

Friends and Family Test - Maternity Services - Oct-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	16	100	0.0	0.0
Labour Ward - NDDH	3	100	0.0	0.0
Bassett Ward - NDDH	1	100	0.0	0.0
Postnatal Community Service	7	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1	Antenatal Service	Torrington Community Hospital	Patient	Very good			Do not publish
2	Antenatal Service	Torrington Community Hospital	Patient	Very good	Professional throughout. Caring, kind and welcoming.	Nothing.	
3	Antenatal Service	Torrington Community Hospital	Patient	Very good	[Name withheld] made me feel very reassured and at ease.	Nothing.	
4	Antenatal	Torrington	Patient	Very good	Excellent.		

	Service	Community Hospital					
5	Antenatal Service	Torrington Community Hospital	Patient	Very good	[Name withheld] was friendly, kind, very helpful and made me feel welcome. She explained everything very clearly.		
6	Antenatal Service	Torrington Community Hospital	Patient	Very good			
7	Antenatal Service	Torrington Community Hospital	Patient	Very good	Polite staff. Appointment on time.		
8	Antenatal Service	Torrington Community Hospital	Patient	Very good	My midwife, [name withheld], is so lovely and professional and the girls at the desk are so welcoming.		
9	Antenatal Service	Torrington Community Hospital	Not entered	Very good	[Name withheld] is lovely.		
10	Antenatal Service	Torrington Community Hospital	Patient	Very good	Receptionist was very welcoming/informative. Midwife and student very nice.		
11	Antenatal Service	Torrington Community Hospital	Patient	Very good	Very efficient.	N/A	
12	Antenatal Service	Torrington Community Hospital	Patient	Very good			
13	Antenatal Service	Torrington Community Hospital	Patient	Very good	Reception staff fantastic, friendly, approachable and kind. Midwife also fantastic, efficient and supportive.	Nothing, all great at Torrington Hospital.	
14	Antenatal Service	Torrington Community	Patient	Very good	Answered all my questions, very supportive, helpful, on time.	N/A	

		Hospital					
15	Antenatal Service	Torrington Community Hospital	Patient	Very good	Midwife was very encouraging, kind and informative.	Nothing.	
16	Antenatal Service	Torrington Community Hospital	Patient	Very good	Very friendly, quiet and felt at ease and safe.		
1	Labour Ward	North Devon District Hospital	Patient	Very good	Amazing midwives, went above and beyond to help me get the birth I wanted. Great support post-birth from day team.	Nothing.	
2	Labour Ward	North Devon District Hospital	Not entered	Very good	Great advice. Great care. I felt safe during the operation, every team member here is an asset to our mat service.	None.	
3	Labour Ward	North Devon District Hospital	Patient	Very good	Very happy with care from midwives.		
1	Bassett Ward	North Devon District Hospital	Patient	Very good	The patience you guys have every time I pressed that buzzer!		
1	Postnatal Community Service	Holsworthy Community Hospital	Patient	Very good	I love my midwife, [name withheld], she's brilliant.		
2	Postnatal Community Service	Torrington Community Hospital	Patient	Very good	I was anxious about this appointment for a number of reasons but left feeling happier, reassured and supported. It felt like [name withheld] was really advocating for me.	Nothing.	
3	Postnatal	Torrington	Patient	Very good	[Illegible]		

	Community Service	Community Hospital					
4	Postnatal Community Service	Torrington Community Hospital	Patient	Very good			
5	Postnatal Community Service	Torrington Community Hospital	Not entered	Very good	Friendly receptionist, clean and tidy.		
6	Postnatal Community Service	Torrington Community Hospital	Patient	Very good	Very helpful, supportive, informative and reassuring.		
7	Postnatal Community Service	Torrington Community Hospital	Patient	Very good			