

Friends and Family Test - Maternity Services - Apr-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	2	100	0.0	0.0
Labour Ward - NDDH	9	100	0.0	0.0
Bassett Ward - NDDH	1	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	Antenatal Service	Patient	Very good	Lovely, friendly and calm experience with an elective C-section. Thank you.	More info regarding elective section online, specifically for NDDH and the processes.	
2	Antenatal Service	Patient	Very good	Everyone was very friendly and welcoming. Nice, positive experience.		
1	Labour Ward, NDDH	Patient & Spouse/ Partner	Very good	Fantastic care as soon as we arrived. Made us both feel very welcome and at ease.	Nothing.	
2	Labour Ward, NDDH	Spouse/ Partner	Very good	Midwife and healthcare assistant looked after us very well.		
3	Labour Ward,	Patient	Very good	Very good care/[illegible] from when I		

	NDDH			first called in. Every person who helped me were amazing and stayed calm. x		
4	Labour Ward, NDDH	Patient	Very good	The staff were all really supportive. No question was a silly one and everything was explained well when I asked. So friendly and caring.		
5	Labour Ward, NDDH	Spouse/ Partner	Very good			
6	Labour Ward, NDDH	Spouse/ Partner	Very good	Everyone was very friendly and helpful, made everything easy to understand and help was there when needed.		
7	Labour Ward, NDDH	Patient	Very good	Staff were amazing and made my labour easy and quick with lots of support.		
8	Labour Ward, NDDH	Patient	Very good	Every single midwife/doctor has been lovely, very helpful and kept me calm when very anxious.	Communication - not always told when things are happening. Loads of waiting around.	
9	Labour Ward, NDDH	Patient	Very good	Midwives [name withheld] and [name withheld] were excellent, couldn't of done it without them. They made me feel at ease and were extremely friendly.		
1	Bassett Ward, NDDH	Patient	Very good	Very supportive.		