

Friends and Family Test - Maternity Services - Jan-21

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	1	100.00	0.0	0.0
Labour Ward - NDDH	1	100.00	0.0	0.0
Bassett Ward - NDDH	7	100.00	0.0	0.0
Postnatal Community Service	No data	No data	No data	No data

Qualitative 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	Patient	Very good			
1	Labour Ward - NDDH	Patient	Very good	All staff were amazing - not too intrusive and very supportive throughout labour. [Name withheld] especially helped us achieve the natural birth we wanted. Thank you.		
1	Bassett Ward - NDDH	Patient	Very good	All staff are absolutely lovely and very supportive. Thank you.	Quiet time on pre-labour ward.	
2	Bassett Ward - NDDH	Patient	Very good	Excellent care given by all staff.		

3	Bassett Ward - NDDH	Spouse/ Partner	Very good	[Name withheld] and [name withheld] have been exceptionally well looked after by all staff on the wards.	Longer visiting hours for partners would be welcome.	
4	Bassett Ward - NDDH	Patient	Very good	Everyone has been so kind and caring, my stay was longer than planned and the good humour and company from all the staff (especially the Sodexo team!) really helped pass the time.	Longer visiting hours for partners would be ideal, 3 hours a day is too little time to get to know a baby.	
5	Bassett Ward - NDDH	Patient	Very good	Because I feel like I have been looked after very well. Also, the midwives and nurses have done everything to get me better and my daughter.	Making sure the staff tells patient that they need to book a visit for the families as no one told me and my partner couldn't come in.	
6	Bassett Ward - NDDH	Patient	Very good	All staff have been truly amazing. They have ensured and reassured me that me and my baby are safe in these times. Can't thank them all enough.		
7	Bassett Ward - NDDH	Patient	Very good	The midwives couldn't have been more reassuring, supportive or helpful - very much appreciated.		