

Maternity Services - Friends and Family Test - Feb-16 to May-16

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 'Would recommend' score is 75%.

Service / Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Antenatal Service				
Feb-16	2	100.0	0.0	0.0
Mar-16	1	100.0	0.0	0.0
Apr-16	2	100.0	0.0	0.0
May-16	2	100.0	0.0	0.0
Labour Ward - NDDH				
Feb-16	11	100.0	0.0	0.0
Mar-16	12	100.0	0.0	0.0
Apr-16	6	100.0	0.0	0.0
May-16	8	100.0	0.0	0.0
Bassett Ward - NDDH				
Feb-16	23	100.0	0.0	0.0
Mar-16	40	100.0	0.0	0.0

Apr-16	38	100.0	0.0	0.0
May-16	53	100.0	0.0	0.0
Postnatal Community Service				
Feb-16	4	100.0	0.0	0.0
Mar-16	1	100.0	0.0	0.0
Apr-16	No data	No data	No data	No data
May-16	5	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	Feb	Extremely likely	Great care as always.		26-35		No tick
2	Feb	Likely	Friendly service & felt I could ask questions anytime to anyone.	Make information of classes / meetings more accessible (maybe a welcome pack with dates in).	26-35	White British	No tick
1	Mar	Extremely likely	Great service, very helpful & friendly.		26-35	White British	No tick
1	Apr	Extremely likely			16-25		No tick
2	Apr	Extremely likely	Felt well looked after and informed from early pregnancy to	Doctors could show more empathy.	26-35	White British	No tick

			post delivery. Everyone was professional + friendly, great team of people.				
1	May	Extremely likely	All of the people I have been seen by have been supportive, knowledgeable & caring. They have put my mind at ease when problems have occurred.	No.	36-45	White British	No tick
2	May	Likely	Very likely to recommend the community midwives at Bideford. 'Likely' given as unsure about antenatal services @ NDDH. My experiences have been great but I am concerned after hearing the experiences of f+f.	Better communication between hospital maternity services & community i.e. community midwife and GP.	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	Feb	Extremely likely	Second to none support, really friendly staff. Thank you very much.		26-35	White British	No tick
2	Feb	Extremely likely	Staff are wonderful!!!!		26-35	White British	No tick
3	Feb	Extremely likely	Excellent care from friendly staff who were helpful and attentive despite a very busy night! Thank you so much!	The room was at times uncomfortably hot despite having the window open in February!	26-35	White British	No tick

4	Feb	Extremely likely	Midwives are so friendly and put me at ease.	No.	26-35	White British	No tick
5	Feb	Extremely likely	All staff are lovely & so helpful. We have had a great experience - thank you! Our midwife M. was fantastic!	None - amazing.	26-35	White British	No tick
6	Feb	Extremely likely	Based on the treatment my partner has received. Totally professional.	Not so warm.	26-35	White British	No tick
7	Feb	Extremely likely	Excellent care, no rushing.		36-45	White British	No tick
8	Feb	Extremely likely	Felt very well looked after the whole time and all so friendly.		26-35	White British	No tick
9	Feb	Extremely likely	Lovely, friendly staff. Care given was excellent.		26-35	White British	No tick
10	Feb	Extremely likely	Friendly staff, warm welcome, very helpful, secure services.	Runs smoothly. No change needed.	16-25	White British	No tick
11	Feb	Likely	The staff have all been very helpful and made a big effort to discharge us quickly, as requested.	Side rooms would make a big difference to pre & post natal recovery as sleeping on the ward is impossible.	26-35	White British	No tick
1	Mar	Extremely likely	Lovely staff, clean + local.	None.	26-35	White British	No tick
2	Mar	Extremely likely	Care quality with staff was amazing.	No.	26-35	White British	No tick
3	Mar	Extremely likely	Very helpful and kind. Looked after well. Kept well informed.		26-35	White British	No tick
4	Mar	Extremely likely	Lovely midwives, very pleased with care.		26-35	White British	No tick
5	Mar	Extremely likely	Very kind staff. Makes you feel very comfortable. Helpful in every way.	No.	16-25	White British	No tick
6	Mar	Extremely likely	Such a supportive team of staff. Can't thank or rate you enough.	No - it's brilliant!	36-45	White British	No tick
7	Mar	Extremely likely	Midwives have been amazing and	Beds for partners to stay if	16-25	White British	No tick

			supportive. Baby safe and well and so am !!	travelled from distance.			
8	Mar	Extremely likely	Really helpful, couldn't ask for nicer people.		26-35	White British	No tick
9	Mar	Extremely likely	Well cared for at all times, friendly and polite, after care brilliant. Thanks for drinks.	No - all excellent.	26-35	White British	No tick
10	Mar	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
11	Mar	Extremely likely	All the midwives and doctors looked after us all so well and made us feel very comfortable.	No - everything was amazing.	16-25	White British	No tick
12	Mar	Extremely likely	Extremely attentive throughout my long labour.				No tick
1	Apr	Extremely likely	Excellent care given. Thank you so much.		26-35	White British	No tick
2	Apr	Extremely likely	Very friendly & approachable on telephone. When felt I needed to come in they were extremely welcoming.		26-35	White British	No tick
3	Apr	Extremely likely	Good service. Helped me with pain relief - as I wanted.	N/A.	16-25	White British	No tick
4	Apr	Extremely likely	Friendly + professional and kept us up to date @ all stages.	No.	26-35	White British	No tick
5	Apr	Extremely likely					No tick
6	Apr	Extremely likely	Midwives were extremely efficient, reassuring and helpful. They were excellent - professional & caring.	None.	26-35	White British	No tick
1	May	Extremely likely	Fantastic care. Lovely, friendly staff.		36-45	White British	No tick

2	May	Extremely likely	Nice room +, more importantly, lovely, supportive staff.		26-35	White British	No tick
3	May	Extremely likely	Exceptionally competent, professional and friendly staff. Very reassuring and couldn't have been more helpful. Especially K., A., J. and B.	None at all - exceptional service.	26-35	White British	No tick
4	May	Extremely likely	My experience with all the staff in labour ward made me and my partner feel at ease. Ensuring all information given to make the best discussion.		26-35	White British	No tick
5	May	Extremely likely	The whole experience has been made amazing, thanks to the wonderful staff! From the delivery midwives to the ward staff - they were all so supportive & wonderful! The aftercare in particular with breastfeeding was amazing. The staff are an absolute credit to the NHS!	No.	26-35	White British	No tick
6	May	Extremely likely	After a surprise result from a PV assessment, we were kept in, expecting our daughter immediately. The 2 midwives, although completely different, were both exceptional and professional to the upmost. Both A. & S. were very calm, relaxed and informative on the whole process throughout the labour + delivery. Their professionalism and empathy the whole team	Employ dedicated and hardworking exceptionally diligent staff who are ambassadors both for the trust and the profession. Examples are S. & A. Thank you all for the exceptional care afforded to us.	26-35	White British	No tick

			showed was exceptional service. Thank you.				
7	May	Extremely likely	Was very well taken care of from start to finish. Calm, caring, encouraging atmosphere. Staff / midwives amazing.	No.	26-35	White British	No tick
8	May	Likely	Friendly staff well organised.	No.	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	Feb	Extremely likely	ALL members of staff were fantastic and used their experience and knowledge when we needed them! P.S. The student wives were GREAT!	No, our time here was lovely.	26-35	White British	No tick
2	Feb	Extremely likely	Excellent care & excellent midwives.		26-35	White British	No tick
3	Feb	Extremely likely	Everyone on the ward has been excellent. I am extremely grateful for all the help and support I have received whilst being on the ward.	No, everything has been great.	26-35	White British	No tick
4	Feb	Extremely likely	Midwife was outstanding – J.H. on Bassett ward - amazing + extremely helpful.	No.	16-25	White British	No tick
5	Feb	Extremely likely	After having an emergency C-section, I / we have been very	No - you are all amazing. xx	26-35	White British	No tick

			well looked after. All the staff have been very polite, friendly and helpful. You are all lovely and serve the NHS very proud.				
6	Feb	Extremely likely	Lovely staff.		26-35	White British	No tick
7	Feb	Extremely likely	The midwives are very helpful, opening and caring and also very understanding.	No.	16-25	White British	No tick
8	Feb	Extremely likely	Friendly and lovely.	Food.	16-25	White British	No tick
9	Feb	Extremely likely	Very good care given. Thank you.		26-35	White British	No tick
10	Feb	Extremely likely	The care was very good. I was particularly supported by one or two midwives (+ carers) which made all the difference, especially when heading home.	For first time mums, a 'what to expect' when you arrive i.e. C-section as I was very lost & didn't know what to do or expect care-wise of ward staff.	26-35	White British	No tick
11	Feb	Extremely likely	The care is very good and there is always somebody available to help if required.		46-50	White British	No tick
12	Feb	Extremely likely	Extremely looked after and cared for. If I had any problems a midwife was always on hand.	Nope.	16-25	White British	No tick
13	Feb	Extremely likely	Outstanding, professional + friendly care from everyone on the unit.	It was extremely hot in the labour ward.	26-35	White British	No tick
14	Feb	Extremely likely	Very patient, helpful & reassuring.	No, just great the help is there.	26-35	White British	No tick
15	Feb	Extremely likely	We have had a lovely experience here - everyone is so kind & helpful. Thank you.	None.	26-35	White British	No tick
16	Feb	Extremely likely	Care received has been excellent from all levels of staff.	None.	36-45	White British	No tick
17	Feb	Extremely likely	Because we have been really well looked after. You are so	None.	36-45	White British	No tick

			professional and extremely focused, we felt like we were in a private hospital and everything was so clean. Thank you so much.				
18	Feb	Extremely likely	All of the staff on the ward have all been caring, kind, helpful and considerate. I cannot speak highly enough. Ward kept clean and tidy.	No.	26-35	White British	No tick
19	Feb	Extremely likely	Every single member of staff were over helpful! And nothing is too much trouble!	None!	16-25	White British	No tick
20	Feb	Extremely likely	Excellent care provided.		26-35	White British	No tick
21	Feb	Likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
22	Feb	Likely	Good postnatal care staff.		16-25	White British	No tick
23	Feb	Likely	Very good care.	Wish you didn't have to pay for the TV.	16-25	White British	No tick
1	Mar	Extremely likely	Wonder people really helpful.		26-35	White British	No tick
2	Mar	Extremely likely	All midwives & staff during and after labour were very supportive and reassuring. I was offered a lot of help & encouragement with breastfeeding as well as help and advice with helping stitches heal & pain relief.	Frequent check-ups + keeping up to date on when and what to expect next, especially as first time mum as not always sure what to expect.	26-35	Other ethnic group	No tick
3	Mar	Extremely likely	Staff fab - so kind + caring + helpful.		26-35	White British	No tick
4	Mar	Extremely likely	Very helpful, friendly.				No tick
5	Mar	Extremely likely	All staff very attentive, caring and kind night + day!	None.			No tick

6	Mar	Extremely likely	Exceptional midwives and assistants.	Increased provision for more midwives on shift from the trust!	26-35	White British	No tick
7	Mar	Extremely likely	Staff been very helpful and friendly. When it become about breastfeeding.	The control for the bed keeps falling on the floor. Kept waking baby + me up.	26-35	White British	No tick
8	Mar	Extremely likely	Everybody was welcoming + helpful.		26-35	White British	No tick
9	Mar	Extremely likely	We felt very well looked after and cared for. Nothing was too much trouble.	No, all was good.	26-35	White British	No tick
10	Mar	Extremely likely	Excellent team who really care for you.	Food was very poor, dads visiting hours.	26-35	White British	No tick
11	Mar	Extremely likely	Friendly, helpful staff.		16-25	White British	No tick
12	Mar	Extremely likely	Constant care, support, guidance, passion and commitment from every single member of the team.		26-35	White British	No tick
13	Mar	Extremely likely	The people made me feel like they really cared.	Poor pillows.	26-35	White British	No tick
14	Mar	Extremely likely	Felt amazing support & comfort from staff.		26-35	White British	No tick
15	Mar	Extremely likely	Been amazing. No faults whatsoever.	No.	16-25	White British	No tick
16	Mar	Extremely likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
17	Mar	Extremely likely	Felt at ease and staff were very friendly.		16-25	White British	No tick
18	Mar	Extremely likely	Staff very caring, can't fault the care I received whatsoever.	No.	16-25	White British	No tick
19	Mar	Extremely likely	Very comfortable and happy for my unexpected longer stay.	No.			No tick
20	Mar	Extremely likely	Midwives have been brilliant,	Letting dads stay first night.	26-35	White British	No tick

			really good care.	Everyone should have equal rights to stay.			
21	Mar	Extremely likely	I found the midwives really helpful and friendly.	No.	16-25	Mixed / Multiple ethnic groups	No tick
22	Mar	Extremely likely	The team have been fantastic, really supportive with dealing with a new baby. They are highly knowledgeable too. They all have a caring, nurturing nature.	No.	26-35	White British	No tick
23	Mar	Extremely likely	Attentive care even when very busy. High level of night support. Excellent communication.	More fruit available.	26-35	White British	No tick
24	Mar	Extremely likely	Midwives went above and beyond to make me feel settled and rest assured.		26-35	White British	No tick
25	Mar	Extremely likely	The only one around.	No.	16-25	White British	No tick
26	Mar	Extremely likely	Wonderful breastfeeding support from all staff, compassionate and caring.		26-35	White British	No tick
27	Mar	Extremely likely	Because of the care we had was exceptionally good.	No.	16-25	White British	No tick
28	Mar	Extremely likely	Lovely, helpful, supportive staff!	More chairs for visitors. Facilities for dad to stay / stay longer. Maybe dad allowed earlier than 8am so can visit before work?	26-35	White British	No tick
29	Mar	Extremely likely	All the staff have been so helpful + nice. I have been given 5* care.	Maybe an option for dads to stay over if a long stay is required.	26-35	White British	No tick
30	Mar	Extremely likely	100% supportive, positive and encouraging midwives / staff.		26-35	White British	No tick
31	Mar	Extremely likely	We have been given excellent support and encouragement from all of the wonderful staff. Nothing	Nothing we can think of. The staff and service we received have been fantastic!	26-35	White British	No tick

			was too much trouble for them, they are all so friendly!				
32	Mar	Extremely likely	Excellent, supportive staff and nothing was too much trouble. Just fantastic - you are all amazing.	Wifi for patients.	26-35	White British	No tick
33	Mar	Extremely likely	Midwives are brilliant and nothing is too much or a stupid question! They always explain what's happening and make you feel at ease.	Better communication between consultants. Improved shower facilities. Facilities to enable dads / partners to stay would be great for tired mums!	16-25	White British	No tick
34	Mar	Extremely likely			16-25	White British	No tick
35	Mar	Extremely likely	Because when I needed care and help after my C-section there was always someone there.	No.	16-25	White British	No tick
36	Mar	Extremely likely	All staff friendly and approachable, easy to talk to.		26-35	White British	No tick
37	Mar	Extremely likely	Thoughtful, quick and excellent care given. All midwives and doctors were amazing at tending to our needs and dealing with any questions and fears we had.	Nope!	26-35	White British	No tick
38	Mar	Likely	Was looked after extremely well over the total of 3 weeks I was admitted for. Staff are really supportive and always willing to give helpful advice.	No - keep doing what doing.	26-35	White British	No tick
39	Mar	Likely	Staff all extremely friendly & professional.		36-45	White British	No tick
40	Mar	Likely	They were good, they showed me how to get back into breastfeeding, they were patient when I was getting stressed out.	None.	16-25	White British	No tick

1	Apr	Extremely likely	Support, friendly, caring & understanding.	The service & care we received could not be better.	36-45	White British	No tick
2	Apr	Extremely likely	Very helpful when I was unable to tend to my baby myself + how to do things.		26-35	White British	No tick
3	Apr	Extremely likely	Due to me & baby having an infection we stayed for a week. The service from consultants to HCAs, midwives and nurses was outstanding. Without support on the first night I would not be breastfeeding now. A truly fantastic start for my baby thanks to all the amazing staff. Thank you.	Facilities so dads could stay with mums to ensure dads can support mums and bond with baby. A welcome pack to explain everything e.g. alarms, the crib, when food comes, a chat about feeding, what is available on the ward etc.	16-25	White British	No tick
4	Apr	Extremely likely	Out of their way helpful midwives & staff. Very well looked after - wish they could move home with us!		36-45	White British	No tick
5	Apr	Extremely likely	Midwives very caring and helpful.	Let fathers stay. Layout of room could be improved.	26-35	White British	No tick
6	Apr	Extremely likely			26-35	White British	No tick
7	Apr	Extremely likely	Kind professional staff, very professional. Very attentive. Detailed care.		36-45	Asian / Asian British	No tick
8	Apr	Extremely likely	Someone was available for help with anything / questions at all times. Friendly, kind, efficient, knowledgeable.	No.	36-45	Other ethnic group	No tick
9	Apr	Extremely likely	Lovely team, all friendly, kind caring. Made me feel relax.	No. Good work. Thank you all so much. xx	26-35	White British	No tick
10	Apr	Extremely likely					No tick
11	Apr	Extremely likely	Good service.	N/A.	16-25	White British	No tick

12	Apr	Extremely likely	Great, friendly staff. Nothing is too much trouble.		16-25	White British	No tick
13	Apr	Extremely likely	Efficient, caring. I felt confident I was in very able hands. I always felt time was taken to explain and empathise!	No.	26-35	White British	No tick
14	Apr	Extremely likely	Excellent care and support throughout the process. The staff we have dealt with have been excellent and a real credit to the NHS! Brilliant!! Thank you.	We be great to have facilities to allow fathers to stay over when mother has been induced.	36-45	White British	No tick
15	Apr	Extremely likely	Fantastic care, support and compassion. Very approachable staff who go the extra mile!	No.	26-35	White British	No tick
16	Apr	Extremely likely	The level of care this time round has improved so much. Staff are more helpful and friendly. I have felt they have more time for you and seem to be more organised. x	No!	26-35	White British	No tick
17	Apr	Extremely likely	All members of staff were helpful + informative. Really appreciated the breastfeeding support.		26-35	White British	No tick
18	Apr	Extremely likely	Great standard of care & support.		26-35	White British	No tick
19	Apr	Extremely likely	The fantastic, indescribable work you all do.	You deserve more budget to be able to increase staff so you don't have to work so hard per staff member.	26-35	White British	No tick
20	Apr	Extremely likely	Fantastic support, care + advice from all midwives + care support staff.		36-45	White British	No tick
21	Apr	Extremely likely	Fantastic team.	Recliner chair for the fathers would be lovely.	16-25	White British	No tick
22	Apr	Extremely likely	Staff & all members were	Keep it up! Bless you!	36-45	Asian / Asian	No tick

			extremely kind, polite & have given extra care.			British	
23	Apr	Extremely likely	Warm welcome and wonderful care. Many thanks to all.		36-45	White British	No tick
24	Apr	Extremely likely	All the staff have been fantastic. Hardworking and very friendly.	Can't think of any.	26-35	White British	No tick
25	Apr	Extremely likely	All the staff are very supportive and are willing to go the extra mile for patients + their families even when the ward is super busy. Thank you!	Keep doing what your doing!	16-25	White British	No tick
26	Apr	Extremely likely	Although at times very busy, staff are friendly and very helpful ensuring you have all the help and support you need.				No tick
27	Apr	Extremely likely	Everyone has been helpful and attentive. A high level of care and even when busy attended our every need.	Get better pens.	26-35	White British	No tick
28	Apr	Extremely likely	The staff have been really caring and helpful. The help we received with breastfeeding has been great.	N/A.	26-35	White British	No tick
29	Apr	Extremely likely	All staff are outstanding and we are all so grateful.	No.	16-25	White British	No tick
30	Apr	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
31	Apr	Extremely likely	The expertise given and the advice were valuable. All staff friendly and helpful. Very reassuring during the night. Well	N/A.	26-35	White British	No tick

			looked after.				
32	Apr	Extremely likely	The care I and my baby have received here has been amazing. From the surgeons to the nurses and everyone in between. I couldn't have had a better experience.	The only way you could improve on your already excellent service would be to offer facilities for partners to stay overnight.	26-35	White British	No tick
33	Apr	Extremely likely	Already heard amazing things about the care given at NDDH for babies and mothers. Was not disappointed - care and advice and bedside manner was excellent.	Would have liked to have been scanned before enduring third pessary to see why induction was failing as had a surprise BIG baby so needed C-section - induction was worse than my whole experience having planned C-section.	26-35	White British	No tick
34	Apr	Likely	It would be good if partners could stay over on the first night. Thank you for all you have done.				No tick
35	Apr	Likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
36	Apr	Likely	Attentive staff.		26-35	White British	No tick
37	Apr	Likely					No tick
38	Apr	Likely	Excellent, attentive midwives, felt well supported, nothing was too trivial.	(In an ideal world!) Ensure mothers whose babies are elsewhere (as mine was on SCBU) are kept separate to mothers whose babies are with them as can be potentially upsetting.	26-35	White British	No tick
1	May	Extremely likely	Absolutely fabulous! All the staff were friendly, supportive and informative. Thank you all.		36-45	White British	No tick

2	May	Extremely likely	Lovely, friendly staff, nothing is ever too much trouble. I was made to feel very relaxed especially as I was in for 5 days. Thank you.	Bottle-making facilities in room as it's a long walk with an impatient baby! But that's all.	26-35	White British	No tick
3	May	Extremely likely	You put me at ease and took away my anxieties.	The time it takes to be discharged to leaving takes far too long.	26-35	White British	No tick
4	May	Extremely likely			26-35	White British	No tick
5	May	Extremely likely	The staff are amazing, always helpful and supportive. R. on night shift was brilliant and helped me through a difficult night.		36-45	White British	No tick
6	May	Extremely likely	All staff very helpful.		26-35	White British	No tick
7	May	Extremely likely	Staff lovely.	Get people home faster!	26-35	White British	No tick
8	May	Extremely likely	The staff are so caring and don't make you feel that nothing is too much trouble. They also lightly support you in your breastfeeding.	Maybe have soft close doors? Everything is great apart from the shutting of doors. Plus more handles in the toilet.	36-45	White British	No tick
9	May	Extremely likely	I have had the most amazing support & care for my entire stay on Bassett Ward. I can't thank you enough.	No.	26-35	White British	No tick
10	May	Extremely likely	Very friendly & reassuring staff.	No.	36-45	White British	No tick
11	May	Extremely likely			26-35	White British	No tick
12	May	Extremely likely	Friendly and professional staff.		26-35	White British	No tick
13	May	Extremely likely	Amazing level of care - thanks.		36-45	White British	No tick
14	May	Extremely likely	Very helpful.		16-25	White British	No tick
15	May	Extremely likely	Caring and considerate staff. Helpful even though very busy.	More staff on at busy times esp. when ward has heavy workload.	36-45	White British	No tick
16	May	Extremely likely	Excellent midwives, especially		26-35	White British	No tick

			J.&Y.				
17	May	Extremely likely	Warm & positive care team with exceptional knowledge and experience throughout.	Free TV & wifi.	36-45	White British	No tick
18	May	Extremely likely	Excellent staff, very good facilities.	No.	26-35	White British	No tick
19	May	Extremely likely	Because of the excellent care and attention that's been shown to my partner and I.	None that I can think of.	26-35	White British	No tick
20	May	Extremely likely	Fantastic staff, supportive, helpful and mindful.	N/A.	26-35	White British	No tick
21	May	Extremely likely	Everyone was extremely supportive and helpful with everything. The same with my partner. For a first time parent I was very lost and don't think I would have managed at all.	More private rooms for midwives to use at their discretion. Classes for mums on ward to do together. Giving them chance to talk with other mums & partners, etc.	26-35	White British	No tick
22	May	Extremely likely	All very helpful and friendly.	None.	16-25	White British	No tick
23	May	Extremely likely	The experience has been wonderful.	Less gossip amongst some cleaning staff.	26-35	White British	No tick
24	May	Extremely likely	The staff (both nurses & domestic) made me feel so at ease, the midwives on Bassett War, gave me so much support & help.	None.	16-25	White British	No tick
25	May	Extremely likely	All staff very caring & helpful. Lovely room. Took note of birth preferences. Thank you.	Larger food portions for hungry mums.	36-45	White British	No tick
26	May	Extremely likely	Always happy to help & answer any questions. Quick response when needed.	No.	16-25	White British	No tick
27	May	Extremely likely	The care in this ward is excellent! The staff are friendly,	Keep it open!!! We need this service in North Devon.	36-45	White British	No tick

			professional and extremely knowledgeable. I cannot fault the care given.				
28	May	Extremely likely	Food, facilities, friendly, helpful midwives.	Listen to needs of patient a bit more.	26-35	White British	No tick
29	May	Extremely likely	Great level of care + always happy to give us all the time we needed.		26-35	White British	No tick
30	May	Extremely likely	Excellent staff, caring, kind etc.	No.	26-35	White British	No tick
31	May	Extremely likely	Friendly staff, good care, clean.	No.	16-25	White British	No tick
32	May	Extremely likely	Everyone was nice and did everything they possibly could for you.	Nothing at all.	16-25	White British	No tick
33	May	Extremely likely	Excellent staff and co-ordination with labour ward made everything so reassuringly easy. Extremely competent team and very friendly and respectful individuals right through to the trainees.	Difficult in some bays to get privacy from corridor without feeling closed in.	26-35	White British	No tick
34	May	Extremely likely	Very high standard of care. Diligence of all staff is of the upmost, ensuring specific patient care plans are followed.	Maintenance of the already excellent standards & professionalism.	26-35	White British	No tick
35	May	Extremely likely	Cause you were all nice and made sure we had what we needed.		16-25	White British	No tick
36	May	Extremely likely	Excellent support, especially all the help I needed with breastfeeding. All the staff were really friendly & welcoming + provided everything we needed.	Longer visiting for partners post-birth? I would of liked my partner to have stayed a little later on the first evening (a few hrs. after the birth) but I understood why this wasn't possible.	26-35	White British	No tick
37	May	Extremely likely	Good care / info given.		16-25	White British	No tick

38	May	Extremely likely	All staff had made the experience soo much easier, everybody has been great, soo helpful.	Maybe fathers having no-limit visiting times.	16-25	White British	No tick
39	May	Extremely likely	Looked after so well, care & attention with having baby & C-section.	Having dads stay over for the 1st / 2nd night to help mum with needs of baby.	36-45	White British	No tick
40	May	Extremely likely	Very friendly, supportive and helpful staff.	No.	16-25	Other ethnic group	No tick
41	May	Extremely likely	Because the staff / care are / is amazing!	None.	16-25	White British	No tick
42	May	Extremely likely	I found all the staff to be above and beyond the call of duty.		26-35	White British	No tick
43	May	Extremely likely	The standard of care and professionalism were exemplary. Every question was answered with plain English and in a way we could understand. Thanks to all the staff for their help & support and special thanks to J.H. who was brilliant.	More time for visitors.	26-35	White British	No tick
44	May	Extremely likely	Staff are great, really helpful.	N/A.	26-35	White British	No tick
45	May	Extremely likely	Helpful, reassuring, lovely staff.		16-25	White British	No tick
46	May	Extremely likely	Friendly, well informed staff, always keeping you up to date.		26-35	White British	No tick
47	May	Extremely likely	Excellent care.		16-25		No tick
48	May	Extremely likely	Everyone's very helpful & friendly.	No.	16-25	White British	No tick
49	May	Likely	Friendly and helpful midwives.		16-25	White British	No tick
50	May	Likely	It is the only ward in the area.	Try to maintain consistency / continuity with care providers.	36-45	White British	No tick
51	May	Likely	Very friendly staff.	Common room for socialising / eating meals / visitors.	26-35	White British	No tick
52	May	Likely	Most the staff were lovely and				No tick

			very caring + helpful.				
53	May	Likely	I was looked after and their was always a midwife at hand to help if I needed her.	Be more careful of whom / what is behind the blue curtains i.e. cots with babies in.	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	Feb	Extremely likely	Excellent care at the unit.		26-35	White British	No tick
2	Feb	Extremely likely		N/A.	26-35	White British	No tick
3	Feb	Extremely likely	Everyone I have seen has been friendly, informative, reassuring & very supportive.		26-35	White British	No tick
4	Feb	Likely	Staff very friendly.		16-25	White British	No tick
1	Mar	Extremely likely	Always felt that me and my baby were well looked after and everything I needed to know was well explained.		26-35	White British	No tick
1	May	Extremely likely	Very friendly, supportive, quick to help.		16-25	White British	No tick
2	May	Extremely likely	J.H. did a fantastic job throughout my preg and after. Reassuring for both me and my partner and down to earth!	No, very happy. This service has improved greatly since our last child was born 4yrs ago.	26-35	White British	No tick
3	May	Extremely likely	Everyone I have met has been very helpful and supportive.		36-45	White British	No tick
4	May	Extremely likely	Very supportive staff,		26-35	Black / African	No tick

			professional at all times, pay attention to detail.			/ Caribbean / Black British	
5	May	Extremely likely	Really pleased with the care provided. Very warm, welcoming staff.	None.			No tick