

Friends and Family Test - Maternity Services - Dec-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:

Thinking about 1.our antenatal service; 2.your time on this ward (Labour Ward - NDDH); 3.your time on this ward (Bassett Ward - NDDH); 4.our postnatal community service... **Overall, how was your experience of our service?**

Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know

Friends and Family Test score

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

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

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

Service	Responses	Would recommend	Would not recommend	Neither good nor poor / Don't know
	No.	%	%	%
Antenatal Service	4	100.00	0.0	0.0
Labour Ward - NDDH	No data	No data	No data	No data
Bassett Ward - NDDH	13	100.00	0.0	0.0
Postnatal Community Service	No data	No data	No data	No data

Patient feedback

	Service	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Antenatal Service	Not entered	Very good	Friendly visit.		
2	Antenatal Service	Not entered	Very good	All positive. Nothing negative to report. Only second visit.		
3	Antenatal Service	Patient	Very good	Very welcoming and made to feel at ease for first pregnancy.		
4	Antenatal Service	Patient	Very good			
1	Bassett Ward - NDDH	Not entered	Very good	Excellent service.	Nothing. A1 service. Great nurses.	
2	Bassett Ward - NDDH	Patient	Very good	Every single staff member that I have encountered during my pregnancy and	Nothing - all of your staff are amazing! Thank you for	

				then my labour have been amazing, friendly and super-helpful. I feel all of my concerns during several visits have been listened to and even when I have over-worried I have still been seen within an hour or two!	everything!	
3	Bassett Ward - NDDH	Patient	Very good			
4	Bassett Ward - NDDH	Patient	Very good	Always ask and check if you're ok and always willing to help whatever time or problem.		
5	Bassett Ward - NDDH	Patient	Very good	Amazing staff with incredible compassion and care for patients and babies. Could not thank them enough for everything everyone did for us. 5* service.		
6	Bassett Ward - NDDH	Patient	Very good	Very nice, pleasant staff. Very helpful and understanding.		
7	Bassett Ward - NDDH	Patient	Very good	Gave me lots of support.	Nothing.	
8	Bassett Ward - NDDH	Patient	Very good	All staff amazing and reassuring! Always happy to help. Student midwife ([name withheld]?) was amazing! Wish you all the best - you will be an amazing midwife!!		
9	Bassett Ward - NDDH	Patient	Very good			Do not publish
10	Bassett Ward - NDDH	Patient	Very good	All my queries and worries were answered. I was never left without knowing and, as a first time mum, was reassuring. We thank you all from the bottom of our hearts.		
11	Bassett Ward - NDDH	Patient	Very good	Very well looked after. Great experience of C-sec compared to last time though. Confident staff.		
12	Bassett Ward	Patient	Very good	Absolutely everyone has been amazing	Nothing! Everything has been	

	- NDDH			from start to finish. I've had a bit of a rough few days and everyone here have been the best! Thank you all so so much! I wish I could give more than a thank you! [Name withheld]. xxx	amazing. Thank you!	
13	Bassett Ward - NDDH	Patient	Good	Thank you so much to everyone who was so helpful and considerate bringing our son into the world. Even with Covid restrictions, you did all you could to make us feel safe.		