

Maternity Services - Friends and Family Test - Jun-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 | | | | |
| Jun-17 | 1 | 100.0 | 0.0 | 0.0 |
| Labour Ward - NDDH | | | | |
| Jun-17 | 8 | 100.0 | 0.0 | 0.0 |
| Bassett Ward - NDDH | | | | |
| Jun-17 | 32 | 100.0 | 0.0 | 0.0 |
| Postnatal Community Service | | | | |
| Jun-17 | 3 | 100.0 | 0.0 | 0.0 |

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 | Jun-17 | Extremely Likely | My pregnancy experience has been nothing but positive. From the | Not really. I was really happy with everything. | 26-35 | White British | |

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|--|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| | | | moment I rang to arrange my first [illegible] appointment to the day I took my baby boy home I have felt safe and well looked after. All the community midwives have been fantastic and very professional. The staff on delivery ward at NDDH were amazing and couldn't praise them enough. | | | | |
|--|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|

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-17 | Extremely Likely | Helpful, friendly care. | | 26-35 | White British | |
| 2 | Jun-17 | Extremely Likely | Everyone was kind and genuinely supportive. Also, the labour and birth were quick, comfortable and efficient. | N/A. | 16-25 | White British | |
| 3 | Jun-17 | Extremely Likely | [Names withheld] were amazing & I was able to have the water birth & experience I had hoped for. | No. | 26-35 | White British | |
| 4 | Jun-17 | Extremely Likely | Excellent care & attention. | None. | 16-25 | White British | |
| 5 | Jun-17 | Extremely Likely | Really looked after. | None - was fab, thank you. | | | |
| 6 | Jun-17 | Extremely Likely | Staff were extremely helpful & caring. | | 26-35 | White British | |
| 7 | Jun-17 | Extremely Likely | Staff are amazing! Everyone helpful & supportive. | | | | |
| 8 | Jun-17 | Extremely Likely | Excellent, personalised, professional care. Thank you [names withheld]. | No. | 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-17 | Extremely Likely | Fantastic care. Nothing has been too much trouble. Thank you is simply not enough. | No!!! | 26-35 | White British | |
| 2 | Jun-17 | Extremely Likely | The staff have been very helpful, professional and taken great care of me. [Name withheld] on delivery was amazing - so reassuring when we arrived and I'm so grateful. Thank you. | I cannot think of anything I would need that didn't receive already. | 26-35 | White British | |
| 3 | Jun-17 | Extremely Likely | Very helpful, kind, friendly staff - especially [name withheld]. | | 36-45 | Other ethnic group | |
| 4 | Jun-17 | Extremely Likely | Everyone here is so kind. You feel like you can tell them any worries easily and feel like you have known them years in minutes. | No, it's brilliant here. | 26-35 | White British | |
| 5 | Jun-17 | Extremely Likely | Fantastic staff, really looked after me and my daughter, couldn't be more happier. | None - really happy with the healthcare. | 16-25 | White British | |
| 6 | Jun-17 | Extremely Likely | Staff have all been amazing. Very attentive & supportive. Never made to feel I'm asking too much. The ward is nicely set out, not too many beds to a room & light & airy. Especially like to mention [name withheld] who has been an amazing support and [name withheld] for her advice & help on breastfeeding. | No. | 26-35 | White British | |

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|----|--------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------|----------------|
| 7 | Jun-17 | Extremely Likely | The staff were so friendly and helpful! I loved being looked after by them all! | | 16-25 | White British | |
| 8 | Jun-17 | Extremely Likely | Very happy with service and all the help available. | No. | 26-35 | White British | |
| 9 | Jun-17 | Extremely Likely | Great staff, amazing help & bedside manner. Nothing was too much to ask. | | 26-35 | White British | |
| 10 | Jun-17 | Extremely Likely | Excellent care & support. | | 26-35 | White British | |
| 11 | Jun-17 | Extremely Likely | Good all round experience. | No. | 26-35 | White British | |
| 12 | Jun-17 | Extremely Likely | Excellent care given by all staff. | | 36-45 | White British | |
| 13 | Jun-17 | Extremely Likely | The staff are all lovely and always on hand to help & support. Very helpful 24hr care for mummy & baby. | On the day of discharge if medication is needed, communication with pharmacy & Bassett ward could be improved for a quicker release of patient instead of having to wait all day. | 26-35 | White British | |
| 14 | Jun-17 | Extremely Likely | Extremely helpful, friendly & supportive. | Air-con. | 26-35 | White British | |
| 15 | Jun-17 | Extremely Likely | I had a difficult day yesterday when in labour. I was really sick from contractions & had a really hard time trying to push out my baby. The support given to myself & my husband was amazing & my baby was safely delivered by the doctor. | An extremely professional and brilliant service. However, the weather was ridiculously hot and there were not sufficient numbers of fans/air-con units. | 26-35 | White British | |
| 16 | Jun-17 | Extremely Likely | Staff are very helpful, kind & supportive. | No. Very happy with service. | 26-35 | White British | |
| 17 | Jun-17 | Extremely Likely | | | 26-35 | White British | Do not publish |
| 18 | Jun-17 | Extremely Likely | Because it's local and friendly. | Air-conditioning! Far too hot on wards with extra visitors. | 36-45 | White British | |
| 19 | Jun-17 | Extremely Likely | Friendly, helpful staff. Good facilities. | | 16-25 | White British | |
| 20 | Jun-17 | Extremely Likely | All staff are kind, thoughtful, attentive and supportive. A* service. | No. | 26-35 | White British | |
| 21 | Jun-17 | Extremely Likely | Very caring, helpful staff. Nothing | None. Excellent care. | 16-25 | White British | |

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|----|--------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------|--------------------------------|--|
| | | | was too much trouble. | | | | |
| 22 | Jun-17 | Extremely Likely | Everybody was very patient-centred and made me feel at ease. | More updates on discharge times/process. | | | |
| 23 | Jun-17 | Extremely Likely | | | 26-35 | White British | |
| 24 | Jun-17 | Extremely Likely | Has looked after me and my baby very well. Made me and my husband comfortable and at ease. | Have partner or family help out more - midwives do enough. More gluten-free options. | 16-25 | White British | |
| 25 | Jun-17 | Extremely Likely | Midwives were very helpful, especially with breastfeeding. Catering staff very friendly. | Toilet checks to happen more frequent. | 16-25 | White British | |
| 26 | Jun-17 | Extremely Likely | I was well looked after and had a comforting, relaxing experience post-labour. | Perhaps more staff availability. | 36-45 | Mixed / Multiple ethnic groups | |
| 27 | Jun-17 | Extremely Likely | First class staff. Great support & advice given for breastfeeding as a first time mum. | | 26-35 | White British | |
| 28 | Jun-17 | Extremely Likely | Great care. | None. | 26-35 | White British | |
| 29 | Jun-17 | Extremely Likely | All midwives, MCAs, Drs etc. all fantastic. Very knowledgeable & friendly. Lots of support given re: breastfeeding. [Name withheld] was fantastic. | No. Keep up the amazing work. | 16-25 | White British | |
| 30 | Jun-17 | Extremely Likely | Very thorough care and advice. | | 26-35 | White British | |
| 31 | Jun-17 | Likely | The midwives that delivered my baby were fantastic - [names withheld]. That deserved a special mention! | The beds without windows need fans. We spent two nights in what felt like a sauna. Uncomfortable and not great for newborn! | 26-35 | White British | |
| 32 | Jun-17 | Likely | Staff brilliant. Very professional. | Heat of the ward. The option of being cooler rather than a cold room. | 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 | Jun-17 | Extremely Likely | Because I had felt very supported by the team. | | 26-35 | White British | |
| 2 | Jun-17 | Extremely Likely | | | 26-35 | White British | Do not publish |
| 3 | Jun-17 | Extremely Likely | Very helpful and supportive of my decisions. | N/A. | 26-35 | White British | |