

Maternity Services - Friends and Family Test - May-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				
May-17	1	100.0	0.0	0.0
Labour Ward - NDDH				
May-17	3	100.0	0.0	0.0
Bassett Ward - NDDH				
May-17	33	100.0	0.0	0.0
Postnatal Community Service				
May-17	1	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	May-17	Extremely Likely	Midwives are friendly and knowledgeable.	Larger urine sample pots!	36-45	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	May-17	Extremely Likely	Lovely staff. Very clean and tidy.	No.	36-45	White British	
2	May-17	Extremely Likely			36-45	White British	Do not publish
3	May-17	Extremely Likely	Midwives were very supportive and guiding me through.	N/A.	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	May-17	Extremely Likely	Everyone is so friendly and attentive and kept me informed with what was happening - including lots of advice about feeding etc.	No - all fantastic.	26-35	White British	
2	May-17	Extremely Likely	After a problematic birth, the postnatal care has been superb with friendly, knowledgeable & supportive staff.	None.	26-35	White British	
3	May-17	Extremely Likely	Lovely staff, very helpful.		26-35	White British	
4	May-17	Extremely Likely	Felt very well looked after and was well informed of everything as and when it happened.	Fishcakes on the menu were not great.	26-35	White British	

5	May-17	Extremely Likely	Nice stay after giving birth to first baby.		16-25	White British	
6	May-17	Extremely Likely	The staff were very kind & gave me the help & confidence I needed to get the hang of breastfeeding after a difficult start. Thank you!!	None.	26-35	White British	
7	May-17	Extremely Likely	Had all support needed and very friendly and warm. Couldn't have done it without all the team.		26-35	White British	
8	May-17	Extremely Likely	All midwives were extremely supportive, helpful and friendly.	N/A.	26-35	White British	
9	May-17	Extremely Likely	Everyone was so kind and caring, especially when I struggled with breastfeeding.	N/A.	16-25	White British	
10	May-17	Extremely Likely	Staff were so helpful and knowledgeable and keen to help us get home as early as possible.		26-35	White British	
11	May-17	Extremely Likely	Attentive, friendly staff. Quality care provided. Clean bed spaces and ablutions.	Accommodate fathers overnight and not treat them as visitors. Sodexo food for mothers is inadequate - poor nutrition at the time they need quality fresh food.	26-35	White British	
12	May-17	Extremely Likely	Excellent care in labour and postnatal.	Partners stay.	26-35	White British	
13	May-17	Extremely Likely	Well looked after. Great advice and encouragement throughout.	No.	26-35	White British	
14	May-17	Extremely Likely	Most staff members are very helpful. The ward manager was amazing through everything.	Explanation of how things are run i.e. moving babies in cot only, how milk kitchen runs, etc. on arrival.	26-35	White British	
15	May-17	Extremely Likely	Very lovely people. Very helpful & patient. Made me feel very comfortable and welcomed.	No.	16-25	White British	
16	May-17	Extremely Likely	Staff were friendly and welcoming. Any queries and they were answered straightaway.	Sort TVs out.	26-35	White British	
17	May-17	Extremely Likely	The care I was given was beyond what I was expecting before & after	For new computer systems, have training before going live (!) as I was	26-35	White British	

			birth.	told there was none.			
18	May-17	Extremely Likely	Helpful staff. Shown & taught everything. Not overpowering.		16-25	White British	
19	May-17	Extremely Likely	It's just so friendly and lovely.	No - it's perfect.	16-25	White British	
20	May-17	Extremely Likely	Everyone was extremely helpful, friendly & supportive. S. was amazing! A massive thank you to every member of staff.		36-45	White British	
21	May-17	Extremely Likely	Excellent level of care.	No.	26-35	White British	
22	May-17	Extremely Likely	Everyone very helpful & supportive. Nothing was ever too much trouble. Thank you x.	None.	26-35	White British	
23	May-17	Extremely Likely	Amazing support, helpful & friendly at all hours of the day & night. S. - on C-section day made mum feel at ease. She knew patient well. H. - very friendly, huge support in helping to breastfeed.	No - just carry on doing an amazing job.			
24	May-17	Extremely Likely	Lovely staff, great care to myself and baby.	No.	36-45	White British	
25	May-17	Extremely Likely	Expert & friendly care from all staff. Great support as a first time mum.	None needed.	26-35	White British	
26	May-17	Extremely Likely	C. & B. were amazing - thank you! The staff and care has been exceptional. Everyone has gone above and beyond to support and help us - amazing staff.	None.	26-35	White British	
27	May-17	Extremely Likely	I've received the best possible care!		16-25	White British	
28	May-17	Extremely Likely	Great care given by midwives.	More private rooms.	26-35	White British	
29	May-17	Extremely Likely	Everybody was extremely helpful and nothing was too much trouble.	No.	26-35	White British	
30	May-17	Extremely Likely	The staff have been wonderful. The best maternity unit I've been in. Looked after well and been very supportive throughout.	My partner was upset that he only got a short while with baby before he had a long journey home to come straight back a few hours later as it	26-35	White British	

				was early morning. It would of been nice for him to stay. He would of been happy on chair.			
31	May-17	Extremely Likely	All staff were very helpful and attentive and happy in their work.		36-45	White British	
32	May-17	Likely	I had one bad experience with one midwife when I asked for help and she was very abrupt and unhelpful and the change over from downstairs care to upstairs care should of been communicated better. Otherwise, everything was amazing and I would of put extremely likely.	More communication needs to be given to patients about what care they can ask for as it was a little unclear. The change over from patients being moved from downstairs to upstairs needs to be handed over with more communication to the patient.	26-35	White British	
33	May-17	Likely	Very friendly, clean, lovely staff.	Change pay TV - have at least a couple of free channels.	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	May-17	Extremely Likely	Have been very well cared for post birth. I feel I can easily talk to midwives.	N/A.	26-35	White British	