

Friends and Family Test - Maternity Services - Jun-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	9	100	0.0	0.0
Labour Ward - NDDH	4	100	0.0	0.0
Bassett Ward - NDDH	9	100	0.0	0.0
Postnatal Community Service	1	100	0.0	0.0

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 midwives. Good care and information.	More continuity in Torrington - saw different midwives a lot.	
2	Antenatal Service	Patient	Very good	Friendly, approachable and quick response times.	N/A	
3	Antenatal Service	Patient	Very good	Staff were amazing every single time we came in for an appointment. Really well looked after and made to feel so comfortable.	N/A. You're all amazing. Thank you so much. x	
4	Antenatal Service	Patient	Very good	Everyone was very helpful and friendly.	N/A	
5	Antenatal	Patient	Very good	Couldn't have asked for better help and	Carry on what you are doing, great job!	

	Service			support, especially the breastfeeding help.		
6	Antenatal Service	Patient	Very good	All the staff are so caring and helpful and obviously love what they do. They make a scary time a lot less stressful! All amazing.		
7	Antenatal Service	Patient	Very good	All staff were attentive and caring.	No.	
8	Antenatal Service	Patient	Very good	Excellent care - amazing midwives. All made me feel at ease and well cared for. [Name withheld], [name withheld], [name withheld] and [name withheld], in particular, were absolutely amazing.		
9	Antenatal Service	Patient	Good	All midwives I saw were excellent. I personally struggled with the lack of continuity with the midwives I saw. I felt like each time I had a different person and found that hard.	More continuity with seeing the same midwives as you have previously. Everything else was great.	
1	Labour Ward, NDDH	Patient	Very good	Being booked in for a C-section but going into labour sooner, I was terrified but the care I got during labour from start to finish was incredible. The midwives were so caring, reassuring and encouraging that it made my labour experience so amazing and much more positive than last time. I can't thank them enough.		
2	Labour Ward, NDDH	Patient	Very good	All of the staff were amazing! So so friendly, helpful and communicated really well. Felt well looked after and well supported by all of the team.		
3	Labour Ward, NDDH	Patient & Spouse/Par	Very good	[Name withheld], [name withheld], [name withheld], [name withheld],	Not a thing!	

		Partner		[name withheld], [name withheld] and the rest of the fantastic team that took care of [name withheld] whilst we were here were just an asset to NDDH. Thank you so much for bringing our little man into the world safely!		
4	Labour Ward, NDDH	Patient & Spouse/Partner	Very good	Every single midwife, student midwife and doctor could not of been any more reassuring, kind, professional and made our experience the best it possibly could have been - an absolute credit to the NHS.	N/A	
1	Bassett Ward, NDDH	Patient	Very good	Every member of staff has been amazing. Everyone has been so kind and caring and so helpful. Thank you so much!	Nothing.	
2	Bassett Ward, NDDH	Patient	Very good	I didn't have it very easy since giving birth with one thing and another but the staff made me feel like a real person. They made not just me as a mum but my partner so comfortable and he was very happy knowing I was in safe hands.		
3	Bassett Ward, NDDH	Patient	Very good	Friendly staff, knowledgeable, helpful.		
4	Bassett Ward, NDDH	Patient & Spouse/Partner	Very good	My wife was looked after with compassion and [illegible] from day one and the midwives clearly love their jobs. Also, the care [illegible] were ace. The guys that brought [name withheld] food and drink were lovely and also very caring. [Name withheld] is awesome and lovely.	Vending machine was out of service so I had to leave to get any snacks as we were here for 5 days.	

5	Bassett Ward, NDDH	Patient	Very good	Everyone has been super-friendly and very helpful. Nothing is ever too much hassle. Handovers always let you know who was now looking after you.	A few times, messages didn't get passed on. Oh, and I was nearly given [illegible] antibiotics twice as had just been given them before changeover.	
6	Bassett Ward, NDDH	Patient	Very good	Very accommodating and attentive staff.	Very happy - nothing.	
7	Bassett Ward, NDDH	Patient	Very good	Excellent care provided to me and baby, felt very safe and well looked after.		
8	Bassett Ward, NDDH	Patient	Very good	I've been very well looked after. Couldn't fault any of the staff on Bassett Ward, or down in labour.		
9	Bassett Ward, NDDH	Patient	Good	Spent first day not knowing anything. After baby was born it was a lot better.	Communication.	
1	Postnatal Community Service	Patient	Very good	Great communication, friendly, reassuring and helpful.	N/A	