

## Maternity Services - Friends and Family Test - Oct-19 to Mar-20

The Friends and Family Test question is asked in maternity services up to four times at specific touch points on the pathway. The question is presented as follows:

***We would like you to think about your experiences of our*** 1.antenatal service during your pregnancy 2.labour ward at birth - homebirth service at birth 3.postnatal ward post birth 4.postnatal community service post birth.

***How likely are you to recommend our*** 1.antenatal service 2.labour ward - homebirth service 3.postnatal ward 4.postnatal community service **to friends and family if they needed similar care or treatment?**

**Response options:** *Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

### Quantitative results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

**The Trust's target 'Would recommend' score is 75%**

Service / Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
<b>Antenatal Service</b>				
Oct-19	No data	No data	No data	No data
Nov-19	2	100.0	0.0	0.0
Dec-19	2	50.0	0.0	50.0
Jan-20	No data	No data	No data	No data
Feb-20	2	100.0	0.0	0.0
Mar-20	1	100.0	0.0	0.0
<b>Labour Ward - NDDH</b>				
Oct-19	23	100.0	0.0	0.0
Nov-19	5	100.0	0.0	0.0
Dec-19	6	100.0	0.0	0.0
Jan-20	15	100.0	0.0	0.0

Feb-20	20	100.0	0.0	0.0
Mar-20	6	100.0	0.0	0.0
<b>Bassett Ward - NDDH</b>				
Oct-19	27	92.6	3.7	3.7
Nov-19	7	100.0	0.0	0.0
Dec-19	3	100.0	0.0	0.0
Jan-20	19	89.5	0.0	10.5
Feb-20	27	96.3	0.0	3.7
Mar-20	7	100.0	0.0	0.0
<b>Postnatal Community Service</b>				
Oct-19	3	66.7	0.0	33.3
Nov-19	9	100.0	0.0	0.0
Dec-19	5	100.0	0.0	0.0
Jan-20	1	100.0	0.0	0.0
Feb-20	1	100.0	0.0	0.0
Mar-20	No data	No data	No data	No data

## 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	Nov-19	Extremely likely	[Name withheld] the sonographer was amazing!!	More like [name withheld].	
2	Nov-19	Likely	Different midwife for nearly every appointment, difficult when you have continued problems or questions or to build a relationship with your midwife.	Continuity of care with the same midwife or at least reduced to 2 or 3 midwives.	
1	Dec-19	Extremely likely	[Name withheld] (midwife) was very personable, realistic and friendly. Put me at ease every step, great I saw her at each appt., very person-centred.	None.	
2	Dec-19	Neither likely nor unlikely	No one knew how I booked a midwife appointment originally. I had to chase up getting appointments. No information offered about antenatal classes despite Devon cutting all funding. No information offered about postnatal classes/options.	More information about all services provided in the local Devon/Cornwall (yes, that would be helpful!) areas whether paid for/free. Other women may not be as tenacious and we need help and support.	
1	Feb-20	Extremely likely	The staff were particularly lovely & helpful in Labour Ward. I'd mention [names withheld] and in Bassett Ward [names withheld] were great.	No. What you are doing is great.	
2	Feb-20	Extremely likely	Always makes you feel welcome, can ask any questions how big or little.		
1	Mar-20	Likely	All midwives are very friendly and supportive. However, some information was outdated and didn't inform me of possible stay in hospital due to meds..	When told I could stay on my antidepressants, I wasn't told that this would [illegible] a 72-hour stay in hospital after birth.	

## 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	Oct-19	Extremely likely	Excellent standard of care & support from midwives, doctors and MCA's.	Facility for dads/partners to stay with mums.	
2	Oct-19	Extremely likely	Fantastic staff.		
3	Oct-19	Extremely likely	We were delighted with the high professional standard of care throughout. The whole team were incredibly attentive & thoughtful.	It was all excellent.	
4	Oct-19	Extremely likely	The staff were absolutely amazing. They have looked after us all great.		
5	Oct-19	Extremely likely	It's our first child so didn't know what to expect & was nervous. Staff were all amazing. Helpful, knowledgeable, supportive. We had midwives [names withheld] for the delivery. Both were a real credit to the hospital & myself & my wife and [name withheld] can't thank them & the rest of the team enough.	None. I did think of something but actually not relevant. Just to add, we thought the surgeon was excellent. Very reassuring to me & my wife during delivery.	
6	Oct-19	Extremely likely	All of the staff made such a difference during a difficult labour. They were supportive as well as attending to all of my medical needs. I was kept well informed of what was happening and shown the highest level of care.		
7	Oct-19	Extremely likely	[Name withheld] was amazing the whole way through. This is our second and this was equally as brilliant! Thanks so much.	Nope!!!	
8	Oct-19	Extremely likely	Could not rate the labour ward team enough! When the emergency buzzer had to be pulled they work as a well-oiled machine to keep my baby & myself safe. Special shout out to [name withheld] - she was amazing! Explained everything that was happening thoroughly. Nothing was too much trouble!	No, I don't see how the service here could be any better - what a fab team of people! Thank you for all that you did for me & my baby.	
9	Oct-19	Extremely likely	Amazing care and the most amazing team for both		

			mum and baby.		
10	Oct-19	Extremely likely	Supporting, very encouraging, stayed with us the whole time. Thanks so much.	Wheeled through the waiting room, felt like everyone was staring.	
11	Oct-19	Extremely likely	Amazing care & support.	Nothing to improve.	
12	Oct-19	Extremely likely	I had a very quick and unexpected labour! Was thinking I was being induced next Wednesday, couldn't see past that! Calm, caring, friendly, helpful, outstanding in every way. Huge hands up to the midwife who helped me deliver [name withheld]. She was incredible. xxx		
13	Oct-19	Extremely likely			
14	Oct-19	Extremely likely	Very helpful, caring & kind staff. Nothing was too much trouble. Fab! Wouldn't of done it without them. Thank you!	Nope.	
15	Oct-19	Extremely likely	All the staff are amazing, so friendly & reassuring. [Name withheld] is such a lovely lady. [Names withheld]		
16	Oct-19	Extremely likely	All of the staff were incredible. Access to all types of pain relief, able to move round freely, felt safe & supported.	N/A - already fantastic.	
17	Oct-19	Extremely likely	All the midwives were outstanding and the delivery suite was/is a very calm place to be. We are so thankful for everyone's care.	No.	
18	Oct-19	Extremely likely	I could not have birthed my baby without my amazing midwives. [Name withheld], who was with me from start to finish, was fantastic in every way.		
19	Oct-19	Extremely likely	Staff are amazing, helpful, went extra mile. Very anxious re: C-section. Everyone fabulous and [name withheld] was exceptional at calming me & guiding me through.		
20	Oct-19	Extremely likely	Couldn't of asked for better care & reassurance from start to finish.	No.	
21	Oct-19	Extremely likely	Good care, patient, understanding.	Even if a mother has been through it before, please give advice still and don't [illegible] to it. If we ask, we need reassuring regardless.	
22	Oct-19	Likely	I felt I had the care I needed and the staff were	Doctors/surgeons could be more sympathetic when	

			professional and attentive.	discussing options when things don't go 'to plan'. I didn't feel that they were willing to entertain other ideas/options. Come across patronising.	
23	Oct-19	Likely	They were caring, communicative and reassuring.	No. All staff I met on Monday great. Midwife lovely, welcoming, [name withheld] fantastic. All staff in theatre made me feel at ease also, even though I was terrified.	
1	Nov-19	Extremely likely	[Name withheld] was amazing throughout our time on Labour Ward.		
2	Nov-19	Extremely likely	Every single member of staff was fantastic and couldn't fault in any way.	Keep doing what you're doing!	
3	Nov-19	Extremely likely	Your staff are incredible. So friendly & supportive, also very accommodating. Everything is explained clearly. Room sizes were great too.	As with our experience of Bassett Ward, we struggled to think of something. So again being nit-picky, we were thinking that air mattresses would be better than the chair I (the partner) slept on. Girlfriend (the patient) suggested making the atmosphere of the rooms a little more cosy.	
4	Nov-19	Extremely likely			Do not publish
5	Nov-19	Extremely likely	Very friendly & attentive staff.	No, perfect.	
1	Dec-19	Extremely likely	[Name withheld]'s support was outstanding.	None at all. The service from [name withheld] was amazing.	
2	Dec-19	Extremely likely	Very friendly ladies made me feel happy and confident. They are wonderful!	None.	
3	Dec-19	Extremely likely	Supportive - listened to my choices. Caring during labour & also once baby was born.	N/A.	
4	Dec-19	Extremely likely	Felt comfortable, reassured but not smothered.	No.	
5	Dec-19	Extremely likely	All the midwives have been super at looking after us, feel & felt really comfortable talking to them and support they've given. Thank you.	Staff seem very friendly & helpful - no bad comments to report. You are fab ladies. Thank you! x	
6	Dec-19	Extremely likely	Very friendly.	No.	
1	Jan-20	Extremely likely	Very helpful, very kind staff, never left me worrying about anything.	No!	
2	Jan-20	Extremely likely	Excellent.	N/A.	
3	Jan-20	Extremely likely	Midwives were helpful, kind and listened.	No.	
4	Jan-20	Extremely likely	Didn't take very long once I got here and the midwife		

			was amazing and caught the baby coming out from the toilet. Very friendly staff. [Name withheld] was amazing.		
5	Jan-20	Extremely likely	The Labour Ward acted swiftly and due to this saved our daughter's life in an emergency.	N/A.	
6	Jan-20	Extremely likely	Well informed & very patient staff.	To make patients aware of timings - understand they are busy but left waiting lots.	
7	Jan-20	Extremely likely	Been treated with respect and dignity. Everyone was really nice.	None.	
8	Jan-20	Extremely likely	We can't fault anything, could not be more appreciative!	No.	
9	Jan-20	Extremely likely	I was very ill with preeclampsia and need another drug through IV. I was very closely monitored, [name withheld] was amazing and was very reassuring. The care we have received was amazing.		
10	Jan-20	Extremely likely	Friendly. Understanding. Listened to my concerns.		
11	Jan-20	Extremely likely	Amazing midwives & very helpful. Very nervous & put me at ease & so friendly.	None.	
12	Jan-20	Extremely likely			
13	Jan-20	Extremely likely	I only attended Labour Ward for checks over a weekend but [name withheld] was fantastic. My concerns were taken seriously, everything was dealt with in good time. Clearly explained and I received fantastic care.		
14	Jan-20	Extremely likely	All of the staff went above and beyond. They are very friendly and polite.	N/A.	
15	Jan-20	Likely	Polite staff always kept in date of what's going on, have your best interests in mind.		
1	Feb-20	Extremely likely	Clean, big rooms, friendly staff. Felt at home!		
2	Feb-20	Extremely likely	Polite staff, clean and tidy. Only downside is being left with hole in my spine.		
3	Feb-20	Extremely likely	Everyone was happy to talk things through with me and make it my choice. [Name withheld] was great but so was everyone else.		
4	Feb-20	Extremely likely	Lovely, amazing staff, got so much patience - especially in Delivery Suite.	More staff so not so much pressure, ceiling fans, Freeview on all TVs with headphones.	

5	Feb-20	Extremely likely	[Names withheld] have been with us throughout our journey & to have them do our C-section, it was amazing. They have been incredible!!		
6	Feb-20	Extremely likely	Even though they have delivered hundreds of babies they still managed to make it feel very personal which is what you need in that situation.	No. They all work amazingly hard.	
7	Feb-20	Extremely likely	The whole experience was amazing. All of the staff during my C-section were great & very reassuring.	No.	
8	Feb-20	Extremely likely	Staff are very friendly and make you feel very welcome. Always happy to help you out.	Keeping C-section patients in longer to make sure their wound is ok and not infected.	
9	Feb-20	Extremely likely	Staff were amazing. [Name withheld] delivered my baby, she was so supportive, made me feel really relaxed and safe.	No. Very happy with how I was treated.	
10	Feb-20	Extremely likely	Birth was amazing, staff were fantastic, couldn't have asked for better care.		
11	Feb-20	Extremely likely	Staff are super-lovely & helpful. Attentive to all your needs, talking us through all decisions, options & reasons behind choices.	None that come to mind after such a positive experience.	
12	Feb-20	Extremely likely	The staff were amazing, very friendly and helpful to our needs. Very skilled. We both felt safe in their hands. x	Need to fix the draughty window (cold draft on baby). Need to fix some of the wheels on the trollies, hard for the staff to move around to do their job properly.	
13	Feb-20	Extremely likely	Felt very at ease & comfortable. Friendly staff, good communication.		
14	Feb-20	Extremely likely	Staff are brilliant and always happy to help no matter how small or large the issue. Everyone is very knowledgeable and if they aren't sure they find someone who is.	Can't think of anything!	
15	Feb-20	Extremely likely	Fantastic people.	No.	
16	Feb-20	Extremely likely	The staff were so helpful & friendly, felt very calm.	No.	
17	Feb-20	Extremely likely	Lovely midwives, very encouraging and informative when asked questions or giving info about [illegible] labour.	Personally would say there isn't anything that needs changing.	
18	Feb-20	Likely	An extremely busy day that didn't alter the standard of care (apart from being left a bit too long on Bassett without pain relief.) [Name withheld], the midwife, was amazing and Mrs [name withheld].	Better advice about when to come in. I was having contractions every 5 minutes but was sent home again & they said I shouldn't have come in so early.	

19	Feb-20	Likely	Friendly, welcoming and caring staff.		
20	Feb-20	Likely	All staff are amazing and are really helpful.	No.	
1	Mar-20	Extremely likely	I was looked after amazingly.	No, excellent system.	
2	Mar-20	Extremely likely	All midwives and staff are amazing! They have so much time and care. They make you feel very relaxed and looked after.	None.	
3	Mar-20	Extremely likely	They were quick and very good when we arrived. [Name withheld], our midwife, was amazing.	Wasn't happy that they made us move straightaway after birth as there wasn't enough staff on.	
4	Mar-20	Extremely likely	How quick they helped when I haemorrhaged and assisted oxygen with my daughter.	No!	
5	Mar-20	Extremely likely	Brilliant, despite being understaffed.		
6	Mar-20	Extremely likely	Was so well looked after during my labour and afterwards, this was my first child and I was very nervous & scared but the team were so good to me.	No, it was fantastic.	

### 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	Oct-19	Extremely likely	Staff were all very supportive and attentive. Very friendly. Midwives [names withheld] were amazing and are a credit to the hospital. Very reassuring and communication excellent. Thank you.	Nil!	
2	Oct-19	Extremely likely	Always someone on hand when you need them. Very friendly & helpful.	Nope!!!	
3	Oct-19	Extremely likely	The care that both myself and my daughter have received has been fantastic. I have been kept informed on every element of her care. All of the staff are friendly, knowledgeable and nothing is too much trouble.		
4	Oct-19	Extremely likely	I have felt incredibly well looked after here, from	This is an amazing ward filled with a team of caring,	

			being induced to after having my baby! Special shout out to [name withheld] for looking after me when things were moving quickly & I felt I wasn't coping well. She was amazing & put me totally at ease!	friendly staff - I really don't think it can be improved! Thank you for all that you did for me & my baby!	
5	Oct-19	Extremely likely	Perfect care by all staff.		
6	Oct-19	Extremely likely	Everyone has been so kind, supportive & friendly. Nothing is too much trouble. Thank you so much.	Partner being able to stay, really tough for mothers on their own. But great support from midwives.	
7	Oct-19	Extremely likely	The staff were all very helpful. Looked after me well.		
8	Oct-19	Extremely likely	Very professional & attentive care, calm, reassuring experience.		
9	Oct-19	Extremely likely	I have never been so well looked after, the staff have been kind, dedicated, resourceful, generous with their time and so patient.	Cool packs for swelling/heat pads for relieving breastfeeding issues.	
10	Oct-19	Extremely likely	Gentle, thoughtful, full of incredible advice & tips, lots of experience across all ages - obvious that the team works beautifully together - effortless handovers - true professionals.		
11	Oct-19	Extremely likely	We were well looked after! Thank you.	No.	
12	Oct-19	Extremely likely	All staff were extremely friendly and helpful. Always checking we were ok or if we needed anything.		
13	Oct-19	Extremely likely	Everyone was extremely helpful & lovely.	No.	
14	Oct-19	Extremely likely	Understanding, friendly, caring.	Relating to breastfeeding, even if a mother has done it before - don't leave us to it if we need help/guidance - allow us to have it as we are [illegible] times not [illegible] parents. Just helps us feel comfortable & cared for.	
15	Oct-19	Extremely likely	We have found all the staff to be incredibly friendly & helpful. We couldn't have wished for any more. [Names withheld]		
16	Oct-19	Extremely likely	Friendly & supportive staff who have been amazing. Someone is always on hand for help or advice.	N/A.	
17	Oct-19	Extremely likely	Excellent handover and communication between wards.	No.	
18	Oct-19	Extremely likely	The care from everyone has been truly fantastic and I'm so grateful to everyone.		

19	Oct-19	Extremely likely	Every midwife and member of the team have been so friendly, helpful & made us feel at ease.	No.	
20	Oct-19	Extremely likely	Baby and I have been looked after with exceptional care by the team on Bassett Ward. This is my third baby on this ward - all three experiences have been amazing in all areas!	No!	
21	Oct-19	Extremely likely			Do not publish
22	Oct-19	Extremely likely	Everybody has been so helpful and have made me feel at ease. Anything I have asked or queried has been responded to respectfully.		
23	Oct-19	Extremely likely	Extremely helpful and supportive staff. Went extra mile. After a difficult breastfeeding experience, [name withheld] [illegible] was incredible & I would not have continued without her support.		
24	Oct-19	Extremely likely	Because everybody is lovely and everyone explains everything that is happening or going to happen. Excellent job to everyone.	No, just carry on how it is. Thank you.	
25	Oct-19	Likely	A good experience.	More toilet facilities.	
26	Oct-19	Neither likely nor unlikely	6 hrs to be discharged because of lack of staff.	Improve funding.	
27	Oct-19	Unlikely	It's been disorganised, bad communication & some staff with terrible people skills. However, some staff were amazing, went over & above. Fantastic staff - [names withheld].	Consultants know their own policies. Some staff need training in people skills.	
1	Nov-19	Extremely likely	Felt in good hands from start to finish.		
2	Nov-19	Extremely likely	Every single member of staff has been fantastic & made me feel completely at ease & nothing was too much trouble.	Just carry on what you are doing.	
3	Nov-19	Extremely likely	The staff here have been nothing short of brilliant before, during & after labour. Fantastic service!	Please consider the father to stay overnight to help. This could also help with bonding, feeding & sleep for the mother.	
4	Nov-19	Extremely likely	Nurses/all staff couldn't be more helpful with any needs and it really felt like they cared about us and the baby even when they were extremely busy.		
5	Nov-19	Extremely likely	As with the Labour Ward, the staff are amazing. You were all so good to my partner & our daughter.	Not much more than nitpicking which we had to stretch to do. All we can think of is racks to hang	

				things in the rooms & an easier entry/exit system for partners like a pass key or something.	
6	Nov-19	Extremely likely	The staff are very attentive & professional.	No, perfect.	
7	Nov-19	Extremely likely			Do not publish
1	Dec-19	Extremely likely	Everyone friendly & helpful. I was nervous about staying in hospital overnight as I've never had to before. There was no need to be though as it was a pleasant experience.	None.	
2	Dec-19	Extremely likely	Fantastic support. Advice by everyone. Especially being first time parents.	No.	
3	Dec-19	Extremely likely	All staff very responsive & caring, willing to help & listen to anything.	No.	
1	Jan-20	Extremely likely	All of the midwives were fantastic, very friendly and helpful.	N/A.	
2	Jan-20	Extremely likely	Helpful and always made sure me and the baby were well looked after.	No!	
3	Jan-20	Extremely likely	Lovely, helpful staff.	N/A.	
4	Jan-20	Extremely likely	All staff were lovely and very supportive.	No.	
5	Jan-20	Extremely likely	Friendly, informative, caring.		
6	Jan-20	Extremely likely	Fantastic care for mother & baby throughout.	N/A.	
7	Jan-20	Extremely likely	Kind, caring and helpful.		
8	Jan-20	Extremely likely	Very lovely & helpful, in particular [names withheld] & lady serving toast! Sodexo - sorry I don't know name.	Communication through different departments is different (different answers given to us).	
9	Jan-20	Extremely likely	Everyone was really nice and caring.	None.	
10	Jan-20	Extremely likely	Brilliant.	No.	
11	Jan-20	Extremely likely	I have been in most of January and the care has been amazing. The staff could not do enough for me, especially when my preeclampsia got seriously worse.	Need more staff, especially when very busy.	
12	Jan-20	Extremely likely	Extremely helpful. Caring. Friendly.	No.	
13	Jan-20	Extremely likely	Amazing midwives, very helpful. I was very nervous & put me at ease, so friendly.	None.	
14	Jan-20	Extremely likely	The care I have received has been amazing. Despite difficult circumstances with busy shifts, lots of women, emergencies and short staff, the team has kept the	A more in-depth leaflet could be available, helping ladies know what to expect and how daily life on the ward works and could reduce repetitive questions to	

			feeling of personalised care, focused on my individual needs & circumstances. All staff (midwives, support workers, Sodexo) have been so friendly and approachable. [Names withheld] especially, were reassuring and put me at my ease.	the staff! e.g. mealtimes, access to the milk kitchen, day 1 baby checks.	
15	Jan-20	Likely	Without sounding bad, being in with people being sick isn't pleasant.	Put like-for-like people together.	
16	Jan-20	Likely			
17	Jan-20	Likely	Would be 'Extremely likely' if I based my experience solely on midwives alone. The doctors let the score down. All midwives wonderful, lovely & caring.		
18	Jan-20	Neither likely nor unlikely			
19	Jan-20	Neither likely nor unlikely			
1	Feb-20	Extremely likely	The staff are lovely and helpful.	Quicker with booking people in, more staff. Fans for cooling. Breathable curtains to let the air in!	
2	Feb-20	Extremely likely	Very well looked after, especially by night staff. Nothing is too much trouble and no question is a silly one!	Keep supporting mums, partners & babies as you are!	
3	Feb-20	Extremely likely	Midwife has been amazing throughout & attentive to our needs, even silly questions.	The rooms are cramped & hot when full.	
4	Feb-20	Extremely likely	Midwives have been amazing! Very caring, thoughtful and helpful. My midwife [name withheld] couldn't of done any more re: ensure our stay was comfortable.	More midwives are needed! This is no reflection on this particular ward but just a general comment. The midwives do all they can!	
5	Feb-20	Extremely likely	All the team were extremely attentive. They really helped with breastfeeding and treated me and baby so well.	I would say communication between the team. However, I think they do an amazing job, especially dealing with so many people coming in and out and it wouldn't be fair as everyone kept to the notes.	
6	Feb-20	Extremely likely	All of the staff on Bassett have been amazing! Cannot thank everyone enough. So caring and made me feel very comfortable, especially [names withheld]. Thank you for everything!		
7	Feb-20	Extremely likely	Lovely midwives, so helpful and reassuring throughout my whole labour.	No suggestions, I am so happy with everything they did for me!	
8	Feb-20	Extremely likely	Very friendly & professional advice, always happy to	Change visiting times - most [illegible] don't finish	

			help & support throughout day & night.	work until 5-ish so 6pm is not late enough.	
9	Feb-20	Extremely likely	Kind, caring staff.	No suggestions.	
10	Feb-20	Extremely likely	The staff have been so supportive and friendly. Always happy to help. Very helpful with assisting with breastfeeding. When I was in early labour, [name withheld] was amazing and supportive. Was pleased to have her looking after me.	The staff work very hard on a demanding ward. At times they could do with more staff on an evening shift to help the midwives see to everyone.	
11	Feb-20	Extremely likely	Expert, friendly staff.		
12	Feb-20	Extremely likely	Every member of staff has been so helpful & caring. We had a great experience. Thank you to our midwives.		
13	Feb-20	Extremely likely	The staff are amazing - so long as you have them, you have all you need.		
14	Feb-20	Extremely likely	Great communication from staff. A very polite, friendly and skilled team.	N/A.	
15	Feb-20	Extremely likely	I felt very well looked after and the ladies helped me whenever I needed it even though they were really busy.	Fix the door buzzer so the ladies don't have to keep running up and down.	
16	Feb-20	Extremely likely	Staff take time to help with any problems, especially feeding and being patient and happy to help with every feed. I really appreciate not being rushed home.	Can't think of anything! Actually, one thing - you can get conflicting advice from different people, in particular about feeding, which can be confusing.	
17	Feb-20	Extremely likely	Lovely staff, always made to feel very comfortable and in the know with everything going on.		
18	Feb-20	Extremely likely	The staff were very good and did their best to look after me and treat me.		
19	Feb-20	Likely	Ward staff were great but the ward was understaffed and busy. No hot drinks offered during the day apart from with breakfast. Dishes not cleared.		
20	Feb-20	Likely	The staff were wonderful but I felt slight too noisy.		
21	Feb-20	Likely	Generally, very good care. [Name withheld], in particular, was amazing. She helped us settle our baby in the UV light and was really caring about it. Other staff had not been so helpful.	I don't understand why partners can't stay at night if they don't mind not having a bed. It was an exhausting time & I really needed support with the baby overnight.	
22	Feb-20	Likely	Felt well looked after and it is nice to have professionals just a buzzer away.		

23	Feb-20	Likely	Care I received was great. However, sometimes left for a while after making a request.	None that I can think of.	
24	Feb-20	Likely	Everyone has been very nice and kept me informed on what's going on.		
25	Feb-20	Likely	Staff very busy most of the time. However, attention has been given every time when needed, although they seem to be under lot of pressure.	I think postnatal woman with stitches should be routinely checked the next day to spot any sign of infection e.g. stitch site, amount of bleeding, obs, [illegible].	
26	Feb-20	Likely			Do not publish
27	Feb-20	Neither likely nor unlikely	Some staff friendly, others not so much. Couldn't move so made me feel unwelcome and out of place.		
1	Mar-20	Extremely likely	My experience was amazing.	No.	
2	Mar-20	Extremely likely	Polite, caring and very helpful staff 24hrs a day.	No.	
3	Mar-20	Extremely likely	Nothing is 'too' much. Very supportive and put you at ease.	None.	
4	Mar-20	Extremely likely	Everyone has been so friendly & helpful, felt looked after.	No.	
5	Mar-20	Extremely likely	All staff A+. Whole maternity ward, upstairs & downstairs, had been amazing and friendly and work really hard.	No suggestions, great experience.	
6	Mar-20	Extremely likely	Brilliant help from everyone, despite being understaffed.		
7	Mar-20	Likely	Some staff were very nice and others were snobby.	Not enough staff on so had to wait ages for the doctor to come and see us.	

### 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	Oct-19	Likely	Friendly & understanding staff.	Online chat for questions & reassurance.	
2	Oct-19	Likely			Do not publish

3	Oct-19	Neither likely nor unlikely	While [name withheld], the lactation specialist midwife, was great there was another midwife whose poor bedside manner at a difficult time made me feel like a terrible mum for my son's slow weight gain.	Additional sensitivity training.	
1	Nov-19	Extremely likely	The care received from [name withheld] and her team colleagues at the hospital was fantastic.	None.	
2	Nov-19	Extremely likely	Happy, friendly, helpful midwives.	No.	
3	Nov-19	Extremely likely	Always willing to help and makes you feel at ease.		
4	Nov-19	Extremely likely	I have received excellent support & help where needed. Always at the end of the phone.		
5	Nov-19	Extremely likely	Highly personal and attentive [illegible], caring. Feel listened to and understood, not dismissive of concerns.		
6	Nov-19	Extremely likely	Everyone was extremely friendly and more than willing to help with anything.	Need more staff at night-times.	
7	Nov-19	Extremely likely	Staff are always friendly. Always there for advice & support!		
8	Nov-19	Extremely likely	All staff treated me with respect and kindness. I was informed throughout entire process.		
9	Nov-19	Likely	Overall, good care but at times feel the midwives are under pressure & therefore feel some visits are rushed.	Make time for patients without a time limit. Better communication for appointments.	
10	Nov-19	Not entered	Midwives have been brilliant.	No.	
1	Dec-19	Extremely likely	Great advice, very caring, prompt and generally lovely.	N/A.	
2	Dec-19	Extremely likely	Amazing staff, I feel they went over and above during my time in their care.		
3	Dec-19	Extremely likely	Staff/staff/staff absolutely amazing!! Have felt so well cared for, nothing too much trouble for me, my baby or partner. Any questions, doubts or advice needed given with professionalism and extreme, genuine care.	Facilities in general needed major updating, specifically shower rooms very dated and not very practical, especially when I would consider this room and its facilities one of the major rooms for post pregnancy women to need to recover.	
4	Dec-19	Extremely likely	I cannot thank my community midwife enough. She has been brilliant throughout my pregnancy & post birth. Easy to talk to & no question too silly. I hope I have her again if & when I have another child. [Name & location withheld]	Keep doing what you're doing.	

5	Dec-19	Likely	We have had a couple of instances where we was forgotten in appointments etc.	Just better communication.	
1	Jan-20	Likely	Midwives are very helpful & responsive - nice & kind as well.	Regular checks.	
1	Feb-20	Extremely likely	All midwives were incredible. Very knowledgeable, helpful and approachable - nothing was too much trouble.	Perhaps try to have some kind of continuity with home visits i.e. same midwife, where possible.	