

Maternity Services - Friends and Family Test - Nov-16 to Dec-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				
Nov-16	3	66.7	0.0	33.3
Dec-16	No data	No data	No data	No data
Labour Ward - NDDH				
Nov-16	10	100.0	0.0	0.0
Dec-16	10	100.0	0.0	0.0
Bassett Ward - NDDH				
Nov-16	57	100.0	0.0	0.0
Dec-16	14	100.0	0.0	0.0
Postnatal Community Service				
Nov-16	7	100.0	0.0	0.0
Dec-16	No data	No data	No data	No data

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	Nov	Extremely Likely	I can't fault any of the service I have received so I hope this is the case for everyone.	Try to avoid midwives changing so much. I've seen four different midwives so far. The antenatal classes need improvement.	26-35	White British	
2	Nov	Extremely Likely	For the duration of our stay the whole midwifery team were wonderful - supportive, sympathetic and patient.	Improvements to hospital food could be made!	26-35	White British	
3	Nov	Neither Likely nor Unlikely	This is my second baby so I was a higher risk. Would have been nice to have the same MW. Instead I had a different one each time. I also felt a couple of MWs I saw were not the most experienced or had much empathy towards my concerns / ailments.	Maybe offer previous MW if is available. J. was my MW throughout my first pregnancy - fantastic lady who really looked after me. I would have much preferred to have J. this time too as she knew my history & cares for her ladies. I also felt that I was just left to it throughout this pregnancy. I wasn't overly impressed with community care I received.	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	Nov	Extremely Likely	Faultless care from the moment I was brought into the hospital.		26-35	White British	
2	Nov	Extremely Likely	J. was lovely & understanding. Went out of her way to meet my needs.		16-25	White British	
3	Nov	Extremely Likely	Fantastic support from knowledgeable staff. Kept really informed throughout the process. Felt extremely well looked after.	Better lighting options. Have soft mats and gym balls out straightaway. Some doctors / consultants should slow down and explain things a little clearer.	26-35	White British	
4	Nov	Extremely Likely	Have nothing to fault. Everything was excellent / outstanding. Thank you! Couldn't thank enough!	N/A. None. Really well handled. Be a massive shame if they do end up closing!	16-25	White British	
5	Nov	Extremely Likely	Incredible care given by your team.	We couldn't have asked for more.	26-35	White British	
6	Nov	Extremely Likely	Staff amazing!		16-25	White British	
7	Nov	Extremely Likely	The midwives were friendly and there for all our needs. Were good at telling me when to push etc.	I was unsure when to come into the delivery ward. Maybe more advice can be given over the phone.	26-35	White British	
8	Nov	Extremely Likely	Labour ward was incredibly busy whilst we were here but the standard of care in the delivery suite was absolutely outstanding by all.	Do not let this unit get closed down! It was so busy I can't begin to imagine how Exeter will cope with all these additional people - simply impossible.	26-35	White British	
9	Nov	Extremely Likely	Very caring. They did not leave me alone. Very motivating & polite as well as friendly. Most pleasing service in comparison to Middlesex Hayes. Prompt service. I definitely	I found everything perfect. God bless you all. Big hug & love.			

			give 100 out of 100.				
10	Nov	Extremely Likely	V. calm staff, v. helpful, room always available. Kept us all informed of situation. Never felt like things were out of control.	N/A.	26-35	White British	
1	Dec	Extremely Likely	All staff are excellent! Very helpful and kind, caring people.	Keep it open!	16-25	White British	
2	Dec	Extremely Likely	Midwives were fantastic. Thank you so much!	No. They were perfect in every way possible.			
3	Dec	Extremely Likely	Friendly, enjoyable experience.	No - great as you are.	26-35	White British	
4	Dec	Extremely Likely	Very friendly midwives. Services available were great. Everything you need for a happy birth.	No.	16-25	White British	
5	Dec	Extremely Likely	Very quick response. Very good. Was waiting and ready for my very quick delivery.		26-35	White British	
6	Dec	Extremely Likely	Supportive and thorough care after previous pregnancy complications. Excellent care pre and post birth by all staff involved.	Cannot think of any as standard was high.	36-45	White British	
7	Dec	Extremely Likely	Very helpful, encouraging, explaining everything, polite.	Already doing a great job.	26-35	Asian / Asian British	
8	Dec	Extremely Likely	Can't fault our care, we were very well looked after.				
9	Dec	Likely	Everything possible to make me comfortable has been done.	Healthy food.	26-35	White British	
10	Dec	Likely	Friendly & helpful staff.		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	Nov	Extremely Likely	Such lovely staff. Helpful, capable.	No.	26-35	White British	
2	Nov	Extremely Likely	Lots of help and advice for any questions and worries.		26-35	White British	
3	Nov	Extremely Likely	A. in delivery was fantastic & J. was very informative & helpful on Bassett Ward. Thank you.	No.	26-35	White British	
4	Nov	Extremely Likely	Professionalism and care of staff.	Cleaner was wearing gloves, but didn't change them between bins and handling food and water. She was very nice though. Lighting options would be nice. Medical units should use headphones rather than speakers.			
5	Nov	Extremely Likely	Very friendly and supportive staff. Very understanding & helpful.	Carry on with what you're doing.			
6	Nov	Extremely Likely			16-25	White British	Do not publish
7	Nov	Extremely Likely	E. and A. the midwives made us very comfortable and made B. very settled with her anxiety after and during the birth.		26-35	White British	
8	Nov	Extremely Likely	Staff very helpful and friendly.		36-45	White British	
9	Nov	Extremely Likely	Looked after very well, staff were helpful & friendly.	There was a very long gap between dinner and breakfast.	26-35	White British	
10	Nov	Extremely Likely	The standard and efficiency of care in the local area. Quality was outstanding. I have no idea what would have happened if we had to	Allowing fathers to stay on the first night. More midwives for ability to engage and learn. Thank God to all the staff!!!	26-35	White British	

			travel further.				
11	Nov	Extremely Likely	All staff lovely, friendly and helpful. Answered all questions.		26-35	White British	
12	Nov	Extremely Likely	The help you get is second to none, amazing people!!!	Don't close it!!	26-35	White British	
13	Nov	Extremely Likely	Very pleasant & knowledgeable. The ward is very clean & warm. Staff professional but approachable.	Recliner chairs for partners next to bed.	26-35	White British	
14	Nov	Extremely Likely	Made me feel confident & at ease. K. was amazing and I think her name was J. (young blond girl) really helped me with feeding! Thanks to all staff also on delivery!!	Food but understand it's not care!!	16-25	White British	
15	Nov	Extremely Likely	Any help needed was no hassle for any of the midwives.	No. Fantastic service!			
16	Nov	Extremely Likely	Friendly staff & quick to respond.	No.	26-35	White British	
17	Nov	Extremely Likely	Very good care and good nurses, doctors and look after you and your baby very well.	No.	36-45	White British	
18	Nov	Extremely Likely	The care from all staff has been second to none. Really good continuity, advice, understanding. Nothing seemed too much trouble. Thank you for everything.		36-45	White British	
19	Nov	Extremely Likely	Almost all staff were extremely well-trained and friendly - especially J.! Such a comfort to have such good care in time of extreme circumstances.	Not all staff sensitive to patients' needs. Especially during times of dire needs and extreme circumstances. Also, should be sensitive to postnatal depression in mums. (Sorry).	36-45	Other ethnic group	
20	Nov	Extremely Likely	Good local care.	No.	16-25	White British	
21	Nov	Extremely Likely	All the staff do a fantastic job.		26-35	White British	
22	Nov	Extremely Likely	Good care. Everybody looked after me and baby.	All fine.	26-35	Other ethnic group	
23	Nov	Extremely Likely	All midwives are very friendly and willing to help with whatever needs doing, very reassuring when I had	To carry on with the hard work they provide.	26-35	White British	

			been admitted quite a few times.				
24	Nov	Extremely Likely	Always happy with the treatment received and staff's willingness to help and understand!	None. Overly needed more staff to assist at harder times such as weekends.			
25	Nov	Extremely Likely	Great care given.		36-45	White British	
26	Nov	Extremely Likely			26-35	White British	
27	Nov	Extremely Likely	Staff very helpful. Attentive, friendly, cares.	Not really.	16-25	White British	
28	Nov	Extremely Likely	Great care given, lovely staff, 100% happy with every visit I have had.	It would be lovely for the father of the child to be able to stay longer / come earlier and the option for them to sleep if needed was available.			
29	Nov	Extremely Likely	Brilliant.	Discharge quicker if poss.			
30	Nov	Extremely Likely	Very friendly team who help guide you with everything you need.	No.	16-25	White British	
31	Nov	Extremely Likely	All the staff at all levels are very friendly and adaptable and helpful.	No.	36-45	White British	
32	Nov	Extremely Likely			26-35	White British	
33	Nov	Extremely Likely	Kept making checks on me to make sure I was ok with breastfeeding, food was great.		26-35	White British	
34	Nov	Extremely Likely	Supportive, informative and a nice environment to be in.	No.	26-35	White British	
35	Nov	Extremely Likely	None.	None.			
36	Nov	Extremely Likely	Somebody always to help. Never left to felt alone. Such kind people.				
37	Nov	Extremely Likely	Very friendly, caring staff.		26-35	Mixed / Multiple ethnic groups	
38	Nov	Extremely Likely	Every member of staff who has helped me during my stay on Bassett Ward has been kind, patient, listened, advised, cared and made me feel like I can leave confidently and ready.	Keep up the amazing work - thank you.	36-45	White British	

39	Nov	Extremely Likely	Friendly & knowledgeable team.		36-45	White British	
40	Nov	Extremely Likely	Very friendly and helpful staff.	No.	36-45	White British	
41	Nov	Extremely Likely	Very good level of care from staff at all levels even though they obviously were very busy.	Not closing it!	36-45	White British	
42	Nov	Extremely Likely	The care and knowledge of the team here is brilliant. Always there to help and advise when needed. I've found this extremely valuable and can't thank the team enough for all their hard work.		26-35	White British	
43	Nov	Extremely Likely	This ward is so reassuring and friendly when you need help. We pray it is not closed to cutbacks.	No. The service is superb!	36-45	White British	
44	Nov	Extremely Likely	Staff were really helpful and gave me the help and time needed to help with feeding.		26-35	White British	
45	Nov	Extremely Likely	Midwifery and obstetrics have been knowledgeable, expert, professional, caring and empathetic. Support was second to none.	Just keep doing what you're doing. The place is spotless and I was given a lot to eat which kept up my strength.	36-45	White British	
46	Nov	Extremely Likely	The care is fantastic, staff amazing.				
47	Nov	Extremely Likely	Staff is very friendly and helpful.		26-35	White British	
48	Nov	Extremely Likely	In the time I was here I received brilliant care and attention, was looked after very well, was treated with dignity, care and respect.	No, the service I received was excellent.			
49	Nov	Extremely Likely	The commitment & care given to me on this admission was outstanding. Thank you.		36-45	White British	
50	Nov	Extremely Likely	Staff were fantastic even though they were so busy. Couldn't have asked for anything more.	No. Just please don't close it down! We wouldn't have made it to Exeter.	26-35	White British	
51	Nov	Likely	After my C-section I received top care and felt like both me & baby were very well looked after. Thank		26-35	White British	

			you.				
52	Nov	Likely	On arrival it felt very short staffed and we received little support. However, the night staff and the team the following day were amazing.	Allowing dads to stay overnight.	26-35	White British	
53	Nov	Likely	Given time & support as required. Nursing & domestic very kind & helpful.		36-45	White British	
54	Nov	Likely	Very caring staff at all times.		26-35	White British	
55	Nov	Likely			16-25	White British	
56	Nov	Likely	Very helpful staff.	More staff to cope with everyone. A lot of waiting / not being seen for ages.	26-35	White British	
57	Nov	Likely	Good care. Midwives supported our wishes.	Diabetic options on menu.	26-35	White British	
1	Dec	Extremely Likely	Staff friendly & always happy to help to make you feel at ease to certain situations.		26-35	White British	
2	Dec	Extremely Likely	Excellent care.		36-45	White British	
3	Dec	Extremely Likely	Very good care, always around to help when needed.		16-25	White British	
4	Dec	Extremely Likely	Everyone is very kind & helpful.		26-35	White British	
5	Dec	Extremely Likely	I thought that everyone who dealt with me - from doctors & midwives to cleaners & tea girls - were friendly & helpful.	No - I thought the ward gave good service.	36-45	White British	
6	Dec	Extremely Likely	Had a friendly, helpful experience.	Nope!			
7	Dec	Extremely Likely	Very well looked after & caring staff.	No.	26-35	White British	
8	Dec	Extremely Likely	Caring attitude, v helpful & attentive.	No.	36-45	White British	
9	Dec	Extremely Likely	All staff have been extremely caring and understanding and explained things to me and made me feel at ease.		36-45	White British	

10	Dec	Extremely Likely	This is baby number five for myself and have always received the perfect care from Bassett Ward, NDDH.	It always has been good and I'm sure always will be (maybe we will see you again in the future with No.6).	26-35	White British	
11	Dec	Extremely Likely	Felt comfortable & at ease.	Turn the heating down.	26-35	White British	
12	Dec	Extremely Likely	The midwives and other staff were extremely helpful. They took time to understand my needs and took action accordingly.	Making it clearer that the midwives are on hand to change nappies, pick up baby and even take baby after sections, so mother can get rest.	36-45	White British	
13	Dec	Extremely Likely	Everyone has been friendly and helpful and we could not fault our treatment.	Keep it in the Barnstaple hospital!	36-45	White British	
14	Dec	Likely	Very helpful.		16-25	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	Nov	Extremely Likely	Midwives have been great, supportive and relevant information given, throughout pregnancy and 10 days after baby arrived. Very happy mum.		26-35	White British	
2	Nov	Extremely Likely	Friendly and helpful staff and why are they thinking of closing maternity?	None.			
3	Nov	Extremely Likely	Amazing, helpful staff. Couldn't have felt so comfy if it wasn't for them.				
4	Nov	Extremely Likely	Expert care, support, advice from the midwifery team is invaluable.	More visits from community midwives - as a first time mother I would have hoped for a daily visit.	26-35	White British	

5	Nov	Extremely Likely	The visits of the community midwife were very helpful. Questions that came up in the first days were answered.	No. I think it is very supportive and helpful as it is.	26-35	Other ethnic group	
6	Nov	Extremely Likely	The midwives, in particular P., have been fantastic. P. has been very understanding and relaxed, which has helped enormously.	No.	36-45	White British	
7	Nov	Extremely Likely	Very friendly, helpful, professional care.	Book appointments in advance.	26-35	White British	