

## Friends and Family Test - Maternity Services - Aug-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Negative' 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 'Positive' score is 75%**

Service	Responses	Positive	Negative	Neither good nor poor / Don't know
	No.	%	%	%
Antenatal Service	54	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	5	100	0.0	0.0

### Qualitative feedback

	Service	Location	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	Holsworthy Community Hospital	Patient	Very good	Parking good and free. Service, clean, prompt and efficient	N/A	
2	Antenatal Service	Holsworthy Community Hospital	Patient	Very good			
3	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Very friendly and supportive.		
4	Antenatal	Holsworthy	Patient	Very good	Always friendly and happy to help.	N/A	

	Service	Community Hospital					
5	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Very helpful and very friendly staff.		
6	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Fast and really friendly.		
7	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Lovely. Friendly. Professional. Caring.		
8	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Very friendly and supportive. There when need them.		
9	Antenatal Service	Holsworthy Community Hospital	Patient	Very good			
10	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Lovely midwife and very helpful.		
11	Antenatal Service	Holsworthy Community Hospital	Patient	Very good			
12	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Quick, smooth, kind.		
13	Antenatal Service	Holsworthy Community Hospital	Patient	Very good			
14	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Always excellent.		
15	Antenatal	Holsworthy	Patient	Very good			

	Service	Community Hospital					
16	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Very friendly service. Rules regarding Covid are very good with social distance and cleaning great.	Nothing. Everything clean and spotless.	
17	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Staff very friendly and helpful. Good Covid measures in place.		
18	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	[Name withheld] was professional and caring, putting my mind at rest and offering a tailored care plan and birth.		
19	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Midwives are always so lovely and helpful.	Nothing.	
20	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Always greeted by kind and friendly nurse. Approachable with all q's, always happy to help/advise.		
21	Antenatal Service	Holsworthy Community Hospital	Patient	Very good			
22	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Always had excellent care from the midwives. Nothing is ever too much trouble.		
23	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Excellent care and attention from [name withheld], as always.		
24	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	The midwives here are so kind, lovely, wonderful and could not do enough to ensure the safety and wellbeing of myself and my baby. Both are professional and clearly	The midwives could not do any more. I feel the service for them is stretched to capacity and more midwives are needed so the current ones have a rest!	

					love their jobs and are diligent.		
25	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Lovely staff. Clean building inside.	Email or letter confirm appointment.	
26	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	Staff friendly. Hospital clean. Short waiting time.		
27	Antenatal Service	Holsworthy Community Hospital	Patient	Very good	I always feel very welcome. The staff are lovely and the care given is brilliant		
28	Antenatal Service	Torrington Community Hospital	Patient	Very good	Very welcoming, always happy to help when needed and very friendly staff and midwives.		
29	Antenatal Service	Torrington Community Hospital	Patient	Very good	Comfortable. Informative. Considerate. Felt listened to. [Name withheld]		
30	Antenatal Service	Torrington Community Hospital	Patient	Very good	Excellent service of care. Went into detail and very thorough.		
31	Antenatal Service	Torrington Community Hospital	Patient	Very good	The lovely receptionist and staff!		
32	Antenatal Service	Torrington Community Hospital	Patient	Very good	Everyone is very helpful.		
33	Antenatal Service	Torrington Community Hospital	Patient	Very good	Receptionists always polite and welcoming. Clean and tidy hospital. Lovely team of midwives!		
34	Antenatal Service	Torrington Community Hospital	Patient	Very good	On time. Time-efficient. Staff excellent, polite and [illegible].		
35	Antenatal Service	Torrington Community	Patient	Very good	Very well organised. Lovely, welcoming staff.		

		Hospital					
36	Antenatal Service	Torrington Community Hospital	Patient	Very good	Quick, polite staff. Good parking.	Nothing.	
37	Antenatal Service	Torrington Community Hospital	Patient	Very good	Always feel welcomed. Lovely staff. Always feel well informed.	Nothing.	
38	Antenatal Service	Torrington Community Hospital	Patient	Very good	Very good Covid procedures.		
39	Antenatal Service	Torrington Community Hospital	Patient	Very good	Very friendly. Professional and like the fact of seeing the same healthcare professional every time.	N/A	
40	Antenatal Service	Torrington Community Hospital	Patient	Very good	My appointment was on time. Staff friendly and polite.	Nothing. I've always had a good experience at the community hospital.	
41	Antenatal Service	Torrington Community Hospital	Patient	Very good	Very friendly staff. Happy and helpful.		
42	Antenatal Service	Torrington Community Hospital	Patient	Very good	Friendly staff who listen to concerns.		
43	Antenatal Service	Torrington Community Hospital	Not entered	Very good			
44	Antenatal Service	Torrington Community Hospital	Patient	Very good	Excellent explanations of treatment, options/plans. Very friendly and reassuring and kind.	Nothing could have been better.	
45	Antenatal Service	Torrington Community Hospital	Patient	Very good	[Name withheld], midwife, always makes me feel comfortable.		
46	Antenatal Service	Torrington Community Hospital	Spouse/ Partner	Very good			

		Hospital					
47	Antenatal Service	Torrington Community Hospital	Patient	Very good	The staff are exceptional, especially the admin staff - very friendly. [Name withheld], the midwife, is brilliant at her job. Friendly, kind and [illegible]. Perfect.		
48	Antenatal Service	Torrington Community Hospital	Patient	Very good	Looked after well, any problems.		
49	Antenatal Service	Holsworthy Community Hospital	Patient	Good	I've always loved having [name withheld] as my midwife with all three of my pregnancies.	Maybe less waiting time as I do have to wait over my appointment time every time I'm here.	
50	Antenatal Service	Torrington Community Hospital	Patient	Good			
51	Antenatal Service		Patient	Very good	My community midwife, [name withheld], was incredibly supportive of my home birth. I felt well cared for.	N/A	
52	Antenatal Service		Patient	Very good	I have been looked after very well the entire time and made to feel at ease after a tricky previous experience.	Everything was great.	
53	Antenatal Service		Patient & Spouse/ Partner	Very good	Really helpful and attentive. We've been given great advice, being first-time parents that's great. Nothing has been too much for staff.		
54	Antenatal Service		Patient	Very good	Great midwives support.	Better breakfast for ladies with induction (before going into labour).	
1	Bassett Ward	North Devon District	Patient	Very good	Friendly, helpful staff. Very caring and welcoming.		

		Hospital					
2	Bassett Ward	North Devon District Hospital	Patient	Very good	Amazing. Because the care and love from everyone has been outstanding. You's are all lovely people who don't get paid enough! You's work so hard. Thank you so much for all you've done for [name withheld] and myself. xxx	You's need more breaks, rest and better wages.	
1	Postnatal Community Service	Torrington Community Hospital	Patient	Very good	Very professional, made to feel at ease, especially when Covid going around.	Nothing.	
2	Postnatal Community Service	Torrington Community Hospital	Patient	Very good	Friendly receptionists. Clean and tidy. Everyone is happy and helpful.		
3	Postnatal Community Service	Torrington Community Hospital	Not entered	Very good	I was overall pleased with my first apt!		
4	Postnatal Community Service	Torrington Community Hospital	Patient	Very good	Really helpful.		
5	Postnatal Community Service	Torrington Community Hospital	Patient	Very good	On-time appointments, very thorough.		