

Maternity Services - Friends and Family Test - Sep-17 to Oct-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				
Sep-17	No data	No data	No data	No data
Oct-17	No data	No data	No data	No data
Labour Ward - NDDH				
Sep-17	7	85.7	0.0	14.3
Oct-17	9	100.0	0.0	0.0
Bassett Ward - NDDH				
Sep-17	15	100.0	0.0	0.0
Oct-17	13	100.0	0.0	0.0
Postnatal Community Service				
Sep-17	2	100.0	0.0	0.0
Oct-17	No data	No data	No data	No data

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-17	Extremely Likely			16-25	White British	
2	Sep-17	Extremely Likely	All the midwives were very professional and reassuring. They put us at ease and were very approachable.	No.	26-35	White British	
3	Sep-17	Extremely Likely	Midwife was very helpful. Very calm atmosphere for both me and my partner. Explained everything and why. Would trust the opinion of the midwife/consultants.	No - our experience was extremely high.	16-25	White British	
4	Sep-17	Extremely Likely	All staff have been absolutely amazing from arrival to leaving. Very knowledgeable and only too happy to help. Thank you!				
5	Sep-17	Extremely Likely	Very good.		16-25	White British	
6	Sep-17	Likely	All midwives were extremely helpful, especially [names withheld]. Thank you for your care and support. Only thing is, each couple support themselves as they need to. Comments not supposed to be made on that.		26-35	Other ethnic group	
7	Sep-17	Neither Likely nor Unlikely	We weren't down there long enough. My partner gave birth within 10 minutes of being there.				
1	Oct-17	Extremely Likely	Care given was wonderful. Can't thank midwife [name withheld]	N/A.	26-35	White British	

			enough in delivering are son.				
2	Oct-17	Extremely Likely	All staff have been amazing, reassuring and nothing too much trouble. Always felt in good hands.	N/A.	26-35	White British	
3	Oct-17	Extremely Likely	[Names withheld] were amazing and the team that did the emergency C-section were so calm and friendly and [name withheld], the anaesthetist, was so efficient & reassuring on the spinal as was the surgeon.	Have net curtains or window screens blanked out as when you want some fresh air and light everyone can see in when walking past.	26-35	White British	
4	Oct-17	Extremely Likely	Friendly & efficient care, particularly when things become complicated. I felt reassured & in capable hands throughout my emergency C-section.	No. I was thoroughly impressed!	26-35	White British	
5	Oct-17	Extremely Likely	Friendly staff, esp [name withheld], great care & attention, helpful with questions, good with husbands/partners. Thank you from the bottom of our hearts on the birth of [name withheld]. x	Nothing.	26-35	White British	
6	Oct-17	Extremely Likely	Very understanding and supportive to mum in labour and partner. Great care given 24 hours & fantastic handover and aftercare.	Please make a special thank you to [names withheld] (Thursday 19th October). We are all very grateful for that help. xxx	26-35	White British	
7	Oct-17	Extremely Likely	Lovely staff, good experience.	No. Everything was great.	26-35	White British	
8	Oct-17	Extremely Likely	Fantastic care, can't fault any of it.	No, we were happy with everything.	26-35	White British	
9	Oct-17	Extremely Likely	[Name withheld] saw our birth through from start to finish. Such a wonderful, wonderful midwife and I couldn't of ask for better care. [Name withheld] was just as wonderful and explained everything really well. These midwives are a credit to your team.	A better crèche area for toddlers & visiting siblings would be a great addition to the service provided.	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	Sep-17	Extremely Likely	Always friendly, helpful and extremely attentive.	N/A.	16-25	White British	
2	Sep-17	Extremely Likely	All staff are incredible, efficient, pros. Strong working relationships make a strong team. High level of cleanliness throughout ward. The level of dedication and commitment on this ward is first class - also, remaining laid back and relaxing atmosphere. Food options very good.	Reception staff/desk clerk urgently needed eve/wknds. Visiting hrs - phone & door constant, staff pulled away from patients to answer - people waiting at door/desk. (Changeover double check).	26-35	White British	
3	Sep-17	Extremely Likely	Staff were very helpful & considerate.	No.	26-35	White British	
4	Sep-17	Extremely Likely	Really friendly staff.		16-25	White British	
5	Sep-17	Extremely Likely	All of the staff have been superb! Exemplary and professional.	Single rooms would be a dream.	26-35	White British	
6	Sep-17	Extremely Likely	All midwives were extremely helpful and caring. Lots of empathy! Thank you!		26-35	Other ethnic group	
7	Sep-17	Extremely Likely	All the midwives and staff are so lovely and friendly. Didn't feel like I was a bother to them at all.	N/A.	16-25	White British	
8	Sep-17	Extremely Likely	Kind, friendly staff. So well looked after. Nothing too much trouble.	Nope.	26-35	White British	
9	Sep-17	Extremely Likely	All staff have been brilliant, so helpful and patient, amazing. Thank you sooo much!				

10	Sep-17	Extremely Likely	Friendly staff.		26-35	White British	
11	Sep-17	Extremely Likely	Amazing midwives, doctors & paediatricians. Very pleased with response from all. Thank you.	No suggestions.	16-25	White British	
12	Sep-17	Extremely Likely	Excellent aftercare from all staff. Very caring and understanding and always had time even though they are understaffed.	None.			
13	Sep-17	Extremely Likely	Incredibly helpful. Great to talk to members of staff during the night and day to answer any questions. All members of staff were very friendly and approachable.	No.	26-35	White British	
14	Sep-17	Extremely Likely	Very helpful and supportive staff - great experience, especially with breastfeeding advice.		26-35	White British	
15	Sep-17	Extremely Likely	Friendly & informative staff.		26-35	White British	
1	Oct-17	Extremely Likely	Staff have been wonderful and caring, nothing is too much trouble. All smiley.	The buzzer that goes off, I understand it needs to be heard but it does go on and on!! (This is a tiny teeny thing, the only negative I could find)!	26-35	White British	
2	Oct-17	Extremely Likely	Helpful & supportive staff who were always willing to help without 'taking over' or making me feel incompetent. I'm leaving feeling much more confident about parenting.	No. I was thoroughly impressed!	26-35	White British	
3	Oct-17	Extremely Likely	The staff - amazing! Thank you! From the [names withheld].	None!			
4	Oct-17	Extremely Likely	When I needed help the staff were happy give it to me or if I had any questions they were happy to answer them.	I was happy with it all.	26-35	White British	
5	Oct-17	Extremely Likely	Lots of caring staff.	No. Nice clean wards. Helpful staff.	36-45	White British	
6	Oct-17	Extremely Likely	The staff are so great, very helpful,		26-35	White British	

			not had one problem on this ward. Very happy staff!				
7	Oct-17	Extremely Likely	Everyone at Bassett Ward made me feel comfortable and at ease. Professional and friendly care.	None. Everything was perfect.	26-35	Asian / Asian British	
8	Oct-17	Extremely Likely	Very helpful and supportive.	None.			
9	Oct-17	Extremely Likely	Midwives were very supportive, helpful and encouraging. They have really made my confidence grow and have expanded my knowledge on attending to my baby.		16-25	White British	
10	Oct-17	Extremely Likely	We have found all the staff incredible. I have been here for 4 days & feel that each step has been a progression - fully explained at each stage.	An impossible task but a single room with the baby. Last night was v. difficult with noise. But then I wasn't sleeping anyway because I was busy gazing at my baby.	36-45	White British	
11	Oct-17	Extremely Likely	Friendly & caring staff.	Not really.	36-45	White British	
12	Oct-17	Extremely Likely	Received excellent care and attention from all staff between Oct 16 - Oct 21. All were very understanding and supportive.	Please can you give the following midwives a very special thank you [names withheld] and all the midwives during our stay 19/10/17 to 21/10/17.	26-35	White British	
13	Oct-17	Likely	Great care given. A valuable local setting.	Quicker discharge. Routine painkillers offered rather than asked for.	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	Sep-17	Extremely Likely	All staff have been amazing. Nothing is too much trouble. All very caring & kind. Brilliant at their jobs!		16-25	White British	
2	Sep-17	Extremely Likely	Happy with the service.	No suggestions.	26-35	Other ethnic group	