

Maternity Services - Friends and Family Test - Jun-18 to Jul-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				
Jun-18	2	100.0	0.0	0.0
Jul-18	2	100.0	0.0	0.0
Labour Ward - NDDH				
Jun-18	6	100.0	0.0	0.0
Jul-18	4	100.0	0.0	0.0
Bassett Ward - NDDH				
Jun-18	22	100.0	0.0	0.0
Jul-18	17	100.0	0.0	0.0
Postnatal Community Service				
Jun-18	No data	No data	No data	No data
Jul-18	5	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	Patient request for anonymised comments not to be made public
1	Jun-18	Extremely Likely	All midwives I have been in contact have been so friendly, easy to talk to & reassuring. All my questions have always been answered & explained.		26-35	White British	
2	Jun-18	Likely	Midwives very helpful. Consultants don't always communicate very well.	Flexible booking slots.	16-25	White British	
1	Jul-18	Extremely Likely	The midwives are all lovely and do the best they can to make you feel informed and in control. Can't think of a bad thing to say about them.	More staff to relieve the pressure put on the current fabulous staff.	16-25	White British	
2	Jul-18	Likely			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	Patient request for anonymised comments not to be made public
1	Jun-18	Extremely Likely	Everyone was really nice.	None.			
2	Jun-18	Extremely Likely	Very friendly staff. Supportive before, during and after birth. Amazing emergency team.		16-25	White British	
3	Jun-18	Extremely Likely	We visited multiple times before active labour and the staff were amazing. Didn't make us feel unwelcome or like hypochondriacs. In labour, the midwife & student	Big thanks to [names withheld] as well as [name withheld]. Also [names withheld] and the rest of the team (sorry can't remember all the names) we are indebted to you all!	26-35	Other ethnic group	

			were unbelievable, had some scary moments and they took it all in their stride. It was a long night but they were excellent all the way through. The arrival of [name withheld] was the best moment of my life, only made possible by the highest level of professionalism I have witnessed in what is a stressful environment. Everyone worked seamlessly, it was a pleasure to watch.				
4	Jun-18	Extremely Likely	All the midwives do a fab job and explain everything to you.	N/A.	26-35	White British	
5	Jun-18	Extremely Likely	Fantastic care of staff - amazing!	No.	26-35	White British	
6	Jun-18	Likely	Looked after well, spoken through the process.	Better communication.	16-25	White British	
1	Jul-18	Extremely Likely	Facilities excellent. Staff outstanding. Made to feel comfortable in every way.		36-45	White British	
2	Jul-18	Extremely Likely	Everybody that took care of me were fantastic. I cannot fault any of them. Also, everyone was extremely friendly and kind-hearted.	No suggestions. Everything done for me was of high standard. No hurry to discharge us when we was told we could go. 2hrs we waited!!!	26-35	White British	
3	Jul-18	Extremely Likely	Staff were amazing, support was excellent. Best service available.	There isn't any. All excellent.	26-35	White British	
4	Jul-18	Extremely Likely	Treated with kindness & compassion. Felt valued & supported my anxiety. Very professional staff who were very knowledgeable. Not assumed I knew what I was doing & happy to talk through everything with me.	Not from a staff point of view. Cooler rooms, but we are in a heatwave!	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	Patient request for anonymised comments not to be made public
1	Jun-18	Extremely Likely	Friendly and very helpful staff.	No, all lovely.	26-35	White British	
2	Jun-18	Extremely Likely	Staff have been very helpful & supportive. Felt able to ask for support when needed. Everyone has been great & felt able to ask for support post-discharge. Thank you.	Wish Daddy's could stay - but understand why not able to.			
3	Jun-18	Extremely Likely	Great service, smiley and positive staff, great atmosphere, all info clear.		26-35	White British	
4	Jun-18	Extremely Likely	The midwifery care was calm, very well-informed and allowed me to give birth feeling safe and without unnecessary interference. [Name withheld], our midwife through labour was exceptional.		26-35	White British	
5	Jun-18	Extremely Likely	All staff very friendly and supportive.	None.	16-25	White British	
6	Jun-18	Extremely Likely	Helpful, informative & great care.	No.	16-25	White British	
7	Jun-18	Extremely Likely	Staff were very attentive and nothing was too much trouble. Also, all very friendly.	No.	26-35	White British	
8	Jun-18	Extremely Likely	All have been very friendly, helpful, nothing has been too much trouble. My short stay has been very easy!		26-35	White British	
9	Jun-18	Extremely Likely	Treated with respect, always listened to & spoke to correctly.	No.	16-25	White British	
10	Jun-18	Extremely Likely	I have had so much close care and advice. Everyone has been lovely, and very well informed and looked after. All midwives have been	Nothing. Everything has been smooth and brilliant. Haven't had to wait or go looking for care. Felt very safe in everyone's hands.	26-35	White British	

			wonderful, found [name withheld] particularly caring and helpful with breastfeeding advice.				
11	Jun-18	Extremely Likely	Caring, calm, environment.	Better clarification between team members on patient aftercare. Was quoted a variety of times would have to stay. Very confusing.	26-35	White British	
12	Jun-18	Extremely Likely	Excellent level of care. Very helpful, especially with breastfeeding.	None.	26-35	White British	
13	Jun-18	Extremely Likely	Really good care given by all staff.	Air-con.	26-35	White British	
14	Jun-18	Extremely Likely	Staff were very friendly, supportive and always willing as help. Made me feel very comfortable and at ease.	N/A.	16-25	White British	
15	Jun-18	Extremely Likely	Very well looked after and baby. Lots of help, support. Kind staff.		26-35	White British	
16	Jun-18	Extremely Likely			16-25	White British	
17	Jun-18	Extremely Likely	Staff are really friendly and approachable. Everything was explained clearly and we felt the level of care was excellent. They made every effort to answer any questions or found someone that could (we had a few as we are first time parents). Really nice to have continuity of staff from delivery to Bassett. Paediatric Doc's were also amazing & very friendly / approachable.	Softer lighting for night. Staff were excellent but we could see they were stretched at times, this didn't effect level of care but must make their lives hell!	26-35	Other ethnic group	
18	Jun-18	Extremely Likely	We are super-grateful for all the help and support.	No.	16-25	White British	
19	Jun-18	Likely	Friendly midwives. Always there when needed. Made to feel comfortable.	Had one midwife that was a little snappy when I didn't feed on time. Also, she seemed to get frustrated with the student that was with her!	16-25	White British	
20	Jun-18	Likely	All staff are friendly & approachable. Everyone very helpful and the ward	Update showers.	26-35	White British	

			is clean.				
21	Jun-18	Likely	Amongst many there is true [illegible] who make you feel like you matter and have a positive, genuine attitude and give 110%.	Upgrade on washing facilities as pressure awful & temp. Maybe introduce a cool box in each room to share to keep things cold.	26-35	White British	
22	Jun-18	Likely	Very friendly & caring.		26-35	White British	
1	Jul-18	Extremely Likely	The midwives have been fantastic with my afterbirth care. Couldn't have asked for a better team looking after me and my baby.	No suggestions. Everything has been great.	26-35	White British	
2	Jul-18	Extremely Likely	Everyone was excellent and very supportive.	Everything was good as it is.	26-35	White British	
3	Jul-18	Extremely Likely	The staff (especially the night staff).		26-35	White British	
4	Jul-18	Extremely Likely	Helpful and reassuring.		26-35	White British	
5	Jul-18	Extremely Likely	I have had the best experience.	No.	26-35	White British	
6	Jul-18	Extremely Likely	Staff were professional, helpful and treated me with a good standard of respect & care.		26-35	White British	
7	Jul-18	Extremely Likely	All helpful and enjoyed experience.	No.	26-35	White British	
8	Jul-18	Extremely Likely	Very attentive staff on hand to help to reassure and guide you. Made getting to grips with a life-changing event a little smoother. Thank you. xx		26-35	White British	
9	Jul-18	Extremely Likely	They were very helpful when I needed help feeding my baby, all very polite and well-mannered.	Nothing. They take their job serious and don't mess around.	16-25	White British	
10	Jul-18	Extremely Likely	All the staff are lovely and done everything possible to help me through! Great team.	No.	16-25	White British	
11	Jul-18	Extremely Likely	Everyone was brilliant and friendly. But would like to say a special thank you to [name withheld] for all the extra help she gave us with breastfeeding.	Better food.	26-35	White British	

12	Jul-18	Extremely Likely	Staff are extremely friendly and make you feel really comfy. They are also very helpful, going above & beyond.		16-25	White British	
13	Jul-18	Extremely Likely	The staff is so helpful, caring and looked after myself & my new born baby with so tender loving care (TLC).	Nothing at the moment.	26-35	Asian / Asian British	
14	Jul-18	Extremely Likely	Excellent service, couldn't have received better care.	N/A.	36-45	White British	
15	Jul-18	Extremely Likely	[Name withheld] & everyone who has helped us has been amazing, helping us with getting to grips with feeding & settling our twin girls. We really appreciate the help with latching on for both single & tandem feeds & getting my husband trained up to help me. We've learnt some tricks for settling them & I appreciate the times they've taken them so I can rest.	Keep the great service & help you provide up. I was lucky as not as busy as it could have been, but I really needed & appreciated the help & support I had. So don't cut it or make it difficult for the wonderful staff you have - give them more.	36-45	White British	
16	Jul-18	Likely	Felt extremely safe as soon as arrived at the hospital. Staff all v. helpful & kind.		26-35	White British	
17	Jul-18	Likely	Caring staff mostly, but did not have time to support with breastfeeding or to stay when baby and mum were distressed.	More support for breastfeeding. Felt a bit lost at times.	36-45	Other ethnic group	

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	Patient request for anonymised comments not to be made public
1	Jul-18	Extremely Likely	Lovely manner ([name withheld] & lady before), knowledgeable, calm & friendly.	No - keep doing what you are doing!	36-45	White British	
2	Jul-18	Extremely Likely	Brilliant service. My partner been well looked after.	None.	16-25	Other ethnic group	
3	Jul-18	Extremely Likely	All was very smooth and efficient, professional, great.	No.	36-45	White British	
4	Jul-18	Likely	Great care, very friendly & helpful.		26-35	Other ethnic group	
5	Jul-18	Likely	Helpful & understood.		16-25	White British	