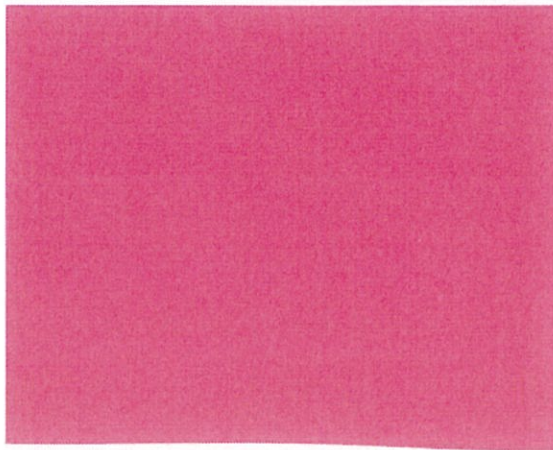
My husband and I finished the antenatal classes last night in Mairangi Bay.

This is a quick note to say thanks for everything – we were not expecting for a fully subsidised course to be that good.

The classes were packed with valuable and practical information. As first time parents we were a bit overwhelmed by the amount of information out there, and guided us through all the important topics and helped us understand a lot of things.

Plus, the personality, warmth and energy that brings to this course is amazing. She's very dedicated and knowledgeable and wants to make sure we're all able to make informed decisions about birthing and parenting.

I trust that now I stand a much better chance to bring to the world and raise a healthy baby boy, both physically and emotionally.



**Pregnancy and Parenting Education
Waitemata DHB**

**Period 1 Oct – 31 December 2013
Number of Courses – 12**

Narrative Report

In this quarter we ran 12 courses and had registrations from a total of 149 women and their partners at commencement, making an average of 12.41 women per class. We held two courses in Henderson, two in Sunnynook, three in Titirangi, two in Kumeu, two in Whangaparaoa and one multiple birth preparation course.

Ethnicity

Ethnicity	Number
TOTAL	149
NZ Maori incl. Maori:Pakeha etc	13
NZ European	83
Pasifika incl Pasifka:Pakeha etc	05
British/Scots/Welsh/Irish	05
Indian incl IndoFijian, NZ Indian etc	04
Chinese(incl.NZ born)	16
Other Asian	05
Sth American	02
Middle Eastern	01
Eastern European	03
Western European	04
Australian	01
African	00
Euro/AngloAfrican	03
Nth American	02
Scandanavian	02
Other	00

Gestation at Commencement

As usual the courses in most areas get booked up very quickly once bookings are open. Although we are now only accepting bookings from women who are 14/40+ weeks into their pregnancies in an effort to reduce the numbers of women whose circumstances change prior to the commencement of the class, we are still finding that on average of 3-4 couples of the 14 couples we book for each course fail to confirm their bookings in the fortnight before the start date of course they booked for.

Ideally women expecting a singleton baby will be >33 weeks and <38 weeks pregnant when the course they are booked for finishes. The low number of courses we are able to offer relative to demand inevitably means that some women will fall outside these ideals. Our policy of not accepting bookings from women till they are 14+ weeks pregnant seems to have reduced the numbers of women in classes whose babies are due outside this gestational range. In this quarter, 78.1% of mothers expecting singleton babies were >33 weeks pregnant and <39 weeks pregnant when the course that they were booked for finished. Although 8 women were 39+ weeks pregnant at the conclusion of the course they were booked for, none of these gave birth before the course finished and 6 of the attended 100% of the course. 21 women/couples finished more than 8 weeks prior to their babies' EDDs – we wonder how successful these women were in staying in contact with the other women in the class who gave birth weeks earlier.

Quality Measures

Class Size

The average singleton class size this quarter was 12.4 women and their partners/support persons at commencement. There were 12 couples in the multiple birth class including a couple expecting triplets. Although only half the class fell within the 28 – 33 week gestation at completion we would consider ideal for a multiple birth class, no women gave birth (or, unusually, were hospitalized) before finishing the course.

Baby Friendly Initiative

No problems with this. All our CBEs understand and support the requirements of the Baby Friendly Initiative. However, as usual we received a few comments in the course evaluations from women/couples who thought that artificial feeding etc should be included in the curriculum.

“The CBE did not really answer questions or provide education on bottlefeeding in case of breastfeeding issues.”

Acceptability

88 women/couples returned evaluation forms for this quarter. We received a few comments from people who felt that the CBE (who has been teaching for for several years and generally receives extremely positive feedback) was biased in her presentation of certain topics and disrespectful of some medical practitioners. We have brought this to the CBE's attention and reminded her of the need for neutrality when presenting information and being careful that neither words nor tone could be construed as critical. As one respondent said; *“Our CBE appeared to have some strong biases (which is fine in itself), but it did mean that some topics were avoided and others were presented in a negative way – felt a little like scaremongering.”*

Another person from the same class said *“We were told all the ideal ways to give birth and heard a lot of dissing of interventions. So far everything has worked out the opposite of ideal for us and it's been stressful because I always have it in the back of my mind that I'm doing it*

One set of Pakeha parents felt that the time left for the postnatal topics was compromised by the fact that *“there were some class members who would keep asking questions on a topic. No one else in the class needed any more information so we feel the CBE should have said “I will discuss with you after” or “you should ask your midwife”. It stopped us getting to finish more important topics in the last classes – breastfeeding, caring for your child when home...”*

One woman *“found it difficult to retain some of the information due to “pregnancy confusion. (Possibly due to fact that she attended the course that is held over 2 x 6 hour days!) Handouts were fantastic – was able to review later”*

Our CBEs now provide both paper based handouts, email handouts and links to information on the internet too, so that those who are attending have access to information to both complement and reinforce that provided in class as well as links to websites with reliable and accurate information.

The majority of respondents express their satisfaction and gratitude (and sometimes surprise at how much they learned and enjoyed the courses) for access to these fully subsidized courses.

“CBE was extremely knowledgeable and had answers to all questions asked of her. The course was very informative. No changes are needed to improve the course. My partner and I found all the information very useful and we were extremely satisfied with the course.”

“Really informative and far more enjoyable than I expected! Awesome presenter – very personable. Thank you.” (Mother)

“Learnt a lot and really enjoyed the course.” (Mother)

“Thanks heaps for a very interesting antenatal course, I have learned heaps” (Mother)

“Very informative and positive, would recommend tis course to all first time mothers-to-be.”

“Had a great time and I now feel for more confident.”

“Made the whole build up much more doable and not so scary.” (Father)

“We are really pleased to have been part of these sessions. We are leaving with a better knowledge of being parents. Thanks for everything.”

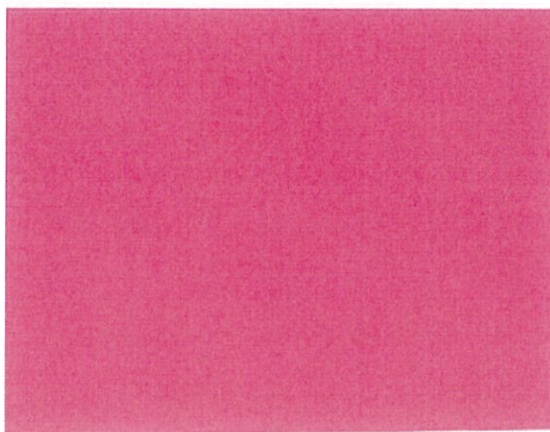
“Fantastic course! Brilliant! Thank you so much.” (Father)

“It was really awesome and informative. It helped me as a father immensely.”

“I’ve learnt a lot over the past 6 weeks (more than I thought) and definitely feel more confident about the birth & first few months. Thank you.” (Mother)

“I feel well informed about labour & birth and the process around it...and confident to handle what I might not know when it comes up.” (Mother)

Satisfaction	Number	Percentage
More than satisfied	80	89.9
Satisfied	6	5.6
Less than satisfied	3	3.4
Total	89	100%



**Pregnancy and Parenting Education
Waitemata DHB**

Period 1 January – 31 March 2014

Quality Measures

Number of Courses - 10

We ran 7 courses in this quarter –

Henderson (3)

Titirangi (2)

Sunnynook (2)

Red Beach (2)

Kumeu (1)

Class Size

Total confirmed Registrations - 129 women and their partners

Average class size 12.9 women (and their partners) at registration.

Number of women/couples requesting a booking but unable to be accommodated - 78

(Most women book for courses via our website so we suspect that the people who we were unable to accommodate were only a percentage of those women/couples would have liked to attend free classes but did not follow-up when they discovered no bookings available in courses on our website.)

Attendance

76 women/couples (80%) attended 75-100% of classes in the series they booked to attend.

% Attendance	Number	Percentage
100%	88	68.22
>75%<100%	20	15.5
<75%>50%	08	6.2
50%	07	5.42
<50%	06	4.65
0%	00	
Total	129	100%

Acceptability

Ethnicity	Number	Percentage of total attendees	Attended >75% course (Number)	Attended >75% course (Percentage of ethnic total)
NZ Euro	64	50.38	57	89.1
Maori incl. Maori/Pakeha	14	10.85	10	71.4
Chinese incl. NZ born Chinese	10	7.75	05	50.0
Pasifika incl. Fijian	07	5.42	05	71.4
Indian incl. Sri Lankan, IndoFijian etc	08	6.2	07	87.5
Other Asian incl. Filipino	03	2.32	03	100.0
European incl. British	12	9.3	11	91.6
Eastern European incl. Russian	01	.77	01	100.0
Scandinavian	00			
Middle Eastern	00			
Australian	00			
African	00			
Anglo-EuroAfrican	05	3.87	05	100.0
Sth American	04	2.32	03	75.0
Nth American	01	.77	01	100.0
Caribbean	00			
Undisclosed				
TOTAL	129	100%	108	
Age	Number	Percentage of total attendees	Attended >75% course (Number)	Attended >75% course (Percentage of age group total)
15 – 19 years	0		n/a	n/a
20 – 25 years	16	12.4	10	62.5
26 – 30 years	48	37.2	38	79.2
31 – 35 years	49	38.0	47	95.9
36 – 40 years	12	9.3	10	83.3
40+ years	03	2.3	2	66.6
Undisclosed	01	.7	1	
Total	129		108	

Attendance by ethnic background was generally very good to excellent. However, notably only 50% of Chinese bookers attended for at least 75% of the course they were booked for – language difficulties and lack of commitment from the father is a recurring disincentive to attendance for this group of migrants. The other group that always seem to have lower attendance is the younger mothers and this quarter was no exception. As usual respondents offered feedback about aspects of the classes that they appreciated including...

Acceptability of CBE & Course structure and content

CBE

Everyone who returned an evaluation agreed that the CBE was respectful, welcoming of and responsive to class members.

“CBE had a good way of involving the husbands/support people” (Mother – Pakeha)

“CBE was very friendly and kind – felt at ease asking “silly” questions.” (Father – Pakeha)

“Very friendly and welcoming.” (Mother- NZ Euro)

Maori Health Policy

Maori women make a very tiny percentage of the women who register to attend our courses and unfortunately are consistently over represented in our Drop-out statistics. We look forward to their being the resources in the Pregnancy and Parenting Education contracts to establish what the needs of Maori women/couples are for Birth and Parenting Education and how these needs are best met. The current service specs and payment structure, together with the uncertainty of continuing funding make it impossible for us to address this issue at this time.

Effectiveness

Every one who returned an evaluation form was at least satisfied with the course they attended.

	Less than Satisfied	Satisfied	More than Satisfied
NZ Euro and other English as first language speakers		1+1*	27
Maori			
Indian etc			
Chinese		1	2
Other Asian			5
European			5
Sth American			1
Sth African			
Ethnicity not stated			21

** I had my baby before the classes finished and didn't get given any information on a coffee group so I'm not part of one."*

"Very informative and confidence building. Really enjoyed it. Very beneficial." (Father – European)"

"Worthwhile for all soon to be mums and dads." (Father)

"I felt happier and more confident at the end of the course. Very pleased that this was the course we came to." (Mother)

"Awesome. Loved it and learnt heaps." (Mother)

I/we felt much more ready and prepared by the end of the course. Started out with knowledge etc on 1 but pushing 10 by the end of the course." (Father)

"CBE was awesome. Loved the course and all the information that was given to us. Learnt lots specially on all the options available and all the decisions to be made etc." (Mother)

"The whole course was good. It touched on things I needed to know. I liked the educator – how up front she was." (Mother - Pakeha)

"I came to the course looking for useful info and I found it! – Thank you." (Mother)

Performance Monitoring Return

Return Period Dates: 01 Jan 2015 - 31 March 2015

Return Period	Total Classes	Ethnicity	Additional Information
13 Jan - 3 March 2015	12 couples Attendance overall was good, with 3 couples not joining til night 2 and two couples joining on night three. 3 babies were born before the course ended.	17 NZ Euro 3 NZ Maori 1 NZ Euro/Tongan 1 Chinese 1 Dutch 1 UK Euro	Feedback overall was positive, participants appreciated the positive environment and approach to this exciting time in their lives, and found the information relevant. Particularly positive comments included learning about all the choices they have, enjoying the resources used, enjoying the social aspect and calm/relaxed atmosphere, reassuring and comfortable feel, wide range of topics. Constructive criticism included not enjoying the late finish (9pm), 2 people found the CPR trainer (from. . .), boring and not very helpful or professional, and one woman would have liked more time on the discussions about Vit K and vaccines, which the CBE has taken on board.
10 March - 28 April 2015	6 couples Attendance good with 4 couples at full attendance, 1 couple unable to continue due to personal reasons after week three, and 1 couple's baby arriving after week 5. One woman came with her mother as support person.	8 NZ Euro 1 NZ Samoan 3 Not stated	Excellent feedback with a confidence increase average of 8.5. Class enjoyed: "the interactive exercises, the helpful and practical resources used, the balanced info, the facebook group set up for them, and the supportive, encouraging, atmosphere of the class, the CBE being openminded to all questions". One Dad would have liked "something more varied specifically for fathers" and another commented that "information on financial strategies for new/young families" would have been beneficial.
Total Numbers:	18 couples	25 NZ Euro 3 NZ Maori 1 NZ Euro/Tongan 1 NZ Samoan 1 Chinese 1 Dutch 1 UK Euro 3 not stated	

Performance Monitoring Return

Return Period Dates: 01 April 2015 - 30 June 2015

Return Period	Total Classes	Ethnicities	Additional Information
May 5 - 23 June	8 couples; 2 solo mums with support people Really good attendance, with the majority of the couples coming to every class. One baby born premmie before the end of the course.	17 NZ Euro 2 Australian 1 NZ Phillipino	This was a fabulous group who really gelled well. We had a real mixture of people, including a couple having twins, two solo mums who came with a support person, two couples with IVF babies, and a couple new to the area having their second baby. Feedback was very positive, only "negative" feedback being "too cold!" and "Winter". 8's, 9's and 10's were scored on the "confidence increase" scale. The participants really embraced and enjoyed the positive and relaxed nature of the classes and are maintaining good contact through the use of their facebook group especially now as the babies start being born.

Performance Monitoring Return

Return Period	Total Classes	Ethnicity	Additional Information
1 July – 30 September 2013	Class One: 7 Couples 1 Single	15 NZ Euro 1 European	Class One: Classes were held on a Wednesday night at _____ for 8 weeks in a row. The classes were very well received with positive evaluation forms filled out by parents at the end of the course. All of the parents in this class noted an increase in confidence relating to labour, birth and early parenting after completion of the course. Plunket visited to talk about car seat safety, with more than half of the couples deciding to have car seat placement checked afterwards. One of the attendees was a second time mum new to the country who was interested in our maternity system and meeting other local mums. A suggestion was made that the birthing DVD screened was a little out of date – this was discussed with the parent and it was decided that the information was still relevant, and they accepted that it can be quite difficult to source new birthing footage.
1 July – 30 September 2013	Class Two: 9 Couples	16 NZ Euro 1 Pacific Islander 1 NZ Maori	Class Two: This class was held on a Thursday night at _____. Feedback was very positive on the evaluation forms afterwards. All couples found an increase in confidence and decrease in fear around labour and birth. A _____ Technical Tutor came to teach baby CPR and lifesaving techniques. This was found to be invaluable by attendees. One of the couples who had their baby early in the course returned to talk to the parents about their positive birthing and early parenting experiences. A comment was made on evaluation that one mum would have liked to have learned more specific breathing techniques for labour. I have taken this on board and have begun looking into some further training in this area and some resources that might be helpful to teach more techniques relating to breathing.
TOTAL NUMBERS	16 Couples 1 Single	31 NZ Euro 1 Pacific Islander 1 NZ Maori 1 European	

Performance Monitoring Return

Return Period	Total Classes	Ethnicity	Additional Information
October 2013 – January 2014	Class One: 6 Couples	10 NZ Euro 1 European 1 Maori	Class One: Classes were held on a Wednesday night at _____ for 8 weeks in a row starting on 16 th October 2013. The classes were very well received with positive evaluation forms filled out by parents at the end of the course. Parents in this class were particularly interested in breathing exercises for labour and massage for labour, both of which were catered for. One of the Mums was a second time mum with her husband being a first time father. A _____, Technical tutor came to teach CPR for infants which the class all found valuable.
October 2013 – January 2014	Class Two: 9 Couples	16 NZ Euro 2 Asian	Class Two: This class was held on a Thursday night at _____ starting on 17 th October 2013. Classes were held for 8 weeks in a row. Feedback was very positive on the evaluation forms afterwards. All couples found an increase in confidence and decrease in fear around labour and birth. The class bonded particularly well. It was mentioned on the evaluation forms that the couples felt they would be a big support to one another after classes had ended and babies had arrived.
TOTAL NUMBERS	15 Couples	26 NZ Euro 1 European 1 NZ Maori 2 Asian	

Performance Monitoring Return

Return Period	Total Classes	Ethnicity	Additional Information
January 2014 – April 2014	Class One: 6 Couples	8 NZ Euro 3 European 1 Maori	<p>Class One: Classes were held on a Thursday night at _____ for 8 weeks in a row starting on 23 January 2014. The classes were very well received with positive evaluation forms filled out by parents at the end of the course. Two couples did not complete the course due to their babies arriving early. These couples kept in close contact with me and sent photos of growing babies for the remaining class participants to see.</p> <p>The remainder of the class reported an increase in birthing knowledge and new baby care by the end of the course. There was one comment of the Shaken Baby DVD shown to be emotionally difficult to watch. It is part of our policy at _____ that we try to show this DVD to all participants. Participants are given the option to sit in another room whilst it is being screened.</p>
January 2014 – April 2014	Class Two: 11 Couples	18 NZ Euro 2 European 2 Pacific Islander	<p>Class Two: This class was held on a Tuesday night at _____ starting on 11 February 2014. Classes were held for 8 weeks in a row. Feedback was very positive on the evaluation forms afterwards. All couples found an increase in confidence and decrease in fear around labour and birth. One couple missed the first two classes due to overseas travel, but were caught up in some private sessions to compensate. The couples in this class were particularly interested in placenta encapsulation (a service provided locally) and cord blood banking.</p>
TOTAL NUMBERS	17 Couples	26 NZ Euro 5 European 1 NZ Maori 2 Pacific Islander	

Performance Monitoring Return

Return Period	Total Classes	Ethnicity	Additional Information
1 April – 30 June 2014	Class One: 9 Couples 1 Single	17 NZ Euro 1 NZ Maori 1 European	<p>Class One: Classes were held in April and May for 8 sessions in a row on Thursday nights at [redacted] Feedback was mostly positive with an increase in confidence from participants following the course. One mum was a second time mum wanting to recap on birth and labour especially and to create more social ties for herself after baby was born. One couple were also second time parents, wanting to recap on birth and labour and to do some baby CPR which is taught in the classes. A chiropractor was invited to class to more thoroughly explain the changes in the female body during pregnancy. Some of the class feedback that this was helpful, however one written complaint was received following the presentation. On discussion with directors, this will not be included in any future classes.</p>
1 April – 30 June 2014	Class Two: 12 Couples	20 NZ Euro 3 Asian 1 African	<p>Class Two: Classes were held on a Thursday Night in May and June 2014 at [redacted] for 8 weeks in a row. This was a large class that bonded especially well together. One mum was a second time mum who wanted to further educate herself and her partner on natural birthing ideas. Three of the couples invited extra support people along to some of the classes relating to the birth and/or CPR. Two mother-in-laws of pregnant mums, and one male friend who wanted to offer extra support to the couple after baby arrived. Participants commented that they feel better prepared for birth and breastfeeding, and more confident about life with a newborn.</p>
TOTAL NUMBERS	21 Couples 1 Single	37 NZ Euro 3 Asian 1 African 1 European 1 NZ Maori	

Performance Monitoring Return

Return Period	Total Classes	Ethnicity	Additional Information
July – September 2014	Class One: 11 Couples	17 NZ Euro 2 European 1 African 1 Middle East 1 Maori	Class One: Classes were held on a Thursday night at _____ for 8 weeks in a row starting in August 2014. The classes were very well received with positive evaluation forms filled out by parents at the end of the course. Parents in this class were particularly interested in different cultural aspects of welcoming baby into the world. A _____ Technical tutor came to teach CPR for infants which the class all found valuable. Feedback included a dad who would have preferred more small group interaction, and a mum who would have preferred an earlier time as 9pm finish was too late. The CBE will endeavour to include more small group activities. Earlier class times have been explored in the past but have not worked out for the majority.
July – September 2014	Class Two: 8 Couples	16 NZ Euro	Class Two: This class was held on a Tuesday night at _____ starting in August 2014. Classes were held for 8 weeks in a row. Feedback was very positive on the evaluation forms afterwards. All couples found an increase in confidence and decrease in fear around labour and birth.
TOTAL NUMBERS	15 Couples	26 NZ Euro 1 NZ Maori 2 Asian	

Performance Monitoring Return

Return Period	Total Classes	Ethnicity	Additional Information
1 October 2014 – 31 December 2014	Class One:	2 NZ Maori 4 Other Euro 16 NZ Euro	Class One: Classes were held on a Tuesday night at . Classes were well received and feedback forms showed an increase in confidence in relation to birthing and early parenting.
1 October 2014 – 31 December 2014	Class Two:	15 NZ Euro 1 NZ Maori	Class Two: Classes were held at . . . on a Thursday night. One couple had their baby at 36 weeks so only attended weeks 1 – 4 of the course. Classes had good feedback from participants. Participants particularly found the labour scenarios to be useful and the early baby care.
TOTAL NUMBERS		31 NZ Euro 4 Other Euro 3 NZ Maori	