

Web Appendix C. Normalized effect of factors (constructs from the closed-form part of survey) and latent topics in overall rating of patient experience

Factor	Latent Topic	Effect	Effect(Total)
Communication		0.6963	0.7700
	Topic15_16_19_58_6. Ineffective communication	0.0738	
Respect & Dignity		1.0000	1.0031
	Topic2_49_48_62_50_60. Staff Attitude	0.0031	
<i>Involvement</i>		0.6465	0.6465
<i>Confidence & Trust</i>		0.5881	0.5881
Responsiveness		0.1717	0.3002
	Topic52_29_31. Information Support and Individualised Options	0.1285	
<i>Attention</i>		0.0387	0.0387
Pain Management		0.1376	0.2441
	Topic26_37_53. Access to Pain Relief	0.1065	
<i>Information</i>		0.2489	0.4421
<i>Clarity of Explanation</i>		0.1932	0.1932
Personal Circumstance		0.0000	0.0955
	Topic21. Care Under Exceptional Circumstances	0.0955	
Partner Involvement		0.0341	0.0945
	Topic41_47. Partner Participation	0.0604	
Additional Insight			2.8533
	Topic1_30_5_57_7. Capacity Related Concerns	0.1646	
	Topic3_32_23.Appointment Management System	0.0571	
	Topic4_40_51_61_64_9. Care Consistency	0.0693	
	Topic8. Doctors Pre-visit Preparation	0.1637	
	Topic10_27. Insufficient Amenities	0.1264	
	Topic11. Labour Postnatal Support and Delayed Appointments	0.1034	
	Topic12. Night-time Care Conditions	0.0629	
	Topic13_17_25_46_34. Insufficient Care Checks (Pre and Postnatal)	0.1364	
	Topic14_33_44. Ineffective Post Care	0.1034	
	Topic18. Labour Ward Access	0.1820	
	Topic20. Deficit of Hospital Resources	0.1697	

	Topic22_24_65. Positive Care Experience	0.2281	
	Topic28. Discharge Issues	0.1338	
	Topic35. Quality of Food	0.1541	
	Topic36. Management of Visiting Times	0.1019	
	Topic39. Detection and Treatment of Infections	0.1593	
	Topic42_59. Rushed Care	0.0582	
	Topic43_63. Need for Increased Breastfeeding Support	0.1558	
	Topic45_55. Integrated GP Care Services	0.1931	
	Topic54. Insensitive Care Conditions	0.1607	
	Topic56_38. Holistic Care Experience	0.1696	