

Friends and Family Test - Maternity Services - Jul-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	5	100	0.0	0.0
Labour Ward - NDDH	No data	No data	No data	No data
Bassett Ward - NDDH	2	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	Looked after very well, midwives were lovely.	Nothing, everyone was very helpful.	
2	Antenatal Service	Patient	Very good			Do not publish
3	Antenatal Service	Patient	Very good	Very welcoming and lovely midwife.		
4	Antenatal Service	Patient	Very good	Very helpful and friendly.		
5	Antenatal Service	Patient	Very good	All the staff were so kind on all shifts. The surgery went so well because there is an amazing team of people at the	Nothing. I was happy all round. Thank you.	

				hospital.		
1	Bassett Ward, NDDH	Patient	Very good	Staff are lovely, friendly, always happy to help.		
2	Bassett Ward, NDDH	Patient	Very good	Very friendly and made us feel at ease.		