

Maternity Services - Friends and Family Test - Mar-18 to May-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.	%	%	%
Antenatal Service				
Mar-18	5	100.0	0.0	0.0
Apr-18	3	100.0	0.0	0.0
May-18	1	100.0	0.0	0.0
Labour Ward - NDDH				
Mar-18	13	100.0	0.0	0.0
Apr-18	9	100.0	0.0	0.0
May-18	4	100.0	0.0	0.0
Bassett Ward - NDDH				
Mar-18	33	87.9	9.1	3.0
Apr-18	24	91.7	8.3	0.0
May-18	20	100.0	0.0	0.0

Postnatal Community Service				
Mar-18	7	100.0	0.0	0.0
Apr-18	1	100.0	0.0	0.0
May-18	1	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	Mar-18	Extremely Likely	Been very helpful & reassuring throughout the stay.		26-35	White British	
2	Mar-18	Extremely Likely	Everyone at NDDH maternity unit are amazing. The care you & baby get is fantastic. They are always there to help!		26-35	White British	
3	Mar-18	Extremely Likely	Very good team, you are all so helpful even when you are running around all day. Thank you for all your support.	No!			
4	Mar-18	Extremely Likely	All the staff on Bassett Ward have been amazing and so supportive. I could not of wished for a more wonderful group of girls.	Only way to improve the service is letting the staff have a break, they do so much and sometimes with little staff on.	26-35	White British	
5	Mar-18	Extremely Likely	Very attentive, listen & address		26-35	White British	

			concerns, puts your mind at ease. Very kind, caring and lovely people.				
1	Apr-18	Extremely Likely	Good support from staff.		26-35	White British	
2	Apr-18	Extremely Likely	Fantastic support from staff. Midwife [name withheld] from outpatients has been my rock during my last 3 pregnancies. Even though she was not my midwife she always gave 100% support when I needed it.	No.	26-35	White British	
3	Apr-18	Extremely Likely	Great experience with the team in North Devon - put us at ease along the way!	No - teams we have met along the way have been so helpful!	26-35	White British	
1	May-18	Likely	[Name withheld] was very supportive. [Name withheld] the sonographer was very informative & we really enjoyed our scans with her. Any problems picked up on dealt with quickly.	We had lots of consultant appointments during pregnancy & every time we saw someone different. No continuity?			

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	Mar-18	Extremely Likely	Extremely helpful and friendly.		16-25	White British	
2	Mar-18	Extremely Likely	Was given very good care and all of the staff were helpful.	No, it's brilliant the way it is.	16-25	White British	
3	Mar-18	Extremely Likely			26-35	White British	
4	Mar-18	Extremely Likely	Lots of care and encouragement.		26-35	White British	

5	Mar-18	Extremely Likely	I have had all 3 of my children and I wouldn't want to go anywhere else. Lovely staff, lovely environment. Perfect birthing experiences every time.	None, perfect.	26-35	White British	
6	Mar-18	Extremely Likely	The support and treatment I received from the staff was amazing and made my experience a whole lot better.	Perfect as you are.	26-35	White British	
7	Mar-18	Extremely Likely	Been very helpful & reassuring throughout the stay.		26-35	White British	
8	Mar-18	Extremely Likely	All the staff in the maternity wards have been so helpful and kind, can't praise them enough.		26-35	White British	
9	Mar-18	Extremely Likely	The midwives were amazing!	No.			
10	Mar-18	Extremely Likely	Had fabulous care by everyone on shift. Was listened to and helped when needed.	No suggestions needed! Fab teams all round.	26-35	White British	
11	Mar-18	Likely			26-35	White British	Do not publish
12	Mar-18	Likely	Good staff.	It could be warmer as windows are draughty.	26-35	White British	
13	Mar-18	Likely	Very responsive and friendly and a very good team.	No need for improvement.	16-25	White British	
1	Apr-18	Extremely Likely	Very helpful and responsive. Gave me the best care and my baby.		26-35	White British	
2	Apr-18	Extremely Likely			36-45	Mixed / Multiple ethnic groups	Do not publish
3	Apr-18	Extremely Likely	All staff and midwives have been amazing.	No, perfect.	36-45	White British	
4	Apr-18	Extremely Likely	We had a lovely midwife and team, felt very reassured and the overall care was fantastic.	N/A.			
5	Apr-18	Extremely Likely	I was so poorly after 28 hours of labour to then having C-section. I couldn't thank [name withheld]	Not really, but didn't like waiting 4 hours for C-section.	16-25	White British	

			midwife enough for the care and support she gave.				
6	Apr-18	Extremely Likely			16-25	White British	Do not publish
7	Apr-18	Extremely Likely	Staff are professional and friendly.		26-35	White British	
8	Apr-18	Extremely Likely	Absolutely fantastic care.		26-35	White British	
9	Apr-18	Extremely Likely	Duty of care from everyone, especially midwives [names withheld] was outstanding. Both willing to go above & beyond.	No.	26-35	White British	
1	May-18	Extremely Likely	Because the three midwives I had were so lovely & amazing.	No.	26-35	White British	
2	May-18	Extremely Likely	Amazing support from staff at all times.	No.	16-25	White British	
3	May-18	Extremely Likely	2 brilliant experiences in 2 years here. Everyone's so friendly and helpful. Everything clean and vibe is relaxed.		26-35	White British	
4	May-18	Likely	I've been looked after well since I been in & they always got staff on hand if emergency. Very trustworthy.	No, you all do a fantastic job.	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	Mar-18	Extremely Likely	Everyone was amazing, helpful and was very well cared for.	None.	26-35	White British	
2	Mar-18	Extremely Likely	You are all absolute angels and have	Perhaps some better showerheads,			

			been so incredibly supportive and caring our entire stay, which hasn't been without difficulties!	but other than that everything's been great! Thank you so, so much for everything.			
3	Mar-18	Extremely Likely	I feel well looked after.		26-35	White British	
4	Mar-18	Extremely Likely	Everybody has been so helpful, caring and always there if needed.		26-35	White British	
5	Mar-18	Extremely Likely			26-35	White British	
6	Mar-18	Extremely Likely	Excellent level of care.	Room temp very hot.	26-35	White British	
7	Mar-18	Extremely Likely	All in all I had very good care and left feeling confident.	I know there were a lot of midwives that were sick during my stay so at times I felt that more staff were needed.	36-45	White British	
8	Mar-18	Extremely Likely	Fantastic care from the midwives and MCAs, great support with breastfeeding.		26-35	White British	
9	Mar-18	Extremely Likely	All staff have been amazing throughout my stay.	Can't think of any.	16-25	White British	
10	Mar-18	Extremely Likely	Been very helpful & reassuring throughout the stay.		26-35	White British	
11	Mar-18	Extremely Likely	Very helpful, friendly staff. Very reassuring of situations. Lovely, calming place.		26-35	White British	
12	Mar-18	Extremely Likely	Very well informed & looked after by every member of staff. Felt safe and that my baby was being well checked over & cared for.		26-35	White British	
13	Mar-18	Extremely Likely	Staff are friendly and approachable and very knowledgeable.	Quicker discharge time?	26-35	White British	
14	Mar-18	Extremely Likely	We couldn't have asked for anything more, the whole team were fantastic. The particular people which made our experience exceptional were [names withheld].	There isn't anything to improve in terms of service from the team. The building didn't have heating working on some parts of the ward which made it very cold and meant we had to move and inconvenience the staff.	26-35	White British	
15	Mar-18	Extremely Likely	Everyone is every nice and always someone to help when needed.	No.	16-25	White British	

16	Mar-18	Extremely Likely	Really supportive and proactive service. Incredibly helpful with breastfeeding support & advice. All staff polite and accessible, felt welcome and well looked after.		26-35	White British	
17	Mar-18	Extremely Likely	The care was really good.		26-35	White British	
18	Mar-18	Extremely Likely	Staff were amazing and did everything they could and made us feel secure in [illegible] our baby's health.	None.	16-25	White British	
19	Mar-18	Extremely Likely	All the staff are extremely helpful and go above and beyond.	I found that certain midwives held back info. I couldn't breastfeed, one midwife sorted everything and our midwife looked at me like why didn't know how to sterilise. Would be helpful if everyone did the same. Can be taken wrong way when sleep deprived.			
20	Mar-18	Extremely Likely	From the moment we arrived we were fully informed about the section, met all the staff, not rushed and given plenty of time to ask questions. [Names withheld] were both fabulous, answering questions, giving advice & very positive. Thank you.	Only to encourage mums of crying babies to pick them up in the night. Other than that a wonderful team with each staff member we encountered going above and beyond. Couldn't have asked for a better start. Including all HCAs.	26-35	White British	
21	Mar-18	Extremely Likely	Staff extremely helpful & friendly.		26-35	White British	
22	Mar-18	Extremely Likely	The care I have received has been fantastic and sympathetic to all my needs. Thank you so much!	A pocket to hold the bed controller!	16-25	Mixed / Multiple ethnic groups	
23	Mar-18	Extremely Likely	Friendly, helpful.		26-35	White British	
24	Mar-18	Likely	I received some great breastfeeding tips & advice from a number of different staff - obviously keen to help me get it right.	I think I was in on a busy stint but felt sometimes I'd go a long time without seeing someone or too many different people but I accept that's the nature of the job!	26-35	White British	

25	Mar-18	Likely	Was treated very well & looked after, staff were friendly, food choices could be better & drinks selection.	Same as above - food & drinks.	26-35	White British	
26	Mar-18	Likely	Good [illegible].		26-35	White British	
27	Mar-18	Likely	All staff were extremely helpful and professional. Very caring and knowledgeable.		26-35	White British	
28	Mar-18	Likely	All the staff have been amazing.		26-35	White British	
29	Mar-18	Likely	I found the service good, staff were helpful & caring & helped with baby when unable to.		26-35	White British	
30	Mar-18	Neither Likely nor Unlikely	Need to give birth, closest to Bude.	More communication between midwife & nurses etc. More midwives.	26-35	White British	
31	Mar-18	Unlikely	Everyone is very nice but so understaffed they cannot give the care needed.	More staff & communication.	36-45	White British	
32	Mar-18	Unlikely	As soon as I arrived I was told off for not ringing – Delivery. Attitude from midwife/ward manager was awful. I needed more pants which my friend was bringing in and dark blue lady wouldn't let them in! – Bassett. Very helpful nurses in SCBU - so different from downstairs.	Better staff, More training. Nobody ever came to check on me after lunch until late evening. As a young mum, a friendly face would have been nice.	16-25	Mixed / Multiple ethnic groups	
33	Mar-18	Unlikely	Absolutely disgusted how I was treated by the lady in dark blue! Spoke down to me and made me feel like [expletive omitted] on her shoe! Made my daughter very uncomfortable. Would rather travel to Exeter!	Attitude of the lady in dark blue! Maybe a course on how to talk to people!!	16-25	White British	
1	Apr-18	Extremely Likely			36-45	Mixed / Multiple ethnic groups	Do not publish
2	Apr-18	Extremely Likely	All staff really lovely, helpful,	No.	16-25	White British	

			professional and caring.				
3	Apr-18	Extremely Likely	I was planning a homebirth & not expecting to come into hospital. When I did, the care was amazing - the team were fantastic and couldn't do enough. Thank you so much.	No - it was brilliant.	26-35	White British	
4	Apr-18	Extremely Likely	An extremely stressful weekend was made so much easier to get through with incredible support, both emotionally & advice given.		16-25	White British	
5	Apr-18	Extremely Likely	All staff have been brilliant, nothing is ever too much, so thank you.		16-25	White British	
6	Apr-18	Extremely Likely	Very pleased with care received.		26-35	White British	
7	Apr-18	Extremely Likely	Well supported during birth. Overall positive experience - Labour & Bassett.		26-35	White British	
8	Apr-18	Extremely Likely	Every midwife has been so supportive and helpful.	N/A.	16-25	White British	
9	Apr-18	Extremely Likely	Everyone is so kind & caring, nothing is too much trouble. A wonderful team, midwives, doctors & Sodexo staff.	Staff shortages can't be helped but they are run off their feet & its unfair. This does not change how they are as a team. Amazing! Thank you.	26-35	White British	
10	Apr-18	Extremely Likely	A real sense of team work. Similar faces (midwives) at times of day, happy, positive attitude. Nothing was too much trouble, bent over backwards. Thank you.	The shower is a form of torture - freezing and no power at all (a workout just to have a wash). Please fix it!	26-35	White British	
11	Apr-18	Extremely Likely	Staff are very friendly & really look after you well.		26-35	White British	
12	Apr-18	Extremely Likely	Fantastic staff, kind, caring & compassionate. Nothing was too much trouble for them.	Need new power showers that are not cold.	26-35	White British	
13	Apr-18	Extremely Likely	Great staff.	No.	16-25	White British	
14	Apr-18	Extremely Likely	Had the most amazing team for the delivery of my daughter. The		26-35	White British	

			aftercare was fantastic.				
15	Apr-18	Extremely Likely	I have been given outstanding care by all staff from the doctors, midwives & care assistants. Everyone always willing to help and reassure you both day & night. The experience has been amazing.	I have no issue with the way the ward runs but the food could be of better quality.	26-35	White British	
16	Apr-18	Extremely Likely	The staff are lovely, you get the care you need and more!		16-25	White British	
17	Apr-18	Extremely Likely	Level of care and support has been fantastic. Very flexible and understanding.	Would be nice to have a day room to mix outside of your bed area.	26-35	White British	
18	Apr-18	Extremely Likely	I did get all the help I needed, staff was very helpful, lovely and comforting.		26-35	White British	
19	Apr-18	Extremely Likely	All staff and midwives have been amazing.	No, perfect.	36-45	White British	
20	Apr-18	Extremely Likely			16-25	White British	Do not publish
21	Apr-18	Extremely Likely	Overall very satisfied with the care received by all staff on ward.	N/A.	26-35	White British	
22	Apr-18	Extremely Likely			16-25	White British	Do not publish
23	Apr-18	Unlikely	Took a very long time to be discharged.	Don't bring the food menu round at midnight! Speed up discharge procedure, especially if all ok and it's not your first child.	36-45	White British	
24	Apr-18	Extremely Unlikely	Not enough assistance, wouldn't help me much with baby after C-section, pneumonia and bleeding, expected to do too much and not enough help.	Need more staff, staff wanting to care and give help and advice where needed.	16-25	White British	
1	May-18	Extremely Likely	Amazing staff. Feel like I'm in expert hands. Thank you.	None! Perfect!	26-35	White British	
2	May-18	Extremely Likely	Lovely, helpful midwives and staff. Clean ward.		16-25	White British	
3	May-18	Extremely Likely	Everything was perfect.	No.	26-35	Other ethnic group	

4	May-18	Extremely Likely	Fantastic care, lovely friendly staff, have felt well looked after.	No.	26-35	White British	
5	May-18	Extremely Likely	Kind, caring midwives.	More towels to shower.	36-45	White British	
6	May-18	Extremely Likely	Very helpful and caring staff.	No.	16-25	White British	
7	May-18	Extremely Likely	Great support & advice from all midwives. Support with feeding.	No, could not ask for a better service/care.	16-25	White British	
8	May-18	Extremely Likely	Everyone we saw was very helpful and no negatives.		26-35	White British	
9	May-18	Extremely Likely	Everyone has been very supportive.		16-25	White British	
10	May-18	Extremely Likely	Friendly, supportive staff.		26-35	White British	
11	May-18	Extremely Likely	All staff members was really friendly.	None.	16-25	White British	
12	May-18	Extremely Likely	[Names withheld] were brilliant. Really supportive & caring. Was unable to breastfeed as v. painful but was well supported & was not made to feel like a failure in any way. Support offered overnight so I could get some sleep.	More support & not to be left alone when brought back to ward after section. To be fair, ward was busy & it was almost time to handover, but [name withheld] offered no support with feeding or help to clean self - was left for night staff.			
13	May-18	Extremely Likely			26-35	White British	
14	May-18	Extremely Likely	Very well looked after.	No.	36-45	White British	
15	May-18	Extremely Likely	Very helpful and supportive.	Possibly just the showers.	26-35	White British	
16	May-18	Extremely Likely	The midwives and nurses have been amazing and can't thank you enough, all so kind. Would especially like to thank [name withheld] from my C-section night.		26-35	White British	
17	May-18	Extremely Likely	Everyone knew there job role, very efficient, polite and easy to talk to, never felt judged about stupid questions.	One grumpy senior looking woman who didn't have uniform but never smiled. Visiting hours could be a little more flexible [illegible].	26-35	White British	
18	May-18	Likely	Some staff, especially [names withheld], were wonderful - helped with pain, feeding & anxiety. Some staff, one in particular, was very abrupt - made visitors & patients feel	More fans and longer visiting times. Maybe 2 named visitors all day. Control on patients' visitors, noise difficult to sleep/relax when loud etc. in bay next door. More	26-35	White British	

			uneasy. [Name withheld] was very rude & insensitive!	curtains/privacy.			
19	May-18	Likely	Very efficient with care. Kind and friendly staff. Very clean environment.	N/A.	26-35	White British	
20	May-18	Likely	It's a good ward but I'm not sure a recommendation is relevant - there are no choices!	Make it quicker.	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	Mar-18	Extremely Likely			26-35	White British	
2	Mar-18	Extremely Likely	Great care from midwives in South Molton [names withheld].		16-25	White British	
3	Mar-18	Extremely Likely	The team area friendly and put you at ease. The midwife was always at the end of the phone. Thank you.	Employ more fantastic people to help support an overstretched team.	26-35	White British	
4	Mar-18	Extremely Likely	I can't fault the service of the midwives & health visitors, very informative, caring & professional.	No!	36-45	White British	
5	Mar-18	Extremely Likely	Been very helpful throughout the stay.		26-35	White British	
6	Mar-18	Extremely Likely	Great standard of care. Nothing is too much trouble. Appropriate response to each situation.		26-35	Other ethnic group	
7	Mar-18	Likely		Phone call 1st thing with estimated time of visit.	26-35	White British	

1	Apr-18	Extremely Likely	Staff are amazing. [Name withheld] in particular gave such fantastic support and was so kind during my most vulnerable time. An absolute asset to maternity department. All staff are lovely and work so hard to help their patients. Thank you.	As a team I give 5* but I do feel that patients are on a time limit to leave even when not ready. NHS definitely needs more support so staff are not as overworked & patients have time to recover.	26-35	White British	
1	May-18	Extremely Likely	Very helpful, especially with our first child the support is appreciated. Reassuring & knowledgeable.		26-35	Other ethnic group	