

Supplement 4

Full data for patient Feedback at Day 1 and Day 7¹.

Day 1 positive	Day 1 negative	Day 7 positive	Day 7 negative
Patient 2: Surpassed expectations. Proactive in getting things moving. Clear plan and goals. It was so easy I'm thinking of having another one!"	Patient 12: Was promised to go first for the ELCS then was told I would be 2nd, had mentally prepared for going first and felt a little let down.	Patient 1: Still happy with my experience	Patient 3: Felt pressurised into leaving, would have preferred to stay another night.
Patient 3: (MW) present and organised. Felt more informed and in control this time.	Patient 19: Once transferred to the postnatal area it was short staffed and unsupported.	Patient 3: Good Pathway	Patient 3: Preferred to stay more than one night
Patient 8: Happy, great hospital. Amazing staff.	Patient 20: The night midwives did not attend to patient	Patient 6: Everything was really good thanks a million!	Patient 7: Felt hungry and would have preferred eating sooner.
Patient 8: Very very surprised, an amazing experience!	Patient 21: I felt unwell when I first stood - score 3	Patient 8: Everything was perfect!	Patient 10: Should have been sent home with a sharps bin for the clexane injections.
Patient 10: Much better experience all round.	Patient 22: Did not sleep last night - labouring women in the same room.	Patient 9: Everything was fantastic! I would recommend it anytime. Everything was brilliant and I couldn't have asked for better. I'm a happy customer.	Patient 18: Feels that 1 day discharge was too soon, would have preferred to stay another day or two with some carers.
Patient 10: All round excellent especially given previous terrible experience. Really amazing.	Patient 23: Did not get a good night sleep- labouring women.	Patient 10: Really really fantastic. Definitely encouraging. Thank you!	Patient 20: Lack of breast feeding support
Patient 13: Pretty smooth, everyone [is] lovely.	Patient 24: Very busy - had to move several times in the night	Patient 12: Better than expected. A great experience better than the first. I am very happy.	Patient 30: Undiagnosed tongue-tie.
Patient 13: Good option the fast track.	Patient 29: Felt let down with breastfeeding support - overnight	Patient 14: Keep up the good work!	Patient 31: Would have appreciated more information on what was happening next
Patient 14: You guys do a very good job, brilliant!	Patient 31: Felt disappointed in being put in an antenatal area felt it wasn't a nice atmosphere. Patient next door on the phone loudly.	Patient 15: Fast track pathway - its good.	Patient 40: I was left overnight on my own with very little support. It was quite bad. I required additional breastfeeding support once at home
Patient 15: Very pleasant and easy experience. Thank you so much.	Patient 34: Night team were not so present/ supportive. Would've appreciated staying 2 nights. midwives were not so supportive.	Patient 17: Very good experience and very good care, Thank you so much.	Patient 41: PN care confusing as the Midwife didn't see me for 12 hours and I didn't know what to do. Didn't get seen until 10pm when the night midwife sent me home.
Patient 19: Simpson unit (recovery) and operation score 5	Patient 41: Felt mobilising was too early and struggled to get to the toilet.	Patient 20: Happy with the fast track pathway no problems with fast track good overall experience	Patient 54: Felt really put off by the uncertainty of where I would be staying overnight. In ASW there was a student/ trainee that offered no BF support but did offer formula
Patient 14: Brilliant	Patient 47: Failed TWOC (trial without catheter) and kept in hospital (should not have been!) had IDC reinserted. Unit very busy - not enough staff.	Patient 22: We had a great experience thank you!	Patient 91: Really good to get people moving, quickly but discharge home with a toddler at 24 hours was difficult and not acceptable even with the support from my husband and mother.
Patient 22: Brilliant	Patient 51: Was told could have laxatives then didn't receive them, then suffered with constipation. Was ready to leave early then was delayed by doctors review which she felt frustrated about. I think information on the pathway was minute, I would have appreciated a handout.	Patient 24: Everyone was helpful	Patient 95: Felt 24-hour discharge was too soon. Would have appreciated more attention from the midwife re breastfeeding as this would have avoided all the problems she then incurred. Did not see a physio AN - they gave her a DVD and did not seem interested in being there. Other than that, she felt the care was excellent.

Patient 23: Recovery area was excellent	Patient 52: Felt there was a lack of care and help overnight. Felt removed from the staff when put into the other bay. Left without food and had to ask several times.	Patient 25: Struggled with room temp too hot and uncomfortable, otherwise a very positive experience the staff were very helpful and very knowledgeable.	Patient 101: Very busy on arrival and when I left - to the extent that there were no cots on the unit available for the baby.
Patient 24: Very good	Patient 54: Felt left alone and felt like she had to instigate the mobilising. Had to ask several times	Patient 26: Better than first Child's delivery! 24-hour check out was amazing. Best thing in the world! I slept better at home and the whole thing was better than before.	Patient 102: I felt pressurised to leave the recovery area. Felt induction bay was not very peaceful, people coming in to be induced. Husband had to collect TTOs because they weren't ready. Was given clexane injection for 7 days without warning- had no idea how to use them. Was told she would have laxatives and was given any.
Patient 25: Positive experience	Patient 76: Would have liked some squash previous to mobilising	Patient 29: Thought that the surgical team were brilliant! It was nice to be able to leave on day 1 and have such a quick turnaround!	
Patient 27: So good compared to previous delivery	Patient 91: There was some waiting around due to emergency C-sections. Stay in PNW was hideous, not good at all.	Patient 30: Was really happy with it!	
Patient 28: Very satisfied	Patient 102: Felt pushed to get moving out of the recovery area - perhaps because it was daytime and my last section was in the night there was less of a rush.	Patient 32: Really happy with the service	
Patient 30: You knew exactly what you were doing, it was perfect	Patient 122: Would have liked cannula out quicker.	Patient 34: Everything was great	
Patient 31: Got good attention which impressed me	Patient 126: Would have appreciated more BF support - was left to it to express and BF overnight.	Patient 39: Thank you so much	
Patient 32: Really surprised at how well it went.		Patient 40: Hospital stay: everyone was lovely and supportive	
Patient 33: Faster than anticipated but good, no problems. Generally, really well.		Patient 41: I think the theatre staff and recovery staff were amazing.	
Patient 34: Recovery staff and the doctors were fantastic.		Patient 43: Everything has been fine. Excellent. C&W is an amazing hospital. Everyone was amazing.	
Patient 37: Very happy to be in the elective bay as I didn't like ASW (postnatal ward) last time. Very happy now.		Patient 45: Absolutely great. Excellent service.	
Patient 38: Perfect!		Patient 46: Best c/s so far- 3rd c/s. more mobility this time. Happy with service. Think if you have children at home perhaps if you should stay in hospital.	
Patient 43: Everything was great. Excellent nurses that looked after me!		Patient 51: Fast track a really good recovery, no post op pain, only discomfort due at constipation. My recovery went really well.	
Patient 45: Top rate! Most fantastic experience. Incredibly cared for. Attention [was] great. Professional staff.		Patient 52: Compared to first delivery in C+W this was a much better experience, first time was terrible.	
Patient 46: Sensational! Really impressed. Staff so		Patient 80: It was a really positive experience! Thank you so much.	

nice and helpful. Nicely surprised.			
Patient 49: Very impressed. Very happy thank you very much.		Patient 82: I'm feeling very well. Everything was fine	
Patient 52: This time it was much more organised and I felt like I was much better cared for and considered.		Patient :84 Everyone was super amazing and fantastic and made my return admission easy by the girls.	
Patient 53: Very good service		Patient 101: Overall happy with the experience.	
Patient 79: Everything was very quick and good!		Patient 104: Generally, really good. Every staff member was polite and respectful.	
Patient 80: I preferred to mobilise early so this was good.		Patient 107: Everything was as expected. Wound looking really well. I'm really happy.	
Patient 82: Everyone was very nice; everything was perfect. (Recovery nurse) was very nice. Very happy with whole experience. Not concerned by antenatal women in next bed.		Patient 111: Genuine care from staff of all levels. I would recommend Chelsea and Westminster from antenatal through to discharge has been excellent. Keep up the good work.	
Patient 88: So happy with everything, you guys were amazing!		Patient 122: We felt very very happy. Overall very happy, thank you for your phone call (FTP follow-up). Everyone was so nice.	
Patient 101: Experience was fine. A million times better than last time!		Patient 127: It was lovely.	
Patient 104: It was great. The fast track thing was great.		Patient 129: It would have been amazing to have stayed under the FT team not PNW as the FT people were amazing. No complaints about the surgery. Much better experience in Simpson unit (recovery ward)	
Patient 107: Everything was fine			
Patient 111: Really Grateful. Very happy. Was a big challenge and achievement. Really positive experience. Entire process professional and efficient and friendly and brilliant!			
Patient 122: Very good			
Patient 129: Nothing but good things to say about the pathway, (MW) and (recovery nurse) were amazing. A well-run initiative. Everything happens quickly. Continuity of care brilliant on SU but vanished on PNW.			

¹ Patient numbers correspond to allocated unique study identifier (patients excluded, declined or failed fast-track were not surveyed).