

## Maternity Services - Friends and Family Test - Sep-16 to Oct-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.	%	%	%
<b>Antenatal Service</b>				
Sep-16	No data	No data	No data	No data
Oct-16	2	100.0	0.0	0.0
<b>Labour Ward - NDDH</b>				
Sep-16	2	100.0	0.0	0.0
Oct-16	8	100.0	0.0	0.0
<b>Bassett Ward - NDDH</b>				
Sep-16	48	100.0	0.0	0.0
Oct-16	35	100.0	0.0	0.0
<b>Postnatal Community Service</b>				
Sep-16	3	66.7	0.0	33.3
Oct-16	4	100.0	0.0	0.0

### 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	Oct	Extremely Likely			26-35	White British	
2	Oct	Extremely Likely	Very friendly and supportive.		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	Sep	Extremely likely	Fantastic staff who made this experience a lot more enjoyable.	No.		White British	
2	Sep	Extremely likely	The staff were excellent!	No. Staff were amazing.	16-25	White British	
1	Oct	Extremely Likely	Informative, friendly staff, caring, local!!	More pools.	26-35	White British	
2	Oct	Extremely Likely	Brilliant care.	None.	26-35	White British	
3	Oct	Extremely Likely	Lovely midwife. Close to home service.		26-35	White British	
4	Oct	Extremely Likely	Staff very caring, well looked after during my labour. First class care.	The food needs changing, quality poor. This is what lets down the hospital - the standard of patient food.			

5	Oct	Extremely Likely	Amazing care & support. Midwives were lovely.	No, it's brilliant.	26-35	White British	
6	Oct	Extremely Likely	Midwives was brilliant. Care was excellent.				
7	Oct	Extremely Likely			36-45	White British	Do not publish
8	Oct	Extremely Likely	I had very good care. Midwives and care assistants were very helpful. Thank you.		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	Sep	Extremely likely			16-25	White British	Do not publish
2	Sep	Extremely likely			26-35	White British	Do not publish
3	Sep	Extremely likely			26-35	White British	Do not publish
4	Sep	Extremely likely	I have received excellent care whilst being here. I was transferred from Truro (Treliske hospital) due to Truro being too busy and my health and baby's health.	10 out of 10 for the care I have received. I have been here 7 days and all care has been exceptional. Thank you.	36-45	White British	
5	Sep	Extremely likely	I am a very nervous patient but the team here have made me feel so relaxed and have been so helpful. I would recommend using all of their experience +	Keep being amazing – truly. Thank you.	26-35	White British	

			advice. They even helped me sleep!				
6	Sep	Extremely likely	Thanks for all midwives and personals in hospital. They are very friendly and helpfully. We were very happy.	All perfect.	16-25	Other ethnic group	
7	Sep	Extremely likely	All staff on postnatal ward are extremely polite and helpful. They help make your stay stress-less as possible.	Think it's already great!	16-25	White British	
8	Sep	Extremely likely	A lot of help, support and great care given.	Your already doing a good job.	16-25	White British	
9	Sep	Extremely likely	Can't thank everyone enough for all they have done. Extremely professional, went above and beyond the call of duty and nothing was too much trouble. The team can't be praised enough, including all those behind the scenes that made a very special time extra special.	The service I received 'mum and baby' couldn't be improved!! It was amazing. My husband, however, would have appreciated a comfier chair and the option to purchase a meal so that we could eat together.	26-35	White British	
10	Sep	Extremely likely	Staff are very helpful and friendly.		16-25	White British	
11	Sep	Extremely likely	The staff are so helpful and extremely friendly. They try to give you as much time possible despite being run off their feet. We felt very well cared for. Thank you!	No.	26-35	White British	
12	Sep	Extremely likely	The care I have received has been exceptional. However I do feel that the midwives appear understaffed with the amount of patients they have to care for. I	As stated above re: lack of staff. This needs addressing. Speed up the pharmacy!	36-45	White British	

			can't praise them highly enough (all staff).				
13	Sep	Extremely likely	Have given birth in other maternity wards and this one goes above and beyond - it's outstanding.		26-35	White British	
14	Sep	Extremely likely	Very friendly + supportive staff very responsive.		16-25	White British	
15	Sep	Extremely likely	The staff are amazing and make you feel welcome. Always there when you need someone.	None.			
16	Sep	Extremely likely	Had a really good birth & everything was explained well. Also, midwives are brilliant and friendly.	No. I found my experience perfect and nothing in my opinion needs improving.	16-25	White British	
17	Sep	Extremely likely	Midwives are amazing.		26-35	White British	
18	Sep	Extremely likely	Wonderful staff at hand through an emotional time.		16-25	White British	
19	Sep	Extremely likely	All staff have been very helpful and supportive. Quick response times to calls.	Easier access to drinking water.	26-35	White British	
20	Sep	Extremely likely	Lovely midwives who give great advice and help you every step of the way.	Earlier visiting hours.	16-25	White British	
21	Sep	Extremely likely	Looked after me so well, great team! Thank you xxx.	No.	26-35	White British	
22	Sep	Extremely likely	Great team, felt really looked after.		26-35	White British	
23	Sep	Extremely likely	Cannot fault the service whilst on Bassett Ward, delivery suite & theatre. All staff have been brilliant day and night, was so reassuring to be under their care.	They have made it impossible to fault so couldn't suggest anything.	26-35	White British	

24	Sep	Extremely likely	The unquestionable help / advice 24hour, no trouble service from the friendly staff. All needs catered for & helped to feel confident with knowledge and advice before going home. Keep doing what you're doing.	Drinks - water more readily available.	26-35	White British	
25	Sep	Extremely likely	I was very well looked after + was made to feel comfortable.	Make it more dad / partner friendly.	26-35	White British	
26	Sep	Extremely likely	Just a fabulous team, couldn't do enough for me any time of day / night.	Could be more visitor-friendly. Possibly recliner chairs for partners to stay the night? x.			
27	Sep	Extremely likely	Nurses / midwives extremely friendly and helpful. Always around for support & help.		16-25	White British	
28	Sep	Extremely likely	Everyone was so kind and caring. We felt very safe and especially as 1st time parents they taught us so much.	Keep it the same.	16-25	White British	
29	Sep	Extremely likely	Was well looked after and always happy to help any way they could.	Nothing - everything was perfect.			
30	Sep	Extremely likely	Caring midwives, very clean calm, reassuring atmosphere.		36-45	White British	
31	Sep	Extremely likely	Staff were extremely helpful and friendly.		26-35	White British	
32	Sep	Extremely likely	Fantastic care service.				
33	Sep	Extremely likely	Midwives and HCAs are wonderful people, all so kind and supportive.	Don't shut maternity services. We would be lost without it. They provide such fantastic care and I can't believe you would make us travel such far distances to receive care.	26-35	White British	

34	Sep	Extremely likely	Excellent care & attention.		36-45	White British	
35	Sep	Extremely likely	Great care. Feel a confident new mum because of your support.		26-35	White British	
36	Sep	Extremely likely	Helpful staff. Knowledgeable.	No.	26-35	White British	
37	Sep	Extremely likely	Postnatal care has been excellent. All staff have been attentive, caring, supportive and ready to assist in any way they can.		26-35	White British	
38	Sep	Extremely likely	Excellent midwives and health care members of staff & dinner ladies!		26-35	White British	
39	Sep	Extremely likely	The staff are amazing.		16-25	White British	
40	Sep	Extremely likely	Treatment and care I have received was second to none. All my experiences with childbirth here have been fab.		26-35	White British	
41	Sep	Extremely likely	Always well cared for. Happy team of staff!	To stay open! Would be a big loss to North Devon!			
42	Sep	Extremely likely	All of the staff have been amazing in both their medical care and supportive attitudes. They made me feel valued and able to support & care for my baby.	Let it stay!	26-35	White British	
43	Sep	Extremely likely	Staff friendly & helpful. Even when busy they made time to answer questions & help without making you feel rushed.	Keep it open!	36-45	White British	
44	Sep	Extremely likely	The care is amazing, the staff are all fantastic and the facilities are great.		26-35	White British	
45	Sep	Likely	Very friendly staff and very helpful.	Not really.	36-45	White British	
46	Sep	Likely	Care given was friendly + caring.	Communication between ped's,			

			Staff were very polite, happy + chatty. Best experience I've ever had @ NDDH.	con's + registrars could be a lot better. Was left asking the midwives Q's a lot.			
47	Sep	Likely	Excellent service, would be a shame to lose it!!!	Wifi.	16-25	White British	
48	Sep	Likely	Friendly, helpful staff, round the clock care.	Possibly option to have baby taken for a 'top & tail' or clean up.	36-45	White British	
1	Oct	Extremely Likely	Peaceful, calm, friendly staff - completely different experience to what I had to endure with the birth of my last baby in a different hospital.		26-35	White British	
2	Oct	Extremely Likely	Staff are amazing, level of care is wonderful.	Dimmer lights at night.	26-35	White British	
3	Oct	Extremely Likely	I used to work here a few years ago and was lovely to see friendly faces. There were also a lot of new faces and they were fantastic.		26-35	White British	
4	Oct	Extremely Likely	Very helpful & supportive with feeding & night times.				
5	Oct	Extremely Likely	Extremely helpful, couldn't of wished for better staff.		26-35	White British	
6	Oct	Extremely Likely	All the midwives were there when I needed them, when I needed help or something explained to me about me or baby S. they maked sure I know what is what.	I think what the staff are doing is very good. Keep it open.	26-35	White British	
7	Oct	Extremely Likely	Excellent care all round from all staff on the ward. Excellent patient care from midwife J.		26-35	White British	

8	Oct	Extremely Likely	All staff very helpful and caring.	More staff! Quicker discharge.	26-35	White British	
9	Oct	Extremely Likely	All staff were very friendly and supportive. They gave many offers of help / advice and were available promptly to answer any questions. Staff were also sympathetic of mental health issues.		26-35	White British	
10	Oct	Extremely Likely	Excellent care, can't fault anything.	None.	26-35	White British	
11	Oct	Extremely Likely	Extremely helpful (A.), friendly service.				
12	Oct	Extremely Likely	Gone out of their way to accommodate our individual circumstances after a traumatic birth. From ward manager to food service. Thank you all so much for the care we received during our stay here.		26-35	White British	
13	Oct	Extremely Likely	Wonderful staff, attentive, caring. We can't lose our ward!!	More staff? [illegible].	16-25	White British	
14	Oct	Extremely Likely	So much support from the midwives. I had to have an emergency C-section but the whole team put me at ease and explained everything in terms I understood.	Would be nice if baby's father could stay for the 1st night.	26-35	White British	
15	Oct	Extremely Likely	Excellent care. Very reassuring.	N/A.	26-35	White British	
16	Oct	Extremely Likely	Lovely, friendly, kind & supportive staff.	Offer tea to visiting husbands!	36-45	White British	
17	Oct	Extremely Likely	Everyone has been really friendly, welcoming and helpful. Lots of support offered, even when not	None. I've had a really good experience. Thank you.	36-45	White British	

			asked for.				
18	Oct	Extremely Likely	I found everyone very helpful and attentive and nothing is ever too much of a problem for everyone.	Please keep our maternity ward. From 4 Barnstaple babies: mum 1988, dad 1982, N. 2014, E. 2016.	36-45	White British	
19	Oct	Extremely Likely	The staff were amazing. Can't fault anything. All of them were there when I needed anything. They were gentle with myself and my baby. Can't express how good they all are. They should all have pay rise! 100% ladies.	Would be good if had partner to stay all night.	26-35	White British	
20	Oct	Extremely Likely	Lovely & supportive midwives who only have you & your babies interests as priority & who make your experience as enjoyable & rewarding as can be.	No. I believe the best possible level of care is offered & experienced this on all 3 of my pregnancies & believe the care this & the labour ward is vital in our community.	26-35	White British	
21	Oct	Extremely Likely			16-25		
22	Oct	Extremely Likely	Helpful, supportive.				
23	Oct	Extremely Likely	I have had perfect care at Barnstaple and may not have had such a healthy delivery if I had to go further.	No - your all perfect.	16-25	White British	
24	Oct	Extremely Likely	Outstanding, everyone was been brilliant! Amazing care.	Food.	26-35	White British	
25	Oct	Extremely Likely	All the staff / midwives / doctors have been great!!! Very caring and helpful.	Things that will be difficult to change but more space per ward bed, no beds without windows and a toilet per ward (ours was across the corridor).	26-35	White British	
26	Oct	Extremely Likely	Very helpful, supportive.		26-35	White British	
27	Oct	Extremely Likely	Great care.	No, perfect care.			
28	Oct	Extremely Likely	Really professional, courteous &		26-35	White British	

			kept me informed every step.				
29	Oct	Extremely Likely	Extremely friendly staff, willing to help with anything.	No.	26-35	White British	
30	Oct	Extremely Likely	The staff are amazing & provide a level of support above and beyond what they could do.	Name badges - as the staff rotate there are too many faces to keep track of.	26-35	White British	
31	Oct	Extremely Likely	Excellent care from all staff for me and baby, couldn't have asked for more.	Do not close it! Wouldn't be here today if the service closed.	26-35	White British	
32	Oct	Likely			26-35	White British	Do not publish
33	Oct	Likely	Good service, friendly people.		16-25	White British	
34	Oct	Likely	Clean. Friendly, helpful staff.		26-35	White British	
35	Oct	Likely	Since admission, staff & drs, nurses been v. informative, helpful. Honest with all issues, good & bad, that arise.		36-45	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	Sep	Extremely likely	Been very happy with the support & advice given, sometimes it's nice to have support outside your close family & friends.	More groups and 24hr support.	16-25	White British	
2	Sep	Extremely likely	The care is amazing, the staff are fantastic!		26-35	White British	

3	Sep	Neither likely nor unlikely	We had to visit the hospital rather than having home visits which was stressful.	Visit at home.	16-25	White British	
1	Oct	Extremely Likely	Very well looked after by all.		26-35	White British	
2	Oct	Extremely Likely	Everyone was very reassuring and knew their job role very well.	Ring in morning to arrange time of visit!	26-35	White British	
3	Oct	Extremely Likely			26-35	White British	
4	Oct	Extremely Likely	Helpful, supportive, caring.	More staff to help midwives during busy periods.	26-35	White British	