

Friends and Family Test - Maternity Services - May-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	3	100	0.0	0.0
Labour Ward - NDDH	10	100	0.0	0.0
Bassett Ward - NDDH	9	88.9	0.0	11.1
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	I saw the same midwife wherever possible, issues reported to hospital promptly.		
2	Antenatal Service	Patient	Very good	Well organised and friendly.		
3	Antenatal Service	Patient	Very good	Very kind and caring.		
1	Labour Ward, NDDH	Patient	Very good	Friendly and respectful staff. Very helpful.	Nothing.	
2	Labour Ward, NDDH	Patient	Very good	Friendly and supportive midwives. Very helpful and understanding.		

3	Labour Ward, NDDH	Patient & Spouse/ Partner	Very good	Helpful, attentive, everybody couldn't do any more to make our stay enjoyable. Many thanks to all your staff.		
4	Labour Ward, NDDH	Patient	Very good	[Name withheld] (midwife) and [name withheld] and the whole team who worked the night were fantastic in the care and comfort they gave me and my husband, bringing our baby boy into the world. We cannot thank you enough! Incredible care from start to finish. You are all stars!! Thank you. xx	All incredible - no improvement needed.	
5	Labour Ward, NDDH	Patient	Very good	Very supportive midwife, caring and sensitive to wishes.		
6	Labour Ward, NDDH	Patient	Very good	My midwife was reassuring and just amazing. I couldn't have felt more confident.		
7	Labour Ward, NDDH	Patient	Very good	Everyone was so helpful and nice. The ward was quiet. Midwives amazingly attentive and caring. Doctor friendly and efficient. We were so well looked after. Thanks.	Nothing - all perfect.	
8	Labour Ward, NDDH	Spouse/ Partner	Very good	Super and genuine caring from the whole team! Huge thank you to everyone and especial mention to [name withheld], [name withheld] and [name withheld] in admin! But, as I say, a fantastic team and great experience. Thank you!!		
9	Labour Ward, NDDH	Patient	Good	Overall, very happy with how things went.	Not enough birthing rooms to allow time for longer labours. Kept being moved back upstairs, slowed contractions down.	
10	Labour	Spouse/	Good	[Name withheld] was great as was our		

	Ward, NDDH	Partner		gynae doctor.		
1	Bassett Ward, NDDH	Spouse/ Partner	Very good	Felt welcome and my partner was well supported and cared for.		
2	Bassett Ward, NDDH	Patient	Very good	I felt very looked after and listened to.		
3	Bassett Ward, NDDH	Patient	Very good	Friendly, helpful staff.	N/A	
4	Bassett Ward, NDDH	Patient & Spouse/ Partner	Very good	Lovely staff, everybody helped and looked after me and my baby. Couldn't have asked for anything else.		
5	Bassett Ward, NDDH	Patient	Very good	Supportive and attentive midwives who are happy to help when requested.		
6	Bassett Ward, NDDH	Patient	Very good	Helpful staff. Friendly and approachable.		
7	Bassett Ward, NDDH	Patient	Very good	The midwives are all very attentive and easy to approach.		
8	Bassett Ward, NDDH	Patient	Very good	Wonderful experience from all. Thank you so much!!		
9	Bassett Ward, NDDH	Patient	Don't know	Mixed care. Some staff were amazing. Some made me feel unsafe.		