

Maternity Services - Friends and Family Test - Jun-16 to Aug-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				
Jun-16	No data	No data	No data	No data
Jul-16	1	100.0	0.0	0.0
Aug-16	1	100.0	0.0	0.0
Labour Ward - NDDH				
Jun-16	8	100.0	0.0	0.0
Jul-16	7	100.0	0.0	0.0
Aug-16	10	100.0	0.0	0.0
Bassett Ward - NDDH				
Jun-16	58	100.0	0.0	0.0
Jul-16	40	97.5	2.5	0.0
Aug-16	33	100.0	0.0	0.0

Postnatal Community Service				
Jun-16	3	100.0	0.0	0.0
Jul-16	6	100.0	0.0	0.0
Aug-16	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	Jul	Extremely likely			26-35		
1	Aug	Extremely likely	A.W. is an amazing midwife. She has provided the best care for a first time mum. I have had to have extra scans and been monitored. All staff have made me feel at ease and have explained everything to me in detail.	As a first time mum I would have loved a tour of delivery suite / ward as a YouTube video just doesn't do it! Antenatal classes (4) could have been better planned and condensed into 1hr sessions (not 2hrs) on some of the topics covered.	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	Jun	Extremely likely	Extremely happy with the care towards the mum from midwife L.	No, very good ward.	16-25	White British	
2	Jun	Extremely likely	Because the staff where brilliant and helpful all the way through and most of all caring.	My only thing would be I think the birth partners should be able to stay with mother and newborn in Basset Ward.	16-25	White British	
3	Jun	Extremely likely	Good care was given. Everyone was polite and attentive.	No.	16-25	White British	
4	Jun	Extremely likely	We were treated by knowledgeable, kind staff.		26-35	White British	
5	Jun	Extremely likely	J. + A. were amazing. I felt comfortable and supported the whole time. The room and facilities are also good.	No, I had a surprisingly pleasant experience.	26-35	White British	
6	Jun	Extremely likely			26-35	White British	
7	Jun	Extremely likely	Well looked after.	No, really happy with our care.	36-45	White British	
8	Jun	Likely	All staff are really friendly and helpful.		26-35	White British	
1	Jul	Extremely likely	Midwives made the experience so much more enjoyable for me and really helped me out.		16-25	White British	
2	Jul	Extremely likely	Friendly + very helpful staff who were very informative and made to feel at ease. All family made	N/A.	16-25	White British	

			welcome. Thank you.				
3	Jul	Extremely likely	All the staff was lovely and looked after me really well.	No. I was happy with all the staff and how we were treated and looked after.	16-25	White British	
4	Jul	Extremely likely	Always kept in the loop & everything explained to us. Reassured at all times.	Don't close it!!	26-35	White British	
5	Jul	Extremely likely	Friendly staff & nice facilities.	Nope - excellent.	26-35	White British	
6	Jul	Extremely likely	Caring, kind and considerate. Exceptional service provided - very patient-orientated.	None.	36-45	White British	
7	Jul	Extremely likely	Fantastic staff and fantastic care.	No.			
1	Aug	Extremely likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
2	Aug	Extremely likely	The staff in Labour Ward have been amazing. So supportive, can't thank you enough.		16-25	White British	
3	Aug	Extremely likely	Amazing staff.		16-25	White British	
4	Aug	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
5	Aug	Extremely likely	Nice suite + good staff.	Very little. Baby changing table in delivery suite.	26-35	White British	
6	Aug	Extremely likely	Decisive, friendly and professional, putting our care and needs as paramount. Exemplary staff and all grounds were covered in an elite way. Thorough, quick and completely perfect staff and service. Thank	No improvement necessary.	36-45	White British	

			you!				
7	Aug	Extremely likely	Very homely, comfortable & all staff friendly & extremely attentive.	None whatsoever, amazing in every way. Thank you.			
8	Aug	Extremely likely	Very pleased with all staff and rooms and everything else.	No.			
9	Aug	Extremely likely	Fantastic staff who made this experience a lot more enjoyable.	No.		White British	
10	Aug	Likely	Friendly, professional, caring, efficient.		26-35	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	Jun	Extremely likely	All midwives and maternity care assistants are wonderful and caring. Supported me with breastfeeding and comfort me when I cried through being so tired.	The food can be improved.	16-25	White British	
2	Jun	Extremely likely	Very well treated by staff and looked after.	Nope, brilliant.	16-25	White British	
3	Jun	Extremely likely	Everyone is extremely helpful, supportive and kind.		16-25	White British	
4	Jun	Extremely likely	Amazing staff!	N/A.	16-25	White British	

5	Jun	Extremely likely	Everyone is so polite and caring, always there to help when / if needs be and nothing is a small or silly question! There's also no judgementalness and baby and mothers safety and wellbeing is at heart!		16-25	White British	
6	Jun	Extremely likely	Very happy with the care. Very friendly & professional. I was looked after very well even from my day assessments, through to emergency care. Thank you very much.	Please can you reduce / stop people smoking outside main entrance. It is not nice especially when pregnant to walk past smokers to get to Ladywell entrance.	16-25	White British	
7	Jun	Extremely likely	All the staff are lovely & supportive, I felt very well looked after.	It is a bit of an inconvenience having to come back up to the hospital so soon after having my baby.	16-25	White British	
8	Jun	Extremely likely	Been really helpful and friendly.	No.	16-25	White British	
9	Jun	Extremely likely	All staff went beyond their roles to ensure me and my baby were fine at all times. Helped feel more confident and nothing was too much to ask.	Keep up the great work!	16-25	White British	
10	Jun	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
11	Jun	Extremely likely	I have received very good care following emergency C-section as I did with daughter No1. Thank you.		26-35		
12	Jun	Extremely likely	Friendly staff, very helpful with breast feeding.		26-35	White British	

13	Jun	Extremely likely	The care and attention we received was incredible! Everyone was so friendly and reassuring, we could not have asked for anymore from the staff.	It's not possible!	26-35	White British	
14	Jun	Extremely likely	Friendly staff, very reassuring & helpful.		26-35	White British	
15	Jun	Extremely likely	We have had a brilliant service from all the staff from start to finish. A fantastic team and a credit to the hospital.	Not really.	26-35	White British	
16	Jun	Extremely likely	The staff are lovely, I have been well informed & looked after during my stay.		26-35	White British	
17	Jun	Extremely likely	Wonderful care & attention. All staff fantastic.	N/A.	26-35	White British	
18	Jun	Extremely likely	Incredible empathy and compassion as well as the highest standards of care from every single staff member we have encountered.	No.	26-35	White British	
19	Jun	Extremely likely	We have been blown away by the level of care we have received and how understanding and helpful every member of the team have been.	None at all. Keep up the good work.	26-35	White British	
20	Jun	Extremely likely	Everyone was fantastic, so helpful and caring. Great giving information and support to me and my husband, really lovely team.		26-35	White British	
21	Jun	Extremely likely	Staff are lovely and really helpful.		26-35	White British	
22	Jun	Extremely likely	Very well looked after, and kept	Consultants to actually read	26-35	White British	

			up- to-date with babies care.	patients notes properly.			
23	Jun	Extremely likely	All staff very helpful & kind.	No.	26-35	White British	
24	Jun	Extremely likely	Because I have throughout both my births had nothing but excellent care support and reassurance.	Muslims to give mum so that if she has a baby on SCBU she can sleep with it where it [illegible] her smell onto it and then lay with baby in there cot when they are apart.	26-35	White British	
25	Jun	Extremely likely	Very well looked after. Support given when needed. Friendly staff.	A place for dads to stay for the first night.	26-35	White British	
26	Jun	Extremely likely	Well looked after. Midwives very helpful and approachable.	None.	26-35	White British	
27	Jun	Extremely likely	Because everyone was so helpful and friendly.		26-35	White British	
28	Jun	Extremely likely	Everyone explain everything clearly any concerns, always came back & checked. Everyone is very friendly, made you feel part of the family.	Like everywhere due to staff shortages, apart from that I am very happy with everything.	26-35	White British	
29	Jun	Extremely likely	Really helpful, especially night staff & feeding of baby.	Allow husbands / partners to stay to help in the nights.	26-35	White British	
30	Jun	Extremely likely	Lovely care and support throughout and brilliant care.	No.	26-35	White British	
31	Jun	Extremely likely	Staff really friendly and helpful, really made me feel at ease.	None.	26-35	White British	
32	Jun	Extremely likely	The staff are amazing and nothing is too much trouble, felt very safe & cared for.		26-35	White British	
33	Jun	Extremely likely	Fantastic staff who have been so lovely and supportive. Treated with care + dignity at all times + really made us feel at ease. Also,	None. 5* experience!	26-35	White British	

			offered great advice when needed.				
34	Jun	Extremely likely	Cannot express enough how amazing this team is - kind caring, patient, professional, respectful. Thank you so much.	Completely satisfied.	26-35	White British	
35	Jun	Extremely likely	Staff have been amazing, thanks to the midwives.	No.	26-35	White British	
36	Jun	Extremely likely	The level of care received was excellent, staff were warm and friendly.		26-35	White British	
37	Jun	Extremely likely	Every member of staff was pleasant and thoroughly explained everything I asked questions about.		26-35	White British	
38	Jun	Extremely likely	Very supportive and always there when needed.		26-35	White British	
39	Jun	Extremely likely	Lovely members of staff, looked after me and my baby, helped when it came to breast feeding.	Food needs improving, found it tasteless, not very nice, plus portion size needs to be bigger as I am burning calories by breastfeeding.	26-35	Other ethnic group	
40	Jun	Extremely likely	Lovely staff, extremely friendly and helpful.		26-35	White British	
41	Jun	Extremely likely	Friendly, kind staff. Happy to help in anyway.	Perhaps allowing fathers to stay as well.	26-35	White British	
42	Jun	Extremely likely	I felt very well supported by the staff, they were friendly and helpful.	No.	36-45	White British	
43	Jun	Extremely likely	Staff have been amazing, all the staff very friendly, supportive. Thank you for everything.		36-45	White British	
44	Jun	Extremely likely	Treated nicely, friendly.	No.	36-45	White British	

45	Jun	Extremely likely	Lovely / friendly / supportive ward.	No.	36-45	White British	
46	Jun	Extremely likely	Staff were kind, caring & knowledgeable.	No.	36-45	White British	
47	Jun	Extremely likely	Superb care. Although short staffed at nights.	1 more HCA on the night shift.	36-45	White British	
48	Jun	Extremely likely	The amazing support all the staff have provided during my stay with them.		36-45	Mixed / Multiple ethnic groups	
49	Jun	Extremely likely	Support and care was brilliant, understanding, so much support, thank you ladies and gentleman.	Don't close it, we need them.	36-45	White British	
50	Jun	Extremely likely	Staff were extremely attentive & supportive & friendly. All were very helpful & efficient.	No, I was really impressed.	46-50	Asian / Asian British	
51	Jun	Extremely likely	Staff were extremely helpful.				
52	Jun	Likely	Staff are friendly and attentive.	No.	16-25	White British	
53	Jun	Likely	Better than Doncaster + nice delivery suite. They listen, answered all my questions.	No.	16-25	White British	
54	Jun	Likely	The room was far too hot, otherwise the care was perfect.	Partners being able to stay.	26-35	White British	
55	Jun	Likely			26-35	White British	
56	Jun	Likely	Friendly staff.	Communication.	26-35	White British	
57	Jun	Likely			26-35	White British	
58	Jun	Likely	Very attentive, helpful staff.	The ward bays are a bit too small!	26-35	White British	
1	Jul	Extremely likely			16-25	Mixed / Multiple ethnic groups	I DO NOT wish my anonymised comments to be made public
2	Jul	Extremely likely	Very good care.		16-25	White British	
3	Jul	Extremely likely	Answered any question asked	No, was brilliant.	16-25	White British	

			and were really helpful.				
4	Jul	Extremely likely	Really supportive midwifery team. Very positive.	N/A.	26-35	White British	
5	Jul	Extremely likely	The care given to myself & A. was amazing, especially with it being an emergency C-section. We felt very cared for.	No, none.	26-35	White British	
6	Jul	Extremely likely	Friendly, caring staff and students.	More information for first time mums.	26-35	White British	
7	Jul	Extremely likely	Every member of staff were very professional. They all went above and beyond to help us in every way possible. Very, very happy. Well done.	No, everything perfect!	26-35	White British	
8	Jul	Extremely likely	Lovely, friendly staff, nothing is too much trouble! Really helpful, even for what may seem the silliest of things. Thank you!		26-35	White British	
9	Jul	Extremely likely	Midwife very good help very rush and that amazing show how help learn baby feed.	Always good help and kindness.	26-35	White British	
10	Jul	Extremely likely	Absolutely amazing staff and treatment: all friendly, always helpful, patient, always here for you, make you feel confident, calm & welcome!!!	The service is absolutely brilliant, I would not change anything as it's amazing just as it is!!!	26-35	Other ethnic group	
11	Jul	Extremely likely	Very kind, friendly, patient & helpful staff.		26-35	White British	
12	Jul	Extremely likely	All staff very helpful with breastfeeding, pain management etc.		26-35	White British	
13	Jul	Extremely likely	Very supportive + caring.	N/A.	26-35	White British	
14	Jul	Extremely likely	Care and advice when required.		26-35	White British	

15	Jul	Extremely likely	Nothing too much trouble. Great team. Thank you.		26-35	White British	
16	Jul	Extremely likely	Outstanding care given to mum + baby. Very friendly, helpful and knowledgeable staff. Fantastic postnatal care after a difficult labour experience!	Keep up the good work!	26-35	White British	
17	Jul	Extremely likely	Superb midwives. Very caring & understanding.	No.	26-35	White British	
18	Jul	Extremely likely	I have had 2 births here, the staff & facilities are excellent.	N/A.	26-35	White British	
19	Jul	Extremely likely	Amazing help from all staff every step of the way. Fantastic guidance for a first time mummy!		26-35	White British	
20	Jul	Extremely likely	Amazing care and attention given at all times. Extremely supportive and help given always with a friendly smile.	More vegetables.	26-35	White British	
21	Jul	Extremely likely	Looked after very well and kept informed of what was going on!	No, we was very happy with how we was looked after.	26-35	White British	
22	Jul	Extremely likely	Felt very at ease and very comfortable (very supportive). Nothing was too much trouble, kind and friendly.		26-35	White British	
23	Jul	Extremely likely	So supportive, caring, very good at introducing each new member of staff at shift changeover, good continuity.	Baby cradles bang instead of rocking if the bars aren't separated fully - took me ages to work out how to make it rock properly!	26-35	White British	
24	Jul	Extremely likely	Friendly and helpful.		26-35	White British	
25	Jul	Extremely likely	High level of care, friendly, personal, professional. Very supportive and no question was a	Make sure visiting people know where teas + coffees are.	26-35	White British	

			silly question for first time parents.				
26	Jul	Extremely likely	Everyone is so nice and helpful. The midwives are happy to answer any questions.	No, happy with everything, help yourself kitchen is very good but was only told it was available last min.	26-35	White British	
27	Jul	Extremely likely	This was my biggest fear and I was very anxious, nervous, upset so I could at times be difficult. Throughout every single day I spent here the team of support I had was tremendous. They were attentive, respectful, helpful, informative caring, fast on deliverance if I requested anything, nothing was too much trouble, outstanding.	Yes I do!! I found it very upsetting to watch staff members run around giving 100% to us yet not one had any fan or loose thin uniform to cool them down. I was sat doing nothing and my temp was way over. Please consider loose, thin uniforms & staff fans!!	26-35	White British	
28	Jul	Extremely likely	Friendly caring staff.		26-35	White British	
29	Jul	Extremely likely	The staff are very kind, helpful and friendly and the ward is very secure and safe.	Wouldn't want to change something if it's good the way it is.	26-35	White British	
30	Jul	Extremely likely	Help, care, attention and advice given.	No.	26-35	White British	
31	Jul	Extremely likely	Outstanding 5* care offered at what was a very traumatic time. All staff have gone above and beyond expectation. Thank you so much.	None.	36-45	White British	
32	Jul	Extremely likely	Everybody has looked after me really well, nothing was too much.		36-45	White British	
33	Jul	Extremely likely	Wonderful, friendly efficient staff, attentive care - I was always kept	No.	36-45	White British	

			informed with what was happening. Very reassuring.				
34	Jul	Extremely likely	All members of staff were fantastic. Very helpful, kind and friendly.	No, your brilliant.			
35	Jul	Extremely likely	Very caring + welcoming.	No.			
36	Jul	Extremely likely	Staff are extremely friendly and helpful.	No.			
37	Jul	Likely	Good care of every patient.	Not needed.	26-35	White British	
38	Jul	Likely	The care I was given was just how I expected it, the midwives were caring, kind and considerate.		26-35	White British	
39	Jul	Likely	Felt very well looked after, myself and baby.		36-45	White British	
40	Jul	Unlikely			26-35	White British	I DO NOT wish my anonymised comments to be made public
1	Aug	Extremely likely	Staff have been excellent, very helpful + supportive, especially with my feeding concerns. Leaving hospital feeling much more confident, so thank you.	If partners could stay would be lovely.	16-25	White British	
2	Aug	Extremely likely	Good care given.		16-25	White British	
3	Aug	Extremely likely	I'm a new mum and the postnatal team have been so helpful and wonderful, made this a lot easier.	No, I think they are all brilliant.	16-25	White British	
4	Aug	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
5	Aug	Extremely likely	All the staff were lovely, caring and helpful even if all the	Just make sure the waters are full but, other than that, thank you	26-35	White British	

			patients were not!	for all your help x.			
6	Aug	Extremely likely	The care that my twins and myself have received has been wonderful and professional. No stone was left unturned when investigating why I was poorly.	I did however find it difficult to rest as there were lots of checks and staff popping in all the time. I have not had the opportunity to rest as I thought I might.	26-35	White British	
7	Aug	Extremely likely	Very helpful, caring and kind throughout my stay towards myself and my baby.		26-35	White British	
8	Aug	Extremely likely	Everyone here has been incredible - my care has been second to none, not just medically, but the support has been invaluable, above and beyond.		26-35	White British	
9	Aug	Extremely likely	Very good service, all staff really helpful and friendly and professional.		26-35	White British	
10	Aug	Extremely likely	All the staff are very helpful and kind and the care is perfect.		26-35	White British	
11	Aug	Extremely likely	Caring and helpful staff. Made to feel comfortable and able to ask for help if needed.		26-35	White British	
12	Aug	Extremely likely	I felt that the personalised care from every member of staff was of incredibly high quality. Friends of ours who aren't based in N. Devon have not had the same level. Excellent in all respects!	Individually controlled lights for each bed would have been useful.	26-35	White British	
13	Aug	Extremely likely	The care + attention from the nurses is second to none. Physically + emotionally they genuinely care how you are.	We missed having our photo taken by the Journal - no one (reception) told them we were in a side room. Only disappointing	26-35	White British	

				aspect.			
14	Aug	Extremely likely	This was my third visit to Bassett Ward and have been very well cared for each time I have been here. The staff are amazing. They are extremely helpful and attentive to all needs.	Not that I can think of - they're fab!	26-35	White British	
15	Aug	Extremely likely		No suggestions at all. Our care here has been second to none! Perfect!	26-35	White British	
16	Aug	Extremely likely	All staff really nice + helpful, couldn't have been looked after better.		26-35	White British	
17	Aug	Extremely likely	Very friendly and helpful. I have enjoyed my stay.	Stop opening the curtains without asking.	26-35	White British	
18	Aug	Extremely likely	Very helpful, made me feel at ease and nothing was too much trouble.	No.	26-35	White British	
19	Aug	Extremely likely	We were very happy with our care and treatment.	No, wonderful service.	26-35	Other ethnic group	
20	Aug	Extremely likely	The care I received was fantastic all the way through.	No.	26-35	White British	
21	Aug	Extremely likely	Midwives are amazing.		26-35	White British	
22	Aug	Extremely likely	Standard of care, high level of professionalism. Approachability of staff.	Yes - a card clock next to the kettle so we can indicate when it last boiled.	36-45	White British	
23	Aug	Extremely likely	Very friendly and approachable.		36-45	White British	
24	Aug	Extremely likely	Good all round care for the baby and mother.		36-45	White British	
25	Aug	Extremely likely	Fantastic staff.				
26	Aug	Extremely likely	Due to the staff being kind & caring.	Let the other partners stay with their partners & newborns overnight.			

27	Aug	Extremely likely	Lovely staff who seem to really care. Thank you.	Provide fans please.			
28	Aug	Likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
29	Aug	Likely	All staff are friendly & helpful.	Nope.	16-25	White British	
30	Aug	Likely	Very helpful & friendly.	Quicker discharge but understand this is not possible always when unit is full.	26-35	White British	
31	Aug	Likely	Midwives v. helpful around feeding.		26-35	White British	
32	Aug	Likely	Great care.		26-35	White British	
33	Aug	Likely	Staff were very helpful. Partner had to leave at 2am which didn't seem fair.	Let partner stay in chair if they want.			

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	Jun	Extremely likely	The staff were very professional + thorough + gave us plenty of time to ask questions + make sure everything was going well.	Not having to drive from Ilfracombe each time as this is hard with a newborn. I appreciate they were understaffed though.	26-35	White British	
2	Jun	Extremely likely	So much help / support available,	No, perfect.	36-45	White British	

			physical visits + 24hr on call line amazing.				
3	Jun	Extremely likely					
1	Jul	Extremely likely	Everything I needed that I couldn't do I got help with, amazing ladys in this ward couldn't wish for better people to help me.	No.	26-35	White British	
2	Jul	Extremely likely	Friendly staff.	Better communication during the day, telling you who will visit & when.	26-35	White British	
3	Jul	Extremely likely	Midwives were very attentive & helpful.	N/A.	26-35	White British	
4	Jul	Extremely likely	Very conscientious + caring. Prompt appointments. Running to time which is nice with young baby.	Home visits are appreciated.	36-45	White British	
5	Jul	Extremely likely	Very friendly + helpful service although I think it's a shame the service had changed to clinic-based appointments - it's very hard for new mums to get out of the house to meet appointment times.	Visits at home are much better + less stressful. Other than that the staff have been amazing!			
6	Jul	Likely	Feel like if been looked well.	No.	26-35	White British	
1	Aug	Extremely likely			16-25	White British	
2	Aug	Extremely likely	No problems.		26-35	White British	
3	Aug	Extremely likely	Great staff, very helpful and friendly.	N/A.	26-35	White British	
4	Aug	Extremely likely	Excellent care. Thank you to all as it was a fast delivery.		26-35	White British	
5	Aug	Extremely likely	Friendly, caring, professional staff. Clean, quiet environment in	No.	26-35	White British	

			hospital.				
6	Aug	Extremely likely	Such friendly staff.	N/A.	36-45	White British	
7	Aug	Extremely likely	Midwives are fantastic - really attentive & supportive.	Wear more clearly visible name badges so we can remember your names!	36-45	White British	
8	Aug	Likely	Happy with help given x.	None to mind.	16-25	White British	
9	Aug	Likely	Midwives who visited were very reassuring, put me at ease and gave good encouraging advice.		26-35	White British	