

## **Maternity Services - Friends and Family Test - Aug-15 to Sep-15**

The Friends and Family Test question is asked in maternity services up to four times at specific touch points on the pathway. The question is presented as follows:

***We would like you to think about your experiences of our*** 1.antenatal service during your pregnancy 2.labour ward at birth - homebirth service at birth 3.postnatal ward post birth 4.postnatal community service post birth.

***How likely are you to recommend our*** 1.antenatal service 2.labour ward - homebirth service 3.postnatal ward 4.postnatal community service ***to friends and family if they needed similar care or treatment?***

***Response options:*** Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

## **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	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
<b>Antenatal Service</b>				
Aug-15	3	100.0	0.0	0.0
Sep-15	No data	No data	No data	No data
<b>Labour Ward - NDDH</b>				
Aug-15	10	100.0	0.0	0.0
Sep-15	8	100.0	0.0	0.0
<b>Bassett Ward - NDDH</b>				
Aug-15	27	100.0	0.0	0.0
Sep-15	25	96.0	0.0	4.0
<b>Postnatal Community Service</b>				
Aug-15	3	100.0	0.0	0.0
Sep-15	9	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	Aug	Extremely likely	Brilliant care all the way through my pregnancy.		26-35	White British	No tick
2	Aug	Extremely likely	My community midwife is brilliant. Feel so relaxed & comfortable around her.		16-25	White British	No tick
3	Aug	Extremely likely	Midwife is very calm & friendly. Feel I can ask her anything & she will know the answer - fab midwife! She even fitted me in around my shift patterns.	No.	26-35	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	Aug	Extremely likely	Excellent care, calm atmosphere, brilliant facilities & great staff. Everyone very friendly and approachable.	No - absolutely great.	26-35	White British	No tick
2	Aug	Extremely likely			16-25	White British	No tick
3	Aug	Extremely likely	Brilliant staff, excellent care, made me feel safe and secure.	Put air-conditioning in.	16-25	White British	No tick

4	Aug	Extremely likely	S. & K. were so positive & encouraging throughout my labour. I couldn't have done it without them. They were great with our aftercare too!	None.	26-35	White British	No tick
5	Aug	Extremely likely	The midwife K.G. was an expert and very professional which in turn helped us to have a quick and easy delivery.	None.	26-35	White British	No tick
6	Aug	Extremely likely	Great care from all, lovely unit, friendly staff.		16-25	White British	No tick
7	Aug	Extremely likely	Fantastic midwife, very encouraging, couldn't fault experience in any way.	I panicked a little when phone was engaged but we got through to hospital so all was fine.	36-45	White British	No tick
8	Aug	Extremely likely					No tick
9	Aug	Extremely likely	The care given to me and my husband was fantastic. I received such good care from midwives and care assistants. They made my labour experience such an incredible one. Thank you.	The food was awful. The lunch I ordered was not nice and the portion sizes were poor, specially for someone who has given birth and breastfeeding.	26-35	White British	No tick
10	Aug	Extremely likely	Great care and treatment.	None.	26-35	White British	No tick
1	Sep	Extremely likely	Pleasant people. Clean, warm environment. Visit was pleasurable.	N/A.	26-35	Other ethnic group	No tick
2	Sep	Extremely likely	Very lovely midwife. Calming & helpful.	No.	36-45	White British	No tick
3	Sep	Extremely likely	Because the staff have been lovely and really looked after me!	More staff so the poor midwives etc. aren't so rushed off their feet during busy times!	16-25	White British	No tick
4	Sep	Extremely likely	I would like say thanks everyone for helping us, all the staff was	Everything is perfect.	26-35	Other ethnic group	No tick

			very good, they done for us everything and specially the midwife S. and J. and L.				
5	Sep	Extremely likely	Amazing midwives, very encouraging and supportive.	No.	16-25	White British	No tick
6	Sep	Extremely likely	Everyone was fantastic and a brilliant help x. Thank you.	No.	26-35	White British	No tick
7	Sep	Likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
8	Sep	Likely	All went smoothly.	Less reliance on minutes between contractions. Both pregnancies I felt ready and staff tried to delay me coming when was in fact ready - I only called in because I felt ready. I found it difficult to tell minutes between contractions - was variable.	36-45	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	Aug	Extremely likely	FAB midwives & HCAs on Bassett Ward. I had tons of support & unlike my previous experience in 2012, was	N/A.	26-35	White British	No tick

			completely supported formula feeding as was unable to bf. Not one bad thing to say. This ward & the team were absolutely brilliant. Thank you!!!				
2	Aug	Extremely likely	All the staff are amazing, from doctors, nurses to cleaners etc.!! Staff cannot do enough for you & are very good at handing over at shift change so that on coming staff are kept up to date. A special thanks to A. D., S., K., D., W., V., D., Dr D. & neonatal & the catering staff!!	Staff are fantastic considering they are so understaffed!! They deserve a medal!!	26-35	Other ethnic group	No tick
3	Aug	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
4	Aug	Extremely likely	Excellent care.	None.	36-45	White British	No tick
5	Aug	Extremely likely	I have found all of the staff very supportive and helpful. I would definitely recommend to family and friends.	The only thing I would of liked to have my husband stay the first evening but understand it's not always possible.	16-25	White British	No tick
6	Aug	Extremely likely	All staff are very helpful + comforting, thank you.		16-25	White British	No tick
7	Aug	Extremely likely	They were very welcoming.	Nope.	26-35	White British	No tick
8	Aug	Extremely likely	I had 100% care to a wonderful standard.	No.	26-35	White British	No tick
9	Aug	Extremely likely	Staff were extremely helpful - could do enough for you.	No.	16-25	White British	No tick
10	Aug	Extremely likely	Very kind, caring & extremely supportive.	None at all.	26-35	White British	No tick
11	Aug	Extremely likely	Was very well looked after.	More paediatricians or to visit in	26-35	White British	No tick

				the morning, had to wait all day! Tea / coffee making facilities in room.			
12	Aug	Extremely likely	All the staff are just so lovely and helpful - never without a comforting smile on their face.	None at all - perfect support no matter which number baby. Thank you!	26-35	White British	No tick
13	Aug	Extremely likely	Staff all very friendly and caring, excellent care given to me & my baby.	No.	16-25	White British	No tick
14	Aug	Extremely likely			26-35	White British	No tick
15	Aug	Extremely likely	The people that work here are all brilliant, you never feel like anything is too much trouble.		26-35	White British	No tick
16	Aug	Extremely likely	Kind, friendly and attentive midwives at all times.		26-35	White British	No tick
17	Aug	Extremely likely	Professional friendly staff. The midwives are a credit to their profession.	None.	36-45	Other ethnic group	No tick
18	Aug	Extremely likely	Friendly, helpful staff. Everything done to a top standard.	No, its first class.	26-35	White British	No tick
19	Aug	Extremely likely	We have received excellent postnatal care from very knowledgeable and kind midwives. Thank you.	No.	26-35	White British	No tick
20	Aug	Extremely likely	Because very supportive and helpful.		26-35	White British	No tick
21	Aug	Extremely likely	Clean, staff helpful and personable and attentive.	None.	26-35	White British	No tick
22	Aug	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public

23	Aug	Extremely likely	So much support, a wonderful team. Thank you so much!		16-25	White British	No tick
24	Aug	Extremely likely	Fantastic staff from labour, delivery to Bassett Ward. All explained what was happening and why.	Fantastic help with breastfeeding. I did not find it easy but midwives explained.	26-35	White British	No tick
25	Aug	Likely	Level of care has been exceptional.		26-35	White British	No tick
26	Aug	Likely	Was happy with everything and the help I had with my baby.		26-35	White British	No tick
27	Aug	Likely	Helpful, patient staff.		26-35	White British	No tick
1	Sep	Extremely likely	Everyone who looked after us was so supportive and lovely. I am so grateful to you all, I think you are amazing!	Somewhere people can get their own water so they don't have to keep asking.	26-35	White British	No tick
2	Sep	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
3	Sep	Extremely likely	The staff were all very helpful, understanding, knowledgeable making us feel safe.	Sometimes you can wait a long time to know what the next step is. If we could be told what is happening next i.e. staying in / going home sooner that would be good, even if it was just a quick chat.	26-35	White British	No tick
4	Sep	Extremely likely	Good experience all round.		16-25	White British	No tick
5	Sep	Extremely likely	Exemplary care both on ante-natal, delivery and post-natal wards. Despite being very busy, all staff were professional and attentive and nothing ever seemed like too much trouble.		36-45	White British	No tick

			Thank you.				
6	Sep	Extremely likely	Everyone very friendly and attentive to my needs.		16-25	White British	No tick
7	Sep	Extremely likely	Everyone has been really lovely and helpful, especially with the feeding.	AM visiting?	16-25	White British	No tick
8	Sep	Extremely likely		No.	36-45	White British	No tick
9	Sep	Extremely likely	Very good level of all round care, advice and friendly staff.	Not really.	36-45	Asian / Asian British	No tick
10	Sep	Extremely likely	Really helpful staff, positive & supportive.		26-35	White British	No tick
11	Sep	Extremely likely	Very happy with the care I have received and my baby.	No.	36-45	White British	No tick
12	Sep	Extremely likely	Well taken care of. Lots of help when needed advice.		16-25	White British	No tick
13	Sep	Extremely likely	Everyone so kind.		26-35	White British	No tick
14	Sep	Extremely likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
15	Sep	Extremely likely	Very clean, friendly staff & very reassuring.	No.	26-35	White British	No tick
16	Sep	Extremely likely	Staff are kind & caring and look after you well.		16-25	White British	No tick
17	Sep	Extremely likely	The level of care from the teams has been amazing, supportive, professional and helpful.	The decoration of some walls could be improved! Bathroom facilities (some) could be improved. Catering could be improved.	26-35	White British	No tick
18	Sep	Extremely likely			26-35	White British	No tick
19	Sep	Extremely likely	Have been given the help that I needed when I needed it.		26-35	White British	No tick
20	Sep	Extremely likely	Very helpful.	N/A.			No tick

21	Sep	Extremely likely	The care I was given was very good and I was very well looked after.	More information on breastfeeding. Washing and care of baby would have been good.	26-35	White British	No tick
22	Sep	Extremely likely	Friendly staff and peaceful environment.		16-25	White British	No tick
23	Sep	Likely	Caring staff, nice environment, clean. Thank you.		26-35	White British	No tick
24	Sep	Likely			36-45	White British	I DO NOT wish my anonymised comments to be made public
25	Sep	Don't know			16-25	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	Aug	Extremely likely	Felt cared for & looked after.	More staff.	36-45	White British	No tick
2	Aug	Extremely likely	Everyone was really helpful and understanding. Always treated with respect.	No.	16-25	White British	No tick
3	Aug	Extremely likely	Very helpful, always around, very nice! Thank you.	N/A.			No tick
1	Sep	Extremely likely	Excellent service, very helpful & informative.		26-35	White British	No tick
2	Sep	Extremely likely	Supportive + caring. Regular contact until all was well.		26-35	White British	No tick
3	Sep	Extremely likely	The care provided in the delivery suite and Basset Ward		36-45	White British	No tick

			was wonderful. All the staff were very helpful, friendly and informative.				
4	Sep	Extremely likely	Very thorough, always been supportive.	No.	26-35	White British	No tick
5	Sep	Extremely likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
6	Sep	Extremely likely	Always friendly & amazing advice.		16-25	White British	No tick
7	Sep	Extremely likely			26-35	White British	No tick
8	Sep	Likely	Staff are friendly, helpful and always willing to give advice.	Attempt to provide more consistency in message, would be nice to see the same midwife constantly!	26-35	White British	No tick
9	Sep	Likely	All the staff are very friendly and helpful.		16-25	White British	No tick