

Maternity Services - Friends and Family Test - Jul-17 to Aug-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. 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 | | | | |
| Jul-17 | 1 | 100.0 | 0.0 | 0.0 |
| Aug-17 | No data | No data | No data | No data |
| Labour Ward - NDDH | | | | |
| Jul-17 | 6 | 100.0 | 0.0 | 0.0 |
| Aug-17 | 6 | 100.0 | 0.0 | 0.0 |
| Bassett Ward - NDDH | | | | |
| Jul-17 | 35 | 100.0 | 0.0 | 0.0 |
| Aug-17 | 31 | 100.0 | 0.0 | 0.0 |
| Postnatal Community Service | | | | |
| Jul-17 | 2 | 100.0 | 0.0 | 0.0 |
| Aug-17 | No data | No data | No data | No data |

Qualitative Feedback - Antenatal Service - 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 our antenatal service? | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|----------------------------------|---|---|-------|---------------|---|
| 1 | Jul-17 | Extremely Likely | Very 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 | Jul-17 | Extremely Likely | Could not fault the midwives. Thank you so much for everything you did for us. | Keep the ward open - Barnstaple needs you. Thank you so much. Fantastic staff. | 26-35 | White British | |
| 2 | Jul-17 | Extremely Likely | Had a great birthing experience. Care was great. | | 36-45 | White British | |
| 3 | Jul-17 | Extremely Likely | Can't fault any of the care provided by any of the people we've seen. | | 26-35 | White British | |
| 4 | Jul-17 | Extremely Likely | Minus complications that couldn't be helped I was treated amazingly. After having two perfect homebirths to have this third baby on the ward I was fully respected for this. | None. | 16-25 | White British | |
| 5 | Jul-17 | Extremely Likely | We could not have asked for more friendly or attentive midwives. | No. | 26-35 | White British | |

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|---|--------|------------------|---|-----------------|-------|---------------|--|
| 6 | Jul-17 | Extremely Likely | The midwife is amazing. | | 26-35 | White British | |
| 1 | Aug-17 | Extremely Likely | Friendly, attentive staff very reassuring, a credit to the hospital. | No. It's great. | 26-35 | White British | |
| 2 | Aug-17 | Extremely Likely | Patient-centred care, warm staff. | | 26-35 | White British | |
| 3 | Aug-17 | Extremely Likely | All midwives that I have seen have been very friendly and informative. | No. | 36-45 | White British | |
| 4 | Aug-17 | Extremely Likely | Two babies in the last 20 months. Both times I have had an amazing care experience at NDDH. Thank you! | | 26-35 | White British | |
| 5 | Aug-17 | Extremely Likely | I experienced wonderful care while on Labour Ward. Thank you! | No. | 26-35 | White British | |
| 6 | Aug-17 | Extremely Likely | Great personal and friendly care from the first phone call. I always felt listened to and everything explained really well. | No. | | | |

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 | Jul-17 | Extremely Likely | Efficient and helpful staff. | None. | 26-35 | White British | |
| 2 | Jul-17 | Extremely Likely | Friendly staff. | Better communication between staff at changeover. | 26-35 | White British | |
| 3 | Jul-17 | Extremely Likely | Every midwife & majority of consultants have been amazing and could not thank you enough. | | 16-25 | White British | |
| 4 | Jul-17 | Extremely Likely | Really helpful & friendly. | Fans for when hot. | 26-35 | White British | |
| 5 | Jul-17 | Extremely Likely | Everyone was more than friendly & | N/A. | 26-35 | White British | |

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| | | | caring - always happy to help. | | | | |
| 6 | Jul-17 | Extremely Likely | Staff were fantastic, very friendly, helpful and reassuring! | Please consider some fans or air-conditioning, was super-hot x. | 36-45 | White British | |
| 7 | Jul-17 | Extremely Likely | Staff are great. | | 26-35 | White British | |
| 8 | Jul-17 | Extremely Likely | Friendly, helpful and kind staff. | | 26-35 | White British | |
| 9 | Jul-17 | Extremely Likely | All staff have been amazing! They couldn't have done any more! | | 26-35 | White British | |
| 10 | Jul-17 | Extremely Likely | The staff have been amazing, really supportive & helpful. The main reason would be the staff. NDH are lucky to have such lovely staff. | Maybe have a family room for siblings. Staff pay rise. | 26-35 | White British | |
| 11 | Jul-17 | Extremely Likely | The staff are fantastic! I felt so looked after and nothing was too much trouble. The midwives were so knowledgeable and so friendly and their advice and support has been invaluable. All the support staff have been amazing too. | I honestly can't think of anything! | 26-35 | White British | |
| 12 | Jul-17 | Extremely Likely | Friendly staff. | | 26-35 | White British | |
| 13 | Jul-17 | Extremely Likely | Treated with kindness & dignity at all stages, everything explained well, large airy clean wards, calm & peaceful. | More on-suite toilets? Overall excellent. | 36-45 | White British | |
| 14 | Jul-17 | Extremely Likely | We received excellent care and support after labour hadn't gone quite to plan. | | 16-25 | White British | |
| 15 | Jul-17 | Extremely Likely | Very helpful, was very pleased with advice given. | 10/10. | 26-35 | White British | |
| 16 | Jul-17 | Extremely Likely | | | 16-25 | White British | |
| 17 | Jul-17 | Extremely Likely | All midwives gave 100% and went over & above their roles to support me throughout labour. | | 26-35 | White British | |
| 18 | Jul-17 | Extremely Likely | Care was excellent and support was great. A very friendly atmosphere. | None. Very well done. | 16-25 | White British | |
| 19 | Jul-17 | Extremely Likely | Was well looked after from | | 16-25 | White British | |

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| | | | beginning of stay to leaving. | | | | |
| 20 | Jul-17 | Extremely Likely | The care I was given from 8.15am till 4.30pm the next day was amazing. Can't thank the midwives enough. | | 16-25 | White British | |
| 21 | Jul-17 | Extremely Likely | Professional, friendly, help anytime. | No. | 36-45 | Other ethnic group | |
| 22 | Jul-17 | Extremely Likely | Because all of the staff have been amazing at talking care of both myself & baby girl. All the staff have been so lovely & caring. | No, everything has been perfect. | 16-25 | White British | |
| 23 | Jul-17 | Extremely Likely | Excellent care, knowledgeable staff, brilliant breastfeeding support & understanding personal requirements. | | 36-45 | White British | |
| 24 | Jul-17 | Extremely Likely | Well taken care of very well. Excellent advice about breastfeeding. | None. | 26-35 | White British | |
| 25 | Jul-17 | Extremely Likely | Amazing support, especially with breastfeeding. | None. | 26-35 | White British | |
| 26 | Jul-17 | Extremely Likely | Staff & care has been amazing throughout my delivery & thereafter. | None. | 36-45 | White British | |
| 27 | Jul-17 | Extremely Likely | My experience was excellent and a big, big thank for all Bassett Ward staff! | | 26-35 | Other ethnic group | |
| 28 | Jul-17 | Extremely Likely | Midwives and all staff extremely knowledgeable, helpful and friendly. | N/A. | 36-45 | White British | |
| 29 | Jul-17 | Likely | Very friendly staff throughout our stay. | Making sure all midwives give the same advice as it was sometimes conflicting. Some suggesting hand expressing others saying not to. | 26-35 | White British | |
| 30 | Jul-17 | Likely | | | 36-45 | White British | |
| 31 | Jul-17 | Likely | | No. | 36-45 | White British | |
| 32 | Jul-17 | Likely | Nearest to where we live. | Discharge could be done quicker once decision is made. | 26-35 | White British | |
| 33 | Jul-17 | Likely | Care & communication. | More staff but the ones you have do a good job with the time they are given. | | | |

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|----|--------|------------------|---|--|-------|---------------|----------------|
| 34 | Jul-17 | Likely | Overall I'm very happy with the care I received, especially when the ward wasn't so busy. I did feel like I was being a nuisance if I rang the bell overnight on my second night. | | 26-35 | White British | |
| 35 | Jul-17 | Likely | Everyone has been really kind and lovely. But after previous home births it's not as relaxed as being at home. | | 26-35 | White British | |
| 1 | Aug-17 | Extremely Likely | The staff very friendly, caring, experienced and professional. | The handover from Delivery Suite to Bassett Ward. | 26-35 | White British | |
| 2 | Aug-17 | Extremely Likely | Every member of staff have been so lovely & helpful no matter what time of day or how much help has been needed it hasn't been a problem. | N/A. | 26-35 | White British | |
| 3 | Aug-17 | Extremely Likely | Very friendly & kind, felt very comfortable. Thank you all. | | 26-35 | White British | |
| 4 | Aug-17 | Extremely Likely | Very friendly & helpful staff. Midwives providing lots of practical & useful information. | | 26-35 | White British | |
| 5 | Aug-17 | Extremely Likely | Because it is a great place to have a child. | No. | 16-25 | White British | |
| 6 | Aug-17 | Extremely Likely | Fantastic care/staff. Couldn't fault them. | No. | 26-35 | White British | |
| 7 | Aug-17 | Extremely Likely | Midwives - amazing, supportive, friendly. | Communication between different professionals (doctors) e.g. passing information on quicker to patients (not a day after). | 16-25 | White British | |
| 8 | Aug-17 | Extremely Likely | | | 16-25 | White British | Do not publish |
| 9 | Aug-17 | Extremely Likely | Kind, loving, caring people. | | 26-35 | White British | |
| 10 | Aug-17 | Extremely Likely | The whole team from start to finish have been extremely supportive and helpful. | | 26-35 | White British | |
| 11 | Aug-17 | Extremely Likely | Friendly, professional staff. | None. | 36-45 | White British | |
| 12 | Aug-17 | Extremely Likely | All the staff are fantastic. | No. You do a fabulous job. | 26-35 | White British | |

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| 13 | Aug-17 | Extremely Likely | All aftercare perfect. Me and baby very well looked after. | More electric fans for hot weather. | 16-25 | White British | |
| 14 | Aug-17 | Extremely Likely | All of the staff have been absolutely amazing and so supportive, nothing has been too much bother which has made me feel comfortable and relaxed which means my new baby has been too. All staff are amazing but the day HCA is so so friendly & supportive. | No, I don't think there is anything that I would change. | 36-45 | White British | |
| 15 | Aug-17 | Extremely Likely | Amazing staff. | Medication when it's due. | 36-45 | White British | |
| 16 | Aug-17 | Extremely Likely | Lovely staff!! | None. | 26-35 | White British | |
| 17 | Aug-17 | Extremely Likely | Helpful staff, great atmosphere on ward. | | 26-35 | White British | |
| 18 | Aug-17 | Extremely Likely | Amazing care. | | 16-25 | White British | |
| 19 | Aug-17 | Extremely Likely | We have had two children here & have felt very supported throughout by the kind staff team. Nothing was a problem. | | 26-35 | White British | |
| 20 | Aug-17 | Extremely Likely | Very happy with service received. Our midwife [name withheld] was amazing and really pulled me through my labour. Thank you [name withheld]!!! Baby daddy says thank you for everything. You were brilliant. | | | | |
| 21 | Aug-17 | Extremely Likely | The care I have received has been exceptional! [Name withheld], midwife, was so caring & supportive during labour & [name withheld] was so supportive to crack feeding! | Being woken at 5am because of fresh water & blood pressure being taken! Had only just dozed off! | 26-35 | White British | |
| 22 | Aug-17 | Extremely Likely | Patient-centred care. Warm staff. Efficient. | | 26-35 | White British | |
| 23 | Aug-17 | Extremely Likely | Really helpful midwives who made us feel comfortable. | More informative of the overall plan. | 16-25 | White British | |
| 24 | Aug-17 | Extremely Likely | All the staff and midwives are so | | 36-45 | White British | |

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| | | | helpful and genuine. They really listen and empathise / sympathise with each individual. They made a traumatic birth much more comfortable with their care and kind words and support. | | | | |
| 25 | Aug-17 | Extremely Likely | Very helpful and friendly - always willing to give advice. | None. | 26-35 | White British | |
| 26 | Aug-17 | Extremely Likely | Very helpful and pleasant. Caring. | | 36-45 | White British | |
| 27 | Aug-17 | Extremely Likely | Everyone has been amazing. Super helpful. Helped me and little one a lot. | Nothing. Everything was amazing. | 16-25 | White British | |
| 28 | Aug-17 | Likely | Helping and friendly staff. | N/A. | 26-35 | Asian / Asian British | |
| 29 | Aug-17 | Likely | Everyone really helpful & lovely!! | More midwives on duty. | 16-25 | White British | |
| 30 | Aug-17 | Likely | Staff very friendly & understanding. | | 16-25 | White British | |
| 31 | Aug-17 | Likely | The treatment received was better than Exeter - more relaxed. | Better food and less noise. | 26-35 | White British | |
| 32 | Aug-17 | <i>Not entered</i> | Only maternity ward around. | | 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 | Jul-17 | Extremely Likely | Very helpful. | | 26-35 | White British | |
| 2 | Jul-17 | Likely | Looked after my wife well. | | | | |