

## Maternity Services - Friends and Family Test - May-19 to Sep-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.	%	%	%
<b>Antenatal Service</b>				
May-19	2	0.0	100.0	0.0
Jun-19	1	100.0	0.0	0.0
Jul-19	No data	No data	No data	No data
Aug-19	No data	No data	No data	No data
Sep-19	No data	No data	No data	No data
<b>Labour Ward - NDDH</b>				
May-19	30	96.7	3.3	0.0
Jun-19	18	100.0	0.0	0.0
Jul-19	21	100.0	0.0	0.0
Aug-19	25	96.0	0.0	4.0
Sep-19	25	96.0	0.0	4.0

<b>Bassett Ward - NDDH</b>				
May-19	35	97.1	2.9	0.0
Jun-19	23	95.7	0.0	4.3
Jul-19	22	100.0	0.0	0.0
Aug-19	30	96.7	0.0	3.3
Sep-19	24	95.8	0.0	4.2
<b>Postnatal Community Service</b>				
May-19	3	100.0	0.0	0.0
Jun-19	2	100.0	0.0	0.0
Jul-19	3	100.0	0.0	0.0
Aug-19	6	100.0	0.0	0.0
Sep-19	2	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?	Patient request for anonymised comments not to be made public
1	May-19	Extremely Unlikely	Over 1/2 hour late seeing consultant.	Be on time.	
2	May-19	Extremely Unlikely	Waiting over 1.5 hours past my appointment time is stressful.	Consultant should be on time for appointments.	
1	Jun-19	Extremely Likely	Good advice & support provided throughout pregnancy.	Cover caesarean & general anaesthetic - sometimes natural labour is not always a possibility.	

### 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	May-19	Extremely Likely	Very professional staff. Labour pain is worst pain so far I have experienced. The situation could have been terrible if I had not had such a professional, supporting, caring staff. Many thanks to all staff involved in my & baby's care.	Keep up the good work.	
2	May-19	Extremely Likely	I felt so comfortable around the midwives. I felt so at ease and they all was so polite. I enjoyed every min right till the end. Thank you.	No. All you are doing the best you all you can. Keep it up.	
3	May-19	Extremely Likely	A credit to the hospital. The midwives work so hard to provide a brilliant service. So friendly, professional & efficient. Well done [name withheld] & team.	No.	
4	May-19	Extremely Likely	All well-knowledgeable, calm and understanding. Very good care throughout.		
5	May-19	Extremely Likely	Very professional and was made to fell relaxed after a difficult first birth.	Keep up the excellent service.	

6	May-19	Extremely Likely	I opted for an elective C-section. The team assembled were amazing. They all introduced themselves and explained every step to me. They were very friendly, keeping up a stream of conversation with us to help calm mine & my husband's nerves. I seriously cannot fault any member of staff I encountered.		
7	May-19	Extremely Likely	The care was amazing, [name withheld] fantastic.	No.	
8	May-19	Extremely Likely	Very friendly to everyone - helpful. Nothing too much trouble.		
9	May-19	Extremely Likely	Could not fault the care I received. Everyone was fantastic and very friendly. Thank you to all that cared for me.		
10	May-19	Extremely Likely	The staff were so supportive and understanding. I couldn't have had my daughter without them.	No, the service was excellent.	
11	May-19	Extremely Likely	I couldn't fault them. They look after you very well.	No.	
12	May-19	Extremely Likely	Great care given throughout! Midwife wasn't afraid to tell me off or to calm myself during labour! She reminded me I can do this and it got me through!		
13	May-19	Extremely Likely	Very, very helpful. No faults.	Not needed.	
14	May-19	Extremely Likely	Really friendly and caring. All midwives I saw were brilliant!		
15	May-19	Extremely Likely	Very keen on the 1-on-1 care - very reassuring to have someone there all the time.	If patients are being transferred from Bassett to Labour during the day, going via the main waiting room isn't ideal.	
16	May-19	Extremely Likely	Friendly staff, very helpful.	No.	
17	May-19	Extremely Likely	The team was amazing (surgery team). They gave all the support needed.	Keep the high standards.	
18	May-19	Extremely Likely	Staff fantastic! [Name withheld] was amazing and patient with me!	Keep up the good work.	
19	May-19	Extremely Likely	V. kind, caring people.	Not take phone calls when doing the C-section (surgeon).	
20	May-19	Extremely Likely	Fantastic help & support. All the staff really did help and we would like to say thank you to [names withheld], the midwives.	Try and make more birthing pools available as they are amazing!	
21	May-19	Extremely Likely	The level of personalised care has been outstanding from all those providing for us. Everyone has been so,		

			so friendly and amazing, can't thank you all enough x.		
22	May-19	Extremely Likely	N/A.		
23	May-19	Extremely Likely	All staff very friendly and great care provided.		
24	May-19	Extremely Likely	The midwives are brilliant. So supportive! The whole team on SCBU are as equally amazing.	No.	
25	May-19	Extremely Likely	The midwives read & respected my birth plan & I felt well cared for & safe throughout, resulting in a positive birth experience.		
26	May-19	Likely			
27	May-19	Likely	Great support during and after delivery. Very happy all round.	More regular checks following induction. Husband nearly missed the birth.	
28	May-19	Likely	Friendly staff.	Quicker decision-making between different sets of staff.	
29	May-19	Likely	All staff were very attentive, was extremely well looked after. All needs met.		
30	May-19	Extremely Unlikely	Shall receive a letter.		
1	Jun-19	Extremely Likely			
2	Jun-19	Extremely Likely	The care I have had and help with my anxiety has been exceptional. I had 2 midwives with me and can't compliment them enough. In fact, the 'trainee' I had [illegible] qualified on his birth being the 40th delivery.	None!	
3	Jun-19	Extremely Likely	Friendly, caring, nothing was too much trouble.		
4	Jun-19	Extremely Likely	Lovely personnel, very helpful.	No.	
5	Jun-19	Extremely Likely	So cared for, the best advice & information. Massive assets to the team (I'm sure everyone is fab). [Names withheld]		
6	Jun-19	Extremely Likely			
7	Jun-19	Extremely Likely	The team are fantastic and so supportive.	No.	
8	Jun-19	Extremely Likely	All needs were met. Very helpful and supportive midwives. [Names withheld] are all wonderful!	Nicer loo roll on offer - very rough on sore bottoms!	
9	Jun-19	Extremely Likely	Both myself & my wife have been blown away by how both midwives have supported my wife through this whole labour journey. We could not fault anything, it	Not at all, you are all doing a fantastic job. The communication / support / & knowledge have all been exceptional. We are truly blessed to have such an	

			truly has been a magical experience and it's all down to all the wonderful staff. [Names withheld] were completely amazing throughout. Thank you so much.	amazing service right on our doorstep.	
10	Jun-19	Extremely Likely	I was having difficulty in labour as I was exhausted. The team never stopped the encouragement - talking to me, telling us what was going on, amazing support. I can't thank them enough for the help.	None - how they all stay so calm when new mothers are shouting at them and how they keep the encouragement - amazing.	
11	Jun-19	Extremely Likely	The midwives & student midwife [name withheld] were absolutely incredible from start to finish. They were all very attentive and made me feel so comfortable and at ease.	Being informed a little more at times.	
12	Jun-19	Extremely Likely	She was absolutely amazing couldn't of asked for a better midwife to attend my home and assist me with hospital and everything else.		
13	Jun-19	Extremely Likely	All staff were very helpful and pleasant.	The showers, they just trickle out, making it hard to wash.	
14	Jun-19	Extremely Likely	Staff are kind and made me feel safe.	No.	
15	Jun-19	Extremely Likely	All the staff were lovely, nothing was too much trouble. They took the time to explain everything to ease my anxiety to make my second labour so much more of an enjoyable experience. Thank you.		
16	Jun-19	Extremely Likely	Team of caring professionals on hand to assist whatever your situation.		
17	Jun-19	Likely	Didn't spend a massive amount of time there but the midwife,[name withheld], was really nice.		
18	Jun-19	Likely			
1	Jul-19	Extremely Likely	Staff are great. Thank you.	No.	
2	Jul-19	Extremely Likely	Even though my timing of labour meant I had to go through changeover of team, they were all very patient, caring and took the time to introduce themselves / say goodbye. My care remained consistent even through the switch.	No! The team and treatment I received couldn't have been better.	
3	Jul-19	Extremely Likely	Really helpful and kind people.		
4	Jul-19	Extremely Likely	After a rough, long-awaited start to labour I had the most amazing midwives / doctors / anaesthetist ever! I am so grateful for everything they helped me	Nope, it was great facilities, great people. Great way to start motherhood x.	

			through and gave me a great labour even if it was intense.		
5	Jul-19	Extremely Likely	Midwives were lovely and extremely reassuring.		
6	Jul-19	Extremely Likely	Emergency care second to none, all my worries squashed.	Fantastic service, keep it up.	
7	Jul-19	Extremely Likely			Do not publish
8	Jul-19	Extremely Likely	Very kind staff and clean while I was waiting for my C-section in the labour ward room.	No.	
9	Jul-19	Extremely Likely	The care that I was given on the Labour Ward was amazing. My midwife was very respectful of my wishes & facilitated a water birth. She was very reassuring but let me 'own' the experience. I have had two previous births in London but this was by far the best experience. I really can't thank you enough.	Keep up the brilliant work.	
10	Jul-19	Extremely Likely	Fantastic staff.		
11	Jul-19	Extremely Likely	When we arrived on Labour Ward for induction, [name withheld] quickly noticed that baby was too big, something that'd been previously missed. The care we received before, during and after on Labour Ward was second to none.	More staff. The midwives were rushed off their feet. Although excellent care was still provided.	
12	Jul-19	Extremely Likely	All staff were calm, reassuring and friendly. They went out of their way to make us feel secure and helped me through a very difficult delivery. The midwives, [names withheld], were excellent.		
13	Jul-19	Extremely Likely	Most staff here amazing & couldn't have been more supportive throughout what is a very difficult & challenging process of labour.		
14	Jul-19	Extremely Likely	All staff are very accommodating & attention to care exceptional.	Food catering for GD mums requires improvement.	
15	Jul-19	Extremely Likely	Our midwife was really nice & helpful and helped us both through the birth.	No, it was perfect!	
16	Jul-19	Extremely Likely	All staff were friendly, explained what was going on well and built positive relationships. Amazing. Thank you!	No ways to improve. We would like to express how amazing all the midwives & doctors were!	
17	Jul-19	Extremely Likely	[Name withheld], our midwife, was amazing! All the staff that helped were very calming and friendly.	Better shower.	

			Made the experience wonderful! Thank you. Midwife, [name withheld], thanks for help with feeding!		
18	Jul-19	Extremely Likely	We were on the ward for an emergency C-section. Every single member of staff, midwives, doctors, anaesthetist, etc. etc. were exceptional. They kept us informed throughout but also showed compassion, put us at ease during a stressful time and were caring & attentive throughout.	None, 10.	
19	Jul-19	Likely	Fantastic care from staff. However, waiting 5 hours being in labour, agonising pain, is not acceptable!!	Allowing more time to spend with husbands / partners post birth before being removed from ward.	
20	Jul-19	Likely			Do not publish
21	Jul-19	Likely	Good all round staff and procedure.	More updates for dad. Option of ice cubes as cannot drink pre op.	
1	Aug-19	Extremely Likely	All the staff - Drs & midwives were first class - caring, considerate, kind & friendly.	None - all very efficient.	
2	Aug-19	Extremely Likely	Friendly and great to deal with midwives, always helpful and never seemed too busy for you.		
3	Aug-19	Extremely Likely	Friendly staff - we felt listened to.	No - was perfect!	
4	Aug-19	Extremely Likely	All staff have been extremely helpful, friendly and welcoming.	None.	
5	Aug-19	Extremely Likely	Excellent midwives, very emotionally supportive, extra supportive with breastfeeding.		
6	Aug-19	Extremely Likely	[Name withheld] is my 3rd baby and first time in this hospital and I must say all staff in Labour Ward were the best yet, especially my midwife [name withheld].	Keep up the fantastic care.	
7	Aug-19	Extremely Likely	Despite big changes in our birth preference the situation was made as good as it possibly could have. This is our first child & were blown away by the care & commitment given. Everyone was amazing [illegible]. Special thanks to [names withheld].	None at all!	
8	Aug-19	Extremely Likely	My midwife, [name withheld], was so supportive and understanding. She made me feel super-comfortable and at ease and was really comforting and friendly. Also, the other midwife who helped me deliver but I cannot remember her name.	No.	
9	Aug-19	Extremely Likely	Staff are lovely, planned C-section went ahead on		

			time, all care was explained thoroughly, great delivery team - thank you.		
10	Aug-19	Extremely Likely	Friendly and helpful staff. Midwives were great during labour and made me feel safe.		
11	Aug-19	Extremely Likely			
12	Aug-19	Extremely Likely	Really happy with care and the way they work. Excellent team work.	No.	
13	Aug-19	Extremely Likely	I was absolutely blown away by the patience of most members of the midwives, doctors etc. I'd really like the lady that catheterised me after actually listening to me explain the pain wasn't [illegible] to know just how much I valued that.	Ensure that your staff are kind and take the time to listen and explain everything sensitively. 100's of stats of risks when you're about to be taken to theatre and are already terrified isn't necessary. Don't let [name withheld]'s mood walk in to anyone else's birth space. It was like a black cloud.	
14	Aug-19	Extremely Likely	Friendly, helpful staff. Had C-section and made experience as pleasant as possible.		
15	Aug-19	Extremely Likely	Supportive staff, that prompts informed choices.		
16	Aug-19	Extremely Likely	Midwife & student midwife were amazing, so lovely & caring, always there to help.	No.	
17	Aug-19	Extremely Likely	Excellent care provided.		
18	Aug-19	Extremely Likely	Everyone is very helpful and friendly. If you need help then anyone is willing to help. Very supportive during the birth.		
19	Aug-19	Extremely Likely	Kept fully informed, allowed to make own decisions.		
20	Aug-19	Extremely Likely	Midwives are very attentive and nothing is too much.		
21	Aug-19	Likely	Felt well looked after my entire pregnancy especially after C-section when was very poorly.	None, as think Labour Ward is run extremely well and is a very caring environment for new and experienced mothers.	
22	Aug-19	Likely	Feel care and support on Labour Ward was excellent, especially support of consultants / anaesthesiologists / theatre staff / midwives.	None at all.	
23	Aug-19	Likely	Very nice having someone there the whole time during labour and the support afterwards.	None.	
24	Aug-19	Likely	The care I as given was very professional & supportive. Staff made all attempts to keep me comfortable and it was evident that they had read my birth plan.		

			However, I have very quick deliveries and had to ring 6 times with no response to confirm I was on my way. I had to turn up at the ward regardless - which was quite stressful.		
25	Aug-19	Neither Likely nor Unlikely	Had a mixed experience. Me and my partner were made to feel [illegible] didn't matter by the senior midwife, but the midwife we had at the end was amazing, her name is [name withheld].	For the midwife to listen to the partner of the woman having the baby.	
1	Sep-19	Extremely Likely	The support given by the whole team was amazing. Understanding, answering every question and explaining things they were doing. Such a lovely team.	No. You were responsive, thoughtful and on the ball.	
2	Sep-19	Extremely Likely	Everybody was very reassuring, friendly and honest.		
3	Sep-19	Extremely Likely	The midwives present during my labour were amazing, really friendly and reassuring - couldn't fault them!		
4	Sep-19	Extremely Likely	[Name withheld] from the Labour Ward, she was ace x. Thank you! [Names withheld] x.	Maybe when people have just had their babies, partners should either get to stay or stay later to give their other half more support when they have just been through the trauma of giving birth. Little tasks are much harder when you can't walk properly and you don't get the sleep you need after.	
5	Sep-19	Extremely Likely	The main reason we would recommend is the high quality of care. Our midwife [name withheld] was amazing and was there to the end even after her shift had finished. She listened and catered to my every need and was extremely professional whilst also making it very personal, we cannot thank her enough.	No. I was very happy with my experience.	
6	Sep-19	Extremely Likely	Staff are caring & friendly, felt at ease. Hospital clean & tidy.	No, seems to run very smoothly.	
7	Sep-19	Extremely Likely	Very good team of staff. Explained everything well.		
8	Sep-19	Extremely Likely	Everyone was so caring, polite and happy. Really helpful and reassuring.	N/A.	
9	Sep-19	Extremely Likely	Everybody professional, kind, caring & supportive - thank you.	Always make sure patients are fully informed of what is happening i.e. what they are waiting for / how long etc. Sometimes I felt a little in the dark.	
10	Sep-19	Extremely Likely	Everything was perfect.	A quicker entry system.	
11	Sep-19	Extremely Likely	Delivery was a last minute emergency C-section under		

			general which was a traumatic time for me and my partner. I would like to thank all involved but especially [names withheld]. [Name withheld] really looked after me before and after and made it seem less daunting. Thank you.		
12	Sep-19	Extremely Likely	I was treated with respect and dignity and the swiftness at delivering my baby to save her was outstanding.	Massive thank you to all staff.	
13	Sep-19	Extremely Likely	Because of the support & care given by everyone involved. Also, how reassuring everyone was. Above & beyond in every way.	No! Beyond expectation. Thank you so much x.	
14	Sep-19	Extremely Likely	The staff are amazing. Thoughtful, kind and caring and immediately put me at ease.	No.	
15	Sep-19	Extremely Likely	Labour Ward was amazing during my recent delivery. I can't thank all the staff, especially [name withheld] midwife, enough for all they did for me & my family.		
16	Sep-19	Extremely Likely	Amazing team of midwives, very friendly & comforting and very professional.	Not at all, Bassett Ward though to allow partner to stay or stay longer.	
17	Sep-19	Extremely Likely	Super-friendly and welcoming. So approachable for advice etc.. Nothing too much trouble.		
18	Sep-19	Extremely Likely	Professional and friendly.	No.	
19	Sep-19	Extremely Likely	Very caring & calming.		
20	Sep-19	Extremely Likely	The staff were excellent in every way. They made me feel safe, informed, comfortable and calm.		
21	Sep-19	Extremely Likely	[Names withheld] were both lovely & very reassuring.	Nothing springs to mind.	
22	Sep-19	Extremely Likely	They all are very supportive and caring & friendly.	Adding more staff.	
23	Sep-19	Likely	The labour ward staff were exceptional and really helped with a emotionally & physically demanding few days, I was disappointed not to use the birthing pools due to my labour process.	More information on pain relief and side effects prior to labouring.	
24	Sep-19	Likely	Very compassionate, listen to mum.	Keep doing what your doing.	
25	Sep-19	Neither Likely nor Unlikely	Midwives very stretched. Apart from that, the midwives and staff on Labour Ward are amazing.	Increase amount of midwives.	

### 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	May-19	Extremely Likely	Everyone that works here that I've had are very friendly. Thank you.	No, am very happy.	
2	May-19	Extremely Likely	Myself and my baby was taken good care by the Bassett Ward staff. All the staff that I come across lovely, friendly and very helpful.	Keep up the good work.	
3	May-19	Extremely Likely	Friendly, professional service. All staff from midwives to MCA were brilliant. Thank you.	No.	
4	May-19	Extremely Likely	Felt very looked after. Friendly staff.	Need to be clearer on sibling visiting times. Told by a few people that my 13-year old could visit some hours as my partner, then told by midwife caring for me on C-section day that she could only visit 2-8 on day I was discharged. I saw a young child visiting its mum around midday. This frustrated me.	
5	May-19	Extremely Likely			Do not publish
6	May-19	Extremely Likely	Midwives & HCA's very supportive and understanding. Responded quickly when I rang the bell. Ensured I had all relevant information. Efficient!	Not that I can think of. They're doing an amazing job.	
7	May-19	Extremely Likely	The care was amazing.		
8	May-19	Extremely Likely	Very friendly & put you at ease! Baby happy.		
9	May-19	Extremely Likely	All ladies were so supportive with any questions, or if needed any help.	N/A.	
10	May-19	Extremely Likely	All staff very attentive & supportive.	None.	
11	May-19	Extremely Likely			
12	May-19	Extremely Likely	Excellent care.		
13	May-19	Extremely Likely	Great support given by all the staff on Bassett Ward.	None that I can think of.	
14	May-19	Extremely Likely	They put all the care into you and help you in any way they can.	No.	
15	May-19	Extremely Likely	Everyone has been so lovely, kind & supportive &	Need to sort out the showers, no pressure & cold.	

			nothing has been too much trouble.		
16	May-19	Extremely Likely	Staff very friendly, great care provided.	Showers!	
17	May-19	Extremely Likely	Great experience. It was really helpful to have the staff take baby for a couple hours when he wouldn't settle in the night.		
18	May-19	Extremely Likely	Lovely team of kind people, always doing their best for mum & baby.	More staff.	
19	May-19	Extremely Likely	Extremely helpful and professional service!!!	For all staff to have the same friendly attitude as for many people this is their first experience.	
20	May-19	Extremely Likely	I never expected such a high level of care especially tailored for us as a family. I'm amazed at how kind & caring you all are. Thank you so much x.		
21	May-19	Extremely Likely	Very helpful. Kind, caring staff.	No.	
22	May-19	Extremely Likely	Caring and attentive staff who go above and beyond for all patients.		
23	May-19	Extremely Likely	All the staff are so friendly and really make you feel at ease. They are also extremely helpful & give plenty of advice, especially when you are a first time mum.	Everyone is so busy all the time, they are rushed off their feet. Perhaps some more staff, especially overnight.	
24	May-19	Extremely Likely	Everyone has been very supportive, professional & friendly, I've felt so well looked after, thank you!		
25	May-19	Extremely Likely	Everybody really friendly and helpful. Caring to my every need.	N/A.	
26	May-19	Extremely Likely	The staff work really hard and are so caring. 5*	Make it bigger as covers a big area.	
27	May-19	Likely	I was here for one night after an emergency C-section. The care I received was fantastic.	Visiting hours are rubbish. I understand if busy but when quiet and no one else in bay why there can't be some compromise.	
28	May-19	Likely			
29	May-19	Likely	Good service, but some staff appeared rude / unhelpful. Always seemed [illegible] of staff which made getting reassurance difficult at times.	Improved bedside manner for unhelpful staff. More staff. More responsive when needed.	
30	May-19	Likely	Staff, especially HCA, MCA & midwives, all very attentive.	More staff. Quite often overstretched at times which suffered. Showers are rubbish!	
31	May-19	Likely	Lovely, friendly staff.	More regular checks on patients, especially ones bottle feeding as well as breast.	
32	May-19	Likely	Staff were very attentive, answered all questions, was		

			never left, made to feel welcome.		
33	May-19	Likely	Staff are friendly and helpful.		
34	May-19	Likely	Friendly nurse (come on shift around 8am).	N/A.	
35	May-19	Unlikely	This is my second time using this ward. The first was not a pleasant experience, lots of pressure from every midwife to breastfeed & lots of intensive touching to help. This time, although staff were friendly & helpful & less pushy, I was left with no medication except paracetamols from 3pm - 12.00am I also was not given my deep vein thrombosis injection until 12am.	Midwives do not know there own policies & procedures. One midwife told me I could have some small syringes to hand express at home. Then, when being discharged, I was told I'm not allowed to be discharged if using syringes as it is not adequate feeding. Surely, fed is best?! Also, was told to throw colostrum milk if out for more than an hour, then given leaflet saying 4 hours?! Amazing staff/midwife [names withheld]. Happy to be [illegible].	
36	May-19	Not entered	Shall receive a letter.	Plenty.	
1	Jun-19	Extremely Likely	The care has been very attentive and professional. Mother and baby feel well looked after.	None come to mind.	
2	Jun-19	Extremely Likely	Excellent service, amazing staff, [names withheld] outstanding. All staff making a difference to my stay. [Names withheld]. Thank you so much for being there and supporting us.	If you haven't had your baby, different visiting hours as can be boring and partners not taking time off.	
3	Jun-19	Extremely Likely	Everyone has taken time for myself and babies care, making me feel at ease. This has helped with my anxiety and confidence and with my emotions, feel much happier now. Amazing support with breastfeeding and dau heart monitoring which I came up 24 times!	My bag got stuck in locker and no one told me about supply cupboard. I am also impressed with the cleanliness of the ward and the staff providing refreshments to name a few things! Everyone is genuine and caring and I would like to thank everyone, even the support from [name withheld] on refreshment when I needed support. Thank you.	
4	Jun-19	Extremely Likely	Caring, very helpful. Nothing is too much trouble.		
5	Jun-19	Extremely Likely	Lovely service very helpful.		
6	Jun-19	Extremely Likely	Very attentive & friendly.	Less [illegible] in evening to allow better rest.	
7	Jun-19	Extremely Likely			
8	Jun-19	Extremely Likely	Really lovely staff, especially [name withheld] who was really kind and reassuring overnight and [name withheld] during the day who was also really lovely.	Confusing information about visiting family, seems a bit mean just having one named visitor all day.	
9	Jun-19	Extremely Likely	Friendly, professional, supportive.	N/A.	

10	Jun-19	Extremely Likely	Fantastic team, very supportive. Great care.	The ward clerk was rude to my partner and mum.	
11	Jun-19	Extremely Likely	Never minded answering any questions and giving help - no matter how silly I thought it was, they didn't mind.	Maybe just popping in a little more. Some people might not want to buzz if they feel it isn't really important but might be important to them.	
12	Jun-19	Extremely Likely	Excellent before & aftercare!		
13	Jun-19	Extremely Likely	Super-friendly and excellent staff who were so helpful.	None.	
14	Jun-19	Extremely Likely	Staff are really kind and helpful make it easier to ask for help if needed.	Visitors times to 2pm, not 3pm start.	
15	Jun-19	Extremely Likely	Everyone was so attentive and helpful, can't thank you enough.	Loud visitors checked on sometimes, but hard as know how busy can be.	
16	Jun-19	Extremely Likely	Because they have been amazing with everything and their care.	None I can think of.	
17	Jun-19	Extremely Likely	We have been given the best care.	Keep doing what your doing which is a fantastic job!	
18	Jun-19	Extremely Likely	Caring and understanding staff, giving gentle and loving support to myself and my baby. Always felt safe & listened to.	No.	
19	Jun-19	Extremely Likely	All the staff are extremely friendly and helpful, and problems or worries. Nothing was too much trouble. Thank you to everyone.		
20	Jun-19	Extremely Likely	Supportive & welcoming team of professionals - on hand if you need it.		
21	Jun-19	Likely	[Name withheld] was great & made labour less [illegible]. No huge problems, cared fro well & lots of breastfeeding advice & support.	Signage where reception & admissions should go.	
22	Jun-19	Likely			
23	Jun-19	Neither Likely nor Unlikely			
1	Jul-19	Extremely Likely	The whole team has been very patient, caring and supportive during my time with them.	A powerful a/c unit in summer months would be good.	
2	Jul-19	Extremely Likely	Staff are great! Thank you.	No.	
3	Jul-19	Extremely Likely	Really helpful staff. Everyone is very friendly and kind. If press button they are there straightaway.	No. Everything is already really good.	
4	Jul-19	Extremely Likely	Everybody on Bassett Ward has been amazing from start of journey to finish & can't thank you guys enough.	Nope, tis perfect ward to help start motherhood!	

5	Jul-19	Extremely Likely	Amazing staff, very helpful. Nothing's too much trouble.	Showers in bathrooms are awful.	
6	Jul-19	Extremely Likely	All staff are brilliant, helpful and reassuring when anxious.		
7	Jul-19	Extremely Likely	Caring, considerate staff. Friendly & approachable.	Fantastic service, keep it up.	
8	Jul-19	Extremely Likely			Do not publish
9	Jul-19	Extremely Likely	Midwives excellent.		
10	Jul-19	Extremely Likely	The staff on the ward have been, absolutely fantastic and could not have done enough for me. Very friendly and attentive and have provided lots of support and guidance to help me on my breastfeeding journey. Thank you so much.	Just general housekeeping advice really, i.e. visiting hours, where to get tea & coffee etc. If there's wifi etc.	
11	Jul-19	Extremely Likely	Very professional, caring & helpful staff. I've been very well looked after - everything is very organised. Lovely atmosphere.	Extend partner / birth partner visiting hours from 8am - 10pm.	
12	Jul-19	Extremely Likely	Looked after really well!	No, it was perfect!	
13	Jul-19	Extremely Likely	Fantastic staff.		
14	Jul-19	Extremely Likely	Attention to care post birth was fantastic.		
15	Jul-19	Extremely Likely	The midwives and SCBU staff have been absolutely amazing with me and baby [name withheld] and have had amazing attitudes at all times!	No.	
16	Jul-19	Extremely Likely	Staff all very friendly and helpful.	Better shower.	
17	Jul-19	Extremely Likely	Having had a pretty traumatic labour experience with my first at another hospital I was very anxious this time. However, every member of staff totally exceeded my expectations. I felt so cared for & that our baby girl was getting the best possible care available. I am so thankful to all for making this a much more positive experience (physical & mental) than last time & I'm sure will set me up for the coming months. Special thanks to the training staff - you are stars!!		
18	Jul-19	Extremely Likely	Amazing support and advice. All midwives build strong relationships with mums, partners and babies. They always have time for you. Thank you!	New shower. Accommodation / permission for dads to stay the night.	

19	Jul-19	Extremely Likely	Excellent care & support was provided throughout our stay.		
20	Jul-19	Likely	Staff are very friendly and helpful, make you feel safe and can ask anything.	None.	
21	Jul-19	Likely	Great midwives & nurses. Good response and help when needed.	Friendlier catering and cleaning staff. Less noise when changing waste bins - even when mentioned still noise and no reply (seemed rude).	
22	Jul-19	Likely	I was only on the ward for a day but felt very well looked after. The midwives & staff were all extremely friendly & especially knowledgeable & supportive about breastfeeding. Thank you for all your help.	No.	
23	Jul-19	Not entered			Do not publish
1	Aug-19	Extremely Likely	The midwives are very helpful & caring.	Longer visiting hours for friends & family.	
2	Aug-19	Extremely Likely	Everyone is so helpful and very caring, they can't do enough for you.		
3	Aug-19	Extremely Likely	Friendly & helpful midwives, always had time for us and could ask them anything.		
4	Aug-19	Extremely Likely	Friendly staff - listened well to us and were super-caring.	Nope!!	
5	Aug-19	Extremely Likely	Midwives have been extremely helpful, friendly and welcoming.	None.	
6	Aug-19	Extremely Likely	After a tough labour and complications, the first night I was so distressed and in pain, staff took care of [name withheld] so I could rest. Best care given.	Keep doing what you all do best.	
7	Aug-19	Extremely Likely	The staff support & facilities have been absolutely brilliant. Quick response time when we've needed some extra care & the friendliness & reassuring nature has been great. Thank you so much.	Communication on how long things might take so that we weren't left wondering occasionally (such a slight thing but thought we'd mention it!). We were transferred here at 6 months & the level of care & attention to detail has been amazing. We're so happy.	
8	Aug-19	Extremely Likely	Everyone has been really helpful and supportive and friendly.	N/A.	
9	Aug-19	Extremely Likely	Midwives, doctors, all staff are absolutely amazing - supportive, friendly, discreet, caring. I wouldn't want to have a baby anywhere else.		
10	Aug-19	Extremely Likely	Friendly & helpful staff - especially when needing support to breastfeed.		

11	Aug-19	Extremely Likely	The most amazing midwife, [name withheld].	Can we take a midwife home?	
12	Aug-19	Extremely Likely	Excellent support from midwives with breastfeeding - really patient and attentive.		
13	Aug-19	Extremely Likely			
14	Aug-19	Extremely Likely	Fully informed of everything, caring, responsive.		
15	Aug-19	Extremely Likely	I cannot thank the ladies on this ward enough for their time, patient care, respect and help. They listened and help empower me to feel capable. This includes all staff, midwives, doctors, ward clerks, cleaners, food. Thank you!!!	My personal experience of [name withheld] midwife was very negative. She made assumptions, didn't listen, didn't take time or help explain. She wasn't able to help me feed as the other members were. She made me feel bad for not feeling physically or mentally ready to go home. I hope no one else has to endure her if they're feeling vulnerable.	
16	Aug-19	Extremely Likely	Friendly, helpful staff.	Bays are very small.	
17	Aug-19	Extremely Likely	All the staff were kind, caring and responsive throughout.		
18	Aug-19	Extremely Likely	The treatment I received was excellent - my baby was unwell after birth but, for each day of our 5-day stay, staff were supportive, approachable and communicated all updates well. Staff also took into account my mental health difficulties and ensured that I was stable.		
19	Aug-19	Extremely Likely	Midwife & maternity assistants all very friendly, approachable and helpful.	No.	
20	Aug-19	Extremely Likely	Very happy with excellent care provided by everyone who helped me.		
21	Aug-19	Extremely Likely	The staff could not help enough, care given was amazing.	Making paperwork less for staff so staff have more time in clients / babies.	
22	Aug-19	Extremely Likely	Made to feel welcome and comfortable.		
23	Aug-19	Extremely Likely	Very good at making you feel comfortable whatever the time of day. Very informative about home care and discharge. Very pleased.		
24	Aug-19	Extremely Likely	The midwives are very attentive.		
25	Aug-19	Extremely Likely	Felt well looked after.	N/A.	
26	Aug-19	Likely	Midwives and care assistants / admin staff were excellent, feel really well looked after and were	None, excellent service.	

			amazing, helping me with care with twin babies.		
27	Aug-19	Likely	Excellent support, lovely midwives.		
28	Aug-19	Likely	Everyone's very friendly and helpful. Always someone to keep an eye on you, if required.	None.	
29	Aug-19	Likely	Really nice staff. Thank you for looking after us.	No.	
30	Aug-19	Don't Know	Staff are nice. Facilities need work.	Urgent improvement needed for wheelchair access. No shower or bath is accessible and you cannot transfer from wheelchair to toilet safely.	
1	Sep-19	Extremely Likely	I struggled through the night with breastfeeding and settling my baby, the team were there every step of the way, jumping in when needed and giving me the confidence to do / try myself.	Nope. You were all attentive, quick to help when needed and kept me & my partner hydrated and content.	
2	Sep-19	Extremely Likely	Everyone on the team has always been more than happy to help with friendly, smiley faces.		
3	Sep-19	Extremely Likely	The advice and support has been really helpful and effective.	More staff available during the night - but I know this isn't always possible.	
4	Sep-19	Extremely Likely	Most midwives and maternity assistances are very friendly, helpful and reassuring - nothing is too much!	More trained midwives on shift which is beyond your control!!	
5	Sep-19	Extremely Likely	Facilities are good and clean & friendly staff that are very helpful.	No. I was very happy with my experience.	
6	Sep-19	Extremely Likely	Everyone is so caring, polite and happy. Really helpful and reassuring. Everyone that has seen to me and my son has always been cheery, polite and happy.	N/A.	
7	Sep-19	Extremely Likely	Lovely, friendly staff. The food is lovely too.	No.	
8	Sep-19	Extremely Likely	Everything was perfect.	Quicker entry / exit system.	
9	Sep-19	Extremely Likely	After an emergency C-section all the staff have been amazing in helping me look after my newborn. The amount of effort they went to make sure me and my son were comfortable was amazing. Thank you all very much.		
10	Sep-19	Extremely Likely	Everyone has been fantastic!		
11	Sep-19	Extremely Likely	Fantastic aftercare & followed up immediately by everyone of the services. Incredible. Everyone was above & beyond.	No! Beyond expectations. Thank you so much x.	
12	Sep-19	Extremely Likely	I felt very well supported on Bassett Ward throughout		

			my stay. Thank you all so much for your kindness & support.		
13	Sep-19	Extremely Likely	Level of care.	Please post [illegible] for tea & coffee donations.	
14	Sep-19	Extremely Likely	Lovely, caring, made me feel very safe & comfortable.		
15	Sep-19	Extremely Likely	Being seen promptly by paediatricians. Friendly manner by all.	Lunch for partners.	
16	Sep-19	Extremely Likely	They are very friendly.	At least one bystander can stay with them. After delivery, they are very tired.	
17	Sep-19	Extremely Likely	Very comfortable, helpful.		
18	Sep-19	Extremely Likely	Friendly staff - always had a smile. Was well looked after.	No use of shower on rooms so couldn't freshen myself up on 3 day stay, apart from wipes.	
19	Sep-19	Likely	Supportive and very helpful with just the right amount of time.		
20	Sep-19	Likely	Great staff, good help with breastfeeding.	No.	
21	Sep-19	Likely	Everyone with the exception of one person named [name withheld] was extremely kind & helpful. I found her rude & unsupportive / dismissive.	No - it was a really positive experience overall.	
22	Sep-19	Likely	N/A.	N/A.	
23	Sep-19	Likely			
24	Sep-19	Neither Likely nor Unlikely	All midwives & staff on ward are amazing. You can't fault them. However, my experience wasn't great. I don't believe it was the [illegible] ward's fault.	More midwives are definitely needed i.e. there very stretched due to staff shortages.	

### 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	May-19	Extremely Likely	Everyone was so lovely.	No, keep it the way it is.	
2	May-19	Extremely Likely	All staff were extremely supportive, helpful, respectful and kind, and made my transition into motherhood a smooth one.	None!	

3	May-19	Extremely Likely	Very, very happy. No faults.	Not needed.	
1	Jun-19	Extremely Likely	All staff were helpful, answered all questions, made to feel can be reassured at any point.		
2	Jun-19	Extremely Likely	Midwives & health visitors have been really supportive & friendly. Very knowledgeable & answered all my questions well.	Would be nice to see the same midwife as you build up a good relationship.	
1	Jul-19	Extremely Likely			
2	Jul-19	Extremely Likely	Friendly, efficient service, felt valued as a person with my wishes respected at all times. Staff well trained, knowledgeable and there when needed but not in your face. Great experience.	Since previous birth feel service has been updated, new equipment and procedures explained and advised. Felt supported throughout process from leaving hospital to community. Felt like I was still important to them, that I mattered.	
3	Jul-19	Extremely Likely	Very friendly & approachable, any questions asked were politely answered.	If possible, a time slot for home visits. Sometimes this can't be done which is fully understandable.	
1	Aug-19	Extremely Likely	[Name withheld], the South Molton midwife, was amazing, very friendly & helpful.	Nothing.	
2	Aug-19	Extremely Likely	The care I received post birth was amazing. Everything has been very informative & supportive & I couldn't have asked for more - a huge thank you.		
3	Aug-19	Extremely Likely	Very supportive midwives. Have been very good with making sure that all of mine and my babies needs are met.		
4	Aug-19	Extremely Likely	Very helpful, always asking if ok or need anything.	No.	
5	Aug-19	Extremely Likely	Excellent care provided by everybody involved.		
6	Aug-19	Likely	Follow-up care has been good and midwives have all been very friendly & knowledgeable.		
1	Sep-19	Extremely Likely	Everyone is very friendly and helpful. Always easy to get hold of someone.		
2	Sep-19	Extremely Likely	The staff went above & beyond to make me, my partner & our baby as comfortable and safe as possible.		