

Abstract

This thesis is split into two parts, theory, where I primarily define terminology of perinatology, medical staff, perinatology itself in Czech republic, neonatology, which the Apolinář centre is very well known for. And also research theory.

Second part is so called practical part of the bachelor thesis, which concerns the area of research into satisfaction of mothers in care in the perinatology centre of Apolinář in Prague. It is primarily focused on satisfaction of mothers with intimacy, privacy, care, staff behaviour, quality of food, cleanliness of the facility and the impression of the environment, in which the woman experiences the most important moments of her life. Research has been conducted by surveying mothers in care of the facility, as the simplest most effective, anonymous and least time consuming method. This research has pointed out the strong and the weak points of perinatology centre. The weak points are also addressed in more detail in chapter „Recommendation and prevention“, where I try to present viable solutions for those issues.

The aim of this work was to determine the level of care in the maternity hospital at Apolinář and based on the results to recommend appropriate improving measures not only for the care of mothers and newborns.

Keywords: perinatology, mother, maternity hospital, midwife, satisfaction with care