

Maternity Services - 'Friends and Family Test' - Jan-15 to Mar-15

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

The Trust's target score is 75%.

Service / Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Antenatal Service				
Jan-15	1	100.0	0.0	0.0
Feb-15	4	100.0	0.0	0.0
Mar-15	7	85.7	0.0	14.3

Labour Ward - NDDH				
Jan-15	10	100.0	0.0	0.0
Feb-15	6	100.0	0.0	0.0
Mar-15	13	100.0	0.0	0.0
Bassett Ward - NDDH				
Jan-15	18	100.0	0.0	0.0
Feb-15	15	100.0	0.0	0.0
Mar-15	8	100.0	0.0	0.0
Postnatal Community Service				
Jan-15	8	100.0	0.0	0.0
Feb-15	2	100.0	0.0	0.0
Mar-15	4	100.0	0.0	0.0

Qualitative Feedback - Antenatal Service

	Maternity Service	Month	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our antenatal service?
1	Antenatal Service	Jan	Extremely likely	I felt that my midwife was very easy to get along with and she listened to me and made me feel safe and comfortable.	
2	Antenatal Service	Feb	Extremely likely	Helpful and knowledgeable staff.	
3	Antenatal Service	Feb	Extremely likely	Midwife comes to house to see me and it is the midwife I requested at booking.	
4	Antenatal Service	Feb	Extremely likely	Openness and friendliness of staff. Made to feel you can approach at any time. Always thorough checks. Good sharing of info.	
5	Antenatal Service	Feb	Extremely likely	Midwives have been excellent.	No.
6	Antenatal Service	Mar	Extremely likely	Fantastic midwives. Funny, supportive - amazing!! Always there if you need them – any time and open minded. Caen medical centre. J + P.	
7	Antenatal Service	Mar	Extremely likely	Helpful and very friendly midwives. Nothing was too much trouble. Thorough and dependable nurses at hospital too.	N/A.
8	Antenatal Service	Mar	Extremely likely	I have only been with this antenatal service a short while but have found the service to be great and midwives very thorough, caring and professional.	Longer and more regular appointments would give pregnant women more peace of mind I feel.
9	Antenatal Service	Mar	Extremely likely	Friendly, supportive, good choice of appointments available.	No.
10	Antenatal Service	Mar	Extremely likely	All of the midwives that I have seen during this pregnancy and my previous pregnancy (when unfortunately my baby died) have been incredibly supportive, compassionate and professional.	I cannot fault the service I have received, although I am being consultant led during this pregnancy and have seen several different consultants which has made planning my labour etc. quite difficult.

11	Antenatal Service	Mar	Extremely likely	Very happy with support and services.	
12	Antenatal Service	Mar	Neither likely nor unlikely	No personal friendship with midwife. Seen a different midwife every antenatal visit. When I have seen my own midwife she can't remember my name or how many weeks pregnant I am. Why not look it up before she calls me in?	At 32 weeks I had to ask about antenatal classes, as I wasn't advised when/how to go. If this was my first pregnancy I wouldn't be very happy but luckily I have done it before with my first baby, where the midwife was brilliant every time. Don't rush appointments - not our fault your always running late.

Qualitative Feedback - Labour Ward - NDDH

	Maternity Service	Month	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service on our labour ward?
1	Labour Ward, NDDH	Jan	Extremely likely	Caring and really helpful.	No.
2	Labour Ward, NDDH	Jan	Extremely likely	Friendly staff, lots of support and information given.	No.
3	Labour Ward, NDDH	Jan	Extremely likely	First time mum and very anxious - midwife made me feel so at ease and had a fab experience. Couldn't have asked for anything better with their care of me, partner and baby.	
4	Labour Ward, NDDH	Jan	Extremely likely	Very good service, felt like we were in safe hands.	
5	Labour Ward, NDDH	Jan	Extremely likely	Friendly staff, nice rooms.	
6	Labour Ward, NDDH	Jan	Extremely likely	All the staff have been lovely, extremely professional and made us feel welcome.	None.

7	Labour Ward, NDDH	Jan	Extremely likely	The midwife explained everything step by step. How, what, when, where, why. An excellent service provided, thank you.	More than happy with the service.
8	Labour Ward, NDDH	Jan	Extremely likely	All the staff on Labour ward - midwives, MCAS and doctors were friendly and explained mine and my baby's care every step of the way. They had a genuine, caring nature and reassured me at a challenging and scary time. Keep up the amazing work!	
9	Labour Ward, NDDH	Jan	Extremely likely	Having had my son here 5 years ago, I knew I'd be in safe hands! All of the staff are fantastic and friendly, I can't praise them highly enough. My midwife, J, was amazing and helped me stay focused and strong! Thanks for everything.	
10	Labour Ward, NDDH	Jan	Extremely likely	Totally amazing support. Had an amazing experience. Thanks millions!	
11	Labour Ward, NDDH	Feb	Extremely likely	Was made to feel safe and comfortable.	Pay the gas bill so the central heating works properly!
12	Labour Ward, NDDH	Feb	Extremely likely	Staff lovely, pleased with care I received made my stay very pleasant.	More staff.
13	Labour Ward, NDDH	Feb	Extremely likely	Midwives are very supportive and friendly.	
14	Labour Ward, NDDH	Feb	Extremely likely		
15	Labour Ward, NDDH	Feb	Extremely likely	Midwives are very nice and easy to talk to and very reassuring and supportive.	No improvements.
16	Labour	Feb	Extremely likely	Fabulous midwife (J) wonderful care by all staff	

	Ward, NDDH			involved.	
17	Labour Ward, NDDH	Mar	Extremely likely	Midwives amazing.	No.
18	Labour Ward, NDDH	Mar	Extremely likely	All who cared for us were fantastic.	No - all members of staff were completely on the ball.
19	Labour Ward, NDDH	Mar	Extremely likely	It's been brilliant had both our babies here midwives have been kind and attentive and so willing to listen and adapt. Extremely great!!!	More clarification about what was happening although 2nd time mum I was still confused, but when asked was told brilliantly.
20	Labour Ward, NDDH	Mar	Extremely likely	Very supportive, caring, professional, excellent, reassuring. 1:1 care throughout. Self-confident in the knowledge of our midwife.	No.
21	Labour Ward, NDDH	Mar	Extremely likely	They was fantastic and I would trust them loads. Don't mess with them! LOL.	I'm very happy with everything.
22	Labour Ward, NDDH	Mar	Extremely likely	Brilliant, helpful, knowledgeable and supportive staff.	None.
23	Labour Ward, NDDH	Mar	Extremely likely	Really friendly people.	No.
24	Labour Ward, NDDH	Mar	Extremely likely	Very friendly. A pleasure.	No.
25	Labour Ward, NDDH	Mar	Extremely likely	Given all the care we needed.	No.
26	Labour Ward, NDDH	Mar	Extremely likely	All very personable and make you feel completely at ease.	
27	Labour	Mar	Extremely likely	Really helpful, kind and friendly.	

	Ward, NDDH				
28	Labour Ward, NDDH	Mar	Extremely likely	Absolutely amazing.	
29	Labour Ward, NDDH	Mar	Extremely likely		

Qualitative Feedback - Bassett Ward - NDDH

	Maternity Service	Month	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service on our postnatal ward?
1	Bassett Ward, NDDH	Jan	Extremely likely	Friendly helpful and supportive staff.	Nil.
2	Bassett Ward, NDDH	Jan	Extremely likely	Fantastic care and so friendly.	
3	Bassett Ward, NDDH	Jan	Extremely likely	Excellent care.	No.
4	Bassett Ward, NDDH	Jan	Extremely likely	Helpfulness and friendliness of all staff. Lots of patience shown by midwives.	None.
5	Bassett Ward, NDDH	Jan	Extremely likely	The staff are so friendly and patient. I was very low and scared and they were all so supportive.	A day room where we could take the babies and sit to talk to other mums.
6	Bassett Ward, NDDH	Jan	Extremely likely		
7	Bassett	Jan	Extremely likely	All staff have been absolutely brilliant! Very	None.

	Ward, NDDH			caring, quick to give assistance and we've received very helpful info!	
8	Bassett Ward, NDDH	Jan	Extremely likely	Everyone has been so kind and helpful.	
9	Bassett Ward, NDDH	Jan	Extremely likely	Staff lovely, care given excellent.	No.
10	Bassett Ward, NDDH	Jan	Extremely likely	Good and nice to everyone.	No.
11	Bassett Ward, NDDH	Jan	Extremely likely	Brilliant team of midwives and doctors. Gave great support after my C-section and responded great when I was in pain. It's well-run and organized.	No, as I feel it is running well.
12	Bassett Ward, NDDH	Jan	Extremely likely	All the staff have been very caring.	No.
13	Bassett Ward, NDDH	Jan	Extremely likely	Lovely and caring staff.	
14	Bassett Ward, NDDH	Jan	Extremely likely	Everyone has been outstanding from start to finish!	NO! Keep the good work up! I'll be back! x- to everyone.
15	Bassett Ward, NDDH	Jan	Extremely likely	I was left alone when I wanted and given space, but as soon as I buzzed for help, a member of staff was there. Perfect balance! Also considerate staff, keeping me informed and closing doors for privacy etc.	Fans! Whilst I can understand it needs to be warm enough for the babies, mums are generally sweltering, I believe I was.
16	Bassett Ward, NDDH	Jan	Likely	Very helpful.	More help when needed.
17	Bassett	Jan	Likely	The team here have been fantastic. Very kind,	Every family needs support.

	Ward, NDDH			caring and supportive. It's a shame a few (2) that I have met let the team down due to lack of people skills, care towards others and totally ignore the ladies' partners!	
18	Bassett Ward, NDDH	Jan	Likely	Very supportive and calming during labour and helpful after with breastfeeding.	
19	Bassett Ward, NDDH	Feb	Extremely likely	Good care.	
20	Bassett Ward, NDDH	Feb	Extremely likely	Very friendly, personable and professional care.	
21	Bassett Ward, NDDH	Feb	Extremely likely	The care for both myself and my body has been outstanding. Nothing is ever too much for the staff here. I have felt at ease throughout my whole stay here.	Don't change anything.
22	Bassett Ward, NDDH	Feb	Extremely likely	Very helpful and they have time for you.	
23	Bassett Ward, NDDH	Feb	Extremely likely	Great care, nothing was too much trouble for the staff. I felt in very safe hands with mine and my babies' best interests at heart.	
24	Bassett Ward, NDDH	Feb	Extremely likely	Because all the staff were brilliant.	Nope.
25	Bassett Ward, NDDH	Feb	Extremely likely	Everyone was brilliant, kind, patient and supportive.	
26	Bassett Ward, NDDH	Feb	Extremely likely	Lovely care, great midwives, made us very welcome.	
27	Bassett	Feb	Extremely likely	I had great care on Bassett ward, all lovely and	

	Ward, NDDH			welcoming. I had great support from all especially the MCAs where they supported me breastfeed and encourage me to carry on with breastfeeding when I felt like giving up. Special thanks to V and S both MCAs.	
28	Bassett Ward, NDDH	Feb	Extremely likely	All the midwives were efficient, professional, very friendly and supportive based on their own experiences.	
29	Bassett Ward, NDDH	Feb	Extremely likely	All staff have been excellent.	
30	Bassett Ward, NDDH	Feb	Extremely likely	Midwives were brilliant, listened to me and made me feel as relaxed as possible.	No - care was excellent.
31	Bassett Ward, NDDH	Feb	Extremely likely	Well looked after by all the midwives, very attentive staff.	
32	Bassett Ward, NDDH	Feb	Likely	Respectable/helpful staff calm atmosphere.	
33	Bassett Ward, NDDH	Feb	Likely	It was caring.	No.
34	Bassett Ward, NDDH	Mar	Extremely likely	Very helpful when needed help.	No.
35	Bassett Ward, NDDH	Mar	Extremely likely	All staff very friendly and helpful.	
36	Bassett Ward, NDDH	Mar	Extremely likely	Lovely staff, very caring, helped me with breastfeeding. Found breastfeeding lady very rude.	
37	Bassett	Mar	Extremely likely	Everybody was really kind, patient and	

	Ward, NDDH			supportive.	
38	Bassett Ward, NDDH	Mar	Extremely likely	Standard of care second to none.	No.
39	Bassett Ward, NDDH	Mar	Extremely likely	Warm and friendly staff, warm welcome and treated with dignity and respect throughout.	Ensure Nurses are rewarded for what they do! Thank you all xx.
40	Bassett Ward, NDDH	Mar	Likely	Staff have been very attentive and handovers well informed with personal information. Staff very understanding and compassionate to my personal care.	
41	Bassett Ward, NDDH	Mar	Likely	Very happy with the care received. Midwives have been brilliant.	

Qualitative Feedback - Postnatal Community Service

	Maternity Service	Month	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our postnatal community service?
1	Postnatal Community Service	Jan	Extremely likely	All midwives have been really good and health visitors. A (Bideford midwife) was fab fitting to see me day before Xmas eve which I know she was really busy.	
2	Postnatal Community Service	Jan	Extremely likely		
3	Postnatal Community Service	Jan	Extremely likely	Midwives very attentive and professional. Trusted them. Felt genuinely looked after and cared for.	
4	Postnatal Community Service	Jan	Extremely likely	Very helpful and attentive but also leave you too it if they think it's ok to. Never here too long,	

	Service			always very chatty and helpful.	
5	Postnatal Community Service	Jan	Extremely likely	Staff are very helpful and kind, answer any questions.	
6	Postnatal Community Service	Jan	Extremely likely	Staff are very friendly and helpful.	None.
7	Postnatal Community Service	Jan	Likely	Good support and attentive care.	None.
8	Postnatal Community Service	Jan	Likely	Reassuring service, but not 'in your face' or too pushy. There if you need it.	
9	Postnatal Community Service	Feb	Likely	It is clear what is available and how to access it.	No.
10	Postnatal Community Service	Feb	Likely	Caring, approachable.	
11	Postnatal Community Service	Mar	Extremely likely	Community midwife team have been excellent in contacting me by phone and visits any day for the week to ensure both myself and my daughter are well.	No.
12	Postnatal Community Service	Mar	Extremely likely	Friendly and supportive.	
13	Postnatal Community Service	Mar	Extremely likely	The service we've received throughout has been fantastic.	
14	Postnatal Community Service	Mar	Extremely likely	Friendly midwives, always available to help.	No.