

## Maternity Services - Friends and Family Test - Jan-18 to Feb-18

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>				
Jan-18	No data	No data	No data	No data
Feb-18	No data	No data	No data	No data
<b>Labour Ward - NDDH</b>				
Jan-18	4	100.0	0.0	0.0
Feb-18	12	100.0	0.0	0.0
<b>Bassett Ward - NDDH</b>				
Jan-18	14	100.0	0.0	0.0
Feb-18	54	90.7	1.9	7.4
<b>Postnatal Community Service</b>				
Jan-18	1	100.0	0.0	0.0
Feb-18	6	100.0	0.0	0.0

## 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	Jan-18	Extremely Likely	Attentive to needs of baby & both parents.		26-35	White British	
2	Jan-18	Extremely Likely	Because all the staff are amazing. Even though it was an emergency, we were not frightened and the midwife [name withheld] is a credit to this hospital. They've been amazing.	No.	26-35	Black / African / Caribbean / Black British	
3	Jan-18	Extremely Likely	All of the staff have been amazing. The service provided to my wife, who needed an emergency C-section, has been of the highest level and is a true credit to the NHS. Every member has been professional yet friendly and empathetic.	None. Keep doing what you're doing. It's really appreciated.	26-35	White British	
4	Jan-18	Extremely Likely	All staff very helpful and caring & gave me a healthy baby girl.	100% happy.	16-25	White British	
1	Feb-18	Extremely Likely	Although I didn't spend much time on the labour ward, I was in theatre and found all staff, Dr's & midwives, were brilliant & helped put me at ease.		36-45	White British	
2	Feb-18	Extremely Likely	Because we have a healthy baby!	No.	26-35	White British	
3	Feb-18	Extremely Likely	Excellent midwives and care. Well done.	Nope - lovely.	36-45	White British	
4	Feb-18	Extremely Likely	Brilliant staff & service given at all times.	More birthing pools! More thermometers! Had to wait longer	26-35	White British	

				due to low on appliances.			
5	Feb-18	Extremely Likely	Every midwife & person who looked after us couldn't do enough for us. Made me feel so relaxed.	Nope.	16-25	White British	
6	Feb-18	Extremely Likely	Really lovely midwives and all staff. Felt at ease & well informed throughout. Clean & well-equipped delivery rooms.		26-35	White British	
7	Feb-18	Extremely Likely	Very friendly and helpful staff - work really well as a team in an emergency situation and excellent aftercare.		16-25	White British	
8	Feb-18	Extremely Likely	Fab care for myself, baby & partner. Friendly, helpful staff. Thank you [name withheld]! Fab, fab, fab!	No.	26-35	White British	
9	Feb-18	Extremely Likely	Really well looked after. Kept up to date with what was happening.	No.	36-45	White British	
10	Feb-18	Extremely Likely	Amazing staff. It's scary going into labour and everyone were so nice and really caring.	Couldn't fault it. Was continuous kept in the loop and what was next. Thank you. xx	16-25	White British	
11	Feb-18	Extremely Likely	Fantastic team of midwives from start to finish! First baby so very [illegible] to labour. Can't thank you enough for the support received.	No!	26-35	White British	
12	Feb-18	Likely	Staff are all lovely and make you feel at ease.	Need more staff - rushed off their feet.	36-45	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	Jan-18	Extremely Likely	Great care.		26-35	White British	
2	Jan-18	Extremely Likely	Couldn't fault the care I had throughout all of it.	No - 10/10 for me!	26-35	White British	
3	Jan-18	Extremely Likely	All the staff were amazing.	No.	16-25	White British	
4	Jan-18	Extremely Likely	Service, help, advice, support - all excellent.	More government funding to raise staff wages (not your fault).	26-35	White British	
5	Jan-18	Extremely Likely	All the staff have gone out of their way to support me. They have helped me to overcome some wobbly times & have encouraged me to breastfeed. The girls are fantastic.	Discharge times could be quicker, but nothing other than that.	26-35	White British	
6	Jan-18	Extremely Likely			26-35	White British	
7	Jan-18	Extremely Likely	Every member of staff shows supreme care and consideration at all times, regardless of how busy they are. They work tirelessly to support all patients when needed. They've helped me to make it through two very painful C-sections to which I am very grateful.		36-45	White British	
8	Jan-18	Extremely Likely	Very well looked after by everyone as soon as we arrived, especially [names withheld]. Sorry I can't remember everyone's name - you're all great.		26-35	White British	
9	Jan-18	Extremely Likely	Care has been fantastic.	None at all. Midwives excel in all areas.	26-35	White British	

10	Jan-18	Likely	Nice midwives, friendly doctors, which were very reassuring especially in theatre and in delivery suite.		16-25	White British	
11	Jan-18	Likely	Great care and clear explanations.	Meals on time and meds correct dosage & on time.	36-45	White British	
12	Jan-18	Likely	Friendly and helpful staff.		26-35	White British	
13	Jan-18	Likely	Some of the team are fantastic [names withheld]. Everyone is competent, just found ourselves repeating answers unnecessarily because of lack of communication.	Perform baby & mum checks simultaneously - not disturb them needlessly twice, when one visit would suffice. Record blood sugars better (documented).	36-45	White British	
14	Jan-18	Likely	So patient and caring during the emergency delivery of my son and immediate aftercare. Thank you so much.		26-35	White British	
1	Feb-18	Extremely Likely	Very happy with my care.	No.	26-35	Mixed / Multiple ethnic groups	
2	Feb-18	Extremely Likely	All staff are helpful, professional, caring and make you feel at ease.	Shower was cold & cannot be raised. Parking for weekday antenatal clinics is awful!	26-35	White British	
3	Feb-18	Extremely Likely	Lovely, professional support.				
4	Feb-18	Extremely Likely	Good, caring, and friendly staff.		16-25	White British	
5	Feb-18	Extremely Likely	The midwives were really helpful and friendly. I was able to ask for help when needed and nothing was too much trouble.		36-45	White British	
6	Feb-18	Extremely Likely	No reason to fault them.	No - everything great.	26-35	White British	
7	Feb-18	Extremely Likely	The standard of care I have received has been 2nd to none. Fantastic medical team.	The food!	26-35	Other ethnic group	
8	Feb-18	Extremely Likely	The staff have been amazing - very helpful and caring, as well.	None.	26-35	White British	
9	Feb-18	Extremely Likely	All of the staff were professional & gave us all of the info required	No. At the start of my induction our midwife was working alongside	26-35	White British	

			around my induction. We never felt forgotten about & the midwives & HC professionals kept us well informed.	student mw [name withheld]. She was brilliant & I felt in safe hands even though not fully qualified. We found her approach & humour refreshing & put us at ease.			
10	Feb-18	Extremely Likely	Supportive, friendly, attentive staff across the whole department.	More funds for this wonderful team.	26-35	White British	
11	Feb-18	Extremely Likely	Second to none care. Very friendly. Everything provided like it was private care. Food amazing. Staff excellent, very caring.	Curtains closed after visits to bed. Sometimes left open.	36-45	White British	
12	Feb-18	Extremely Likely	Friendly, helpful staff.		26-35	White British	
13	Feb-18	Extremely Likely	Friendly, lots of advice given. There to lend a hand.		26-35	White British	
14	Feb-18	Extremely Likely	Brilliant staff and care. Thank you so much.	No. You do a great job.	26-35	White British	
15	Feb-18	Extremely Likely	Very friendly & understanding staff. There wasn't a task too small or big for them.	The beds need to have better functions - the levelling system. The call button could have the bed number of the person who pressed it.	16-25	White British	
16	Feb-18	Extremely Likely			16-25	White British	
17	Feb-18	Extremely Likely	I was extremely impressed with the quality of care I received from the entire team at all stages of my delivery and postnatal stay. The care and information shared by the team was hugely helpful & supportive.	A better shower!	36-45	White British	
18	Feb-18	Extremely Likely	Clean & comfortable environment. Felt safe. Good team of staff.		26-35	White British	
19	Feb-18	Extremely Likely	Friendly, thorough, professional and caring staff - all staff, including Sodexo.	Birth partners allowed to stay on Bassett through early labour overnight.	26-35	White British	
20	Feb-18	Extremely Likely	Very friendly, professional, reassuring.		26-35	White British	
21	Feb-18	Extremely Likely	Very friendly midwives & care. Well	Nope - excellent.	36-45	White British	

			done, as I know you was busy.				
22	Feb-18	Extremely Likely	Caring, lovely staff that are always there to help!	Quicker discharging service. Hot showers!	26-35	White British	
23	Feb-18	Extremely Likely	Again, everyone who has looked after us has been amazing.	No.	16-25	White British	
24	Feb-18	Extremely Likely	Staff were amazing throughout my birth.	Bright lights in morning - dim down?	26-35	White British	
25	Feb-18	Extremely Likely	Lovely staff. Very helpful & informative.	I stopped in bed 18. There was silver fish in the bathroom and also blood on the floor (only person in the room).	16-25	White British	
26	Feb-18	Extremely Likely	Every member of staff was amazing, friendly and professional.		26-35	White British	
27	Feb-18	Extremely Likely	The staff have been outstanding and have taken time to speak through my concerns. Both Bassett and SCBU have offered such a warm, professional service.		36-45	White British	
28	Feb-18	Extremely Likely	Extremely helpful staff.	I'm not sure.			
29	Feb-18	Extremely Likely	All staff were excellent and responded to the situation promptly and professionally and all was put in place in minutes. Excellent service.		16-25	White British	
30	Feb-18	Extremely Likely	Felt extremely well cared for by all members of staff.	Shower wasn't quite working properly (head attachment faulty).	26-35	White British	
31	Feb-18	Extremely Likely	Everyone was very friendly and helpful.	No.	26-35	White British	
32	Feb-18	Extremely Likely	Friendly staff, very helpful and always reassuring! Can't fault my care at all! Thank you for caring for me and my son! x.	More staff and a pay rise! These poor women are so busy all the time!	16-25	White British	
33	Feb-18	Extremely Likely	Every member of the Bassett Ward I met were genuinely helpful and I felt that I was not just a number but someone being cared for well.		36-45	White British	
34	Feb-18	Extremely Likely	My second visit to Bassett Ward in 1	More staff - when busy times.	26-35	White British	



			week - like the first time the staff were amazing and cared for me and my son very well.				
35	Feb-18	Extremely Likely	Very happy with care provided. Midwives - [names withheld], absolute legends.	N/A.	36-45	White British	
36	Feb-18	Extremely Likely	Everyone has been so helpful and supportive. Very happy with the level of care.		26-35		
37	Feb-18	Extremely Likely	Everything was explained clearly throughout & help was available as & when needed.	Meal plans.	16-25	White British	
38	Feb-18	Extremely Likely	Everyone has been very helpful and extremely supportive. Thank you all so much!	You are all perfect!	26-35	White British	
39	Feb-18	Extremely Likely	Every member of staff, without exception, has been fantastic, very supportive, understanding & professional. Day & night!	A decent and regular above inflation pay rise would be the correct way to ensure others continue to be treated with such care.	36-45	Other ethnic group	
40	Feb-18	Extremely Likely	Amazing support and everyone has been so lovely, especially as I'm a first time mum.	To ease for midwives and us, separate fridges for milk so we can access without disturbing. Thank you. xx	16-25	White British	
41	Feb-18	Extremely Likely	All staff on the ward are extremely helpful and made me feel relaxed, even at times when I wasn't coping, especially [name withheld] midwife & manager!		26-35	White British	
42	Feb-18	Extremely Likely	Left to get on looking after my newborn. x	Keep up the hard work. x	36-45	White British	
43	Feb-18	Likely	The room I was in was cold. The radiator didn't work (bed 17). Also, the shower was cold. Could maybe benefit from another midwife on duty in the day time as it was difficult to get hold of them on occasions.	Fix the above issues. One point not related to the aftercare but I wanted to mention was the consultant care pre-birth. I have seen 5 different consultants, all giving differing advice. I find this extremely unnerving in these circumstances.	26-35	White British	

44	Feb-18	Likely	They responded when needed, made me & baby welcome & comfortable.	Staff shortages.			
45	Feb-18	Likely	Very good after quite a worrying time!		16-25	White British	
46	Feb-18	Likely			26-35	White British	Do not publish
47	Feb-18	Likely	All the staff were friendly and introduced themselves.	No.	26-35	White British	
48	Feb-18	Likely	Thought the feeding help was very good and all were helpful.	If only you weren't all under so much pressure when busy. Care, in general, was relaxing and friendly.	26-35	White British	
49	Feb-18	Likely	All staff polite and willing to help.	More staff.	16-25	White British	
50	Feb-18	Neither Likely nor Unlikely	There isn't really an option as this is our only local service. Most of the midwives and MCAs are outstanding, but facilities are outdated, unwelcoming.	Food for partners (additional cost?). More cleaning (better cleaning). Better shower facilities.	26-35	White British	
51	Feb-18	Neither Likely nor Unlikely	My partner wasn't allowed on the ward because of 'other breastfeeding mums' and then someone else's partner was allowed to stay in the same room as me = very unfair treatment.	Provide facilities for partners to stay with their newborns when there is space or keep treatment of patients the same.	16-25	White British	
52	Feb-18	Neither Likely nor Unlikely	During birth it felt like I wasn't really given adequate attention - being rushed into labour extremely quickly, no pain relief options until labour. Was consultant-led for high blood pressure. However, this was only checked once up until 8cm dilated - we did ask. Showers are trickles of water - unacceptable for a woman who was just given birth. Was moved rooms without prior warning due to something not working and then put with a mother & baby - my baby was in SCBU, so seemed a little		26-35	White British	

			insensitive. Make changes to the above.				
53	Feb-18	Neither Likely nor Unlikely	Only one in area - needed badly!	More staff to improve speed & working conditions of those there. Quicker discharge.			
54	Feb-18	Unlikely	Staff are amazing but are very busy. Waited 7.5 hours to be discharged - meds were here, notes were here, just no staff on hand to do it. Lack of communication.	More staff to cope with demand (staff are amazing for the pressure they are put under).	36-45	White British	
55	Feb-18	Not entered	Don't live nearby.	No - good service.	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	Jan-18	Extremely Likely	Made to feel at ease and everyone very helpful.		26-35	White British	
1	Feb-18	Extremely Likely	The midwife care I received when I returned home was excellent. I saw the same team I had seen antenatally and the consistency of care was reassuring that they knew me well which was important to me.	It would be useful to have some indication of time of visits - 2 of 3 visits were not scheduled, other than by day. This was not really a problem as we were at home but an SMS service might be helpful.	36-45	White British	
2	Feb-18	Extremely Likely	Attentive care. Answered all questions. Goes extra mile for C-section patients. Made me feel very at ease.	Times for appointments in first week?	36-45	White British	
3	Feb-18	Extremely Likely	All the midwives and services are	Midwives sometimes hard to get	26-35	White British	

			helpful and answer any questions needed.	hold of. Answering machine would be good.			
4	Feb-18	Extremely Likely	Everyone has been brilliant!	No. You do a great job.	26-35	White British	
5	Feb-18	Likely	Support given when wanted & good communication.	No.			
6	Feb-18	Likely			26-35	White British	Do not publish