

## Friends and Family Test - Maternity Services - Sep-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	12	100	0.0	0.0
Labour Ward - NDDH	No data	No data	No data	No data
Bassett Ward - NDDH	1	100	0.0	0.0
Postnatal Community Service	No data	No data	No data	No data

### 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	Always have had very thorough checks, with both [name withheld] and [name withheld]! Both lovely and caring people.		
2	Antenatal Service	North Devon District Hospital	Patient	Very good	Every single person I met in hospital was so kind and helpful. They made my stay, and the birth of my son truly special.		
3	Antenatal Service	Torrington Community Hospital	Patient	Very good			

4	Antenatal Service	Torrington Community Hospital	Patient	Very good	Greeted with super polite receptionist, very informative. Very Covid-safe. Extremely clean inside. Midwife lovely and reassuring. Top notch.		
5	Antenatal Service	Torrington Community Hospital	Patient	Very good	[Name withheld] made me feel at ease, and relaxed about going forward.	N/A	
6	Antenatal Service	Torrington Community Hospital	Patient	Very good	Everyone friendly, helpful and productive.		
7	Antenatal Service	Torrington Community Hospital	Not entered	Very good	Everyone is friendly and helpful.		
8	Antenatal Service	Torrington Community Hospital	Not entered	Very good	Because I'm well cared for and, even though I'm over worried after two miscarriages, nothing is a problem.		
9	Antenatal Service	Torrington Community Hospital	Patient	Very good	Listened to all of my concerns and were very helpful.		
10	Antenatal Service	Torrington Community Hospital	Patient	Very good	Running on time. Lovely staff.		
11	Antenatal Service	Torrington Community Hospital	Patient	Very good	Midwives very thorough, helpful and friendly.	N/A	
12	Antenatal Service		Patient	Very good	[Name withheld], [name withheld] and [name withheld] were all excellent community midwives throughout my pregnancy.	I was very happy with all the care I received!	
1	Bassett Ward	North Devon	Patient	Very good	All of the staff were lovely, very helpful and kind. The evening /		

		District Hospital			overnight midwife, [name withheld] went above and beyond and the student nurse, [name withheld], that looked after me took the time to get to know me which was lovely too. It was nice of Dr [name withheld] to stop by and check in each time he was on the ward, it meant a lot.		
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