

## Maternity Services - Friends and Family Test - Aug-18 to Sep-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>				
Aug-18	1	100.0	0.0	0.0
Sep-18	3	100.0	0.0	0.0
<b>Labour Ward - NDDH</b>				
Aug-18	3	100.0	0.0	0.0
Sep-18	13	100.0	0.0	0.0
<b>Bassett Ward - NDDH</b>				
Aug-18	28	100.0	0.0	0.0
Sep-18	32	100.0	0.0	0.0
<b>Postnatal Community Service</b>				
Aug-18	3	100.0	0.0	0.0
Sep-18	3	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	Aug-18	Likely	The midwife has been excellent. Also, the team at the hospital are very good. A recurring issue throughout was a request for a urine sample but no bottles ever given or stated you needed this at every midwife visit.	See urine sample issue above.	36-45	White British	
1	Sep-18	Extremely Likely	I have received nothing but great service from all the departments during my pregnancy.		26-35	White British	
2	Sep-18	Extremely Likely	Midwife easy to talk to & very knowledgeable given consultant appts & extra scan due to previous pregnancy - early labour.	A couple of additional scans have meant waiting between 1.5 - 2.5hrs in DAU for consultant as no appt.	26-35	White British	
3	Sep-18	Likely	My midwife was very friendly, helpful and always phoned any test results to me promptly.	I was shocked & surprised at how difficult it was to make an appt for a scan & to see consultant due to how full the clinics were and how few available appts there were. It upset me that over 9 months I never saw the same consultant twice, I had to see a different consultant / Dr every visit.			

## 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	Aug-18	Extremely Likely	Excellent care from midwifery team, [name withheld] our midwife was fabulous & did everything to reassure me and guide me through labour.		26-35	White British	
2	Aug-18	Extremely Likely	The staff are lovely.		26-35	White British	
3	Aug-18	Extremely Likely	The staff are amazing & kind, made me feel so at home Thank you!		26-35	White British	
1	Sep-18	Extremely Likely	Had an easy & natural birth (I think), felt safe throughout birth. Very friendly staff, made to feel welcome.	Not that we can think of. Thanks to you all!	26-35	White British	
2	Sep-18	Extremely Likely	The care I received was of the highest standard. I felt safe in the hands of the midwives who cared for me during the birth of my first child. Thank you.	Pay the staff more.			
3	Sep-18	Extremely Likely	Excellent care given from start to finish. The midwives & doctors are amazing. Can't thank them enough for their help & support.		26-35	White British	
4	Sep-18	Extremely Likely	Amazing support from all staff going above & beyond line of duty. Real credit to the NHS with staff who genuinely care. Love [names withheld]. x	No.	26-35	White British	
5	Sep-18	Extremely Likely	With the care I was given whilst in labour.	No. Everything was to how I expected on first delivery.	16-25	White British	
6	Sep-18	Extremely Likely	Fantastic staff, everyone very attentive and supportive. Always felt	More MCAs needed to ease the workload for the midwives.	36-45	White British	

			like I was kept informed and felt the staff were very genuine in the care they gave.				
7	Sep-18	Extremely Likely	I felt like I had all the help I needed to get through the pain of labour. Although I could not have a water birth, I feel supported and looked after well and received pain relief on request very quickly.	Possibly waiting times, if possible.	16-25	White British	
8	Sep-18	Extremely Likely			26-35	White British	
9	Sep-18	Extremely Likely	All staff extremely friendly and helpful. Very understanding and made everything more reassuring and easy.		16-25	White British	
10	Sep-18	Extremely Likely			26-35	White British	
11	Sep-18	Extremely Likely	All staff were outstanding and the care provided was exceptional.		36-45	White British	
12	Sep-18	Extremely Likely	Fantastic staff, empathetic, quick reactions, brilliant. Amazing experience in difficult circumstances. Fantastic care by [names withheld]. Fantastic response and planning by consultant Mr [name withheld]. Can't thank everyone enough.		16-25	White British	
13	Sep-18	Extremely Likely	Midwives were excellent. Very friendly, reassuring and communicated well throughout the time we spent in the labour ward.	Have fans in room - does get very hot.	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	Aug-18	Extremely Likely	I delivered my baby girl by C-section and recovery was very slow, but the ladies at Bassett Ward took very good care of me and baby [name withheld]. They were amazing, nice and kind. A few amazing ladies [names withheld] and unfortunately I couldn't remember the rest. Sorry!!!		36-45	Other ethnic group	
2	Aug-18	Extremely Likely	Treated extremely well when arrived & throughout traumatic delivery.	More staff as I ended up having to throw away expressed breast milk due to it being left for too long. Not staffs fault but extremely busy & short staff.	36-45	White British	
3	Aug-18	Extremely Likely	Midwives are all amazing and I can't thank them enough. So much love and support given by them all.	The way patients are spoke to in DAU.	16-25	White British	
4	Aug-18	Extremely Likely	The help & support has been incredible and the staff work hard to give every person the same treatment.	Nothing to suggest.	26-35	White British	
5	Aug-18	Extremely Likely	I found staff extremely helpful.		36-45	White British	
6	Aug-18	Extremely Likely	Our experience has been fantastic, all staff have been supportive and we have felt cared for. Nothing has been too much trouble for anyone.		26-35	White British	
7	Aug-18	Extremely Likely	All staff kind and more than happy to help.	Space for dads to stay and a way to allow dads to eat with mums.	36-45	White British	
8	Aug-18	Extremely Likely	Nothing was too much for any of the ladies on the ward, extremely kind		16-25	White British	

			and attentive! Very reassuring for both mum & dad.				
9	Aug-18	Extremely Likely	Lovely staff, was nice not being around new mums and their babies when yours isn't here yet.	Discharge times too long.	16-25	White British	
10	Aug-18	Extremely Likely	Felt well looked after.	No, it was perfect.	16-25	White British	
11	Aug-18	Extremely Likely	Really lovely, kind midwives and maternity care staff. Knowledgeable and approachable and, above all, professional. We were very well looked after.	Keep on doing what you are doing so well! Thank you.	36-45	White British	
12	Aug-18	Extremely Likely	Midwives & support staff all highly professional and attentive. Very clean. Thorough monitoring. Given lots of time post delivery in labour suite.	Turn phone to silent overnight. Central day room with magazines etc.	36-45	White British	
13	Aug-18	Extremely Likely	Everyone very friendly & welcoming & helpful. All kind staff and nice atmosphere. Thank you. x	No.			
14	Aug-18	Extremely Likely	The staff are amazing, supportive and have been very kind to me.		26-35	White British	
15	Aug-18	Extremely Likely	All on the ward are extremely friendly and very happy to help if you need anything. They are fantastic at their jobs. Thank you Bassett Ward.		26-35	White British	
16	Aug-18	Extremely Likely					
17	Aug-18	Extremely Likely	The staff are always friendly and very helpful.		26-35	White British	
18	Aug-18	Extremely Likely	All staff were amazing support! Nothing was too much. Thank you.	Air-con (for mums).	16-25	White British	
19	Aug-18	Extremely Likely	Very pleasant staff, very helpful when needing help with baby and myself.	Air-conditioning perhaps in hallways.	26-35	White British	
20	Aug-18	Extremely Likely	Extremely helpful and friendly team.	The cleaning team maybe to be more respectful of sleeping mothers & babies.	26-35	White British	

21	Aug-18	Extremely Likely	Very helpful.	N/A.	36-45	White British	
22	Aug-18	Extremely Likely	Great support when feeding (bottle) for my night stay.		26-35	White British	
23	Aug-18	Extremely Likely	Everyone was really lovely, friendly & supportive.	No.	26-35	White British	
24	Aug-18	Extremely Likely	Brilliant staff! Nothing was too much to ask, very friendly.	Better showers & toilet area (very cramped). Quite dull.	16-25	White British	
25	Aug-18	Extremely Likely	Friendliness & helpfulness of staff.		36-45	Asian / Asian British	
26	Aug-18	Likely	Nice staff - go above and beyond.	None.	26-35	White British	
27	Aug-18	Likely	Staff on Bassett Ward very friendly and helpful.		26-35	White British	
28	Aug-18	Likely	Lovely staff, all do an amazing job!		16-25	White British	
1	Sep-18	Extremely Likely	Faultless throughout - staff are all kind, thoughtful and relaxed from the consultant to Sodexo staff bringing you a cuppa.				
2	Sep-18	Extremely Likely	Kind, knowledgeable staff who put me at ease. Very friendly atmosphere.	None.	36-45	White British	
3	Sep-18	Extremely Likely	Every member of staff has been amazing, friendly and kind. I've felt very looked after from the get go and I really appreciate the personal interest your staff took in me and my baby.	I have a PICO dressing. I advise the manufacturer to put a clip on the pump so that it can be attached to clothing!	26-35	White British	
4	Sep-18	Extremely Likely	Staff was really lovely!	No.	26-35	White British	
5	Sep-18	Extremely Likely	I felt safe and cared for by all the staff on the ward. Thank you all.	More staff and better pay for them.	26-35	White British	
6	Sep-18	Extremely Likely	All the staff are brilliant, kind, caring & helpful. We had [name withheld] in delivery & [names withheld] afterwards and they were amazing. Thank you.	None. We couldn't fault it.	36-45	White British	
7	Sep-18	Extremely Likely	Excellent care by all members of the team!	Food service - wider choice of menu & times to eat when feeding baby &	26-35	White British	



				meals offered to dads too!			
8	Sep-18	Extremely Likely	Excellent, knowledgeable, caring staff.		36-45	White British	
9	Sep-18	Extremely Likely	Midwives are helpful and they care for the wellbeing of mother & child.		16-25	White British	
10	Sep-18	Extremely Likely	All the staff was so nice and polite and give me all the support what I was needed. Thanks all of you.	No.	16-25	Other ethnic group	
11	Sep-18	Extremely Likely	Lovely staff, very friendly and professional. Well taken care of.		16-25	White British	
12	Sep-18	Extremely Likely	Everyone is lovely and helpful.	No.	16-25	White British	
13	Sep-18	Extremely Likely	All lovely staff, given space when needed but also on hand when required.	Food was not very nice - quiche! But everything else was great.	26-35	White British	
14	Sep-18	Extremely Likely	Taken well care of.	Lovely people, no improvements.	26-35	White British	
15	Sep-18	Extremely Likely	All the same - have been brilliant. So helpful and friendly.		26-35	White British	
16	Sep-18	Extremely Likely	Because I wasn't confident in feeding & the midwives helped me be ready to go home. They are very supportive.	More staff but that can't be helped.	26-35	White British	
17	Sep-18	Extremely Likely	I am very happy with all the help I've had.	No.	26-35	White British	
18	Sep-18	Extremely Likely	The staff were extremely helpful, approachable & friendly - given that we're a hormonal mess when we came out. They go above & beyond.	No, keep up the great work.	26-35	White British	
19	Sep-18	Extremely Likely	Everyone very friendly, helpful and understanding.		16-25	White British	
20	Sep-18	Extremely Likely	Outstanding support and kindness given from all!	No!	26-35	White British	
21	Sep-18	Extremely Likely	The staff are outstanding, caring and supportive.	At times they were understaffed.	36-45	White British	
22	Sep-18	Extremely Likely	Because you have all been so wonderful & caring. Helped me enormously with the birth of my		26-35	White British	

			daughter.				
23	Sep-18	Extremely Likely	Friendly, helpful & very informative midwives.	No.	26-35	White British	
24	Sep-18	Extremely Likely	Excellent staff, kind & full of advice.	N/A.	26-35	White British	
25	Sep-18	Extremely Likely	Staff extremely knowledgeable & helpful.		26-35	White British	
26	Sep-18	Extremely Likely	All staff are very kind and helpful - couldn't have asked for more!	None.	26-35	Other ethnic group	
27	Sep-18	Extremely Likely	I was very impressed and pleased with the care and treatment from the ward.	No.	26-35	Black / African / Caribbean / Black British	
28	Sep-18	Likely	All staff were very, very good and helpful.	For me, was absolutely fine.	36-45	Other ethnic group	
29	Sep-18	Likely	Staff helpful.	Would've appreciated my younger siblings being able to see us, maybe look at individual families.	16-25	White British	
30	Sep-18	Likely			16-25	White British	Do not publish
31	Sep-18	Likely	Staff all very helpful.	When being discharged, for pharmacy to dispense tablets in a timely manner.	26-35	White British	
32	Sep-18	Likely	Great care. Looked after well.	N/A.	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	Patient request for anonymised comments not to be made public
1	Aug-18	Extremely Likely	Extremely kind and helpful service.		26-35	White British	
2	Aug-18	Extremely Likely	Friendly, approachable, knowledgeable staff.		36-45	White British	
3	Aug-18	Likely	Difficult to contact community	Funding for health visitors to run	36-45	White British	

			midwives directly via mobile number.	baby clinics / weigh-ins.			
1	Sep-18	Extremely Likely	Extremely good support team.	Not really - had an amazing experience.	26-35	Black / African / Caribbean / Black British	
2	Sep-18	Extremely Likely	I loved my delivery room and my midwife, [name withheld]. She was the best person that could deliver my child.		26-35	Other ethnic group	
3	Sep-18	Extremely Likely	Fantastic care given by the midwifery team. At the end of the phone if needed and all very caring and helpful.	No - brilliant from start to finish.	26-35	White British	