

## Maternity Services - Friends and Family Test - Nov-17 to Dec-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.	%	%	%
<b>Antenatal Service</b>				
Nov-17	1	100.0	0.0	0.0
Dec-17	No data	No data	No data	No data
<b>Labour Ward - NDDH</b>				
Nov-17	6	83.3	16.7	0.0
Dec-17	5	80.0	0.0	20.0
<b>Bassett Ward - NDDH</b>				
Nov-17	19	100.0	0.0	0.0
Dec-17	39	97.4	0.0	2.6
<b>Postnatal Community Service</b>				
Nov-17	No data	No data	No data	No data
Dec-17	2	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 postnatal community service?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Nov-17	Extremely Likely	At all appointments I have been looked after fully. I couldn't have asked for more.	No.	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	Nov-17	Extremely Likely	Every midwife, consultant and nurse were fabulous and supportive every moment throughout the labour.	None at all.	36-45	White British	
2	Nov-17	Likely	I couldn't have asked for a better-supporting and helpful team.	Not really. I couldn't have asked for more help.	16-25	White British	
3	Nov-17	Likely					
4	Nov-17	Likely			26-35	White British	
5	Nov-17	Likely	Pleasant and friendly staff.		26-35	White British	
6	Nov-17	Unlikely	Told us she would be induced at 9 this morning. Haven't been seen and been told I can't stay with her.	Don't give false hope.	16-25	White British	
1	Dec-17	Extremely Likely	Fantastic one-to-one care.		26-35	White British	

2	Dec-17	Extremely Likely	[Name withheld] who delivered our baby was excellent. Words can't describe their outstanding efforts towards [name withheld] and the baby.	N/A.			
3	Dec-17	Extremely Likely	Extremely brilliant staff. Cannot be made any better.	It can't be improved.			
4	Dec-17	Extremely Likely	Everybody was very supportive and reassuring. Made me feel very comfortable. I was able to ask questions and voice my concerns without feeling like a drama queen!	No. My experience was perfect.	16-25	White British	
5	Dec-17	Neither Likely nor Unlikely	Food was different - sweats in lid.	Don't use lids that sweat on food.	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-17	Extremely Likely	Lovely, kind friendly, happy, amazing staff. Amazing bed!	No!	36-45	White British	
2	Nov-17	Extremely Likely	Staff are very helpful and kind. The ward is comfortable and calm.	None at all.	16-25	White British	
3	Nov-17	Extremely Likely	Just wanted to say big thank you to all the staff that helped. I did right one before but I was upset that I had to leave at 9 but fully understand why they do it. Big thank you again. Signed dad.		16-25		
4	Nov-17	Extremely Likely	Overwhelming care provided	We cannot fault our experience of	26-35	White British	

			throughout - kind, caring & compassionate, whilst very professional & knowledgeable. Always friendly & patient-focused.	your amazing service & wouldn't have been able to manage without your care.			
5	Nov-17	Extremely Likely	Everyone has been amazing and so helpful. Nothing has been a problem.	None.	36-45	White British	
6	Nov-17	Extremely Likely	The staff have been attentive, kind, caring, informative and extremely supportive. Nothing has been too much trouble. I couldn't recommend them highly enough.	No.	26-35	White British	
7	Nov-17	Extremely Likely	Everyone is friendly & helpful. Really look after you & answer all your questions.	No, they been brilliant.	26-35	White British	
8	Nov-17	Extremely Likely	Very good care & support given.	More cups of tea.	16-25	White British	
9	Nov-17	Extremely Likely	Lovely, supportive staff.	No.			
10	Nov-17	Extremely Likely	Everyone was really helpful and understanding.				
11	Nov-17	Extremely Likely	All staff caring, well-mannered, nurturing. Couldn't do more to help.	No.	26-35	White British	
12	Nov-17	Extremely Likely	Helpful, friendly, professional. Great team at North Devon Hospital.	None.	26-35		
13	Nov-17	Extremely Likely	I couldn't be happier with all the help and support of all the lovely staff here.		26-35	White British	
14	Nov-17	Extremely Likely	Seemingly well-resourced consultant local unit.		26-35	White British	
15	Nov-17	Extremely Likely	Really helpful staff. Very understanding.		16-25	White British	
16	Nov-17	Extremely Likely			26-35	Other ethnic group	
17	Nov-17	Likely			26-35	White British	
18	Nov-17	Likely	Some very helpful staff. However, could be more proactive in helping rather than just saying it's normal. One very rude, patronising midwife.	If you are aware of a specific issue with a mum & baby give helpful/proactive advice for their stay & care. Don't ignore it.	26-35	White British	

19	Nov-17	Likely			26-35	White British	
1	Dec-17	Extremely Likely	I was looked after extremely well & had a lot of support.	No.	26-35	White British	
2	Dec-17	Extremely Likely	Every midwife was friendly, I was very well looked after and every question explained in detail. Very helpful and caring environment. Very welcoming of same-sex couple.	Only that they could ask more often how baby is feeding.	36-45	White British	
3	Dec-17	Extremely Likely	Great care from a dedicated and professional team. Excellent all round. Brilliant team!	Make the TVs free view - or just cheaper.	36-45	White British	
4	Dec-17	Extremely Likely	Your team were very supportive throughout my journey through labour - from induction to postnatal care. I would like to thank you all very much for being fantastic support.	No. The care I received was excellent.	26-35	White British	
5	Dec-17	Extremely Likely	Couldn't have asked for a better team to deliver my baby. Made me feel very welcome.	N/A. Excellent service.	16-25	White British	
6	Dec-17	Extremely Likely	Every team member I came across, midwives & doctors were outstanding - couldn't of asked for better care.	Can't fault anything. A*. Thank you so much.	26-35	White British	
7	Dec-17	Extremely Likely	Nurses, midwives, doctors and any other staff met really pleasant & polite, encouraging & quick to respond.	No.	26-35	White British	
8	Dec-17	Extremely Likely	Friendly and professional staff.		36-45	White British	
9	Dec-17	Extremely Likely	Helpful, caring, friendly, attentive staff. Great food.	Helpful to be able to collect medication before discharge rather than having to return.	26-35	White British	
10	Dec-17	Extremely Likely	The staff are wonderful and very helpful and supportive. Nothing is too much trouble.	The only thing I would say that was bad is the shower was cold or lukewarm.	26-35	White British	
11	Dec-17	Extremely Likely	Excellent support on the ward in a	No. Excellent service, thank you.	26-35	White British	

			safe, clean environment.				
12	Dec-17	Extremely Likely	I had a baby 2 years ago & the care disappointed me & this time it has been flawless. The midwives have been attentive & supportive at all times.	I have now had 3-hour delayed discharge due to pharmacy. Pharmacy needs improving at weekend.	26-35	White British	
13	Dec-17	Extremely Likely	Everyone is brilliant!	Nope!	26-35	White British	
14	Dec-17	Extremely Likely	The staff & facilities were amazing through the whole process.	No. It was brilliant.	16-25	White British	
15	Dec-17	Extremely Likely	Very friendly and caring staff.	No.	26-35	White British	
16	Dec-17	Extremely Likely	Every member of staff did their best for me - all friendly, supportive and couldn't do more to help.	No.	36-45	White British	
17	Dec-17	Extremely Likely	Staff have been professional and caring.		36-45	White British	
18	Dec-17	Extremely Likely	Everyone was so helpful, no matter how busy they became. I was in for 5 days and it felt like a home from home. Big love to [names withheld] xx.		26-35	White British	
19	Dec-17	Extremely Likely	Bassett Ward were a great source of support.	Maybe more one-to-one midwife care.	26-35	White British	
20	Dec-17	Extremely Likely	Staff very friendly & so helpful. Felt at home. Very supportive.	No.	26-35	White British	
21	Dec-17	Extremely Likely	Felt well looked after.	Larger booths/easier use climate controls.	36-45	White British	
22	Dec-17	Extremely Likely	All staff are extremely lovely and make you feel welcome.	Nope.	16-25	White British	
23	Dec-17	Extremely Likely	Friendly caring staff. Closest hospital.	More staff. All staff very approachable and helpful. [Name withheld] went over & above their duties for me to be able to go home.	26-35	White British	
24	Dec-17	Extremely Likely	Excellent service from all staff.	Quicker discharge.	26-35	White British	
25	Dec-17	Extremely Likely	The midwives.	No.	36-45	White British	
26	Dec-17	Extremely Likely	Very helpful, made me feel very	No.	16-25	White British	

			relaxed, answered all questions I had.				
27	Dec-17	Extremely Likely	Friendly staff, always around when needed. Give a lot of support.	No. Everything is great.	26-35	White British	
28	Dec-17	Extremely Likely	Very good midwives, friendly and helpful.		16-25	White British	
29	Dec-17	Extremely Likely	I have had excellent care. After experiencing a traumatic birth last time I had huge fear and the experience at this hospital helped heal past trauma. I couldn't have been more supported.	More pillows to help support getting up & down, get comfortable. A shelf at waist height so easier to access belongings.	36-45	White British	
30	Dec-17	Extremely Likely	Brilliant staff - very helpful and lots of advice & great care of you & baby.		26-35	White British	
31	Dec-17	Extremely Likely	The staff went over and above to help with breastfeeding and ensured I felt confident going home. Everyone was really kind.		26-35	White British	
32	Dec-17	Extremely Likely	Informative and helpful staff. Good facilities. Good food.		26-35	White British	
33	Dec-17	Likely	Informative, really supportive!		16-25	White British	
34	Dec-17	Likely	The friendly staff.	Take time out to listen to patient more.	36-45	White British	
35	Dec-17	Likely	Nearly all staff really nice, kind helpful. Made me feel at ease.	Maybe come round without us ringing the bell, just to check or just watch from a distance to keep an eye.	26-35	White British	
36	Dec-17	Likely	My care was good. Looked after baby very well!		26-35	White British	
37	Dec-17	Likely	The facilities & help we have had have been amazing!	Nope.	36-45	White British	
38	Dec-17	Likely	Friendly staff. Good with providing information.	Supper was missed. Be more on top of orders of food taken.	16-25	White British	
39	Dec-17	Neither Likely nor Unlikely	I felt that my midwife could've had a slightly better bedside manner.	Formulate different training techniques.	26-35	White British	
40	Dec-17	Not entered	[Name withheld] was fantastic and		16-25	White British	



			helped make our readmission better. They explained things and supported us. Thanks so much!!				
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### 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	Dec-17	Extremely Likely	I had excellent support from the community team. When, due to staffing issues, you were unable to make a personal home visit, I always had access to Bassett Ward or had a phone call from the team. Thank you.	Although I personally have a good understanding of contraception, the information leaflet/printout on contraception choices was not clear or easily understandable.			
2	Dec-17	Likely	Midwives are amazing.	Make the process of leaving quicker.	26-35	White British	