

## Maternity Services - Friends and Family Test - Oct-18 to Dec-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>				
Oct-18	2	100.0	0.0	0.0
Nov-18	1	100.0	0.0	0.0
Dec-18	No data	No data	No data	No data
<b>Labour Ward - NDDH</b>				
Oct-18	4	100.0	0.0	0.0
Nov-18	5	100.0	0.0	0.0
Dec-18	15	100.0	0.0	0.0
<b>Bassett Ward - NDDH</b>				
Oct-18	19	100.0	0.0	0.0
Nov-18	10	100.0	0.0	0.0
Dec-18	17	100.0	0.0	0.0

<b>Postnatal Community Service</b>				
Oct-18	8	100.0	0.0	0.0
Nov-18	3	100.0	0.0	0.0
Dec-18	3	100.0	0.0	0.0

### Qualitative feedback - Antenatal Service

	<b>Month</b>	<b>Friends and Family Test response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve our antenatal service?</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Oct-18	Extremely Likely	Excellent care throughout at both midwife appointments & scans.		26-35	White British	
2	Oct-18	Extremely Likely	Friendly midwife who has time (not rushed appointment), running on time.	No.	26-35	White British	
1	Nov-18	Likely	Good care. Midwives friendly. Responsive to growth scans.	Baby movement support (not a pattern) guidance.	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	Oct-18	Extremely Likely	The midwives, MCAs & nurses are so helpful, knowledgeable, kind and caring. They are truly awesome ladies, nothing was a problem, they were so lovely to us both. They are a massive asset to the hospital. Thank you ladies so very, very much! You were truly amazing.	No! The service was truly magnificent!	46-55	Asian / Asian British	
2	Oct-18	Extremely Likely	Welcoming, friendly, nothing too much.		26-35	White British	
3	Oct-18	Extremely Likely	Very helpful staff during & after birth.		16-25		
4	Oct-18	Extremely Likely	Friendly people. No messing around.	Nothing at all. Other places could learn from you.	26-35	White British	
1	Nov-18	Extremely Likely	Great care, felt well looked after.		26-35	White British	
2	Nov-18	Extremely Likely	Everyone was fantastic.	Not at all. Everything was perfect.	26-35	White British	
3	Nov-18	Extremely Likely	We went through 3 shift changes whilst in labour. All staff, including the trainees, were friendly, polite, helpful and knowledgeable, especially [names withheld].		26-35	White British	
4	Nov-18	Extremely Likely	The care and support that we were given was incredible. [Name withheld] was so kind & caring towards [name withheld] & I. We felt in safe hands & the experience was made fun & enjoyable. We were always kept well informed about our progress and situation. Thank you!	None.	26-35	White British	

			[Names withheld].				
5	Nov-18	Extremely Likely	The friendly and caring nature of the midwives. We always felt in safe hands.	No. During 4 births we have always been delighted with our care and safety.	26-35	White British	
1	Dec-18	Extremely Likely	Everyone has been great. Couldn't ask for better.	No.	26-35	White British	
2	Dec-18	Extremely Likely	Service.	N/A.	26-35	White British	
3	Dec-18	Extremely Likely	The team were amazing from the moment we arrived, they answered any questions and was very caring.	N/A.	16-25	White British	
4	Dec-18	Extremely Likely	Everyone was really helpful, encouraging & couldn't do enough for us.	No suggestions as everyone was so helpful.	26-35	White British	
5	Dec-18	Extremely Likely	Midwife care. [Names withheld].	No improvements, first class service.	26-35	White British	
6	Dec-18	Extremely Likely			26-35	White British	
7	Dec-18	Extremely Likely	I do not think I would have wanted to be anywhere else in the circumstances. Absolutely first class care.	No. We are so impressed with what you did for us and are eternally grateful.			
8	Dec-18	Extremely Likely	Excellent care & support through labour from all staff. Also, additional postnatal breastfeeding support excellent.	We had a student midwife from initial appointment throughout pregnancy & labour. Continuity of care helped us to feel really well supported & looked after.	26-35	White British	
9	Dec-18	Extremely Likely	From working in the hospital I had heard negative comments about maternity which concerned me. I cannot praise the care I received enough. A special thanks to [names withheld] who were incredible in helping me stay calm. Thank you.	I have nothing negative to say about my experience.			
10	Dec-18	Extremely Likely	The midwives have all been amazing as were the rest of the doctors / team.	None!	36-45	White British	
11	Dec-18	Extremely Likely	Friendly staff, informative and really know what they are doing,		26-35	White British	

			supportive.				
12	Dec-18	Extremely Likely	Wonderful experience of an elective C-section. Reassured throughout, wonderful care.		26-35	White British	
13	Dec-18	Extremely Likely	Feel safe & looked after and all together good care given. Thank you.	Not on this occasion - been brilliant.	26-35	White British	
14	Dec-18	Extremely Likely	[Name withheld] was absolutely fantastic. Friendly, supportive and I could not have asked for a better midwife. Thank you so much.	I could not fault the ward. This is my second baby and both experiences have been fantastic. Thank you for all you do.	26-35	White British	
15	Dec-18	Extremely Likely	Staff listened to me. Super-attentive & caring Thank you so much!	N/A.	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	Oct-18	Extremely Likely	Very helpful staff throughout stay.		16-25	White British	
2	Oct-18	Extremely Likely	Any time I have needed anything, full details have been given. Very delightful staff. Nothing too big.		16-25	Mixed / Multiple ethnic groups	
3	Oct-18	Extremely Likely	Everyone is very friendly & couldn't do anymore for both me & baby. Content knowing we were in safe hands. Many thanks.	Keep up the good work!	26-35		
4	Oct-18	Extremely Likely	Had a very positive experience, all staff kind and caring, well looked after.	No.	26-35	White British	
5	Oct-18	Extremely Likely	Every single midwife / nurse on the ward was beyond caring and helpful, I can't thank you all enough for your help and my care. I truly am grateful	None. Amazing team!! x			

			for such a lovely experience. x				
6	Oct-18	Extremely Likely	Everyone has been so friendly and helpful. Nothing was too much.	The shower is pretty terrible.	26-35	White British	
7	Oct-18	Extremely Likely	Very happy with our visit. Staff kind, friendly, very warming, could not do enough to make you feel as comfortable as possible.	Keep up the good work. Great team.	26-35	White British	
8	Oct-18	Extremely Likely	All midwives / MCAs and nurses were very kind, friendly and attentive. Nothing was too much trouble. All staff were really lovely & caring. Thank you all very much.	N/A.	46-55	Mixed / Multiple ethnic groups	
9	Oct-18	Extremely Likely	Supportive staff.		16-25	White British	
10	Oct-18	Extremely Likely	Staff were very polite and friendly & made me feel at ease at a scary time.	No.	16-25	White British	
11	Oct-18	Extremely Likely	All staff extremely helpful.		26-35	White British	
12	Oct-18	Extremely Likely	Excellent care following home birth - took time to help with breastfeeding.		26-35	White British	
13	Oct-18	Extremely Likely	Welcoming, friendly, nothing too much.	Better shower pressure (low water).	26-35	White British	
14	Oct-18	Extremely Likely	Everyone, midwives, doctors, MCAs, surgeon, anaesthetists were fantastic!	None.	26-35	White British	
15	Oct-18	Extremely Likely	Fantastic service and care! All the midwives I have met have been so helpful, friendly and approachable. I never would have been able to breastfeed without their help.	A massive thank you to [names withheld] and other support workers who looked after me so well. You did a fantastic job! So happy.	26-35	White British	
16	Oct-18	Extremely Likely	All the staff in maternity have given [name withheld] the best of treatment right from the start. Very highly recommended.		Over 65	White British	
17	Oct-18	Extremely Likely			36-45	White British	Do not publish
18	Oct-18	Extremely Likely	Treated extremely well. My girls were cared for brilliantly - SCBU.	The visiting - one HCA was extremely grumpy towards my family. It's a special time for us!!!	26-35	White British	

19	Oct-18	Likely	Friendly environment.	More support around C-section.			
1	Nov-18	Extremely Likely	Very friendly staff.	Improved shower facilities.	26-35	White British	
2	Nov-18	Extremely Likely	Was well looked after.		26-35	White British	
3	Nov-18	Extremely Likely	Outstanding, patient-centred care. Made to feel calm & supported throughout. A wholly positive experience. Thank you so much.	No!	26-35	White British	
4	Nov-18	Extremely Likely	They were all kind and consistent.		16-25	White British	
5	Nov-18	Extremely Likely	The care both myself and our babies have received has been extremely loving, attentive and supportive.	None, it's perfect here.	26-35	White British	
6	Nov-18	Extremely Likely	Very helpful.		16-25	White British	
7	Nov-18	Extremely Likely	Very helpful & there if you need them.	No.	26-35	White British	
8	Nov-18	Extremely Likely	The care & love & support from DAU through to being on the ward has been exceptional. I am now on day 7 of being here & the staff are unbelievable. I will never be able to put into words my thanks for the love & support to not only me, but my baby & husband too. Particular thanks to [names withheld].	If patients need to stay in longer than 24/48hrs, a little more space around the bed would be good.	26-35	White British	
9	Nov-18	Likely	Help provided with newborn, especially latching on.	More private rooms.	26-35	White British	
10	Nov-18	Likely	Friendly and helpful.	Reduce waiting time.	36-45	White British	
1	Dec-18	Extremely Likely	From working in the hospital I had my concerns about having a baby here from feedback I had heard, but I could not fault the care I received. It was amazing and the midwives could not have been more helpful.	No, unless you can suggest better food.	26-35	White British	
2	Dec-18	Extremely Likely	Throughout the whole experience the whole team were incredibly informative, supportive and caring.	N/A.	16-25	White British	



3	Dec-18	Extremely Likely	Fantastic care from DAU right through.		26-35	White British	
4	Dec-18	Extremely Likely			26-35	White British	
5	Dec-18	Extremely Likely	Very good care.		26-35	White British	
6	Dec-18	Extremely Likely	Good care given - very helpful staff.		26-35	White British	
7	Dec-18	Extremely Likely	Very helpful, nothing was too much trouble.		26-35	White British	
8	Dec-18	Extremely Likely	Everyone from tea ladies to midwives to doctors have been very friendly.				
9	Dec-18	Extremely Likely	Had to stay in overnight to establish feeding. Midwives were really helpful / knowledgeable & nothing was too much trouble, even watched my baby for a few hours so I could sleep.	No suggestions as everyone was amazing.	26-35	White British	
10	Dec-18	Extremely Likely	Staff [names withheld].	Partners to be able to stay longer.	26-35	White British	
11	Dec-18	Extremely Likely	The care from the midwives and MCAs were great, especially [names withheld].	Lower beds for small ladies such as 5ft under.	16-25	White British	
12	Dec-18	Extremely Likely	The level of care. The exceptional, professional approach of every single member of the team who all clearly love their jobs.	Nope. You are all a credit to the NHS.	36-45	White British	
13	Dec-18	Extremely Likely	All of the team have been amazing! Much better experience than Sept 15.	None.	36-45	White British	
14	Dec-18	Extremely Likely	Competent, attentive staff. Always at the ready to help, informative and patient.		26-35	White British	
15	Dec-18	Extremely Likely	Very professional and friendly staff. Couldn't be happier.	Free TV.	26-35	White British	
16	Dec-18	Extremely Likely	All the staff have been excellent. You are all angels and deserve medals.	Why improve perfect?	46-55	White British	
17	Dec-18	Likely	Very helpful & supportive.		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	Oct-18	Extremely Likely	The staff were extremely helpful, approachable & friendly.	Keep doing what you are doing.	26-35	White British	
2	Oct-18	Extremely Likely	Midwives are amazing! Can't thank everyone enough. Student midwife also incredible. Thank you all so much!	No.			
3	Oct-18	Extremely Likely			36-45	White British	Do not publish
4	Oct-18	Extremely Likely	Felt very well cared for and treated really well - me and baby.	More funding to have more staff.	26-35	White British	
5	Oct-18	Extremely Likely	Very attentive and caring. Took time to answer all questions. Really fabulous!	No.	36-45	White British	
6	Oct-18	Extremely Likely	Friendly, professional and caring.		36-45	White British	
7	Oct-18	Likely	Saw lots of different midwives - lack of continuity.		26-35	White British	
8	Oct-18	Likely	Very friendly midwives & health visitors. I felt comfortable asking them any questions I had.		26-35	White British	
1	Nov-18	Extremely Likely	Felt well cared for.		26-35	White British	
2	Nov-18	Extremely Likely	Everyone's very friendly and takes time 1:1, making you feel comfortable.	Keep smiling.	26-35	White British	
3	Nov-18	Likely			46-55	Other ethnic group	Do not publish
1	Dec-18	Extremely Likely	All staff have been so helpful & kind and have given me great and useful advice. Everyone has helped kept calm.		26-35	White British	
2	Dec-18	Extremely Likely	The care me and my newborn	None - I couldn't fault the care we	16-25	White British	

			received during labour & after was fantastic.	received.			
3	Dec-18	Extremely Likely			16-25	White British	Do not publish