

Maternity Services - Friends and Family Test - Oct-15 to Jan-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 score is 75%.

Service / Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Antenatal Service				
Oct-15	No data	No data	No data	No data
Nov-15	No data	No data	No data	No data
Dec-15	2	50.0	50.0	0.0
Jan-16	18	94.4	0.0	5.6
Labour Ward - NDDH				
Oct-15	5	100.0	0.0	0.0
Nov-15	14	100.0	0.0	0.0
Dec-15	13	92.3	7.7	0.0
Jan-16	10	100.0	0.0	0.0
Bassett Ward - NDDH				
Oct-15	12	100.0	0.0	0.0
Nov-15	19	100.0	0.0	0.0

Dec-15	16	100.0	0.0	0.0
Jan-16	32	100.0	0.0	0.0
Postnatal Community Service				
Oct-15	3	100.0	0.0	0.0
Nov-15	1	100.0	0.0	0.0
Dec-15	2	100.0	0.0	0.0
Jan-16	3	100.0	0.0	0.0

Qualitative Feedback - Antenatal Service

	Year	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	2015	Dec	Extremely likely	Informative.		36-45	White British	No tick
2	2015	Dec	Unlikely	I feel that there wasn't enough support whilst pregnant from midwives, as I seen a different one each time.	Hire more midwives! Assign one midwife.	16-25	White British	No tick
3	2016	Jan	Extremely likely	All the midwives I have seen have been lovely, very thorough. Also, the student		26-35		No tick

				midwives have been very nice.				
4	2016	Jan	Extremely likely	The staff I have dealt with have always been helpful, polite and professional. Given advice and reassurance whenever needed.		26-35	White British	No tick
5	2016	Jan	Extremely likely	Spent the last 4 weeks of pregnancy coming to day every other day. Such kind, caring ladies who explain everything. Labour was long and complicated, midwives were amazing, caring, not only to me but my husband too.		26-35	White British	No tick
6	2016	Jan	Extremely likely	I am very pleased with all attention and information given from the midwife.				No tick
7	2016	Jan	Extremely likely	Been given all information needed.		16-25	White British	No tick
8	2016	Jan	Extremely likely	Antenatal service I've received has been super. Couldn't fault a thing.		26-35		No tick
9	2016	Jan	Extremely likely	I am very happy.		26-35		No tick
10	2016	Jan	Extremely likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
11	2016	Jan	Extremely likely	Wouldn't change anything.		16-25		No tick
12	2016	Jan	Extremely likely	Happy with service.		16-25		No tick
13	2016	Jan	Extremely likely	Lots of support and		16-25	White British	No tick

				reassurance given.				
14	2016	Jan	Extremely likely	Very pleased with the service I have been given so would recommend.	No.	26-35	White British	No tick
15	2016	Jan	Extremely likely	I've had a wonderful antenatal experience, I will be recommending to all my pregnant friends!		26-35		No tick
16	2016	Jan	Extremely likely	Just happy with all services.		16-25	White British	No tick
17	2016	Jan	Extremely likely	Fantastic service.		16-25	White British	No tick
18	2016	Jan	Extremely likely	Always happy with treatment received and staff attitudes.		36-45	White British	No tick
19	2016	Jan	Likely	Happy with service. Friendly & efficient service. Good supply of info.		26-35		No tick
20	2016	Jan	Neither likely nor unlikely	With our first child we lived in Barnstaple & had a wonderful service. Living in Ilfracombe has been a different experience for us. We have had a difficult pregnancy & have not been impressed with the Ilfracombe health centre in general. We have also had to have repeat scans + consultant appointments. Some consultants are lovely & informative others have been dismissive & patronising! Hit & miss!	Ilfracombe health centre & midwives really do need some improvement. We have dealt with rude people there & have missed things for our baby due to their error e.g. we were never given a whooping cough jab letter & very nearly missed this for our baby! Barnstaple are very hit & miss & are so busy that sometimes you feel very unimportant! Being pregnant is a very scary time & should be taken seriously!	26-35	White British	No tick

Qualitative Feedback - Labour Ward - NDDH

	Year	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	2015	Oct	Extremely likely	Very comfortable en-suite room and all the staff were amazing!	I've had a very positive experience which was great as I've just moved back to the area and have never been in NDDH before.	26-35	White British	No tick
2	2015	Oct	Extremely likely	Everyone involved were so kind and helpful, taking into consideration all my injuries and fears. Thank you!!!		16-25	White British	No tick
3	2015	Oct	Extremely likely	I am on my 3rd baby and the experience I've had this time was amazing. 100% happy with midwife and how I was treated.	Just more midwives that know what they are doing, and that care for you more!	16-25	White British	No tick
4	2015	Oct	Extremely likely	The staff where great, so friendly and caring - outstanding. Thank you so much.	N/A.	26-35	White British	No tick
5	2015	Oct	Extremely likely	Very friendly and caring.	None - very good.	26-35	White British	No tick
6	2015	Nov	Extremely likely	Fantastic care, friendly, informative.	No.	36-45	White British	No tick
7	2015	Nov	Extremely likely	Excellent service! Such a help from so friendly staff.	No.	16-25	White British	No tick
8	2015	Nov	Extremely likely	Very supportive & helpful.	N/A.	16-25	White British	No tick

9	2015	Nov	Extremely likely	All midwives, consultants were really friendly & helpful. It was very busy on the ward but still gave us all the time we needed for advice & support.	Give them more staff & beds.	26-35	White British	No tick
10	2015	Nov	Extremely likely	Extremely friendly, helpful and knowledgeable staff. Couldn't fault our experience.		26-35	White British	No tick
11	2015	Nov	Extremely likely	Very welcoming, supportive and make the experience easier.		16-25	White British	No tick
12	2015	Nov	Extremely likely	I was given such great care during my labour and after - totally thankful to them both.	N/A.	26-35	White British	No tick
13	2015	Nov	Extremely likely	Fantastic staff, fantastic care.	Already top notch!	26-35	White British	No tick
14	2015	Nov	Extremely likely	Brilliant support, reassurance. Thank you! The midwives calmed me down, stayed with me & gave me the support I needed.		26-35	White British	No tick
15	2015	Nov	Extremely likely			26-35	White British	I DO NOT wish my anonymised comments to be made public
16	2015	Nov	Extremely likely	Brilliant care!! Bonds made between patient and midwife.	Not needed.	26-35	White British	No tick
17	2015	Nov	Extremely likely	A balanced staff who seemed to understand our	No.	36-45	White British	No tick

				wishes and did everything possible to help us along.				
18	2015	Nov	Extremely likely	Happy with experience overall but felt a little neglected on DAU as wasn't always sure what was going on.	Explain things to you a little more and check on you a little more frequently.	26-35	White British	No tick
19	2015	Nov	Extremely likely	Very helpful, caring staff made me feel welcome and settled in.	No. Quick to answer bells and questions. Good advice on feeding, handling and care.	26-35	White British	No tick
20	2015	Dec	Extremely likely	E. cared for me. I have a huge fear of hospitals so I had a homebirth. Because I needed stiches I came and the care was absolutely incredible. So kind, patient & understanding.	No, I'm so so pleased.	16-25	White British	No tick
21	2015	Dec	Extremely likely	Very happy with how labour ward handled the birth of my daughter. Very friendly and supportive staff.		26-35	White British	No tick
22	2015	Dec	Extremely likely	Excellent midwife and generally lovely staff.	No.	36-45	White British	No tick
23	2015	Dec	Extremely likely	Amazing support, fantastic.	No. It was perfect.			No tick
24	2015	Dec	Extremely likely	Lovely service, midwives & MCAs gave me great care.	The food needs improvement, sandwiches looked stale, not enough portion size.	26-35	White British	No tick
25	2015	Dec	Extremely likely	Staff are very lovely and caring, MCAs really kind and helped me with latching my baby my baby girl to the	The food was disappointing, poorly presented, cold, didn't have a nice taste. Portion size poor. I had roast	26-35	White British	No tick

				breast. Very happy with the service I received.	one slice of meat, 1 potato and a few bits of veg, not very good.			
26	2015	Dec	Extremely likely	Amazing support throughout my whole labour experience. Lovely ladies.	No.			No tick
27	2015	Dec	Extremely likely	Successful delivery with amazing support from E.		26-35	White British	No tick
28	2015	Dec	Extremely likely	Staff are amazingly caring and helpful.		16-25	White British	No tick
29	2015	Dec	Extremely likely	Good overall care, very positive experience.	No.	26-35	White British	No tick
30	2015	Dec	Extremely likely	I've had lovely care from midwife R.T. and care assistant V. They made my labour so calm and I couldn't ask for anything better, both are so loving and caring to me and my husband. Thank you from all of us.	The food was not pleasant, small portions for someone who has given birth and breast feeding.	26-35	White British	No tick
31	2015	Dec	Extremely likely	Because they tried to help me remain calm, reassured me at my worst moments.	A little quicker at getting back to the ward but I totally understand as short staff.	26-35	White British	No tick
32	2015	Dec	Extremely unlikely	I felt threatened.	Think of people's feelings.	16-25	White British	No tick
33	2016	Jan	Extremely likely	Very efficient, lovely staff, can't fault them.		16-25	White British	No tick
34	2016	Jan	Extremely likely	Excellent standard of care.	None.	26-35	White British	No tick
35	2016	Jan	Extremely likely	We have been so well looked after it has made our situation into a positive happy stress-free		26-35	White British	No tick

				experience! Thank you so much!				
36	2016	Jan	Extremely likely	Good, friendly staff. Very helpful with feeding.	No.	16-25	White British	No tick
37	2016	Jan	Extremely likely	A. and colleagues have been wonderful, calm, extremely helpful and have made the whole experience pass smoothly, confidently, pleasant!!		26-35	White British	No tick
38	2016	Jan	Extremely likely	Excellent midwife S.		36-45	White British	No tick
39	2016	Jan	Extremely likely	Amazing care.		16-25	White British	No tick
40	2016	Jan	Extremely likely	Reassuring care from start to finish (all staff + shifts), great personalities. Helped 2 new parents navigate 1st time childbirth with a smile. Thank you all.	None. Labour ward has been outstanding.			No tick
41	2016	Jan	Extremely likely	Very helpful and reassuring care. Faultless.	No.	26-35	White British	No tick
42	2016	Jan	Extremely likely	Excellent care as always. Friendly staff and amazing tea + toast!		26-35	White British	No tick

Qualitative Feedback - Bassett Ward - NDDH

	Year	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	2015	Oct	Extremely likely	Every single member of staff whatever their job role are way above what you would expect. Excellent care before, during and after.	Wasn't sure if I should have brought own towel (shower towel). Heard few ladies asking for a towel as I had to as well. Maybe supply or ask patient?	26-35	White British	No tick
2	2015	Oct	Extremely likely	Been very happy with the care we been given & the advice from staff.		26-35	Mixed / Multiple ethnic groups	No tick
3	2015	Oct	Extremely likely	Everyone very supportive and friendly.		16-25	White British	No tick
4	2015	Oct	Extremely likely	Level of care is amazing. All staff are warm, friendly, professional + generally really good. 3 amazingly positive experiences with all 3 of our children's births.	Is there a tea / coffee making facility for the dads? I thought there was but needs to be more clearly signed or informed.	36-45	White British	No tick
5	2015	Oct	Extremely likely	Midwives were very supportive, helpful, and made the experience very enjoyable. J., the midwife, was excellent!!	Somehow making bed space more private as our neighbour kept banging cupboards / loud voice / mobile phone on loud. Some midwives were slightly unhelpful towards bottle feeding + towards mother's pains.	16-25	White British	No tick

6	2015	Oct	Extremely likely	Everyone is lovely. Really clean.	Use of the door in / out when your a patient, feel bad buzzing if forget something, everyone busy, but fully understand reasoning behind the door!	26-35	White British	No tick
7	2015	Oct	Extremely likely	Had a very positive experience during my time on the ward. All the staff were amazing.	No. Thank you.	26-35	White British	No tick
8	2015	Oct	Extremely likely	The staff are all very kind and caring. They are calm and in my experiences always deliver the highest quality of care to mother and baby.	A definite need for more side rooms. Having x 1 only for a ward that could have patients with a mental illness or a baby on the special care unit etc. is highly inappropriate.	26-35	White British	No tick
9	2015	Oct	Extremely likely	I was treated really well by all of the staff. They were all extremely helpful to me & my son.	No, it's great!	26-35	White British	No tick
10	2015	Oct	Extremely likely	Friendly staff, good level of care.	No.	16-25	White British	No tick
11	2015	Oct	Extremely likely	Very friendly and helpful staff. Very clean ward. Extremely good care. Thank you.	No, the ladies were all lovely.	36-45	White British	No tick
12	2015	Oct	Extremely likely	Friendly & efficient & clear and lovely.	Keep up the good work.	26-35	White British	No tick
13	2015	Nov	Extremely likely	Nice staff and very kind, very helpful.	No more.	36-45	Asian / Asian British	No tick
14	2015	Nov	Extremely likely	The care I was given was very good.		26-35	White British	No tick

15	2015	Nov	Extremely likely	MCAs so helpful with feeding! Thank you!		26-35	White British	No tick
16	2015	Nov	Extremely likely	Felt very well looked after and great help when needed.	Would have appreciated a room alone for first baby.	16-25	White British	No tick
17	2015	Nov	Extremely likely	Excellent midwives.		26-35	White British	No tick
18	2015	Nov	Extremely likely	The help and care we have had has been amazing.		26-35	White British	No tick
19	2015	Nov	Extremely likely	Friendly, informative staff.	Discharge process is quite lengthy? Any way to improve this?	26-35	White British	No tick
20	2015	Nov	Extremely likely	Staff were lovely and friendly with great advice and were great support throughout labour and after, mentally and physically.		16-25	White British	No tick
21	2015	Nov	Extremely likely	I spent 4 days on Bassett ward as an inpatient and the nurses were brilliant. I come twice a week for CTG now and still very welcoming and a relaxing feeling when I'm there.	No, I think your doing perfectly well. Keep up the good work.	26-35	White British	No tick
22	2015	Nov	Extremely likely	Staff all very helpful and friendly.	No.	26-35	White British	No tick
23	2015	Nov	Extremely likely	Felt very well cared for. Very friendly and well looked after.	You may have this but, if not, a room you could go to away from your bed. Especially if other babies around you are screaming.	36-45	White British	No tick
24	2015	Nov	Extremely likely	The staff were extremely friendly & supportive and made day 'one' with a new	Allow partners to stay after the baby is born.	26-35	White British	No tick

				born feel less intimidating.				
25	2015	Nov	Extremely likely	Very attentive and knowledgeable staff. Nothing is too much bother. Had both of my children here and both stays were brilliant.	Ensuring curtains around bays shut properly or that staff replace them as they exit.	26-35	White British	No tick
26	2015	Nov	Extremely likely	Amazing care given during my stay of 5 days on Bassett. Care of myself and my baby. Liaison between departments in our care. Emotional care, above and beyond service.	Advise patients + partners of kitchen with tea / coffee making facilities. Wasn't made aware on arrival of this.	26-35	White British	No tick
27	2015	Nov	Extremely likely	Everyone was so kind & attentive, kept informed the whole time. Wonderful care.	Have the hot meal in the evening not at lunchtime.	26-35	White British	No tick
28	2015	Nov	Extremely likely	Care couldn't have been better & understanding throughout my pregnancy.	Keep doing what your doing.	16-25	White British	No tick
29	2015	Nov	Extremely likely	Very helpful with advice, friendly and approachable.	Creaking door or sticking doors on toilet.	36-45	White British	No tick
30	2015	Nov	Likely			36-45	White British	No tick
31	2015	Nov	Likely			16-25	White British	No tick
32	2015	Dec	Extremely likely	Brilliant care, support & advice.		26-35	White British	No tick
33	2015	Dec	Extremely likely	All the staff are really friendly and very caring and helpful. Security very good, also clean environment.		16-25	White British	No tick
34	2015	Dec	Extremely likely	Everyone was so supportive, knowledgeable and helpful, also very kind.	No!	26-35	White British	No tick

35	2015	Dec	Extremely likely	Midwives nice and patient and reassuring and could have a laugh.		16-25	White British	No tick
36	2015	Dec	Extremely likely	Very welcoming and helpful.		26-35	White British	No tick
37	2015	Dec	Extremely likely	The midwives have been extremely helpful and really attentive which has made the stay more bearable. The HCA also go above and beyond to be helpful, offer advice and spend time reassuring you.	Maybe sharing the load by putting more than one midwife on a shift and not allowing this situation to happen. It is unfair on the new mum but even more unfair and stressful on an already overworked midwife.	36-45	White British	No tick
38	2015	Dec	Extremely likely	Friendly staff + close to home.	Have more staff on ward so not short-staffed.	26-35	White British	No tick
39	2015	Dec	Extremely likely	Friendly & helpful staff.		26-35	White British	No tick
40	2015	Dec	Extremely likely	Lovely members of staff. Cleanliness.		16-25	White British	No tick
41	2015	Dec	Extremely likely	The quality of all staff from catering to consultant is incredible. The midwives just amazing. You feel like you are in the best possible place to deal with any possible issues. Special thanks to MW C. who gave excellent care.	Call buttons could have an urgent and a non-urgent button. Give everyone a huge pay rise and have more of them. But basically keep it as it is, its brilliant. Thank you.	26-35	White British	No tick
42	2015	Dec	Extremely likely	Midwives were fab and the HCAs really helpful. Thank you.	The ward clerk on a Thursday - in bed 7 you can hear her moaning and huffing all day! Felt sorry for the other staff.	26-35	White British	No tick
43	2015	Dec	Likely	Friendly + attentive staff. Well-fed + watered!	Individual rooms for less noise, especially for patients	36-45	White British	No tick

					in for more than one night!			
44	2015	Dec	Likely			16-25	White British	No tick
45	2015	Dec	Likely	Prompt, friendly care.		26-35	White British	No tick
46	2015	Dec	Likely	Very helpful during labour.	Have midwives in Bude use better communication.			No tick
47	2015	Dec	Likely	Overall, the care from staff is pleasing, made to feel welcome and nothing was too much!	Postnatal the facilities to have husbands / partners stay on the ward once given birth would make this ward more welcoming. The need for partners to stay is high to many new mums.	26-35	White British	No tick
48	2016	Jan	Extremely likely	Special thanks to A. - midwife. Everyone made me feel at ease & made sure that I did not feel a nuisance. Care has been exceptional & feel it's the reason I feel so well after only 2 days post op.	None. Care is already above expectations. Thank you.	26-35	White British	No tick
49	2016	Jan	Extremely likely	Care from the midwives esp. A., M. & B.	No.	16-25	White British	No tick
50	2016	Jan	Extremely likely	Midwives are very friendly and so helpful.	No.	26-35	White British	No tick
51	2016	Jan	Extremely likely	Was really pleased with the care we had here and the friendly staff and how nice there were to the care I need to get better. Thank you.		26-35	White British	No tick
52	2016	Jan	Extremely likely	Very fortunate to have the unit in Barnstaple. Very experienced, confident and very co-operative.	All is well. Hygiene, food, care, all is A+. Thank you.	26-35	Asian / Asian British	No tick

53	2016	Jan	Extremely likely	Excellent care 24/7, help & support is fantastic, leaving feeling confident.	None.	26-35	White British	No tick
54	2016	Jan	Extremely likely	Excellent care received by all staff.		36-45	White British	No tick
55	2016	Jan	Extremely likely			36-45		I DO NOT wish my anonymised comments to be made public
56	2016	Jan	Extremely likely	All of the midwives & care staff have been really lovely & supportive.	No. Keep doing what you are doing!!	26-35	White British	No tick
57	2016	Jan	Extremely likely			16-25	White British	I DO NOT wish my anonymised comments to be made public
58	2016	Jan	Extremely likely	All of the staff have been brilliant Extremely helpful.	None.	26-35	White British	No tick
59	2016	Jan	Extremely likely	Well looked after and supported through my labour + delivery. Helped + supported well when learning to breastfeed.		26-35	White British	No tick
60	2016	Jan	Extremely likely	Staff have been really supportive and caring with lots of good advice. All very friendly too.	Nicer food.	26-35	White British	No tick
61	2016	Jan	Extremely likely	All staff were very professional + friendly, excellent care + support throughout. Approachable so weren't afraid to ask questions.	Wasn't aware partner could make teas + coffee themselves until just before discharge home. Thank you for everything!	26-35	White British	No tick

62	2016	Jan	Extremely likely	I feel they have been attentive and caring.		16-25	White British	No tick
63	2016	Jan	Extremely likely	Care has been amazing, could not ask for more. On hand 24 hours to help with any needs.	No - 1st class service.	26-35	White British	No tick
64	2016	Jan	Extremely likely	Had a bit of a bad experience with my 2nd child and no-one explained things but this time everything was explained and I felt a lot happier.		36-45	White British	No tick
65	2016	Jan	Extremely likely	Fantastic staff - very caring & professional. Felt really well looked after.		36-45	White British	No tick
66	2016	Jan	Extremely likely	Have had 2 children at NDDH and the staff have been lovely both times.	Better shower.	16-25	White British	No tick
67	2016	Jan	Extremely likely	I found all the staff helpful. They were cheerful & friendly too.	N/A.	26-35	White British	No tick
68	2016	Jan	Extremely likely	Staff on ward have been amazing to me.	No.	16-25	White British	No tick
69	2016	Jan	Extremely likely	All staff have been fantastic from the start. From the cleaning / catering staff and students right through to midwives and doctors.	None at all, very impressed. Money is tight and the NHS is a stressful place to work but you'd never know it here!	26-35	White British	No tick
70	2016	Jan	Extremely likely	I can't thank the staff enough for the care I received on Labour ward and specially Bassett, all staff are so caring and really helped	The food wasn't nice, pudding was cold and dry, portions should be bigger as it wasn't enough while I am breast feeding.	26-35	White British	No tick

				me when I was struggling with breast feeding. Big thank you to R. and V. (in blue).				
71	2016	Jan	Extremely likely	Level of care really good - I felt well looked after. All staff friendly.	Check out time reduced.	26-35	White British	No tick
72	2016	Jan	Extremely likely			26-35	Other ethnic group	No tick
73	2016	Jan	Extremely likely	The whole experience has been wonderful. The staff are extremely friendly & supportive.	If there could be a room where fathers could stay.	16-25	White British	No tick
74	2016	Jan	Extremely likely	I was so scared & inexperienced but everyone was so helpful & understanding day & night.	Only the food!!!	26-35	White British	No tick
75	2016	Jan	Extremely likely	I could not recommend the ward enough. The staff were all amazing and were supportive of my partner + my baby during an extremely anxious time. There were always different midwives and all of them were handed over to brilliantly. An amazing and incredible experience.	None.	26-35	White British	No tick
76	2016	Jan	Extremely likely	Friendly, helpful + knowledge staff.	No.	26-35	White British	No tick
77	2016	Jan	Extremely likely	Supportive / friendly / professional service what fantastic team of dedicated	Quicker results / medication.			No tick

				staff! I felt so cared for.				
78	2016	Jan	Likely	Staff are all friendly and helpful with good advice with a smile.		26-35	White British	No tick
79	2016	Jan	Likely	2 nice experiences.	Fix light by bed only.	36-45	White British	No tick

Qualitative Feedback - Postnatal Community Service

	Year	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	2015	Oct	Extremely likely	Great, responsive service.	No.	16-25	White British	No tick
2	2015	Oct	Extremely likely	Well looked after. Made to feel secure.		26-35	White British	No tick
3	2015	Oct	Extremely likely	Kind, friendly service, well looked after. Thank you very much.		16-25	White British	No tick
4	2015	Nov	Extremely likely	Dedicated staff - always having time to discuss your worries and anxieties.		26-35	White British	No tick
5	2015	Dec	Extremely likely	Always there for support & questions. Very helpful.		26-35	White British	No tick
6	2015	Dec	Extremely likely	Caring, responsible midwives.	More resources - midwives seemed far too stretched and overworked.			No tick
7	2016	Jan	Extremely likely	I was given all support for getting normal delivery after C-section.				No tick
8	2016	Jan	Extremely likely	Really nice to talk to.	No, I found it perfectly fine.			No tick

9	2016	Jan	Extremely likely	I have been so well cared for and supported at each point of need from baby feeding, extra care to midwife home visits.	Perhaps a schedule e.g. day 1 - home, day 3 - midwife visit, day 5 - weigh & heel prick etc.	26-35	White British	No tick
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