

Maternity Services - Friends and Family Test - Mar-17 to Apr-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				
Mar-17	No data	No data	No data	No data
Apr-17	1	100.0	0.0	0.0
Labour Ward - NDDH				
Mar-17	9	100.0	0.0	0.0
Apr-17	3	100.0	0.0	0.0
Bassett Ward - NDDH				
Mar-17	45	100.0	0.0	0.0
Apr-17	18	100.0	0.0	0.0
Postnatal Community Service				
Mar-17	3	100.0	0.0	0.0
Apr-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	Apr-17	Extremely Likely	Our midwife C. was so lovely. Very calming, reassuring and informative.	None.	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	Mar-17	Extremely Likely	We have been well cared for.		36-45	White British	
2	Mar-17	Extremely Likely	The staff have been outstanding and very supportive to both of us. Excellent handovers and all staff members knowing our situation.	Really wanted to think of one but couldn't, sorry. Well done!!	26-35	White British	
3	Mar-17	Extremely Likely	Very friendly, amazing staff and very helpful. They were amazing!	No. Amazing staff.	16-25	White British	
4	Mar-17	Extremely Likely	Friendly and attentive staff. Very supportive, allowed my daughter to express her wishes and followed her lead.			White British	
5	Mar-17	Extremely Likely	Amazing midwives and very well looked after.	N/A.	16-25	White British	

6	Mar-17	Extremely Likely	Excellent level of service - before, during, after labour.	No.	26-35	White British	
7	Mar-17	Extremely Likely	Had C-section. Operating room was relaxed, informative & very professional. All staff were very pleasant & the op was a highly positive experience.	No.	36-45	White British	
8	Mar-17	Extremely Likely	All staff were extremely helpful and looked after me well. Thank you.	None.	26-35	White British	
9	Mar-17	Extremely Likely	Local, friendly and they make you feel at home/comfortable. Very professional.	No. Just keep doing the fantastic job you are doing.	16-25	White British	
1	Apr-17	Extremely Likely	S. was very professional and friendly and made me feel very comfortable and at ease. She's extremely confident and did a wonderful job.	Keep it!	26-35	White British	
2	Apr-17	Extremely Likely	The care we received was outstanding. We called for advice at 10.30pm, was told to come straight in. Healthy baby born at 2am.	There is little to improve. I guess more money for the ward would be helpful. Do not move this service to Exeter.	26-35	White British	
3	Apr-17	Extremely Likely	Very well-trained, came across extremely professional.				

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	Mar-17	Extremely Likely	Clean facilities. Amazing staff that take great care of you.	Keep doing such a great job.	26-35	White British	
2	Mar-17	Extremely Likely	Service excellent.	No suggestion. All perfect.			

3	Mar-17	Extremely Likely	Very friendly and professional staff. Our midwife E. was exceptional and nothing was too much trouble. Made us feel at ease from the moment we arrived till we left.		36-45	White British	
4	Mar-17	Extremely Likely	Good level of care/support.		26-35	White British	
5	Mar-17	Extremely Likely	Midwives & MCAs very caring & couldn't do more for me. Very supportive & gave me time despite being obviously busy at times.	Biscuits.	36-45	White British	
6	Mar-17	Extremely Likely	I am so impressed with the level of dedication care and professionalism the ward staff have. Always on standby, informative and made us feel reassured and safe at all times. Thank you.	None.	26-35	White British	
7	Mar-17	Extremely Likely	Staff were really nice & helpful. We wanted for nothing.		26-35	White British	
8	Mar-17	Extremely Likely	All staff have been really lovely and taken time to listen. Good support with breastfeeding.	None.	26-35	White British	
9	Mar-17	Extremely Likely			16-25	White British	
10	Mar-17	Extremely Likely	Staff are very friendly and caring know what to do/say to cheer you.	No.			
11	Mar-17	Extremely Likely	The staff were absolutely fantastic in every measure. They helped amplify my joy and ease my fears. I can't adequately express how much I appreciate everything they have done for me.	I can't think of anything to improve upon the service provided by the wonderful team on Bassett Ward.	26-35	White British	
12	Mar-17	Extremely Likely	Wonderful, informative care pre & postnatal.	More staff. More MCAs.			
13	Mar-17	Extremely Likely	Staff all really nice & helpful, knowledgeable & excellent at their jobs. Nothing too much trouble. Really helped & supported us & put		26-35	White British	

			us at ease.				
14	Mar-17	Extremely Likely	Although the staff are incredibly busy, they still find the time to go above and beyond. Fantastic, enthusiastic staff - cannot do enough for you.		26-35	White British	
15	Mar-17	Extremely Likely	Friendly, reassuring, helpful staff.	No.	26-35	White British	
16	Mar-17	Extremely Likely	All staff I came across very friendly and wanting to help. Happy to do whatever.	No. Everything spot on. Very lovely experience compared to last birth at a different hospital.	16-25	White British	
17	Mar-17	Extremely Likely	Because everyone was extremely nice and supportive.	No.			
18	Mar-17	Extremely Likely	Very helpful, friendly staff. Always there to help.	No.	16-25	White British	
19	Mar-17	Extremely Likely	All staff go out of the way to help, amazing. Thank you.	No - all amazing.	26-35	White British	
20	Mar-17	Extremely Likely	Incredible service. Everyone in every role has been exceptional, compassionate & caring. Professional & supportive through the whole journey. Thank you & well done to the whole team/ward.	No. Exceptional service from Sodexo to support workers to midwives to doctors etc. Thank you.	36-45	White British	
21	Mar-17	Extremely Likely	My experience has been pretty traumatic but it has been made a lot easier and able to cope as I have been surrounded by such wonderful staff. Nothing has been too much trouble. All so caring and thoughtful.		26-35	White British	
22	Mar-17	Extremely Likely	Lovely, friendly & extremely helpful. A fantastic team - cannot fault no-one.		36-45	White British	
23	Mar-17	Extremely Likely			26-35	White British	Do not publish
24	Mar-17	Extremely Likely	There to help you no matter what.	No.	16-25	White British	
25	Mar-17	Extremely Likely	Absolutely everyone was amazing, as always.	None!	16-25	White British	

26	Mar-17	Extremely Likely	Clear advice, top quality care. Lovely team.	None - perfect.	26-35	White British	
27	Mar-17	Extremely Likely	Because labour was not how we expected and everyone has been very helpful.	No.	16-25	White British	
28	Mar-17	Extremely Likely	Very nice staff & midwives. All caring. I was very looked after.	N/A.	16-25	White British	
29	Mar-17	Extremely Likely	All staff friendly & polite. Quick response on the bell & always followed through with requests & kept me informed.	Shower for bed 17 was really cold.	26-35	White British	
30	Mar-17	Extremely Likely	Lovely staff. All very supportive and helpful.		16-25	White British	
31	Mar-17	Extremely Likely	We have been on Bassett Ward for 5 days and have received excellent care. All the staff have been extremely kind and friendly. They reassured me at all times when I was concerned.		26-35	White British	
32	Mar-17	Extremely Likely	Always helpful and taking time to help and to give information.		36-45	Other ethnic group	
33	Mar-17	Extremely Likely	All staff are amazing - very supportive indeed during a sometimes tricky time. Thank you everyone.	No.	36-45	White British	
34	Mar-17	Extremely Likely	All the midwives & nurses have been very helpful & supportive. I have felt very comfortable here.	N/A.	26-35	White British	
35	Mar-17	Extremely Likely	Everyone is friendly and helpful and willing to explain stuff and around when needed.		26-35	White British	
36	Mar-17	Extremely Likely	Lovely staff team - helpful & polite.	Communicate to patients when they are waiting for information or results - explain why there's a delay or if short-staffed so that frustrations don't build.	36-45	White British	

37	Mar-17	Extremely Likely	All the staff were extremely helpful.	None.	26-35	White British	
38	Mar-17	Likely			26-35	White British	
39	Mar-17	Likely	All staff were very helpful and responded to our needs well. At busier times, however, it was necessary to wait for someone to assist.	More staff available to support closely with breastfeeding struggles. Particularly watching a whole feed and offering support.	26-35	White British	
40	Mar-17	Likely	Much better experience than first child's birth. Continuity of care very good. Big thank you to K., R. and S. especially.	More support staff for the midwives to check new mothers/babies are coping well.	26-35	White British	
41	Mar-17	Likely	Would be extremely but being on a shared ward is very hard with a new born.	No - staff were fab!	26-35	White British	
42	Mar-17	Likely	All midwives & doctors have been very friendly/helpful.	Missed evening meal, not offered anything else from 8pm-8am (up all night).	26-35	White British	
43	Mar-17	Likely	Everyone very helpful & supportive.		26-35	White British	
44	Mar-17	Likely	Although you could see & hear they were really busy, if you had a question they made you feel like you were only one there.				
45	Mar-17	Likely	All midwives & doctors really caring and good.	No.	16-25	White British	
1	Apr-17	Extremely Likely	I have been cared for at A* standard.		26-35	White British	
2	Apr-17	Extremely Likely	All the staff have been friendly and helpful whatever the time - day or night.		26-35	White British	
3	Apr-17	Extremely Likely	Staff provided excellent care & expertise throughout.	No.	26-35	White British	
4	Apr-17	Extremely Likely	All staff are friendly, thoughtful and helpful.	No.	26-35	White British	
5	Apr-17	Extremely Likely	Everyone was friendly and helpful. A positive experience all round.		26-35	White British	
6	Apr-17	Extremely Likely	2nd baby, fantastic care given each time.	No, everything was great.	16-25	White British	

7	Apr-17	Extremely Likely	Could not fault the care given by everyone here.	Keep doing what your doing!!	26-35	White British	
8	Apr-17	Extremely Likely	Very friendly team, much more positive experience than when I was in 6 years ago. Lovely team.	Keep up the good work!	26-35	White British	
9	Apr-17	Extremely Likely	All staff are very understanding and supportive. They care about your situation and try to help as much as they can.		26-35	White British	
10	Apr-17	Extremely Likely	Brilliant support and care. So much patience with all my questions about feeding!	None.	36-45	White British	
11	Apr-17	Extremely Likely	All the nurses & midwives are very nice & caring. They helped us very much. Thank you x.		36-45	White British	
12	Apr-17	Extremely Likely			36-45	White British	Do not publish
13	Apr-17	Extremely Likely	Made to feel at ease and very friendly, approachable staff.		16-25	White British	
14	Apr-17	Extremely Likely	The staff's attentiveness & knowledge was outstanding.		26-35	White British	
15	Apr-17	Extremely Likely			26-35	White British	
16	Apr-17	Likely	Very nice & friendly staff.		26-35	White British	
17	Apr-17	Likely	Helpful and cheerful staff.		26-35	White British	
18	Apr-17	Likely	I don't know anybody due for a baby but would give positive comments to anybody who is and due to come in. Everybody was lovely & helpful.		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	Mar-17	Extremely Likely	Extremely helpful staff.		26-35	White British	
2	Mar-17	Extremely Likely	Easy to chat to about any problems and looked after my baby well during service.	None.	16-25	White British	
3	Mar-17	Extremely Likely	Good aftercare. Given reassurance and help when necessary.		26-35	White British	
1	Apr-17	Extremely Likely	I was always able to contact a midwife during appointments with queries/concerns.	None.			
2	Apr-17	Extremely Likely	Very good service and I felt I could ring whenever I was worried about anything.		26-35	White British	
3	Apr-17	Extremely Likely	I have felt entirely supported in my postnatal care once back at home. Nothing has been too much trouble for any of the team and all nurses have been friendly, warm and caring.	Nothing.	26-35	White British	