

Friends and Family Test - Maternity Services - Feb-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	No data	No data	No data	No data
Labour Ward - NDDH	20	100	0.0	0.0
Bassett Ward - NDDH	18	100	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	Labour Ward, NDDH	Patient	Very good	Went above and beyond to comfort me when in pain. Always explained what they were doing and why. Perfect service!		
2	Labour Ward, NDDH	Patient	Very good	I feel that I have had amazing care on the Labour ward. I felt safe and well cared for throughout the birth of my baby girl, which was not straight forward. Amazing midwife and care team. Thank you		
3	Labour	Patient	Very good	Access to doctors and anaesthetist was		

	Ward, NDDH			fantastic, everyone was on hand so quickly. The advice was fantastic and reassuring. Very cheerful doctor which is so lovely when in so much pain.		
4	Labour Ward, NDDH	Patient	Very good	From start to finish the support and care was incredible, in particular, [name withheld] and student midwife [name withheld] were just amazing. There is no doubt in my mind that my birth would have been so much more difficult and not to plan without the team. Thank you.	N/A	
5	Labour Ward, NDDH	Patient	Very good	Midwives were amazing and supportive during and after birth. Great care and very positive, keeping me going throughout.		
6	Labour Ward, NDDH	Spouse/ Partner	Very good	From initial phone call to delivery, the team are a credit to the NHS.	N/A	
7	Labour Ward, NDDH	Patient	Very good	Couldn't have asked for better care - thank you so much! Truly appreciated from the bottom of our hearts. Love, Baby [name withheld] and family. xxx		
8	Labour Ward, NDDH	Patient	Very good	Nothing was ever too much, always took time to explain anything not pushy. Special thanks to [names withheld] and the 2 male epidural people.		
9	Labour Ward, NDDH	Patient	Very good	Fantastic midwife there at all times. Felt so reassured and safe.		
10	Labour Ward, NDDH	Patient	Very good	Amazing, friendly staff, always happy to help and made me feel so welcome.		
11	Labour Ward, NDDH	Patient	Very good	Amazing, VBAC attempt leading to C-Section, each individual member of staff	N/A	

				was compassionate and considerate, treating me as an individual and made me feel safe. Midwives were amazing. Thank you so much.		
12	Labour Ward, NDDH	Patient	Very good	Fantastic, supportive care.	Better heating system needed in Labour rooms.	
13	Labour Ward, NDDH	Patient	Very good	Care from staff was second to none. Thank you.		
14	Labour Ward, NDDH	Patient	Very good	Despite Covid restrictions and the unit being busy so had to leave the room ASAP, everyone was so amazing and looked after us so well. It made a difficult birth so much better. Thank you.		
15	Labour Ward, NDDH	Patient	Very good	So amazing. A difficult time but looked after. [Name withheld] informed us and gave us great advice to start our journey and [name withheld] was amazingly caring and calm. We cannot thank you enough for getting [name withheld] here safely no matter how.	Nothing.	
16	Labour Ward, NDDH	Spouse/ Partner	Very good			
17	Labour Ward, NDDH	Patient	Very good	Everyone is very kind and helpful, couldn't do enough for us. Special thank you to [names withheld].	Nothing.	
18	Labour Ward, NDDH	Patient	Very good	Fantastic care, kind and knowledgeable.		
19	Labour Ward, NDDH	Patient	Very good	From the fortnight clinic checks to the Labour wards, everyone we met exceeded our expectations again. Throughout labour [name withheld] was incredibly supportive, calm and just	Nothing.	

				knew the right things to say at the right time, having had a previous negative labour experience not at NDDH this experience will forever make me grateful and look back on it fondly.		
20	Labour Ward, NDDH	Patient	Good	Because me and baby were closely monitored throughout the labour.		
1	Bassett Ward, NDDH	Patient	Very good	Every stage of our care has been outstanding. So many difficulties but everyone cared and informed us as much as possible. Everyone has been amazing and many names stand out. [Name withheld] - we certainly tell [name withheld] how much you helped and cared for her and her mummy and daddy. xx	Nothing.	
2	Bassett Ward, NDDH	Patient	Very good	Very supportive, patient and caring. Midwives are always there to help.	N/A	
3	Bassett Ward, NDDH	Patient	Very good	The support from the whole team was amazing. Luckily, I was in the care of the same midwife that delivered my baby so continuity of care was perfect, could not fault anything.	N/A	
4	Bassett Ward, NDDH	Spouse/ Partner	Very good	All staff were helpful and kind. They gave clear answers to questions and always on hand to help. Birth staff kept [name withheld] calm and helped tremendously. Thank you.		
5	Bassett Ward, NDDH	Spouse/ Partner	Very good	Care from start to finish was brilliant.	N/A	
6	Bassett Ward, NDDH	Patient	Very good	Lots of care from midwives. Help and support was amazing, especially with breastfeeding.		

7	Bassett Ward, NDDH	Patient	Very good	Could not have asked for better care. Thank you so much. Truly appreciated from the bottom of our hearts. Love, Baby [name withheld] and family.		
8	Bassett Ward, NDDH	Patient	Very good	Felt cared for physically and emotionally. Would like to give a special thanks to [name withheld], [name withheld] and [name withheld] on reception, they always spoke. Anything was done to keep my spirits happy and baby well. Felt like part of a family rather than a patient.	Separate lights for the bays as not everyone wants a light on all night.	
9	Bassett Ward, NDDH	Patient	Very good	Checked regularly, always on hand to help, made me feel safe and comfortable.	N/A	
10	Bassett Ward, NDDH	Patient	Very good	Wonderful, individual care. Everyone is genuine, friendly and personable, which put me at ease immediately. All care needs met with compassion and dignity. Made my aftercare a very positive experience. I want to say thank you to everyone who looked after me and my daughter.	N/A	
11	Bassett Ward, NDDH	Patient	Very good	Wonderful staff.		
12	Bassett Ward, NDDH	Patient	Very good	Amazing staff care - nothing was too much. Thank you.		
13	Bassett Ward, NDDH	Patient	Very good	Very attentive, always willing to give their very best and support, made me feel so at ease when having an emotional moment.		
14	Bassett Ward, NDDH	Patient	Very good	I stayed in overnight with my son and the staff were absolutely fantastic. They		

				took him a couple of times to settle him so that I could sleep, I was so grateful. The advice has also been absolutely fantastic. Thank you so much.		
15	Bassett Ward, NDDH	Patient	Very good	If ever I needed anything, staff were always there and understanding. Always answered questions as best as they could.		
16	Bassett Ward, NDDH	Patient	Very good	I simply have positive things to say about my stay on Bassett Ward. The staff are professional, kind, patient and so understanding, nothing is too much trouble and the care is first class, my daughter and I cannot thank you all enough.		
17	Bassett Ward, NDDH	Patient	Good	The care we received has been second to none. Thank you. I would have liked for my partner to have been informed of my complication. Really caring staff. Thank you.		
18	Bassett Ward, NDDH	Patient	Good	Most of the time I felt well looked after, however a couple of times I received my medication late and on one occasion not at all.		
19	Bassett Ward, NDDH	Patient	Not entered	First time on this ward wasn't the best, second time was much better.		