

## **Questionnaire for volunteers who have provided one to one support**

Thank you for taking the time to read this questionnaire. We are inviting all women who have trained as a volunteer doula to fill out a questionnaire to tell us about their views and experiences.

For most of the questions you just need to circle a number or tick boxes for the answer (or answers) you want to give. You are always welcome to write more about any of the questions - there is a blank page at the end if you run out of space. We are interested in whatever you would like to say.

We have tried to design the questionnaire so that it is easy to use. If you find that some of the questions don't seem to fit your circumstances, we apologise and hope that you will find a way to tell us about your experiences.

## A. Training to be a doula

A1. What year did you complete your training?

.....

A2. Was there anything in the training that you struggled with?

Please tick all that apply.

Studying

Finding the time

Travel to the venue

Child care

No - did not struggle with anything

Other (please say what):

.....

A3. What could the service do to help women complete the training?

Please tick all that apply.

Nothing needed

Make it shorter

Provide more support

Give some choices of topics

Other (please say what):

.....

**A4.** How important were the following outcomes of the training for you personally? Please circle a number for each one listed to indicate whether it was ‘not important’ (0), ‘somewhat important’ (1) or ‘very important’ (2).

	Not	Somewhat	Very
Increased confidence	0	1	2
Qualification	0	1	2
Increased knowledge	0	1	2
Helped to get future training and job	0	1	2
Made friends	0	1	2
Sense of achievement	0	1	2
Other (please say what)	0	1	2

.....

**A5.** How important are the following for encouraging new volunteers to stay with the service? Please circle a number for each one listed to indicate whether it is ‘not important’ (0), ‘somewhat important’ (1) or ‘very important’ (2).

	Not	Somewhat	Very
Do not have a long wait before supporting a woman	0	1	2
Start with a simple case	0	1	2
Be a backup doula first	0	1	2
Have more contact from service staff	0	1	2
Option of voluntary work other than one-to-one support e.g. attend events, promote service	0	1	2
Other (please say what)	0	1	2
.....			

## B. Becoming involved with the service

B1. What were your personal reasons for becoming involved? Please circle a number for each one listed to indicate whether it was 'not important' (0), 'somewhat important' (1) or 'very important' (2).

	Not	Somewhat	Very
Wanted to support women in pregnancy	0	1	2
Wanted to support women in childbirth	0	1	2
I had a positive personal birth experience and wanted to help other women have a positive experience	0	1	2
I had a negative personal birth experience and I wanted to help prevent other women have a negative experience	0	1	2
Wanted to work with socially disadvantaged women	0	1	2
Other (please say what) .....	0	1	2

**B2.** What were your work related reasons for becoming involved? Please circle a number for each one listed to indicate whether it was 'not important' (0), 'somewhat important' (1) or 'very important' (2).

	Not	Somewhat	Very
To use the skills I already had	0	1	2
To help in applying for further training (please say which)	0	1	2
To help in gaining employment (please say which)	0	1	2
To find out more about working in health and social care	0	1	2
Other (please say what)	0	1	2

.....

**B3.** What were your personal reasons for remaining involved after training? Please circle a number for each one listed to indicate whether it was ‘not important’ (0), ‘somewhat important’ (1) or ‘very important’ (2).

	Not	Somewhat	Very
I enjoy supporting women in pregnancy/labour/delivery	0	1	2
I feel that I am making a useful contribution	0	1	2
I enjoy receiving gratitude and appreciation from clients	0	1	2
It helps give me an identity beyond existing role(s) e.g. mother, working role	0	1	2
Attending births is a rare privilege	0	1	2
Other(s) (please say what)	0	1	2

.....

**B4.** What were your work related reasons for staying involved after training?  
 Please circle a number for each one listed to indicate whether it was ‘not important’ (0), ‘somewhat important’ (1) or ‘very important’ (2).

	Not	Somewhat	Very
I enjoy working with other doulas	0	1	2
I enjoy working with the project/service staff	0	1	2
I feel part of a team	0	1	2
To help in applying for further training (please say which)	0	1	2
To help in gaining employment (please say which)	0	1	2
To find out more about working in health and social care	0	1	2
Other(s) (please say what)	0	1	2

.....



## C. The doula role

C1. If the service could only provide support at one stage, which should it be?  
Please circle only ONE.

Support before the birth 1

Support during labour/birth 2

Support after the birth 3

Please say why

.....

C2. To what extent is the doula role about friendship?

It is not part of the role 1

It is a small part of the role 2

It is a big part of the role 3

Please say why:

.....

C3. To what extent is the doula role about working with the woman's partner/  
wider family?

It is not generally part of the role 1

It is generally a small part of the role 2

It is generally a big part of the role 3

**C4.** How important do you think it is that a doula has had a child and/or has parenting experience?

Very important 1      Quite important 2      Not important 3

Please say why:

.....

**C5.** What does the back-up doula role mean to you?

Please circle only ONE.

A reserve in case the main doula cannot attend 1

Someone who supports a woman jointly with the main doula 2

Other (please say what): 3

.....

**C6.** Should the back-up always be introduced to the woman? Please circle only ONE.

No need for woman to know the identity of the back-up until/unless she's needed 1

Woman should have contact details but does not need to be introduced 2

Introduce at the same time as the main doula 3

Introduce at the main doula's second visit 4

Other (please say what) 5

.....

Please say why:

.....

## D. Workload

In the following section we refer to 'active volunteering'. By this we mean not being on a break from volunteering. 'Active volunteering' does include times when awaiting a match.

D1. How many women have you supported in total?

(a) as a main doula? \_\_\_\_\_

(b) as a back up doula? \_\_\_\_\_

D2. Were all the women you supported as a main doula, supported in all three possible stages i.e. antenatally, at the labour/birth and postnatally?

Yes      1                                  No      2

If no, please indicate below how many women (approx.). you have supported at what stages

Antenatally, labour birth/ postnatally .....  
.....

Antenatally and postnatally only .....  
.....

Labour/birth and antenatally only .....  
.....

Labour/birth and postnatally only .....  
.....

Antenatally only .....  
.....

Labour/birth only .....  
.....

Postnatally only .....  
.....

**D3.** What is the maximum number of women that you have supported at any one time?

.....as main doula and .....as back-up

**D4.** Have you ever taken a break from active volunteering?

Yes 1                      No 2

If yes, please say for how long:

.....

And why you took the break:

.....

.....

**D5.** Whilst actively volunteering (meaning not on a break from volunteering), we know that hours vary, but on average how many hours do you spend each week supporting women?

(a) Direct time with women:

Less than 1 hour a week	1
1-2 hours a week	2
3-5 hours a week	3
6-10 hours a week	4
11 hours or more a week	5

(b) Time on related activities (e.g. supervision, record keeping, contacting

(c) a third party on a woman's behalf):

Less than 1 hour a week	1
1-2 hours a week	2
3-5 hours a week	3
6-10 hours a week	4
11 hours or more a week	5

(c) Associated travelling time:

Less than 1 hour a week	1
1-2 hours a week	2
3-5 hours a week	3
6-10 hours a week	4
11 hours or more a week	5

**D6.** Whilst actively volunteering, on average, how many hours do you spend each month on things related to the doula role that are not directly supporting women (e.g. attending events, promoting the service, refresher training)?

(a) Direct time on other activities:

Less than 1 hour a month	1
1-2 hours a month	2
3-5 hours a month	3
6-10 hours a month	4
11 hours or more a month	5

(b) Associated travelling time:

Less than 1 hour a month	1
1-2 hours a month	2
3-5 hours a month	3
6-10 hours a month	4
11 hours or more a month	5

**D7.** Has your doula role ever affected your ability to take on paid work/extra hours at work that you would have otherwise done?

Please circle only ONE.

- |           |   |
|-----------|---|
| Often     | 1 |
| Sometimes | 2 |
| Never     | 3 |

If yes, please say how:

.....

**D8.** Have you ever incurred costs through your doula role (e.g. childcare, transport, refreshments) that you have not been able to claim back as expenses?

Please circle only ONE.

- |           |   |                          |
|-----------|---|--------------------------|
| Often     | 1 | <input type="checkbox"/> |
| Sometimes | 2 | <input type="checkbox"/> |
| Never     | 3 | <input type="checkbox"/> |

If yes, please say what:

.....

**D9.** How much doula work are you offered?

- |                        |   |
|------------------------|---|
| More than I want to do | 1 |
| About the right amount | 2 |
| Less than I want to do | 3 |

**D10.** Have you ever felt pressured by the service to take on more doula work than you are comfortable with?

- |           |   |
|-----------|---|
| Often     | 1 |
| Sometimes | 2 |
| Never     | 3 |

Please say what happened:

.....

**D11.** Have you ever felt pressured by a woman to take on more doula work than you are comfortable with?

- |           |   |
|-----------|---|
| Often     | 1 |
| Sometimes | 2 |
| Never     | 3 |

Please say what happened:

.....



## E. Matching issues

E1. How important are each of the following when allocating a doula to a woman?

	Very	Somewh at	Very
Speaking the same language	1	2	3
Similar background	1	2	3
Getting on well together	1	2	3
Geographical location	1	2	3
Level of doula experience	1	2	3
Doula's age	1	2	3

What other things do you think are important when allocating a doula?

.....

E2. Have you ever had a match that you felt was not the best fit?

Yes 1                      No 2

If yes, please say how:

.....

.....

**E3.** Do you feel that your relationship with a woman is affected by the timing of when you meet? Please circle one only.

- Yes 1
- No 2
- Depends on woman's needs 3

Please say why:

.....

**E4.** Have you ever supported a woman who did not speak English?

- Yes 1
- No 2 If no, go to F1

**E5.** If yes, did you speak the same language? Please circle one.

- Yes, we spoke the same language 1
- If yes, go to F1
- No, we did not speak the same language 2
- I have experienced both 3

**E6.** How did the language barrier affect your relationship?

.....  
.....

## F. Barriers to and challenges in supporting women

F1. Have you ever been unable to attend a labour/birth that you had planned to attend?

Yes 1 No 2 If no, go to F4

If yes, how many times has this happened? .....

F2. Why were you unable to attend? Please tick all that apply.

- Woman did not contact me
- I was unavailable
- Circumstances changed - someone else came with the woman (e.g. partner/friend)
- Labour/birth was sooner than expected
- Health professional did not allow
- Other (please say what)

.....

F3. How did you feel about not being able to attend a labour/birth that you had planned to attend?

.....

F4. Thinking about antenatal and postnatal support, have you ever found you were not able to support a woman in the way that you would have like to?

Please tick all that apply.

- No
- Yes - due to boundaries of the doula service
- Yes - due to limits placed by health professionals
- Yes - due to lack of time
- Yes - due to level of complexity of needs
- Yes - other please say what:

.....

F5. Whilst working as a doula, have you ever experienced any communication problems with the following?

Please tick all that apply.

- With a woman I have supported
- With a woman's partner/husband
- With a woman's family member
- With doula service staff
- With another doula
- With a health professional
- With staff at other agencies
- Please tell us more about this:

.....

**F6.** Were there any aspects of active volunteering that you feel the training did not prepare you for?

Yes 1                                  No 2

If yes, please say what aspect(s):

.....  
.....

**F7.** Have you ever felt out of your depth?

Yes, often                                  1

Yes, occasionally                                  2

No    3

If yes, please tell us more about this

.....  
.....

## G. Support for doulas

**G1.** Who can you talk to in an emergency? Please tick all that apply.

Doula service staff

Health professionals

Another doula

Other services

Other please say who:

.....

**G2.** Who can you talk to for moral support?

Service staff

Health professionals

Another doula

Other services

Own partner

Own family/friend

Other please say who:

.....

**G3. What contact do you have with doula service staff?**

- Scheduled (planned) supervisions
- Scheduled telephone conversations (e.g. before/after initial meeting with a new woman)
- Telephone conversations when I need them
- Face to face conversations when I need them
- I usually wait until they contact me
- Other: please say what

.....

**G4. How satisfied are you with the availability of service staff inside office hours?**

- Very satisfied 1
- Quite satisfied 2
- Not at all satisfied 3

**G5. How satisfied are you with the availability of service staff outside office hours?**

- Very satisfied 1
- Quite satisfied 2
- Not at all satisfied 3

**G6.** Are you able to use supervision meetings for each of the following?

Please tick all that apply.

Moral support for the role

Reflection

Personal issues

Other: please say what:

.....

What is supervision most helpful for?

.....

**G7.** Do you feel there are enough resources to support your work (e.g. interpreters, telephones)

Yes, most of the time 1

Yes, some of the time 2

No, hardly ever 3

**G8.** Would you like more contact with other doulas?

Yes 1 No 2

Please say why or why not

.....



## H. How the doula service fits and works with other services

H1. Do you feel that a professional has ever misunderstood your role?

- |                     |   |
|---------------------|---|
| Yes, more than once | 1 |
| Yes, only once      | 2 |
| No, never           | 3 |

If yes, please say who and what happened:

.....  
...

H2. Do you feel the role of doula is clear in relation to the role of other services?

- |                                       |   |
|---------------------------------------|---|
| Yes, it is a clearly different role   | 1 |
| No, there is overlap with other roles | 2 |

If no, please say what overlap:

.....

H3. How well do you feel that you and midwives work together?

- |                       |   |
|-----------------------|---|
| Well most of the time | 1 |
| Well some of the time | 2 |
| Not well at all       | 3 |
| Not applicable        | 4 |

**H4.** How well do you feel that you and other health and social care professionals work together?

- Well most of the time 1
- Well some of the time 2
- Not well at all 3
- Not applicable 4

**H5.** Have you ever found any barriers to signposting women to other services?

Yes 1 No 2 If no go to H7

**H6.** What were those barriers?

- I did not know what services were available
- A lack of available services
- Waiting times for services
- Women not wanting to use the services
- Other please say what:

.....

**H7.** Have you ever felt there were too many other services involved in supporting a woman?

Yes 1 No 2 If no, go to H9

**H8.** What are the effects of too many services involved in supporting a woman?

Please tick all that apply.

Disrupt or interfere with other support work going on

Repetition of support by different people

Contradictory support given by different people

Woman does not appreciate the support because receives so much

Other - please say what:

.....

**H9.** What is it about how the doula service works that make it different from other services that childbearing women can access?

**H10.** Do you think that 'volunteer doulas' should be paid (with women still receiving a free service)?

Yes 1                      No 2

Please say why or why not:

.....

.....

**H11.** Do you think that ‘volunteer doulas’ should be paid, and that the women should pay for the service?

Yes     1                      No     2

Please say why or why not:

.....  
.....

**H12.** If doulas were to be paid, rather than be volunteers, what do you think the hourly rate of pay should be for a doula? Please circle ONE only.

- In line with minimum wage (21 years and older):£6 per hour                      1
- Similar to a Maternity Support Worker: £7-£10    2
- Similar to a newly-qualified midwife: £11-£14    3
- Other (please say what): £ ..... Per hour    4

**J. Impact of the doula role - how it affects you**

**J1.** Has being a doula affected you emotionally in terms of revisiting your own previous experiences of childbirth?

Not applicable 1

No 2

Yes 3

If yes, please say how

.....

**J2.** Has being a doula exposed you to difficult experiences that have affected you emotionally?

No 1

Yes 2

If yes, please say how:

.....

**J3. How has being a doula affected you socially?**

	Not at all	Somewhat	A great deal
Enjoyed meeting new people and building relationships	0	1	2
Feel more involved in my local community and local activities	0	1	2
Increased my appreciation of other people's cultures	0	1	2
Other (please say what)	0	1	2

.....

**J4. How has being a doula affected you in ways related to being in a work environment?**

	Not at all	Somewhat	A great deal
Created opportunities in employment, education, training	0	1	2
Enabled me to test out a general work environment	0	1	2
Enabled me to test out a maternity/health/social care work environment	0	1	2
Gave me the opportunity to work as part of a team	0	1	2
Increased my confidence regarding working	0	1	2
Decreased my confidence regarding working	0	1	2
Other (please say what)	0	1	2

.....

**J5. How has being a doula affected your health and wellbeing?**

- Positively - improved 1
- Has not affected it at all 2
- Negatively - worsened 3

Please tell us more about this:

.....

.....

**J6. How has being a doula affected your family?**

	Not at all	Somewhat	A great deal
Increased my parenting knowledge/skills	0	1	2
Encouraged a healthier diet and lifestyle	0	1	2
Increased knowledge and accessing of services	0	1	2
Less available to family	0	1	2
Car less available to family	0	1	2
Others needed to look after my children	0	1	2
Other (please say what)	0	1	2

.....

**J7. Please tell us about any other ways in which being a doula has affected you.**

.....

.....

**K. Impact of the doula role - how it affects women**

**K1.** How do you think that doula support affects women’s use of other services?

Please circle one answer only.

- Helps them to access different services/join different groups 1
- Makes them less interested in different services/groups 2
- Does not affect it at all 3
- Other(s) (please say what) 4

.....

**K2.** How do you think that doula support affects women getting to know other mothers? Please circle one answer only.

- Helps them to meet other mothers 1
- Makes them less interested in meeting other mothers 2
- Does not affect it at all 3
- Other(s) (please say what) 4

.....

**K3.** Do you think that having doula support increases women’s knowledge and skills around pregnancy, childbirth and looking after a baby?

Yes 1                      No 2

If yes please say how:

.....



**K4.** Do you think having doula support helps women to make lifestyle changes for the health of themselves and their babies?

Yes 1                      No 2

If yes, please say how:

.....

**K5.** Please tell us about any other positive or negative effects that doula support has had for a woman

.....

**K6.** If a service has limited resources, which of these women should be prioritised to receive doula support?

Please circle only one answer

- Women with complex needs 1
- Women with no partner/husband 2
- Women with no support locally 3
- Women who actively want the service 4
- Other (please say who): 5

.....

## L. Endings with women

Some doulas have told us they have found endings quite difficult with the women they are supporting, even though they are expected on both sides. We would like to find out more about your experiences.

L1. How do you prepare the woman for the end of your support?

.....

.....

L2. What makes for a difficult ending?

.....

.....

L3. How could endings be done differently?

.....

.....

L4. Do you ever prepare anything for women, as part of the ending?

Yes    1                      No    2    If no, go to L6

L5. What do you prepare for women as part of the ending?

Please tick all that apply.

An account of the time spent together

A birth story

Photographs

Other (please say what)

.....

L6. Do women ever offer you a token of appreciation?

Yes    1                      No    2    If no, go to L8

**L7.** Has an offer of a token of appreciation ever caused any problems?

Yes 1 No 2

If yes, please say how

.....

**L8.** Have you ever had contact/received updates beyond the official ending?

Yes 1 No 2

**L9.** Would you like to have more update information on women you have supported?

Yes 1 No 2

**L10.** Would you have liked to have been able to stay in touch with any women after the official endings?

Yes 1 No 2 If no, go to L12

**L11.** Why would you have liked to have been able to stay in touch?

Please tick all that apply.

I was concerned about her

I was concerned about the children

I thought that she needed it

She had no one else

Other (please say what)

.....

**L12.** Is there anything else that you would like to say about endings?

.....

## M. Stopping volunteering

M1. Are you still an active volunteer? Please circle one only.

- |                                 |   |
|---------------------------------|---|
| Yes, still an active volunteer  | 1 |
| Having a break                  | 2 |
| No, I have stopped volunteering | 3 |

If you have stopped volunteering, why did you stop?

.....

M2. What aspects of the role would have encouraged/would encourage you to keep volunteering?

	Not at all	Somewhat	A great deal
Payment	0	1	2
Greater responsibility	0	1	2
Being able to support women with simpler needs	0	1	2
Being able to support women with more complicated needs	0	1	2
Others (please say what)	0	1	2

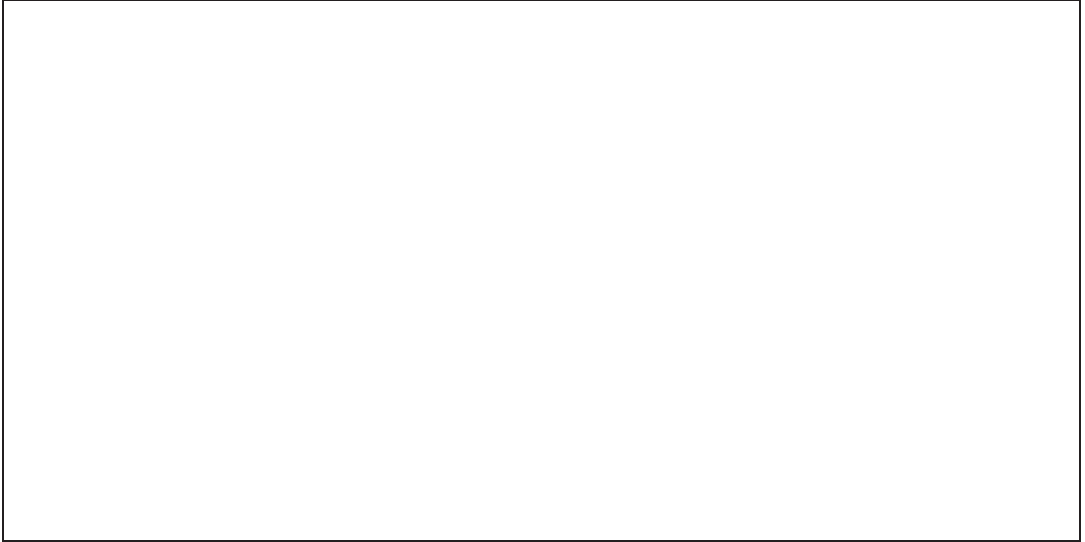
.....

**M3.** What else would have encouraged/would encourage you to keep volunteering?

	Not at all	Somewhat	A great deal
More contact with other doulas	0	1	2
More support from service/project staff	0	1	2
Better recognition by health services	0	1	2
Fewer commitments in personal life	0	1	2
Other (please say what)	0	1	2
.....			

## N. Summing up your doula experience

**N1.** What is the best thing about being a doula?



**N2.** What is the one thing you would change about the doula role?



**N3.** Would you recommend being a volunteer doula to other people?

Yes 1

No 2

**N4.** Overall, how would you rate your experience of being a doula?

0 1 2 3 4 5

Very poor

Very good

## P. About You

**P1.** How old are you?

.....

**P2.** How old were you when you left school or college?

.....

**P3.** Are you currently in paid employment?

- |                         |   |
|-------------------------|---|
| No                      | 1 |
| Yes - part time         | 2 |
| Yes - full time         | 3 |
| Other (please say what) | 4 |

.....

**P4.** What is your ethnic group?

- |                        |   |
|------------------------|---|
| White                  | 1 |
| Mixed                  | 2 |
| Asian or Asian British | 3 |
| Black or Black British | 4 |
| Other (please specify) | 5 |

.....



## Finally....

Thank you very much for filling in this questionnaire and for being part of this research study.

Please remember that everything you have told us in this questionnaire is confidential and will not be fed back to anyone at the doula service.

If you have any questions about the research or this questionnaire, please email [REDACTED]. Alternatively, ring [REDACTED], the Evaluation Project secretary, on [REDACTED] and leave your number and one of the research team will phone you back.

### TELEPHONE DISCUSSION

We may like to telephone you to check that we have understood your comments or to explore a question in more detail. This would be a brief discussion (15-30 minutes) and would be audio-recorded for accuracy and so that we can use anonymous quotations in the findings of the research. No-one would be identifiable in any reports. You would be contacted by the researcher using the contact details provided below. You would be asked to give verbal consent, and to confirm that you have read and understood this information about the telephone discussion, which would be recorded by the interviewer on a consent form. You would be sent a copy of the consent form.

If you would be willing to be contacted, please tick the boxes on the opposite page and fill in the details.

I am willing to take part in a one-to-one telephone conversation about my experiences

I understand that if I take part in a one-to-one telephone conversation, my comments may be used in the same way as my comments on the questionnaire - they could be used in the findings of the research but I would not be identifiable in any reports.

My name is: .....

My telephone number is: .....

The best time to ring is .....

It is ok to leave a voicemail message  Yes  No

It is ok to send a text message  Yes  No

Please use the blank page overleaf for anything else that you would like to tell us.

Please use this page for anything else that you would like to tell us.