

## Web Appendix H. Valence and Salience for latent Themes

Themes	Valence	Salience	Valence & Salience
Capacity Related Concerns (Tangible)	0.941	1.000	1.000
Insufficient Care Checks (Pre and Postnatal) (Process)	0.755	0.785	0.794
Care Consistency (Reliability)	0.748	0.461	0.587
Need for Increased Breastfeeding Support (Competency)	0.328	0.448	0.375
Ineffective communication (Communication)	0.611	0.393	0.491
Ineffective Post Care (Reliability)	0.689	0.364	0.500
Appointment Management System (Process)	0.611	0.308	0.434
Access to Pain Relief (Pain management )	0.522	0.281	0.380
Information Support and Individualised Options (Empathy)	0.344	0.248	0.277
Deficit of Hospital Resources (Tangible	0.416	0.190	0.276
Integrated GP Care Services (Process)	0.412	0.151	0.250
Quality of Food (Tangible)	0.213	0.146	0.151
Insufficient Amenities (Tangible)	0.442	0.145	0.259
Holistic Care Experience (Process)	0.396	0.142	0.237
Labour Postnatal Support and Delayed Appointments (Process)	0.262	0.132	0.168
Doctors Pre-visit Preparation (Process)	0.288	0.127	0.178
Insensitive Care Conditions (Empathy)	0.412	0.125	0.234
Discharge Issues (Process)	0.178	0.096	0.105
Labour Ward Access (Tangible)	0.000	0.081	0.000
Rushed Care (Reliability)	0.606	0.068	0.267
Detection and Treatment of Infections (Reliability)	0.067	0.066	0.029
Partner Participation (Emotional/Moral support)	0.426	0.042	0.186
Staff Attitude (Empathy)	1.000	0.040	0.306
Management of Visiting Times (Process)	0.314	0.034	0.133
Care Under Exceptional Circumstances (Empathy)	0.323	0.017	0.126
Night-time Care Conditions (Tangible)	0.485	0.000	0.179