

## Maternity Services - Friends and Family Test - Jan-17 to Feb-17

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.	%	%	%
<b>Antenatal Service</b>				
Jan-17	3	100.0	0.0	0.0
Feb-17	0	No data	No data	No data
<b>Labour Ward - NDDH</b>				
Jan-17	8	100.0	0.0	0.0
Feb-17	4	100.0	0.0	0.0
<b>Bassett Ward - NDDH</b>				
Jan-17	23	100.0	0.0	0.0
Feb-17	40	100.0	0.0	0.0
<b>Postnatal Community Service</b>				
Jan-17	2	100.0	0.0	0.0
Feb-17	4	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	Jan-17	Extremely Likely	All personnel here extremely knowledgeable & put you at ease. You never felt stupid for asking questions.	Antenatal classes to cover bathing.	26-35	White British	
2	Jan-17	Extremely Likely	The whole service I have received has been fantastic from the midwife, health visitor and labour ward at the hospital. Everyone has been so human, kind, professional & thorough. We feel very lucky.	Only in that it would be great to have some longer antenatal classes to meet other local mums to be. I'd be happy to pay too.	36-45	White British	
3	Jan-17	Likely	Very friendly staff. Helpful.		26-35	White British	

### 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	Jan-17	Extremely Likely	Very helpful throughout.				
2	Jan-17	Extremely Likely	Very kind, empathetic, calm MWs. Reassuring throughout.	Keep it the same.	26-35	White British	
3	Jan-17	Extremely Likely	Midwife was amazing, made the labour easier. Made my partner	N/A.			

			comfortable and I felt she was safe in their hands.				
4	Jan-17	Extremely Likely	Staff are friendly and the unit is always clean and tidy.		26-35	White British	
5	Jan-17	Extremely Likely	Very caring and calming staff. Fantastic treatment even though it was an emergency C-section. All fully explained and my fears addressed.	No improvements needed, all fantastic.	36-45	White British	
6	Jan-17	Extremely Likely	A truly awesome team. Professional, caring and informative.		36-45	White British	
7	Jan-17	Extremely Likely	Amazing service. Thank you. S. was brilliant. Please don't get rid of it! x.	None. Absolutely amazing.	26-35	White British	
8	Jan-17	Extremely Likely	The staff and care has been amazing.		16-25	White British	
1	Feb-17	Extremely Likely	Service excellent. Friendly, competent team. Working with students.	Nil.	16-25	White British	
2	Feb-17	Extremely Likely	Great midwife and facilities.		26-35	White British	
3	Feb-17	Extremely Likely	All the midwife were wonderful. Great service xxx.	None.	26-35	Other ethnic group	
4	Feb-17	Extremely Likely	Very helpful, very caring and extremely understanding.	I wouldn't change a thing.	16-25	White British	

### 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	Jan-17	Extremely Likely			26-35	Other ethnic group	Do not publish
2	Jan-17	Extremely Likely	Very polite and well on hand with responses from the bell. All friendly	Make privacy an issue. Too many people open your curtains when	16-25	White British	

			staff and well mannered. Lovely people all round.	you're busy and they just stand there.			
3	Jan-17	Extremely Likely	Fantastic, caring, friendly and professional staff. Cannot fault midwives, health care assistants or Sodexo workers.	Give S. and D. a pay rise.	36-45	White British	
4	Jan-17	Extremely Likely	The kindness & care of all the staff have been amazing.	No room for improvement - best service provided.	26-35	White British	
5	Jan-17	Extremely Likely	Being first time parents, any questions or queries we asked were answered brilliantly.	No.	26-35	White British	
6	Jan-17	Extremely Likely	All staff were warm, friendly and caring. Knowledgeable and professional.	No.	26-35	White British	
7	Jan-17	Extremely Likely	First class service, outstanding midwives could not do enough. Best hospital.	Keep doing what you're doing.	26-35	White British	
8	Jan-17	Extremely Likely	All the midwives are extremely helpful. All questions we had were answered and all the assistance we needed was given efficiently.	No, was very happy with the service.	16-25	White British	
9	Jan-17	Extremely Likely	Every single staff member can't do enough to help and are positive, warm and so friendly. Thank you to you all!	I wouldn't change anything.	26-35	White British	
10	Jan-17	Extremely Likely	All staff on Bassett have been fantastic. Nothing is too much trouble and they are quick to help and non-judgemental.		36-45	White British	
11	Jan-17	Extremely Likely	Everyone has been very helpful & supportive. Lots of assistance & information.		26-35	White British	
12	Jan-17	Extremely Likely	Friendly nurses and midwives, made us feel very comfortable.		26-35	Asian / Asian British	
13	Jan-17	Extremely Likely	Excellent care, friendly staff and clean wards.	Fresh milk in the kitchen for the tea & coffee & a microwave for dads to make dinner.	26-35	White British	

14	Jan-17	Extremely Likely	Really supportive staff. Always on hand to help.		26-35	White British	
15	Jan-17	Extremely Likely	The staff have been so helpful and supportive.		16-25	White British	
16	Jan-17	Extremely Likely	All of the staff are very happy to help, nothing is ever too much trouble. Thank you.	None.	26-35	White British	
17	Jan-17	Extremely Likely			26-35	Other ethnic group	
18	Jan-17	Extremely Likely	Friendly staff, support. Ongoing help and support offered. Great team.	The only thing I can say is maybe the second C-section patient should come in later to cause less anxiety. Makes it a long, long day.	26-35	White British	
19	Jan-17	Extremely Likely	Friendly & helpful staff.				
20	Jan-17	Extremely Likely			26-35	White British	Do not publish
21	Jan-17	Extremely Likely	The staff on the ward were, without exception, knowledgeable, helpful, patient and kind. They looked after us all so well and helped me to care for my baby. We could not have done it without them.	None. It was brilliant.	26-35	White British	
22	Jan-17	Extremely Likely	The staff were wonderful knowledgeable & very helpful & made the confusing situations much calmer & clearer.	A little more information at times regarding what's happening as there can be long waits to find out.	26-35	White British	
23	Jan-17	Likely	Most of the staff have been fantastic, but a few made us feel like bad parents for not knowing everything.	Better communication at handover, often having to explain why we are doing certain things. Response time to requests for bottles, bed sheets, bed socks etc. took too long, sometimes waiting hours. Discharge took 4 hours!	26-35	White British	
1	Feb-17	Extremely Likely	Lovely, supportive staff.	Nope.	16-25	White British	
2	Feb-17	Extremely Likely	Very friendly & helpful. Felt supported in decisions I made.		26-35	White British	
3	Feb-17	Extremely Likely	Friendly, helpful staff. Feel welcome	More focus to help towards	26-35	White British	

			and cared for.	breastfeeding.			
4	Feb-17	Extremely Likely	I cannot praise the team who looked after me enough. From the welcome to theatre to recovery, everyone has been fantastic. Thank you so much.		36-45	White British	
5	Feb-17	Extremely Likely	All staff wonderful. Amazing treatment. Baby's obs. always done. Very helpful, kind.	None - amazing!	26-35	White British	
6	Feb-17	Extremely Likely	Everyone was very friendly and gave support and advice when I needed it.	None.	16-25	White British	
7	Feb-17	Extremely Likely	Amazing staff - so supportive & helpful.		36-45	White British	
8	Feb-17	Extremely Likely	Informative care, kind and helpful staff.		36-45	White British	
9	Feb-17	Extremely Likely	Very friendly and clear.	No, all very lovely and do a fantastic job. Very professional staff.	26-35	White British	
10	Feb-17	Extremely Likely	The quality of care given was excellent and I felt very well looked after at all times. The staff were professional as well as compassionate.	Healthier food. Less single-use plastic disposables.	36-45	Mixed / Multiple ethnic groups	
11	Feb-17	Extremely Likely			36-45	White British	Do not publish
12	Feb-17	Extremely Likely	The care that we received, especially from D., W., H., E., A. & A., was fantastic. Nothing was too much trouble!		26-35	White British	
13	Feb-17	Extremely Likely	Friendly staff, willing to help & made us feel very comfortable.		26-35	White British	
14	Feb-17	Extremely Likely	Support from midwives & all staff has been exceptional.		26-35	White British	
15	Feb-17	Extremely Likely	All the staff were lovely, friendly, caring and helpful, making it a nice experience to recover.		26-35	White British	
16	Feb-17	Extremely Likely	Everyone was very friendly & very willing to help soon as asked.	None.	26-35	White British	
17	Feb-17	Extremely Likely	Excellent.	None.	16-25	White British	

18	Feb-17	Extremely Likely	Have been very supportive but not overbearing. Not judgemental about mental health problems and baby detox.		16-25	White British	
19	Feb-17	Extremely Likely	Staff have been nothing but friendly and lovely! They have been attentive and made me feel at ease. The ward has a lovely atmosphere because of this. I'm very grateful for the care I have received on Bassett Ward.		16-25	White British	
20	Feb-17	Extremely Likely	Wonderful staff.	None.	26-35	White British	
21	Feb-17	Extremely Likely	Staff are very friendly & helpful. Nothing was too much trouble & I got lots of support with breastfeeding.	N/A.	26-35	White British	
22	Feb-17	Extremely Likely	I've had a very friendly, comforting, welcoming experience here. When I was scared about my C-section the support I got was amazing.	N/A.	26-35	White British	
23	Feb-17	Extremely Likely	The staff are exceptionally helpful, very reassuring & a comfortable environment.	No.	26-35	White British	
24	Feb-17	Extremely Likely			26-35	White British	Do not publish
25	Feb-17	Extremely Likely	All staff have been amazing - can't thank them enough.		26-35	White British	
26	Feb-17	Extremely Likely	I have received excellent care throughout my stay.		26-35	White British	
27	Feb-17	Extremely Likely	There is always people happy and willing to help.	More chocolate.	26-35	White British	
28	Feb-17	Extremely Likely	Very pleased with the treatment & service we have received.		26-35	White British	
29	Feb-17	Extremely Likely	Staff have been so supportive throughout stay. Nothing has been too much trouble.		26-35	White British	
30	Feb-17	Extremely Likely	Midwives was fantastic and helpful, all questions and concerns was		16-25	White British	



			answered.				
31	Feb-17	Extremely Likely	Excellent all round.				
32	Feb-17	Extremely Likely	You was all amazing! Thank you!	Bigger food portions.	16-25	White British	
33	Feb-17	Extremely Likely	Great staff. Very friendly & helpful.		26-35	White British	
34	Feb-17	Extremely Likely	Friendly, convenient, close to home.	N/A.	26-35	White British	
35	Feb-17	Extremely Likely			26-35	White British	
36	Feb-17	Likely	All of staff have been brilliant and felt very reassured throughout.		26-35	White British	
37	Feb-17	Likely	Could not fault any of the care given. People always on hand to help.	Nothing stands out.	26-35	White British	
38	Feb-17	Likely	Staff are lovely and helpful.	Turn the heating down.	16-25	White British	
39	Feb-17	Likely	The staff were good at giving advice and made me feel at ease.		26-35	White British	
40	Feb-17	Likely	Daytime staff very attentive. Night-time staff limited. No sleep - had lots of babies distressed.	More staff! In evening! But staff here are good!	26-35	White British	

### 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	Jan-17	Extremely Likely	Lots of support at home from day one. The health visitors always had lots of time to talk - I never felt rushed.	I only saw one of the same health visitors more than once. So consistency could be better.	26-35	White British	
2	Jan-17	Extremely Likely	Made to feel that no questions were stupid ones.				
1	Feb-17	Extremely Likely	Staff were lovely and supportive.	Nope.	16-25	White British	

2	Feb-17	Extremely Likely	Caring, supportive. Given lots of advice by team about services in area.		36-45	White British	
3	Feb-17	Extremely Likely	Everyone we have met has been so lovely, kind, professional, supportive. The level of support feels spot on - can't fault it.	Not really.	36-45	White British	
4	Feb-17	Likely	The staff were friendly and helpful.		26-35	White British	