

Maternity Services - 'Friends and Family Test' - Apr-15 to May-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:

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

'Would not recommend' percentage is calculated as follows:

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

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				
Apr-15	3	100.0	0.0	0.0
May-15	2	50.0	50.0	0.0

Labour Ward - NDDH				
Apr-15	13	100.0	0.0	0.0
May-15	9	88.9	0.0	11.1
Bassett Ward - NDDH				
Apr-15	20	95.0	0.0	5.0
May-15	11	100.0	0.0	0.0
Postnatal Community Service				
Apr-15	3	100.0	0.0	0.0
May-15	1	100.0	0.0	0.0

Qualitative Feedback - Antenatal 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?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely	Very knowledgeable and approachable, reassuring. I was kept well informed throughout.		26-35	White British	No tick
2	Apr	Extremely likely	Excellent care received.	More regular shift patterns for staff so you see the same people.	26-35	White British	No tick

3	Apr	Extremely likely	Very supportive team.		36-45	White British	No tick
1	May	Extremely likely	Great support and advice and make you feel very comfortable to ring even with silly questions!	Encourage continuing to see the same person each visit, although not a problem this time, in last pregnancy saw different person each visit - don't build as good relations then. No problems this time though.	26-35	White British	No tick
2	May	Extremely unlikely	I had to ask for classes, a long time getting back to me then to be told as only one other person interested there will only be one class out of a possible six.	Send information to every pregnant lady and run the classes no matter how much take up there is.	16-25	White British	No tick

Qualitative Feedback - Labour Ward - NDDH

	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?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
2	Apr	Extremely likely	Good support all through labour. Questions answered afterwards. Nice that the staff came round afterwards to check was happy.		26-35	White British	No tick
3	Apr	Extremely likely	We were in from 9pm - 1pm 10th and all the staff looked after very well, special mention for S.P. -	Feed the fathers.	36-45	White British	No tick

			was amazingly kind.				
4	Apr	Extremely likely	Amazing, kind, reassuring staff.	N/A.			No tick
5	Apr	Extremely likely	Couldn't praise the staff and facilities highly enough. They offered me more support than I ever dreamt. I'm so thankful to all the midwives/assistants/doctors.	Offer visits before the event.	26-35	White British	No tick
6	Apr	Extremely likely	Excellent support and care through a very difficult labour.	No.	36-45	White British	No tick
7	Apr	Extremely likely	The care and treatment we have received has been amazing.		26-35	White British	No tick
8	Apr	Extremely likely	Staff lovely and they do amazing job. Thank you.		26-35	White British	No tick
9	Apr	Extremely likely	Friendly staff, peaceful atmosphere.	No.	26-35	White British	No tick
10	Apr	Extremely likely	Nice friendly and helpful staff.		36-45	White British	No tick
11	Apr	Extremely likely	From beginning to end a beautiful experience from outstanding nurses/midwives so jovial and understanding. So sweet, kind whilst stern and gentle.	No need for improvements, these guys seem to have things sorted okay.	36-45	White British	No tick
12	Apr	Extremely likely	They were there when needed, friendly and supportive.	No.	26-35	White British	No tick
13	Apr	Likely	Some great staff.	Communication between staff can be loads better.	26-35	White British	No tick
1	May	Extremely likely	All the midwives who supported us were wonderful. They were so professional, competent, kind and reassuring - you felt in utterly safe hands and in the week leading up to birth we had a few complications/questions and were never made to feel that	Nothing - it was absolutely a brilliant service.	26-35	White British	No tick

			anything was too small to ask/get checked.				
2	May	Extremely likely			26-35	Other ethnic group	I DO NOT wish my anonymised comments to be made public
3	May	Extremely likely	All the midwives were very welcoming and they were very helpful and kind. They also explained everything to me and made sure I understood.	No.	16-25	White British	No tick
4	May	Extremely likely	Amazing staff, friendly, non-stressful environment, great care and advice.	Can't fault it.	16-25	White British	No tick
5	May	Extremely likely	The staff were amazing, making the whole experience as comfortable and relaxing as possible. Great expertise too, perfectly explained choices.	To be honest no - all expectations exceeded.	36-45	White British	No tick
6	May	Extremely likely	C. and J. the midwives were so lovely, no problem too big, felt extremely cared for. Also all theatre staff were amazing especially N. and C.	Very happy with service.	26-35		No tick
7	May	Extremely likely	We have been so well looked after by several members of the team.	No, they all do a fantastic job! Give the staff better breaks!	16-25	White British	No tick
8	May	Extremely likely	The midwife and student were amazing and helped it be the best experience.	I don't think there are any improvements needed.	16-25	White British	No tick
9	May	Neither likely nor unlikely			26-35	White British	No tick

Qualitative Feedback - Bassett Ward - NDDH

	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?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely	The care given on the ward is exceptional. All staff are the closest you could come to being at home with a loving family.		26-35	White British	No tick
2	Apr	Extremely likely	All staff are so lovely and caring, really helped me with breastfeeding gave me a lot of support.		26-35	White British	No tick
3	Apr	Extremely likely	Lovely staff, very prompt, helpful. All round amazing!				No tick
4	Apr	Extremely likely	The care and kindness of the staff.		36-45	White British	No tick
5	Apr	Extremely likely			36-45	White British	I DO NOT wish my anonymised comments to be made public
6	Apr	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
7	Apr	Extremely likely	It was great treatment and friendly staff.	N/A.	26-35	White British	No tick
8	Apr	Extremely likely	Kind, reassuring staff.	N/A.			No tick
9	Apr	Extremely likely	Very efficient, kind, caring staff.	I would have preferred to have gone sooner but other than that no complaints or suggestions as	36-45	White British	No tick

				all was great.			
10	Apr	Extremely likely			36-45	White British	I DO NOT wish my anonymised comments to be made public
11	Apr	Extremely likely			26-35	White British	No tick
12	Apr	Extremely likely	The staff are very friendly helpful and nothing seems to be too much trouble! They have a lovely approach also.	No!	26-35	White British	No tick
13	Apr	Extremely likely	Very good care and attention. Perfect!	Nope!	36-45	White British	No tick
14	Apr	Extremely likely	Always good care and support after both babies.	Partners stay first night baby born.	26-35	White British	No tick
15	Apr	Extremely likely			26-35	White British	No tick
16	Apr	Extremely likely	I was made to feel at ease and very comfortable, all the staff were lovely and easy to talk to.	Better coffee lol.	36-45	White British	No tick
17	Apr	Likely	Midwives lovely, lots of support.	If you have late night/early delivery for partner to stay longer with you on Bassett Ward after birth.	26-35	White British	No tick
18	Apr	Likely	Found the support and advice given really helpful. Monitored really well and explanations about procedures given at all times.		26-35	White British	No tick
19	Apr	Likely	Very friendly and helpful.	Could do with AntiBac hand station on outside of security door.			No tick
20	Apr	Neither likely nor unlikely	Mixed reviews. Some lovely some not so.	All staff to be happy.	16-25	White British	No tick
21	Apr	Not answered		TV is far too expensive. Need use	26-35	White British	No tick

				of wifi, especially if in for longer periods of time. Would allow work, order food/groceries to be delivered for family, FaceTime etc.			
1	May	Extremely likely	Excellent care.		16-25	White British	No tick
2	May	Extremely likely			26-35	White British	No tick
3	May	Extremely likely			26-35	Other ethnic group	No tick
4	May	Extremely likely	The staff all attentive and brilliant.	N/A.	26-35	White British	No tick
5	May	Extremely likely	All staff have been amazing, never any trouble for them to get you something or give advice.	No.	16-25	White British	No tick
6	May	Extremely likely	Excellent care during my stay. Thank you so much.	Very happy.	26-35	White British	No tick
7	May	Extremely likely	Very helpful and always make sure you have everything needed at all times.		16-25	White British	No tick
8	May	Extremely likely	Friendly staff, caring, reassuring, kind, explain things well, easy to relate to, talkative through difficult situations. Happy.	Shower room could be updated with new showers etc. Less paperwork, quicker discharge process.	26-35	White British	No tick
9	May	Extremely likely	The staff were all amazing and professional and efficient all the way through my care.	None - fantastic!	36-45	White British	No tick
10	May	Extremely likely	Very happy with care given.		26-35	White British	No tick
11	May	Extremely likely	Friendly staff and very helpful advice.		26-35	White British	No tick

Qualitative Feedback - Postnatal Community 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?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely			26-35		No tick
2	Apr	Extremely likely	Good service.	None.	26-35	White British	No tick
3	Apr	Extremely likely			26-35		No tick
1	May	Extremely likely			26-35		No tick