

Friends and Family Test - Maternity Services - Mar-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 | 11 | 100 | 0.0 | 0.0 |
| Bassett Ward - NDDH | 7 | 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 | Amazing care. | | |
| 2 | Labour Ward, NDDH | Patient | Very good | [Name withheld] was an excellent midwife and we were very lucky to have her. | N/A | |
| 3 | Labour Ward, NDDH | Patient | Very good | Very attentive, well cared for. | | |
| 4 | Labour Ward, NDDH | Patient | Very good | Most amazing support from all midwives, made me feel so safe, [name withheld] was really great, can't thank them enough. | N/A | |

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| 5 | Labour Ward, NDDH | Patient | Very good | | | |
| 6 | Labour Ward, NDDH | Patient | Very good | If I could put amazing I would! Could not fault anything and looked after me so well. Thank you. | | |
| 7 | Labour Ward, NDDH | Spouse/ Partner | Very good | Excellent care, friendly, helpful midwives, doctors and nurses. [Name withheld] was amazing - she was attentive and caring but firm when needed, perfect for us. | No. | |
| 8 | Labour Ward, NDDH | Patient & Spouse/ Partner | Very good | We want to thank everyone who helped us through labour, surgery and recovery. You have all been exceptional but a special thanks to [name withheld], [name withheld] and the other midwife who helped [name withheld] during labour - so sorry we can't remember your name! Thank you everyone. | | |
| 9 | Labour Ward, NDDH | Patient | Very good | Excellent care. | | |
| 10 | Labour Ward, NDDH | Patient | Very good | Caring and helpful midwives always ready to help. Helped care for baby when needed. | Nothing. | |
| 11 | Labour Ward, NDDH | Patient | Good | Though extremely busy, if ever I called for help someone would be along. Majority of staff were very helpful. Thank you. x | A couple of times midwives offered to help but never came back and it made me feel anxious, but understand you're all so busy. | |
| 1 | Bassett Ward, NDDH | Patient | Very good | Very attentive, well cared for. | | |
| 2 | Bassett Ward, NDDH | Not entered | Very good | | | |
| 3 | Bassett Ward, NDDH | Patient | Very good | Very caring and helpful. Lots of information given. Great help with | No. | |

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|---|--------------------|---------------------------|-----------|---|----------|--|
| | | | | breastfeeding. | | |
| 4 | Bassett Ward, NDDH | Patient | Very good | Attentive and helpful midwives helped me get rest. | Nothing. | |
| 5 | Bassett Ward, NDDH | Patient & Spouse/ Partner | Very good | We feel the care we have received from every staff member on the ward has been outstanding, enormously attentive, understanding and have offered fantastic support and advice. Thank you to everyone. | | |
| 6 | Bassett Ward, NDDH | Patient | Very good | Very supportive team, always there to help. | | |
| 7 | Bassett Ward, NDDH | Patient | Good | Midwives and nurses were really good and supportive throughout labour and birth. Food could of been a bit more hotter when delivered (ice cream was melted). | | |