

Maternity Services - Friends and Family Test - Jan-19 to Apr-19

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				
Jan-19	1	100.0	0.0	0.0
Feb-19	1	100.0	0.0	0.0
Mar-19	3	100.0	0.0	0.0
Apr-19	2	100.0	0.0	0.0
Labour Ward - NDDH				
Jan-19	38	100.0	0.0	0.0
Feb-19	48	100.0	0.0	0.0
Mar-19	33	100.0	0.0	0.0
Apr-19	45	100.0	0.0	0.0
Bassett Ward - NDDH				
Jan-19	53	100.0	0.0	0.0

Feb-19	57	100.0	0.0	0.0
Mar-19	46	95.7	0.0	4.3
Apr-19	58	100.0	0.0	0.0
Postnatal Community Service				
Jan-19	6	100.0	0.0	0.0
Feb-19	8	100.0	0.0	0.0
Mar-19	3	100.0	0.0	0.0
Apr-19	2	50.0	50.0	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?	Patient request for anonymised comments not to be made public
1	Jan-19	Extremely Likely	Sonographer - [name withheld] was really kind. Took the time to explain what she was doing and was really friendly & chatty.	No - keep doing what you're doing!	
1	Feb-19	Extremely Likely	Informative. Supporting team.	N/A.	
1	Mar-19	Extremely Likely	The advice, information & support provided & offered has been great. I have felt able to tell & ask my midwife anything, which has made my pregnancy feel relaxed. I have been offered a great deal of support & am very happy.		

2	Mar-19	Extremely Likely	Excellent staff, level of support - not intrusive not [illegible].	No. I always feel very well cared for.	
3	Mar-19	Extremely Likely	The midwife has been very friendly & knowledgeable.	A little more information at the beginning of a first pregnancy would be nice.	
1	Apr-19	Extremely Likely	Couldn't ask for better care and friendly staff.	No.	
2	Apr-19	Extremely Likely	The service is good and the care you receive is good.	The antenatal class need to be long and more detail and midwife at the doctors need to explain more and not rush.	

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?	Patient request for anonymised comments not to be made public
1	Jan-19	Extremely Likely	I wasn't there very long, mainly in the DAU then straight to surgery but very happy with treatment, support & advice all around, especially [name withheld].	None - more than perfect.	
2	Jan-19	Extremely Likely	All the midwives & doctors were exceptionally helpful from the moment you arrive.		
3	Jan-19	Extremely Likely	Kind & professional care during a very stressful labour, especially from [name withheld] the midwife.	Slightly mixed messages about when to come in during early labour, this could be clearer.	
4	Jan-19	Extremely Likely	Everyone was wonderful and super helpful & lovely, perfect. x	Nothing at all, all perfect.	
5	Jan-19	Extremely Likely	Very, very kind and helpful.		
6	Jan-19	Extremely Likely	Everyone was very helpful, they listened to what I wanted and try working with it, I couldn't of had a better team to help.	I really don't see what there is to improve on.	
7	Jan-19	Extremely Likely	Very reassuring, calm and experienced staff. I was able to have my mum & partner present. The experience did not feel medicalised, great environment. Excellent aftercare.	N/A.	

8	Jan-19	Extremely Likely	Was so well cared for and looked after, cannot fault.	No, absolutely perfect.	
9	Jan-19	Extremely Likely			
10	Jan-19	Extremely Likely	CS theatre staff were great. Friendly, caring professional.	No - keep up good work. Thanks so much xx.	
11	Jan-19	Extremely Likely	Everyone has been wonderful and helpful. Every single nurse, midwife, doctor. The whole team have done so much to help - thank you!	Not at all, keep up the excellent work. (Don't forget to take you breaks - you deserve them!)	
12	Jan-19	Extremely Likely	So friendly, approachable and caring, very understandable.		
13	Jan-19	Extremely Likely	All staff professional, made me feel at ease and all introduced themselves to me. Were very good at explaining what was happening.	No.	
14	Jan-19	Extremely Likely	Midwives went above and beyond to make sure I was ok at all times. Nothing too much trouble for them.	N/A.	
15	Jan-19	Extremely Likely	Midwives were amazing and calmed my nerves in an emergency situation.	No, can't fault the care I received.	
16	Jan-19	Extremely Likely	Very helpful all round. Every aspect of the team.	N/A.	
17	Jan-19	Extremely Likely	The wonderful and helpful staff.	No suggestions.	
18	Jan-19	Extremely Likely	I had a planned C-section - everyone was very friendly & put me at ease. (All grades of staff). Everything was explained - [name withheld] was lovely.	No.	
19	Jan-19	Extremely Likely	Level of care I received from midwives, theatre staff and Dr [name withheld]. Well looked after.		
20	Jan-19	Extremely Likely	Every single midwife & doctor was incredible!!		
21	Jan-19	Extremely Likely	All midwives were great, made the process a lot easier for me & partner.	No, everything was great.	
22	Jan-19	Extremely Likely	I can't be any more grateful for the team I had in my experience and they took care of my family members too.	Nothing, everything went amazing.	
23	Jan-19	Extremely Likely		None.	
24	Jan-19	Extremely Likely	The midwife was very matter of fact, which filled me with confidence.	Provide bigger chair for the man to sleep on.	
25	Jan-19	Extremely Likely	They were extremely professional with a caring approach. They listened & responded to our point of view, made sure we understood everything.	In our situation, having initial contact with the 2 midwives, we would have benefitted with having an overview of what to expect before anyone else	

				entered the room. As it was, we had many people piling into the room at once, so was overwhelming at such a difficult time.	
26	Jan-19	Extremely Likely	C-section procedure is so much better now there is no waiting around. Theatre crew were fantastic as was my midwife [name withheld]. Thank you to you all.	No, stay as you are. You all do an incredible job xx.	
27	Jan-19	Extremely Likely	I have had another wonderful experience having a planned section for the second time. All staff have been so helpful and friendly.		
28	Jan-19	Extremely Likely	Staff very knowledgeable, kind, supportive and friendly. When delivery wasn't going to plan the response was fast, everyone was amazing. I felt very safe in a stressful time.	No, your all fabulous.	
29	Jan-19	Extremely Likely	Very helpful, polite and extremely professional staff. I'm very pleased to be giving birth at this ward.		
30	Jan-19	Extremely Likely	Very helpful and responsive to when I needed help in labour. [Names withheld] were excellent and it was nice to see a trainee be so helpful and switched on. All the team were fab!	Not really.	
31	Jan-19	Extremely Likely	Everyone was lovely, caring and calm. Explained everything to me all the way through. Extremely happy with my care.	None.	
32	Jan-19	Extremely Likely	Supportive - always make sure your ok. Kind staff.	No.	
33	Jan-19	Extremely Likely	[Name withheld] was amazing, stayed in the room throughout the process.		
34	Jan-19	Extremely Likely	Staff were amazing. Very caring, kind and very supportive. Offered lots of advice and very friendly. Made me feel at ease.	Do not change.	
35	Jan-19	Extremely Likely	All staff were very helpful in any way that they could be.	No.	
36	Jan-19	Extremely Likely	I was given such good care & assurances the whole time even through it was clear I was v. nervous.	No. But [name withheld] midwife was amazing!	
37	Jan-19	Likely	Very impressed with all the staff and their effort! Great support and very well looked after / before and after birth.	Huge thank you to the team, hope you all have a wonderful 2019. All the best.	
38	Jan-19	Likely	Good staff.	No.	

1	Feb-19	Extremely Likely	Staff very friendly & reassuring during elective section.	No.	
2	Feb-19	Extremely Likely	Every member of staff did their utmost to make us feel safe and looked after.		
3	Feb-19	Extremely Likely	Care was amazing.	No.	
4	Feb-19	Extremely Likely	Amazing care throughout our stay.		
5	Feb-19	Extremely Likely	Informative & caring staff throughout, explained process & at each stage again.	No.	
6	Feb-19	Extremely Likely	Amazing staff. Midwives were perfect and we couldn't have asked for better.		
7	Feb-19	Extremely Likely	Very friendly and accommodating, amazing team of staff.	Quicker discharge after labour.	
8	Feb-19	Extremely Likely	Every midwife I have seen has put me at ease they have looked after me and made my labour a much nicer experience than my previous child having had him in Liverpool, I love the more laid back relaxed approach here. Midwives are very attentive & friendly. Great place to have a child.	None, amazing ward, amazing midwives, can't fault them.	
9	Feb-19	Extremely Likely	I was really well advised and looked after, also felt my concerns were heard.	Only suggestion would be that partners are listened to as well as mothers.	
10	Feb-19	Extremely Likely			
11	Feb-19	Extremely Likely	Everyone was great. The midwives were wonderful & honoured my birth plan even when it didn't quite go to plan. [Name withheld] who came with me when I went and had the emergency C-section was incredible. In fact, all staff were amazing. I don't think I could have been cared for better.	None.	
12	Feb-19	Extremely Likely	Very friendly & informative.		
13	Feb-19	Extremely Likely	Very friendly.	None, excellent.	
14	Feb-19	Extremely Likely			
15	Feb-19	Extremely Likely	Staff were very friendly and helpful.		
16	Feb-19	Extremely Likely	Amazing team, fast & reassuring.		
17	Feb-19	Extremely Likely	Looked after very well, all my needs where met. Felt at ease and very comfortable. Great staff.	N/A.	
18	Feb-19	Extremely Likely		Possibly explain to partners what to expect when	

				partner comes around from general anaesthetic after C-section.	
19	Feb-19	Extremely Likely	Very welcoming and friendly, felt so comfortable.	Everyone done an amazing job, appreciate it so much.	
20	Feb-19	Extremely Likely	Everyone is very caring & looking after the patients. Midwife are very friendly & very supportive through the labour process! x		
21	Feb-19	Extremely Likely			
22	Feb-19	Extremely Likely	The staff were so reassuring and comforting. They really put me at ease and made me feel safe.		
23	Feb-19	Extremely Likely	Excellent care by all staff. I felt very safe and encouraged.	The shower was awful - it took me an hour to get clean.	
24	Feb-19	Extremely Likely	Friendly and reassuring staff, confident, clean.		
25	Feb-19	Extremely Likely	We are really happy with the care and attention we received. [Name withheld] was our midwife and she was brilliant, caring and supportive. The whole team responded quickly and effectively, working together to help us deliver our lovely boy.	Initial cold reception earlier in the day when waters broke. We felt we were put off coming in too often as in our particular case contractions stopped altogether and [name withheld] was completely dilated when we were admitted.	
26	Feb-19	Extremely Likely	Caring & extremely helpful.	N/A.	
27	Feb-19	Extremely Likely	Everyone was amazing, helpful and friendly, no bad words to say.	No.	
28	Feb-19	Extremely Likely	Wonderful staff and clean surroundings.	N/A.	
29	Feb-19	Extremely Likely	Professional, supportive, caring unit.	N/A.	
30	Feb-19	Extremely Likely	Lovely, friendly caring and helpful staff.		
31	Feb-19	Extremely Likely	The staff were very friendly, efficient and helpful, made us feel at ease during a worrying delivery and time.	N/A.	
32	Feb-19	Extremely Likely	Very friendly, informative staff. Felt in safe hands. Very clean surroundings.		
33	Feb-19	Extremely Likely	Very caring and attentive. Wasn't left alone in pain midwife [name withheld] sat with me through my labour. Doctors were excellent as well.	None. Fab experience.	
34	Feb-19	Extremely Likely	Really good care, lovely midwives.	Somewhere for dads to stay over for babies born during non visiting times / early hours of morning.	
35	Feb-19	Extremely Likely	So supportive and helped me so much step by step for my first ever experience.	None keep up the amazing work.	

36	Feb-19	Extremely Likely	Fantastic birthing experience for my first baby. Lovely manner, yet professional staff that helped & explained the whole process very well, whilst keeping us all calm.	N/A.	
37	Feb-19	Extremely Likely	Brilliant midwives, really caring, tried to help me as much as possible. Couldn't thank them enough both times.	No.	
38	Feb-19	Extremely Likely	Good facilities and friendly, encouraging and experienced staff.	N/A.	
39	Feb-19	Extremely Likely	I had a great experience - we let the midwives know I was practising [illegible] & they gave me freedom to focus on that & [illegible], everyone really positive & friendly. Felt very well looked after even through it was busy!		
40	Feb-19	Extremely Likely	One word - amazing!!! Thank you all so much.	No!	
41	Feb-19	Extremely Likely	Staff extremely helpful & caring.	No.	
42	Feb-19	Extremely Likely	[Names withheld] (student) were amazing. Very caring and attentive staff. All midwives kept us calm and explained every stage in detail, supporting and amending as I progressed.	No.	
43	Feb-19	Extremely Likely	I felt safe [name withheld] was knowledgeable, kind, respectful & reassuring.		
44	Feb-19	Extremely Likely	Excellent care from [names withheld] during a difficult, natural birth. Thank you!		
45	Feb-19	Likely	Friendly staff who make you feel welcome and relaxed.		
46	Feb-19	Likely	I didn't click with my midwife but she did explain everything that was happening when things started to go wrong. I got the impression she was annoyed I got upset though.	Midwife could've been a little more understanding & supportive.	
47	Feb-19	Likely	Everyone here works as a proper team and always makes people feel welcomed.	To have a bit more communication for friends and family.	
48	Feb-19	Likely	The midwives were all lovely and caring. I felt very looked after. The team did a great job. One doctor didn't seem to agree that I could wait to be induced which upset me.	No.	

1	Mar-19	Extremely Likely	The midwives were amazing, they made me feel safe and comfortable. I couldn't of asked for a better delivery.	No improvement needed!!	
2	Mar-19	Extremely Likely	Always someone with you for reassurance.	Speed and efficiency when getting pain relief.	
3	Mar-19	Extremely Likely	The midwives were so caring and attentive to our needs and requests. They helped to make the process as straight forward as possible.	None - exceeded my expectations!	
4	Mar-19	Extremely Likely	All lovely staff and midwives looked after me brilliantly. Thank you all. xx		
5	Mar-19	Extremely Likely	Well looked after. Thank you for everything.	No.	
6	Mar-19	Extremely Likely	Was very organised and everything done with the best intention of my self and the baby, Thank you.		
7	Mar-19	Extremely Likely	Lovely midwife at every stage. Reassurance. Explanations clear.	No.	
8	Mar-19	Extremely Likely	Always a midwife with us and they were very helpful and supportive.	None.	
9	Mar-19	Extremely Likely	Our midwife [name withheld] was brilliant. Very reassuring and gave me the confidence I needed. Also, her assistant was very supportive also.		
10	Mar-19	Extremely Likely	Even though it was very busy and it was short staffed. I felt very much looked after and everyone was very reassuring.	The only thing that worried me was how long we had to wait for paediatricians. Just made me worry about the baby. But I understand it was busy.	
11	Mar-19	Extremely Likely	Attentive, reassuring, helpful, kind, very informative.	No.	
12	Mar-19	Extremely Likely			Do not publish
13	Mar-19	Extremely Likely	Transferred to labour ward following failed induction resulting in C-section under GA. Staff were amazing & spent time explaining everything to me. The care I received & my baby received was outstanding.		
14	Mar-19	Extremely Likely	Fantastic support from all staff despite having a very busy night. Very helpful and calming. Perfect experience all round.	No.	
15	Mar-19	Extremely Likely	The care I received was outstanding, my birth was the most positive experience as I was given individual support & care from the entire team. Despite my plan changing, the on-call consultant Mr [name withheld] gave me the chance to go into labour naturally, which	None.	

			I did and the supportive midwives & student midwives who guided me through from waters breaking to irregular contractions, to the change of plan to a C-section when I didn't progress. The entire team from midwives, MCA's, anaesthetists, doctors & consultant ensured I felt safe & informed and soon had my beautiful daughter safely in my arms. You all were incredible and started me on my breastfeeding journey, starting us on the sepsis pathway care plan when my temp was high. All I wanted was a chance to birth naturally and you all made this possible. Thank you.		
16	Mar-19	Extremely Likely	Because the midwives are amazing. When I didn't think I could give birth to my son they were there to hold my hand and got me & my husband to the end.	None, they were great.	
17	Mar-19	Extremely Likely	Made me feel more comfortable and at ease with everything going on. Very supportive and reassuring helping me feel more in control.	Not from my experiences 5*.	
18	Mar-19	Extremely Likely	Midwives & all staff were brilliant. Had a very traumatic labour resulting in C-section & couldn't fault anyone, whole theatre team were amazing. Thank you.	N/A. Thanks for everything.	
19	Mar-19	Extremely Likely	Great theatre experience for C-section.		
20	Mar-19	Extremely Likely	Couldn't of asked for a better midwife, very caring, made me feel safe & was very clear about all info. Calm, collected & helpful all the way through.	None.	
21	Mar-19	Extremely Likely	Very attentive, friendly staff all round. Nothing seems too much for them. Close, comforting relationships formed with certain midwives.	Due to workload / staff ratio, sometimes things took a little longer than necessary to achieve e.g. removing drip needle from arm.	
22	Mar-19	Extremely Likely	From start to finish, each member of staff were with you all the way. [Names withheld] made an extra effort to visit us on Bassett the next day to see how me and the twins were doing. Can't fault them.	No.	
23	Mar-19	Extremely Likely	Support and advice throughout was incredible. I and the family couldn't have felt more at ease.	No.	
24	Mar-19	Extremely Likely	[Name withheld] & the other staff were brilliant.	More information on what to bring into hospital and	

			Made us very relaxed, aware of all options and very informed. Had an amazing birth experience. Thank you.	what is provided. Towel for shower etc.	
25	Mar-19	Extremely Likely	Excellent care given at all times very supportive team of people.		
26	Mar-19	Extremely Likely	[Name withheld] was brilliant, made us feel at ease.		
27	Mar-19	Extremely Likely	The midwives are very helpful.	No.	
28	Mar-19	Extremely Likely	Everyone was amazing and really lovely.	No.	
29	Mar-19	Extremely Likely	Everyone friendly, very helpful and caring.		
30	Mar-19	Likely	I thought it was good & I really like the staff efforts.		
31	Mar-19	Likely	Because of how friendly and helpful the midwives and doctors were.		
32	Mar-19	Likely	Happy with the service provided. Everyone was extremely helpful.		
33	Mar-19	Likely	Aftercare amazing.		
1	Apr-19	Extremely Likely	Caring, supportive staff.		
2	Apr-19	Extremely Likely	[Name withheld] was superb! Thank you.	No.	
3	Apr-19	Extremely Likely	Friendly & very helpful staff.		
4	Apr-19	Extremely Likely	All of the staff from start to finish gave an amazing level of care (they made a horrible labour a positive experience). I'm so grateful that everyone goes above & beyond in the department. It means so much!	None at all. Keep up the good work guys!	
5	Apr-19	Extremely Likely	Was made welcome and put at ease even when I was so scared.		
6	Apr-19	Extremely Likely	The girls were very nice, friendly, helpful, kind, caring and very understanding & supportive. Would not fault them, having had good experience.	No, not really.	
7	Apr-19	Extremely Likely	I felt supported and informed throughout the process. All staff were incredibly professional and genuinely kind and caring.	N/A.	
8	Apr-19	Extremely Likely	All members of staff were brilliant and I was confident enough to [illegible] advice and trust them 100%. They were able to act quickly and effectively to my needs.	No suggestions.	
9	Apr-19	Extremely Likely	All staff were polite, friendly, helpful &		

			knowledgeable. I felt supported at all times and in good hands, nothing was too much trouble & equipment was good.		
10	Apr-19	Extremely Likely	My labour and birth experience was amazing and felt empowered all the way through. Felt my decisions were respected all way through. Thank you [name withheld] in Labour Ward.	No, just keep being great.	
11	Apr-19	Extremely Likely	They looked after me and supported me as much as they could through delivery.		
12	Apr-19	Extremely Likely			
13	Apr-19	Extremely Likely	Helped with all my labour worries, especially as my first.	Nope, all staff are excellent and helpful.	
14	Apr-19	Extremely Likely	All the staff were very friendly and helpful throughout.		
15	Apr-19	Extremely Likely			
16	Apr-19	Extremely Likely	Everyone has been very supportive and helpful esp. when they were really busy.	No.	
17	Apr-19	Extremely Likely	Considering baby was born on one of the busiest days of the year my care given by [name withheld] was amazing! She enabled me to have the water birth I'd always wanted & helped me feel fully in control. She was amazing, we can't thank her enough!	No suggestions, considering how busy it was we never felt like we weren't a priority even after birth.	
18	Apr-19	Extremely Likely	The staff here are really nice and caring, they make sure you are comfortable and they check up on you. They also help people with questions or any worries you may have.	No, as everything is all good.	
19	Apr-19	Extremely Likely	Been looked after well really lovely midwife [name withheld].		
20	Apr-19	Extremely Likely	Midwives offered excellent support and reassurance.	None.	
21	Apr-19	Extremely Likely		Opening hours are too short (3-6).	
22	Apr-19	Extremely Likely	So grateful to everyone, massive thank you.	Keep doing what your are doing, many thanks [name withheld].	
23	Apr-19	Extremely Likely	Exceptionally helpful & friendly.		
24	Apr-19	Extremely Likely	We couldn't be happier with the care we received during our visit here. [Name withheld] and the team were fantastically helpful, made us feel so comfortable	Absolutely nothing! I wouldn't change a thing.	

			during our special time.		
25	Apr-19	Extremely Likely	The care & support was brilliant.	None.	
26	Apr-19	Extremely Likely	Friendly staff, very calm although they were busy.	Nope.	
27	Apr-19	Extremely Likely	Staff were brilliant. Good facilities.	None.	
28	Apr-19	Extremely Likely	Very supportive & knowledgeable staff. Excellent one-to-one care. Thank you.		
29	Apr-19	Extremely Likely	Very helpful and friendly staff.		
30	Apr-19	Extremely Likely	Such caring, supportive staff. I felt reassured & in good hands the entire time. Great facilities. I feel I received excellent care. Thank you! Esp. [names withheld] and a fantastic lady anaesthetist - sorry we've forgotten her name.		
31	Apr-19	Extremely Likely	The support and care we received was of the highest order. We are forever grateful for the work they did during our labour. [Names withheld] were all amazing!	None.	
32	Apr-19	Extremely Likely	The midwives were amazingly kind and caring, I felt very safe and they did an amazing job.	No.	
33	Apr-19	Extremely Likely	Really friendly & supportive staff who had a lot of time to give.	Nope.	
34	Apr-19	Extremely Likely	I felt at ease and extremely well attended to. Blown away by the swift and seamless delivery when it turned into an emergency C-section.		
35	Apr-19	Extremely Likely	Great staff.		
36	Apr-19	Extremely Likely	Fantastic support from all staff. I was very anxious and all staff were amazing.	No. Thank you ever so much for your help & support and bringing our daughter into the world safely.	
37	Apr-19	Extremely Likely	Well looked after, midwife stayed to see baby born.	Consultant in haze, unsure of what was happening at points, but happy whatever to have baby in arms.	
38	Apr-19	Extremely Likely	So supportive and kind, couldn't ask for a better team.		
39	Apr-19	Extremely Likely	All staff have shown attention to detail in all aspects of our care. Staff have helped me to understand our treatment and have shown us kindness beyond what was necessary.	None. This ward is fantastic.	
40	Apr-19	Extremely Likely	All staff so helpful & accommodating, even when under extreme pressure.	The staff manage the facilities they have to a fantastic standard.	
41	Apr-19	Extremely Likely	V. good support. Informative. V. friendly. Good team		

			work.		
42	Apr-19	Likely	Great staff, friendly, polite and professional.	No.	
43	Apr-19	Likely	Well looked after by lovely, kind staff - esp. [name withheld], such a lovely lady! All the staff are fab.	Bit more cleaning - spotted blood on toilet floor.	
44	Apr-19	Likely	Lovely staff, efficient & clean.	Consultant didn't talk me through the procedure, just gave me a leaflet.	
45	Apr-19	Likely	Most of the staff are brilliant, very caring and understanding.	Bit more cleaning, blood been in the bathroom for a few days now.	

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?	Patient request for anonymised comments not to be made public
1	Jan-19	Extremely Likely	Really happy with care. Parking good. Easy to get to. Clean environment helpful team. Knowledgeable, quick to respond. Nice food & regular drinks.	I'm sure there are lots of pros and cons, but perhaps if partners could stay on ward. My birth experience was very straightforward but I wonder how I would feel if my labour had been traumatic & partner had to go home.	
2	Jan-19	Extremely Likely	Very kind & caring support from all staff, [name withheld] was the biggest support I had & is exceptionally good at her job.		
3	Jan-19	Extremely Likely	I feel I've received attentive, expert care.	No.	
4	Jan-19	Extremely Likely	All the staff I have come across on maternity (Delivery & Bassett) have been amazing and so helpful. Nothing is too much.	No.	
5	Jan-19	Extremely Likely	Midwives are very friendly and gave me all the care and attention I needed. They all helped us both through everything, which in turn made us both more relaxed.	Yes. Above bed 2 there is a blue light on the ceiling which kept me awake and in the Delivery Suite the showers didn't work very well.	
6	Jan-19	Extremely Likely	Fab team, cannot thank everyone enough. My family is now complete.	No.	

7	Jan-19	Extremely Likely	The support (particularly at night) when I was stressed & tired was invaluable.		
8	Jan-19	Extremely Likely	Cause all staff & helpers were amazing and super helpful.	Nothing at all I think your all perfect.	
9	Jan-19	Extremely Likely	Everyone has been really helpful. No matter what it is, there is always someone to help. Thank you very much.	None, you're doing brilliantly and I can't thank you enough.	
10	Jan-19	Extremely Likely	The midwives have all been lovely, nothing too much trouble for them.	N/A.	
11	Jan-19	Extremely Likely	All staff have been very kind and professional, explaining what is going on every step of the way.	No.	
12	Jan-19	Extremely Likely	Amazing staff all round, very caring & helpful. Nothing was too much effort.	None needed at moment.	
13	Jan-19	Extremely Likely	The wonderful and helpful staff.	No suggestions.	
14	Jan-19	Extremely Likely	All staff were lovely, friendly & helpful. All students - DAU & ward exceptional.	No.	
15	Jan-19	Extremely Likely	The high level of care received. The lovely ladies that looked after me - [names withheld] every member of staff were [illegible] and approachable.		
16	Jan-19	Extremely Likely	Every midwife & doc was so helpful.		
17	Jan-19	Extremely Likely	Everyone very helpful.	No!	
18	Jan-19	Extremely Likely	Out of this world care, everything was amazing. Cannot fault, staff are so amazing.	No! Perfect.	
19	Jan-19	Extremely Likely	All the team helped me with the feeding, changing, handling. I felt comfortable with every midwife and other members of the team.	Maybe just some reassurance sometimes due to baby blues.	
20	Jan-19	Extremely Likely	Friendly and helpful, really helped with breastfeeding.	Maybe ask what would like to be improved on.	
21	Jan-19	Extremely Likely	Friendly staff. Nice room.	No.	
22	Jan-19	Extremely Likely		No.	
23	Jan-19	Extremely Likely	All the staff were great - midwives, care assistants, catering staff, theatre staff - all very respectful and kind.	Post C-section or birth injury pain relief options for breastfeeding mothers needs reassessment. Although midwives were great and gave me reduced oramorph, that really helped.	
24	Jan-19	Extremely Likely	I've been very well looked after and my baby. Everyone on the ward have been lovely.	Maybe some little fans for the mums as it gets very hot.	

25	Jan-19	Extremely Likely	Food is good. Service and care fantastic I cannot express how amazing the team is, from MCAs, midwives to Dr's. The care and commitment to patients is above and beyond expectations.	Self-service breakfast area. Single bed bays for long stay patients.	
26	Jan-19	Extremely Likely	Very supportive staff, especially with breastfeeding. Made me feel at ease. Everyone was kind and informative throughout.	N/A.	
27	Jan-19	Extremely Likely	Kind and experienced staff.		
28	Jan-19	Extremely Likely	Professionalism, kind, caring staff. Always happy & advise & support.		
29	Jan-19	Extremely Likely	Lovely, friendly staff.	Only problem I had was a faulty shower which the staff reported.	
30	Jan-19	Extremely Likely	Staff are very professional, but kind & friendly, always happy to help. Facilities on the whole are adequate.	Provisions for couples to stay together. We found it hard that dad had to go home as he's an integral part of mine & baby's wellbeing and care at this time.	
31	Jan-19	Extremely Likely	Compassionate, honest care. Felt very well and personally looked after, as did my husband.	Didn't realise there was somewhere to make tea - although someone always brought me a cup so I didn't miss out!	
32	Jan-19	Extremely Likely	Fantastic care, both for baby and myself.	No. All good from our point of view.	
33	Jan-19	Extremely Likely	I have had another wonderful experience having a planned section for the second time. All staff have been so helpful & friendly.		
34	Jan-19	Extremely Likely	From the Delivery Suite, to theatre, to Bassett Ward everyone has been amazing, approachable, friendly and kind. I have felt very safe and in the best hands.	Not at all, your all amazing. Ward is very warm, we were in bed. Thank you for your help with our little lady.	
35	Jan-19	Extremely Likely	All the staff in Bassett Ward were very helpful, polite and extremely professional at what they were doing. I'm very pleased and I'll definitely recommend it to friends and families.		
36	Jan-19	Extremely Likely	Given my little lad observations every 2 hours - very attentive. Thank you to [name withheld] for all your help with feeding and making our day comfortable.	N/A.	
37	Jan-19	Extremely Likely	All staff very attentive, supportive & knowledgeable.	None.	
38	Jan-19	Extremely Likely	So helpful and patient. Really understanding and informative. Extremely pleased with my & her care.	None.	
39	Jan-19	Extremely Likely	I feel I have been looked after very well here. All staff	No.	

			very friendly and helpful.		
40	Jan-19	Extremely Likely	Very supportive. Always make sure your ok. Kind staff.	No.	
41	Jan-19	Extremely Likely	All midwives and staff were amazing, especially [name withheld] who really helped my little one latch!		
42	Jan-19	Extremely Likely	Lots of professional and personal care, nothing too much trouble. Treated like a human, not a number!	More tea rounds! Not able to go to kitchen to make yourself after surgery.	
43	Jan-19	Extremely Likely	Kind, caring staff. Midwives are very helpful and informative. Lovely atmosphere.	None. Do not change anything.	
44	Jan-19	Extremely Likely	All staff were very helpful before & after labour, answered any questions that I had.	No.	
45	Jan-19	Extremely Likely	Great advice on breast feeding, looked after well and the food options were a great range.	No.	
46	Jan-19	Likely	Great service, staff.		
47	Jan-19	Likely	Friendly, helpful, especially understanding.		
48	Jan-19	Likely	Because everyone explained what they was doing step by step, also very friendly and could not be any more helpful if they tried. Thank you.	Keep up the great work you already do!	
49	Jan-19	Likely	Looked after and cared for me well.	A new shower.	
50	Jan-19	Likely	All grades of staff are incredibly friendly & helpful.		
51	Jan-19	Likely	The midwives are fantastic, very caring & helpful.		
52	Jan-19	Likely	Most staff were friendly - especially Sodexo staff. Very helpful with breastfeeding.	Just check in with patients a little more (e.g. do you need some pain relief) I felt a bit of a pain ringing my bell.	
53	Jan-19	Likely	All of the staff have been fantastic, I have not given 'extremely likely' as a past experience wasn't great. However, if this is how it is now & only this stay I would give 'extremely likely'.	I found that it would be easier if you could have 2-3 midwives per pt. It would benefit as sometimes a midwife I had seen previous would be in again but not allocated to me!	
1	Feb-19	Extremely Likely	All staff very friendly & helpful during my stay. Nothing too much trouble.	No.	
2	Feb-19	Extremely Likely	All the staff are warm, caring and attentive. Nothing is too much trouble for them.		
3	Feb-19	Extremely Likely	I have had all 3 of my babies here and have received the best care every time. I wouldn't have my babies anywhere else.	I don't think the midwives and Dr's etc. could do anymore they have been amazing all 3 times.	

4	Feb-19	Extremely Likely	Care was outstanding.	No.	
5	Feb-19	Extremely Likely	Fabulous care for mum & baby throughout. Cannot fault the amazing care given.		
6	Feb-19	Extremely Likely	Excellent communication, organisation, professionalism, staff calm & collected & reassuring.	No, you have all been amazing.	
7	Feb-19	Extremely Likely	Amazing staff, nothing is too much.		
8	Feb-19	Extremely Likely	Seen very quickly and felt at ease right away. Very friendly & approachable. Both mother & father felt very welcomed.	None, think all doing a great job.	
9	Feb-19	Extremely Likely	Everyone is so friendly, welcoming and reassuring.		
10	Feb-19	Extremely Likely	All staff are incredible. The two MCAs that looked after me [names withheld] were wonderful & patient when I struggled to get baby to latch, helping & guiding. Some for the midwives [names withheld] & everyone else went above & beyond to help me & [name withheld]. The student midwife who also went above & beyond.	None.	
11	Feb-19	Extremely Likely			
12	Feb-19	Extremely Likely	Great care and quick discharge.		
13	Feb-19	Extremely Likely			
14	Feb-19	Extremely Likely	Amazing, friendly team! Thank you for everyone who looked after me & my baby, you are all great and very caring!		
15	Feb-19	Extremely Likely	Help was given when needed, all caring and thoughtful.		
16	Feb-19	Extremely Likely	Very well looked after, staff very friendly and always on standby to help. I can't fault the service here, it's brilliant.	N/A.	
17	Feb-19	Extremely Likely		Possibly having a trained nurse to do tongue ties as we have had 3 children now and it seems it could be done at birth.	
18	Feb-19	Extremely Likely	Very friendly.	No, excellent.	
19	Feb-19	Extremely Likely	The midwives have been amazing. They couldn't have been more supportive and helpful.	No, nothing at all.	
20	Feb-19	Extremely Likely	All of the staff were so helpful and couldn't do enough	No, you are all doing a great job!	

			for you. I felt like they thought I was important and that they really cared about myself & my baby.		
21	Feb-19	Extremely Likely	All care staff, midwives etc. very kind and helpful.	I don't know if private rooms are available but I would pay to have one!	
22	Feb-19	Extremely Likely	Friendly & kind, reassuring, clean.		
23	Feb-19	Extremely Likely	The breastfeeding support has been brilliant.	There were some outstanding midwives but no photos of staff on a noticeboard to thank them. Could do with introduction to rules & facilities on ward. We had to chase up information on bloods etc. so maybe there's too much pressure on doctors and test teams.	
24	Feb-19	Extremely Likely	Excellent care by all staff.	N/A.	
25	Feb-19	Extremely Likely	Everyone was amazing & friendly and helpful.	No.	
26	Feb-19	Extremely Likely	Me & my baby were really well cared for and looked after in recovery, very happy.	No.	
27	Feb-19	Extremely Likely	Felt well cared for. Good support offered regularly. Very welcoming & warm & friendly.	No.	
28	Feb-19	Extremely Likely	I felt very supported in choices I made by all midwives. They strongly advocated to [illegible] team in my support. I loved that midwives who had been involved in my care [illegible] to 'check in' with me.	Nice area for siblings to meet new baby.	
29	Feb-19	Extremely Likely	Attentive, caring, professional.	N/A.	
30	Feb-19	Extremely Likely	Caring & extremely helpful.	N/A.	
31	Feb-19	Extremely Likely	I've had 6 births at N.D.D.H. and stayed on Bassett Ward. The midwives and maternity staff are fantastic never had a bad experience, always felt well cared for.	No.	
32	Feb-19	Extremely Likely	Very helpful & friendly.	Better food.	
33	Feb-19	Extremely Likely	Friendly care, listen to concerns and always make the effort to make things clear if there's any concerns.		
34	Feb-19	Extremely Likely	The staff are amazingly friendly and helpful, nothing is too much trouble and they are incredibly kind and understanding as well as being efficient.	It would make life easier post surgery to be on the same level as SCBU.	
35	Feb-19	Extremely Likely	Brilliant staff, so friendly & nothing is too much trouble. Happy to answer any questions I had, always reassuring.	No.	
36	Feb-19	Extremely Likely	All the staff were amazing. Always there if I needed	None at all, carry on as you are!!	

			anything. Knew how to keep me calm.		
37	Feb-19	Extremely Likely	Very well supported & looked after by all staff.	N/A - perfectly happy.	
38	Feb-19	Extremely Likely	Big thank you to [name withheld] for going above and beyond to help me [illegible] for discharge and [name withheld] for helping me breastfeed my son. Very on the ball with all obs and medication. Very friendly, I felt extremely well looked after by all members of staff, lovely ward to be on. Couldn't have better people working on ward.	None. Great ward.	
39	Feb-19	Extremely Likely	Amazing staff, really helpful, kind and give good advice when needed.	I don't think so.	
40	Feb-19	Extremely Likely	Diligent, experienced and caring staff. Facilities are clean and appear in good order.	N/A.	
41	Feb-19	Extremely Likely	Really good care, midwives are all lovely.		
42	Feb-19	Extremely Likely	Really good, helpful care throughout our stay on Bassett.	No.	
43	Feb-19	Extremely Likely	I've had a very positive experience including pre (DAU) & postnatal - midwives all really friendly & helpful. Felt very 'at home' through whole experience.		
44	Feb-19	Extremely Likely	Staff response time (effective & efficient).	100% offer either female or male care. Don't inform a female she might not get that [illegible].	
45	Feb-19	Extremely Likely	Staff extremely helpful & caring.	No.	
46	Feb-19	Extremely Likely	Very caring and attentive staff, answered questions when asked in detail, support given when asked and by all.	No.	
47	Feb-19	Extremely Likely	Very supportive care, guidance & assistance whilst on ward. Fantastic, friendly & knowledgeable staff.	Shower was weak & cold.	
48	Feb-19	Extremely Likely	All of the staff have been fantastic. I've had C-sections in [other locations omitted] & this has been the best experience. Thank you.		
49	Feb-19	Extremely Likely	They provide help / support when asked for, they are friendly and explain everything they need to do thoroughly before doing it.		
50	Feb-19	Extremely Likely	Very attentive. Felt supported.	Inform patients on arrival about separate patient / visitors kitchens and that babies have to be transported in their crib. Felt a bit 'told off' in corridor.	

51	Feb-19	Likely	Friendly & helpful staff.	Have a room and / or somewhere outside for mums and babies to go rather than stuck in one room for a long time.	
52	Feb-19	Likely	Midwives all really helpful. Good breastfeeding support & advice.	We think the visiting hours for guests & family should be 4-7 because 6pm is too early for people that work.	
53	Feb-19	Likely	Friendly staff and extremely helpful and sympathetic.	Check on patients and babies more regularly.	
54	Feb-19	Likely	Midwives & nurses are really friendly & [illegible].	Little communication sometimes but, other than that, really good.	
55	Feb-19	Likely	Most of the staff are very friendly.	No.	
56	Feb-19	Likely	Midwives were absolutely lovely. Very caring. Made me feel at home.	No.	
57	Feb-19	Likely	The staff were kind, helpful and respectful. [Name withheld] really took time to understand me. I was very grateful not to be rushed home to allow time for pain to settle. [Name withheld] was so helpful too.	Some times of day were a bit overwhelming with noise & visits all at once, when in pain can be hard to process information given.	
1	Mar-19	Extremely Likely	Fantastic care given so far - much, much improved from my first birth in 2012.	N/A.	
2	Mar-19	Extremely Likely	Really well looked after & monitored throughout our stay.	More breaks for staff.	
3	Mar-19	Extremely Likely	Midwives & other staff very caring and understanding. Lovely people, attentive, hardworking! Food is much better then 6 years ago!	No!	
4	Mar-19	Extremely Likely	Very helpful and supportive with breastfeeding.		
5	Mar-19	Extremely Likely	Everyone was helpful when we asked questions but equally left us to it - we didn't feel like the staff were intruding in any way on the time with our newborn.	None!	
6	Mar-19	Extremely Likely	All lovely staff and midwives looked after me brilliantly. Thank you all xx.		
7	Mar-19	Extremely Likely	The staff are polite and it's very clean and tidy premises.	None.	
8	Mar-19	Extremely Likely	I was very much looked after from start to finish and special mention to [name withheld] - she is fantastic. Thank you x.	Not really.	
9	Mar-19	Extremely Likely	Great care by everyone!	No.	
10	Mar-19	Extremely Likely	Nice facilities and friendly, helpful staff.	N/A.	

11	Mar-19	Extremely Likely	Always someone here to help and a very friendly and patient service.	Longer visiting hours. Showers are a bit low quality.	
12	Mar-19	Extremely Likely	Everyone very friendly & helpful on Bassett Ward. Felt cared for and my baby was very well looked after.	No, not really. I think all the staff have done very well, considering how busy it is. You'll all amazing.	
13	Mar-19	Extremely Likely	The staff have been excellent, friendly & efficient.	Sort out Sodexo's understanding of how to handle nut allergies.	
14	Mar-19	Extremely Likely	Amazing staff, very helpful, attentive, welcoming, good listeners. Food is a lot better than years ago.	No.	
15	Mar-19	Extremely Likely	Staff support has been amazing. Always willing to give advice & help you out. Despite being busy on the ward, staff happy to give 1:1 care.		
16	Mar-19	Extremely Likely	I have felt supported the whole time (especially with breastfeeding) and have been taught so much.	No.	
17	Mar-19	Extremely Likely	You are all phenomenal, the care I received was empowering, supportive, diligent, responsive and 100% individual. There are so many of you who helped me have a safe & positive birth & recovery, from DAU to postnatal care. The teams and individuals who, despite insanely busy schedules, made me feel safe and well cared for, but also empowered to help myself. Thank you for starting my breastfeeding journey and there's not enough space to say it! Thank you.	No.	
18	Mar-19	Extremely Likely	Being away from my husband and other children, the staff really made me feel good, talked to me, helped with baby.	None, they were all great.	
19	Mar-19	Extremely Likely	Friendly, supportive staff. Calm atmosphere.	Any way patients can be in charge of own basic meds (i.e. paracetamol?) as often ran over med due time & birth afterpains were awful.	
20	Mar-19	Extremely Likely	Although we were advised & recommended certain course of action, ultimately our decisions were respected. Always available.		
21	Mar-19	Extremely Likely	Staff are absolutely amazing. Would like to mention [name withheld] (MCA on nights) she went above & beyond for me & baby & made me feel so comfortable. All staff incredible all the way from midwives to lunch ladies!!	None at all. Keep doing what you are all doing.	

22	Mar-19	Extremely Likely	Very attentive staff. Nothing too much trouble. Felt very well looked after!	N/A.	
23	Mar-19	Extremely Likely	Attentive, fantastic staff, thanks!		
24	Mar-19	Extremely Likely	Very helpful & caring staff.	None.	
25	Mar-19	Extremely Likely	Had to stay in 48hrs with my daughter. I was treated very well.	No.	
26	Mar-19	Extremely Likely	Can't fault any of the staff, they are never too busy to help or just sit and talk if you need it.	No.	
27	Mar-19	Extremely Likely	The care provided by all of the team on the Bassett Ward has been amazing.		
28	Mar-19	Extremely Likely	Everyone are really helpful and nice. They answer on all your questions.	No, but I would like to say big thank you very much for your help and every good word.	
29	Mar-19	Extremely Likely	All friendly & caring. Going above & beyond.		
30	Mar-19	Extremely Likely	The staff are very helpful and kind.		
31	Mar-19	Extremely Likely	The ward staff are extremely kind & helpful. They are all amazing!	None.	
32	Mar-19	Extremely Likely	Brilliant care from [name withheld] through the night & helping me to feed.		
33	Mar-19	Extremely Likely	Very helpful.		
34	Mar-19	Extremely Likely	Everyone is really helpful and supportive.		
35	Mar-19	Extremely Likely	Extremely supportive & caring. Going above & beyond what can be expected.	Keep doing an amazing job. Thank you x.	
36	Mar-19	Extremely Likely	Everyone is so helpful and very lovely.	No.	
37	Mar-19	Extremely Likely	Incredible care & staff.	No.	
38	Mar-19	Extremely Likely	Everyone very friendly, helpful and caring.		
39	Mar-19	Extremely Likely	I had a very traumatic past-delivery experience but all the midwives were beyond amazing!		
40	Mar-19	Likely	I felt there was no rush to be sent home and there was the support if I needed - although at night they were short of staff.	More staff when the ward is busy, especially at night.	
41	Mar-19	Likely	Because of how friendly and helpful the doctors and midwives are.		
42	Mar-19	Likely	Big improvement from being here with previous pregnancy.	More fans needed as very hot.	

43	Mar-19	Likely	Staff was very helpful.	No.	
44	Mar-19	Likely	Everyone helpful. Felt well cared for.	It might be nice for the patients if all the staff were singing from the same hymn sheet.	
45	Mar-19	Neither Likely nor Unlikely	Despite the best efforts of the staff, at night the ward was understaffed & staff showed signs of stress & my wife felt alone & unsupported at times & wanted to go home.	We found mixed opinions about breastfeeding from a range of different staff confusing & my wife felt under pressure & un-relaxed. I can't fault staff's effort to keep us happy & to help us.	
46	Mar-19	Neither Likely nor Unlikely	Not listening or understanding when trying to explain things to them, going back on their words.	Try to understand the patient point.	
1	Apr-19	Extremely Likely	Helps introducing you to completely new things.		
2	Apr-19	Extremely Likely	The girls have been absolutely amazing and fab, could not fault them at all, very good care and attention and friendly, helpful.[Name withheld] was amazing and wonderful midwife.		
3	Apr-19	Extremely Likely	Friendly & very helpful staff.		
4	Apr-19	Extremely Likely	Every single member of staff was so friendly & professional, while giving me the best level of care I could have asked for. Nearly every person went above and beyond for me & my son and for that I'm internally grateful.	Couldn't have asked for better, Keep up the good work ladies.	
5	Apr-19	Extremely Likely	Very relaxing & peaceful, staff are amazing, were very lucky. Thank you.		
6	Apr-19	Extremely Likely	All staff were kind and caring. I know what was going on and felt very supported.	N/A.	
7	Apr-19	Extremely Likely	Care given after birth has been exceptional. Baby and I have been looked after very well. All staff are caring and compassionate about their jobs.	Partners or husbands to be able to stay the night in certain circumstances.	
8	Apr-19	Extremely Likely	Very friendly, helpful, polite and experienced staff on hand for any help, questions or reassurance, nothing was too much trouble.	A better shower would help feel refreshed on little sleep.	
9	Apr-19	Extremely Likely	Very friendly staff, also very calm even though they were busy.	Nope.	
10	Apr-19	Extremely Likely	Lovely, helpful staff.		
11	Apr-19	Extremely Likely	Helpful and friendly staff.		
12	Apr-19	Extremely Likely	Friendly & knowledgeable staff.		

13	Apr-19	Extremely Likely	Everyone has been great, felt well looked after and so content with the staff with our [name withheld].	Keep being great.	
14	Apr-19	Extremely Likely			
15	Apr-19	Extremely Likely	Was made at ease, especially as my first baby, and helpful.	Nope.	
16	Apr-19	Extremely Likely	All the staff were very helpful and friendly throughout.		
17	Apr-19	Extremely Likely			
18	Apr-19	Extremely Likely	Everyone was very helpful and supportive even when really busy.	No.	
19	Apr-19	Extremely Likely	During what has felt like a long stay on Bassett after having baby I have been experiencing fantastic care. Every midwife & assistant has made me feel at ease & welcomed me. Nothing has been too much hassle & I have always found them easy to approach.	No suggestions, you're all fantastic!	
20	Apr-19	Extremely Likely	Lots of support from the NHS staff making you feel at ease!	Keep up the great work!	
21	Apr-19	Extremely Likely	Great midwives and MCAs. Really friendly, helpful and reassuring with breastfeeding.	At a busy period painkillers were not forthcoming.	
22	Apr-19	Extremely Likely	Great staff & service. Lucky to have NHS & N.D.D.H.	None. All fantastic! Thank you.	
23	Apr-19	Extremely Likely			
24	Apr-19	Extremely Likely	Very attentive: makes you feel at ease.		
25	Apr-19	Extremely Likely	So grateful to everyone, massive thank you.	Keep doing what you are doing. Many thanks. [Name withheld]	
26	Apr-19	Extremely Likely	I felt respected and listened to, amazing experience.	Nothing.	
27	Apr-19	Extremely Likely	Everyone was amazing, so helpful & friendly.		
28	Apr-19	Extremely Likely	All staff are truly lovely and couldn't be more helpful.		
29	Apr-19	Extremely Likely	Everybody here was so helpful & welcoming, it has been a pleasure to spend the time here. Fantastic staff all round.	No, nothing!	
30	Apr-19	Extremely Likely	All of the staff on ward were brilliant. Special thanks to [name withheld], [name withheld] midwife and [name withheld] the maternity care assistant and [name withheld] midwife.	[Name withheld] the MCA was brilliant, making sure I always had drinks etc. Some shifts I didn't see a MCA. The Sodexo staff were hit and miss, very loud and talking about own lives. [Name withheld] on the team was amazing.	

31	Apr-19	Extremely Likely	The staff are very friendly & supportive - nice small bays with natural [illegible]. Every effort is made to keep noise to a min at night & lighting.	Some food between dinner & breakfast - it is a long time to go, especially when pregnant.	
32	Apr-19	Extremely Likely	All the staff are really friendly and understanding, much better than Plymouth & Exeter!		
33	Apr-19	Extremely Likely	Very helpful and friendly staff.		
34	Apr-19	Extremely Likely	Friendly, caring staff. So happy to help. Really reassuring for an overwhelmed first time mum. Massive thank you to [name withheld] for her time & support with feeding.		
35	Apr-19	Extremely Likely	Our postnatal care has been excellent. The staff are endlessly patient and encouraging and are never to busy to help. Massive thanks to [names withheld].	There was no consistency in which staff were assigned to us, so we had to explain situation / backstory over & over.	
36	Apr-19	Extremely Likely	All very friendly. Staff are all helpful. The ward is very clean.	No.	
37	Apr-19	Extremely Likely	Incredibly friendly & helpful staff.	Morning visiting hours.	
38	Apr-19	Extremely Likely	The staff are friendly and helpful but give you space to bond with your baby.	No.	
39	Apr-19	Extremely Likely	Felt well attended and listened to. Everything was well explained. Felt safe in all the staff's hands.		
40	Apr-19	Extremely Likely	Nice environment, amazing midwives, great labour rooms.	More help with babies / mum getting settled into ward after giving birth.	
41	Apr-19	Extremely Likely	Everyone is lovely and very helpful.	When you bring dinners around for the woman in labour offer a meal out to their partners.	
42	Apr-19	Extremely Likely	Staff are amazing and very attentive.		
43	Apr-19	Extremely Likely	Fantastic support in DAU - [name withheld] is fantastic - spent many days there during pregnancy. All staff on Basset are brilliant, including the care assistants - [names withheld], very supportive with breastfeeding.	No. Thank you all so much for your help.	
44	Apr-19	Extremely Likely	I really cannot fault the care and concern shown to my daughter and her babies. Every member of staff on the ward without exception has been absolutely lovely. Thank you.	Just keep doing what you are doing.	
45	Apr-19	Extremely Likely	Nothing has been too much hassle. Breastfeeding help was required.	Shower issues - pressure mostly, drainage slow / knobs came off in hand!	
46	Apr-19	Extremely Likely	Amazing staff.	More staff as they are all so busy.	

47	Apr-19	Extremely Likely	Lots of support postnatal re: breastfeeding support & advice.	No.	
48	Apr-19	Extremely Likely	Everybody has been amazing and so helpful. Nothing is too much trouble.		
49	Apr-19	Extremely Likely	Made to feel very at ease & given plenty of support.	N/A.	
50	Apr-19	Extremely Likely	V. good support. Very friendly. Provide everything one needs.		
51	Apr-19	Extremely Likely	The staff are all so supportive & really care - thank you.		
52	Apr-19	Likely	Great staff, friendly and professional.	No.	
53	Apr-19	Likely			
54	Apr-19	Likely	Very friendly staff. Midwives / nurses explained what is going on.		
55	Apr-19	Likely	Was well looked after by fab staff. Thank you.	Not sure.	
56	Apr-19	Likely	Lovely staff, good facilities, nice & quiet at weekends.	Better showers.	
57	Apr-19	Likely	Vast majority of staff very friendly and helpful. Well looked after.	More staff? Know it's tricky but on several occasions had to wait as ward was very busy.	
58	Apr-19	Likely	Most of the staff are fantastic, supportive and caring.	More mental, emotional support for all mums.	

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?	Patient request for anonymised comments not to be made public
1	Jan-19	Extremely Likely	Very handy having support at home.		
2	Jan-19	Extremely Likely	Great team of midwives, was in over 18hrs, every midwife was amazing.	No, was great experience.	
3	Jan-19	Extremely Likely	Amazing and friendly staff. All very helpful. We would just to thank everyone for their help and support.	No.	
4	Jan-19	Extremely Likely	Great all round. Midwife out to home on first day back, phone call the next day & planned visits for two	No.	

			days after that.		
5	Jan-19	Extremely Likely	We've been very well cared for and communication has been great.	A community online hub where you can ask questions & FAQs etc.	
6	Jan-19	Extremely Likely	Communication before visits. Very caring / helpful staff. Willing to give you the time you need for care / advice.		
1	Feb-19	Extremely Likely	Very friendly & helpful.	More staff.	
2	Feb-19	Extremely Likely	Very friendly, extremely helpful. Answered any questions I had, very supportive.		
3	Feb-19	Extremely Likely	Lovely friendly staff. Great communication and advice.	N/A.	
4	Feb-19	Extremely Likely	Professional, supportive, caring team.	N/A.	
5	Feb-19	Extremely Likely	We feel we have had fantastic support for our baby and as a family.	No.	
6	Feb-19	Extremely Likely			
7	Feb-19	Extremely Likely	V. informative, v. friendly, v. caring, v. interested, v. calm, v. happy.	I think trying to wait till baby feeds to make sure that the latch is right. More advice on aftercare for mother and baby.	
8	Feb-19	Likely	Have not been seen on day 10 of postnatal care!	Stick to apps.	
1	Mar-19	Extremely Likely	Very helpful & friendly staff.	None.	
2	Mar-19	Extremely Likely	Midwives were very supportive and knowledgeable. We felt very well looked after.	None!	
3	Mar-19	Likely	Treated well, lovely midwives.		
1	Apr-19	Extremely Likely	Nothing to fault! Lovely midwives who have helped me massively with their listening ears and great advice.	More community midwives needed to relieve the pressure on the ones we have. Where we live is so rural and the midwives have to travel great distances between houses, as well be on the other end of a phone. Make it safer & less stressful for them! In turn making it safer for new mums & pregnant mums!	
2	Apr-19	Unlikely	Not personal enough. Have to wait in all day. No consistency - same / history given due to diff midwife each visit - did not read notes carefully enough.	Ring with a time / appointment. Use same person for continuity.	