

The Friends and Family Test

Service Report: Jan 2022

Service

Beeston - Antenatal

Star Rating



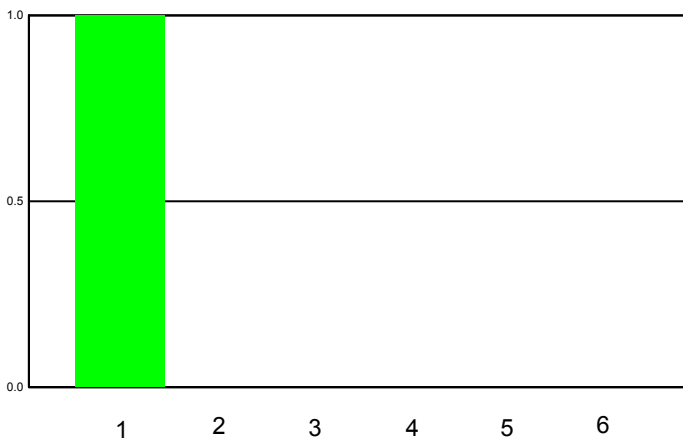
Positive

100.00%

Negative

0.00%

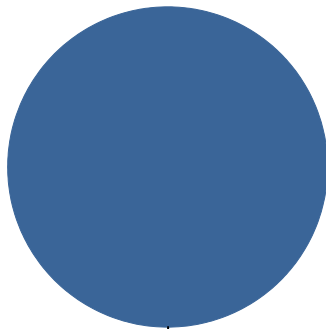
Overall Scores



Response Option	Responses	Percentage
1 - Very good	1	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Female 1
Total: 1

Eligible Patients

1

Response Rate

100.0%

Total Responses

1

Female

The Friends and Family Test

Service Report: Jan 2022

All Comments

Efficient , knowledgeable , reassuring

1

The Friends and Family Test

Service Report: Jan 2022

Service

Carlton - Antenatal

Star Rating



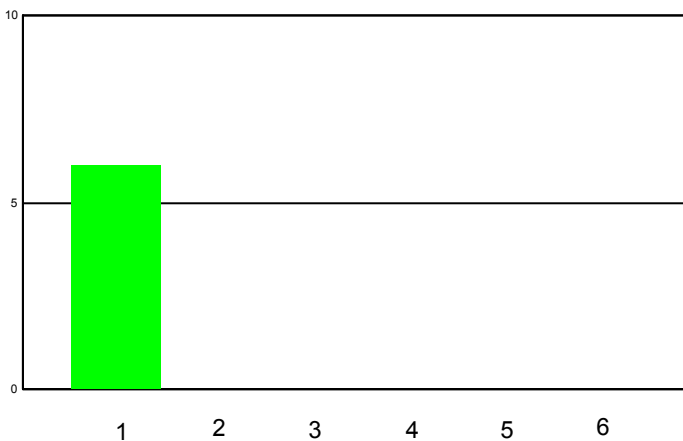
Positive

100.00%

Negative

0.00%

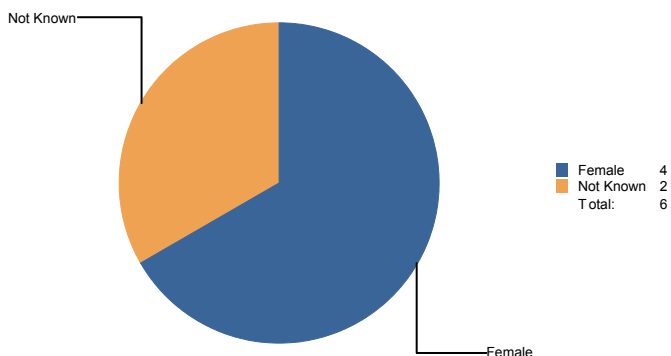
Overall Scores



Response Option	Responses	Percentage
1 - Very good	6	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

6

Response Rate

100.0%

Total Responses

6

All Comments

Maria has been wonderful. Approachable & supportive . A far cry from my previous experience in Bingham in 2012 ! Thank you Maria

1

I have been so well looked after by each of the midwives that I have seen , they are all an asset to the NHS

1

Feedback given 2/12/21. Always make me feel re-assured & comfortable

1

Feedback given 1/12/21. Great standard of care , regular updates and a feeling of support at every appointment. Only thing (that could be better) is maybe digitise records , so I can access via an app for appointments etc

1

Feedback given 9/12/21. Very supportive

1

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Maria, my midwife, was incredible from booking right up until my last appointment with her.

1

The Friends and Family Test

Service Report: Jan 2022

Service

Clifton - Antenatal

Star Rating



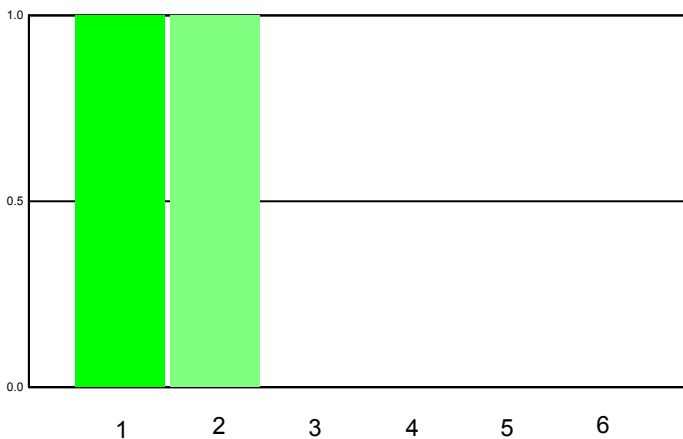
Positive

100.00%

Negative

0.00%

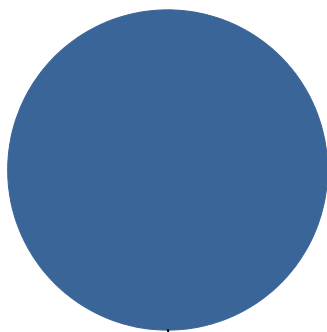
Overall Scores



Response Option	Responses	Percentage
1 - Very good	1	50.00%
2 - Good	1	50.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



■ Female 2
Total: 2

Female

Eligible Patients

2

Response Rate

100.0%

Total Responses

2

All Comments

Midwives always very kind and polite !

1

2

The Friends and Family Test

Service Report: Jan 2022

Service

Community Teenager - Antenatal

Star Rating



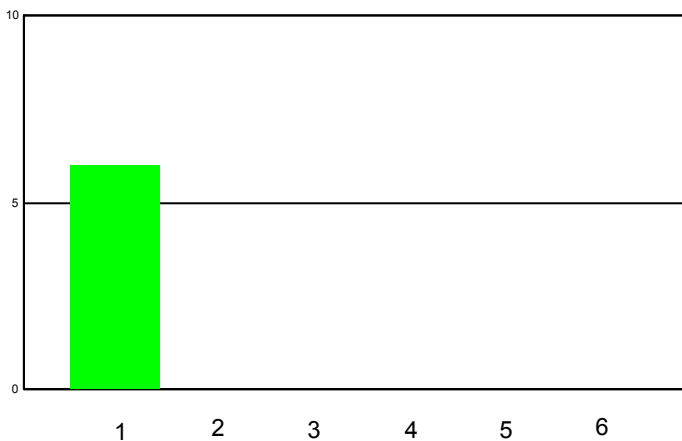
Positive

100.00%

Negative

0.00%

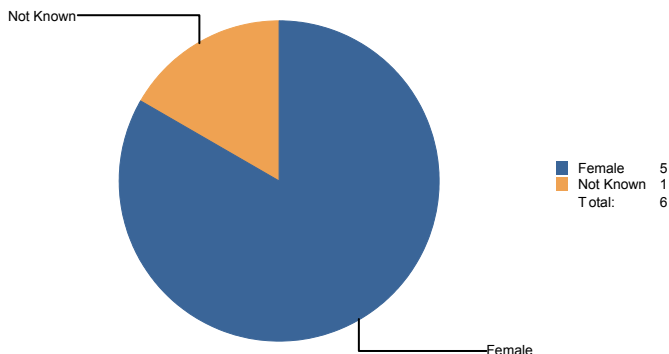
Overall Scores



Response Option	Responses	Percentage
1 - Very good	6	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

6

Response Rate

100.0%

Total Responses

6

All Comments

The midwife always reassured me with everything and made me feel comfortable and advised me well

1

Amazing service , been nothing but amazing

1

Very friendly

1

Always had my questions answered and always feel well supported

1

They are very helpful and always there if you need to talk about something

1

The Friends and Family Test

Service Report: Jan 2022

Very supportive

1

The Friends and Family Test

Service Report: Jan 2022

Service

Maternity Triage (QMC)

Star Rating



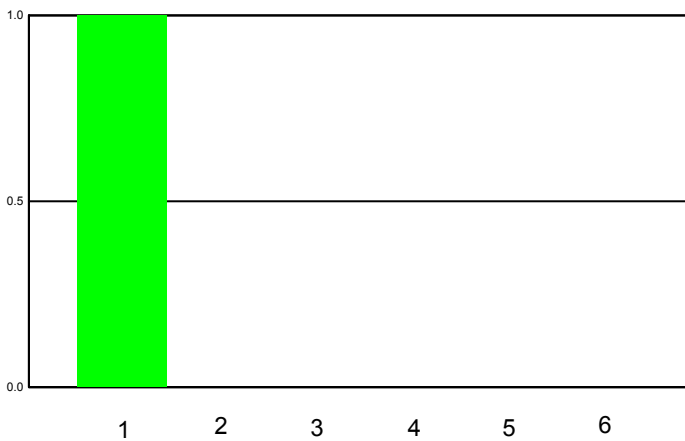
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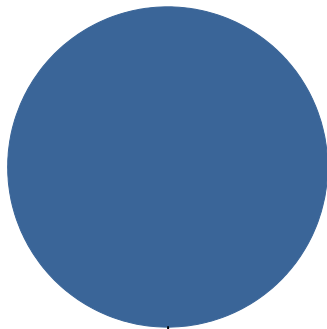
Overall Scores



Response Option	Responses	Percentage
1 - Very good	1	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Female 1
Total: 1

Eligible Patients

1

Response Rate

100.0%

Total Responses

1

Female

The Friends and Family Test

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All Comments

1

The Friends and Family Test

Service Report: Jan 2022

Service

Rushcliffe Combined - Antenatal

Star Rating



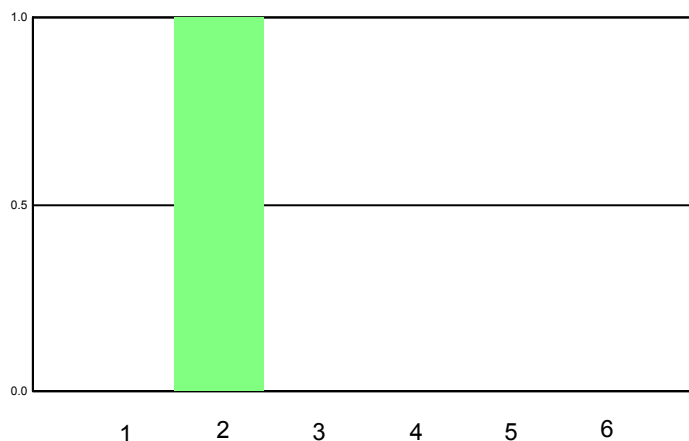
Positive

100.00%

Negative

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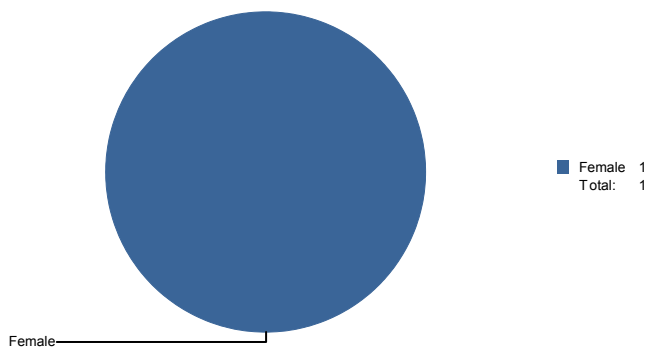
Overall Scores



Response Option	Responses	Percentage
1 - Very good	0	0.00%
2 - Good	1	100.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

1

Response Rate

100.0%

Total Responses

1

All Comments

My midwife is great. Although I have had some experiences of a different midwife not turning up to my house for a booked appointment and appointment dates needing to be changed at short notice etc. Sometimes hard to get through via phone to the midwife team at Cornerstone - a lot of messages left with reception, and waiting for a callback.

2

The Friends and Family Test

Service Report: Jan 2022

Service

Sherwood - Antenatal

Star Rating



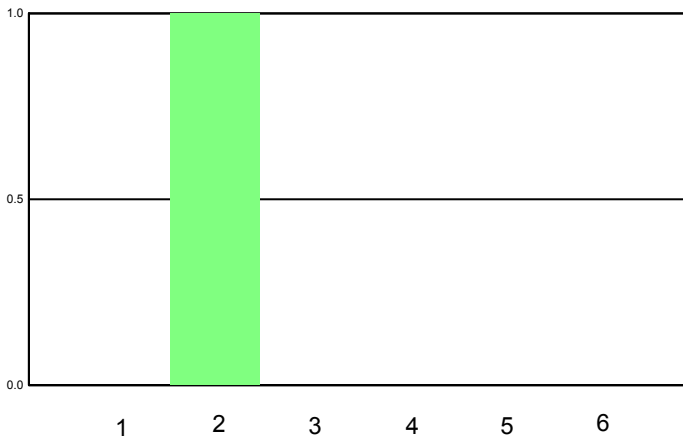
Positive

100.00%

Negative

0.00%

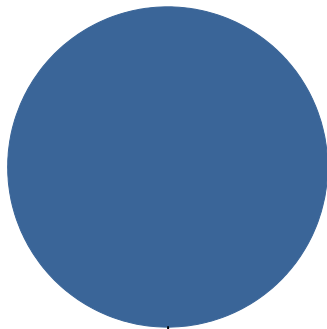
Overall Scores



Response Option	Responses	Percentage
1 - Very good	0	0.00%
2 - Good	1	100.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Female 1
Total: 1

Eligible Patients

1

Response Rate

100.0%

Total Responses

1

Female

The Friends and Family Test

Service Report: Jan 2022

All Comments

2

The Friends and Family Test

Service Report: Jan 2022

Service

Wollaton - Antenatal

Star Rating



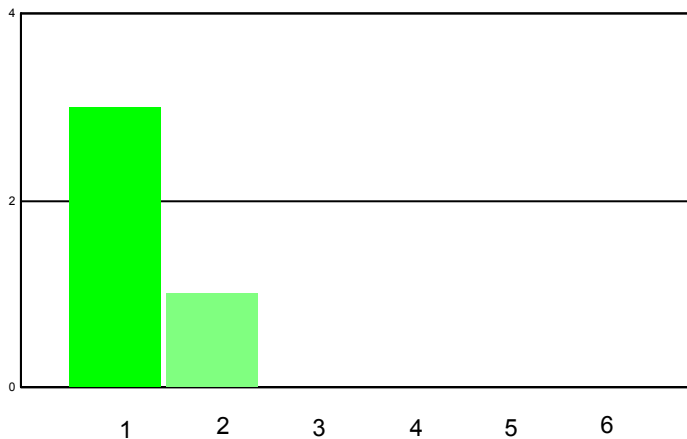
Positive

100.00%

Negative

0.00%

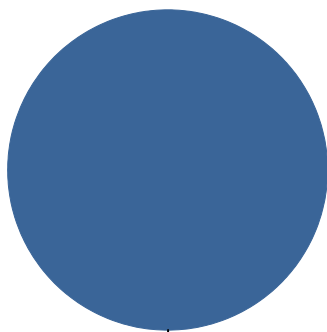
Overall Scores



Response Option	Responses	Percentage
1 - Very good	3	75.00%
2 - Good	1	25.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Female 4
Total: 4

Eligible Patients

4

Response Rate

100.0%

Total Responses

4

Female

All Comments

Very informative , friendly , really pleased with the service provided. Feel more prepared

1

Felt listened to with any concerns. All staff are kind & friendly , take time to explain everything

1

Very informative , lots of advice and support. Nothing more , thank you

1

Until now had a good overall experience. Didn't like the thing that I had to switch up between multiple midwives. Should be only one throughout (at every appointment)

2

The Friends and Family Test

Service Report: Jan 2022

Service

Labour Suite (City)

Star Rating



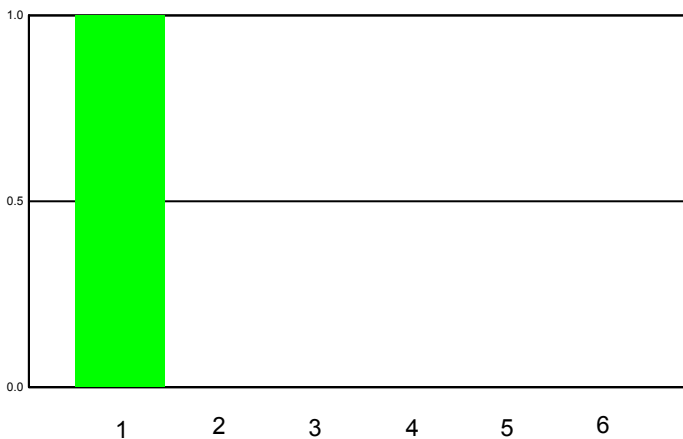
Positive

100.00%

Negative

0.00%

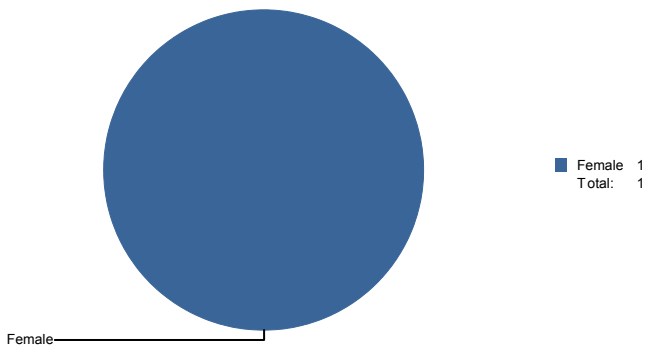
Overall Scores



Response Option	Responses	Percentage
1 - Very good	1	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

1

Response Rate

100.0%

Total Responses

1

All Comments

Midwife Jo and student Kimberley were second to none. I have absolutely nothing but praise for the care I received in their hands - they ensured they were familiar with my birth plan and they really ensured I got my wishes as far as possible from beginning to end. After a very traumatic previous induction and delivery, this birth was entirely different - so much so that I would do it all again tomorrow! I feel so empowered by the healing birth, and that was enabled by their wonderful care.

1

The Friends and Family Test

Service Report: Jan 2022

Service

Labour Suite (QMC)

Star Rating



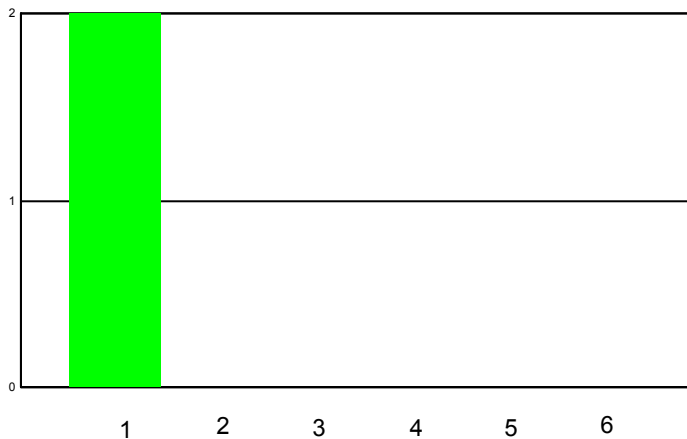
Positive

100.00%

Negative

0.00%

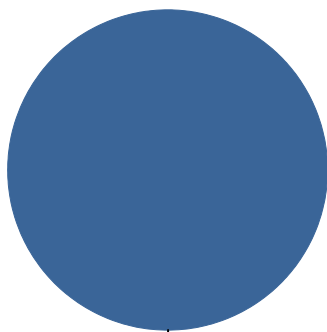
Overall Scores



Response Option	Responses	Percentage
1 - Very good	2	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



■ Female 2
Total: 2

Female

Eligible Patients

2

Response Rate

100.0%

Total Responses

2

All Comments

1

I've been looked after in every possible way

1

The Friends and Family Test

Service Report: Jan 2022

Service

Arnold - Postnatal

Star Rating



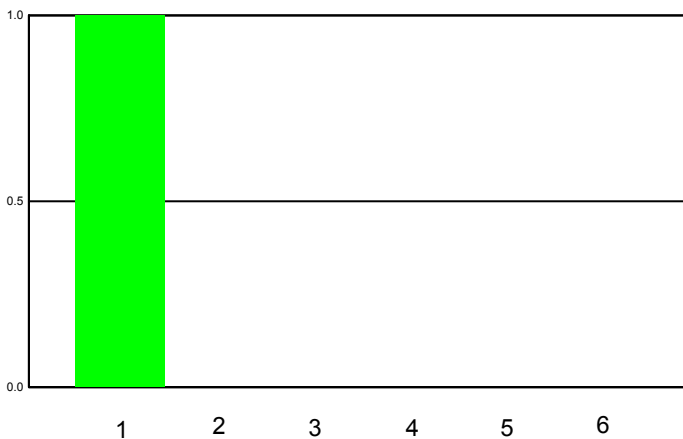
Positive

100.00%

Negative

0.00%

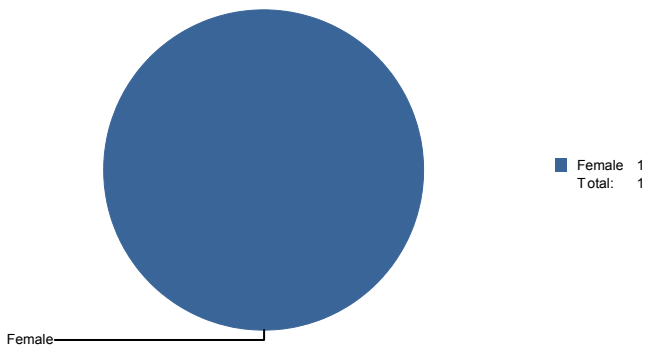
Overall Scores



Response Option	Responses	Percentage
1 - Very good	1	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

1

Response Rate

100.0%

Total Responses

1

The Friends and Family Test

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All Comments

1

The Friends and Family Test

Service Report: Jan 2022

Service

Beeston - Postnatal

Star Rating



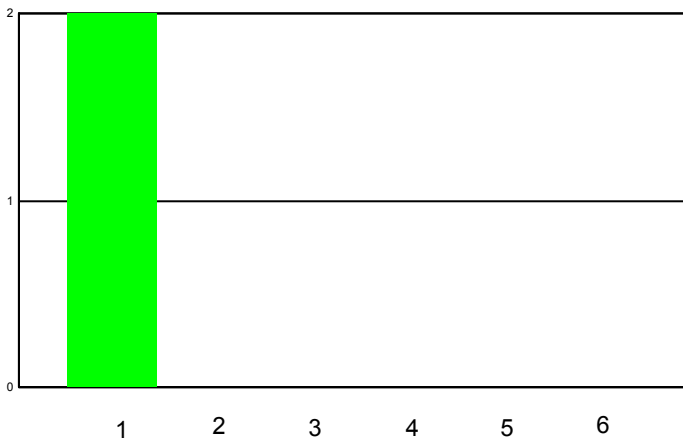
Positive

100.00%

Negative

0.00%

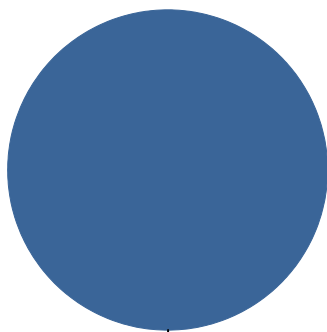
Overall Scores



Response Option	Responses	Percentage
1 - Very good	2	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Female 2
Total: 2

Eligible Patients

2

Response Rate

100.0%

Total Responses

2

Female

The Friends and Family Test

Service Report: Jan 2022

All Comments

Julie never misses any details big or small. Support has been excellent all the way through my pregnancy.. Nothing could have been better. I hope to have Julie as my midwife again

1

Julie was wonderful, so helpful with everything the whole way through

1

The Friends and Family Test

Service Report: Jan 2022

Service

Bestwood Park - Postnatal

Star Rating



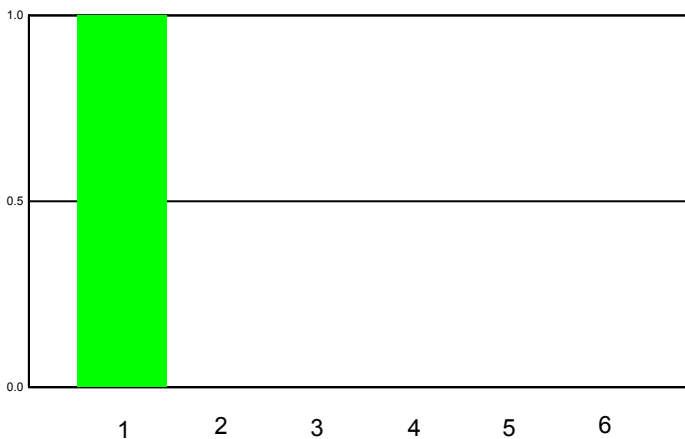
Positive

100.00%

Negative

0.00%

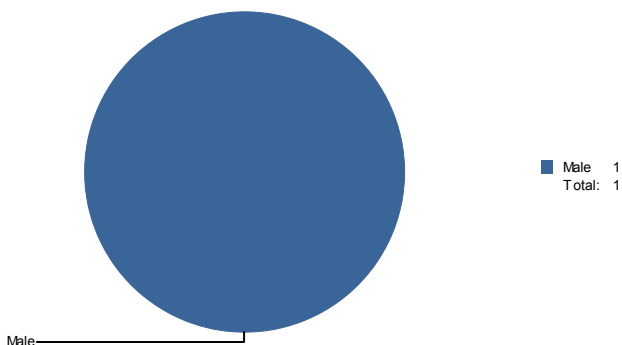
Overall Scores



Response Option	Responses	Percentage
1 - Very good	1	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

1

Response Rate

100.0%

Total Responses

1

The Friends and Family Test

Service Report: Jan 2022

All Comments

Very good because Rachel the maternity worker has gone above and beyond to support me and my wife with all aspects with our daughter.

1

The Friends and Family Test

Service Report: Jan 2022

Service

Community Teenager - Postnatal

Star Rating



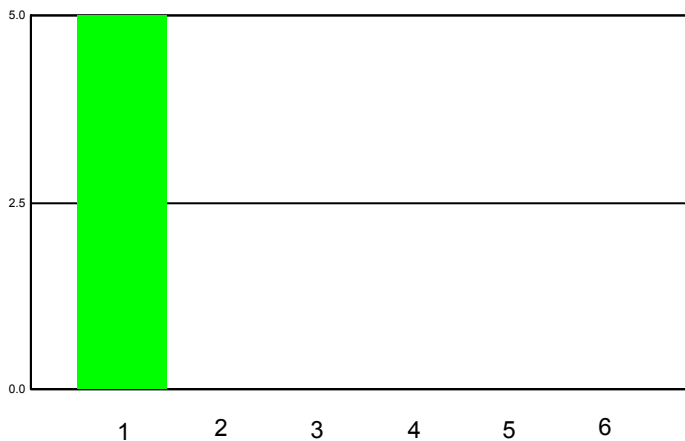
Positive

100.00%

Negative

0.00%

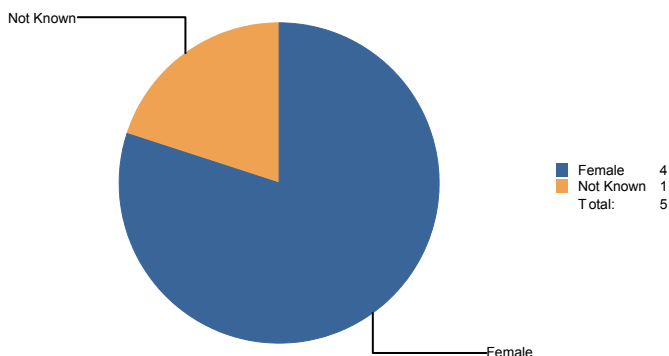
Overall Scores



Response Option	Responses	Percentage
1 - Very good	5	100.00%
2 - Good	0	0.00%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

5

Response Rate

100.0%

Total Responses

5

All Comments

She's the best ! Very supportive Ruth ! She helped me so much

1

Feedback given 21/12/21. Everyone has been very helpful and understanding . They are very non judgemental and go to any length to make sure you're comfortable. Afternoon appointments would be better

1

Feedback given 31/12/21. Very helpful and good advice

1

I felt very supported and listened to during my pregnancy. Nothing could have been done better

1

I found the midwife , Ruth very kind , welcoming and comfortable , she made my experience being pregnant much more pleasant despite the challenges in my pregnancy

1

The Friends and Family Test

Service Report: Jan 2022

Service

Ward C29

Star Rating



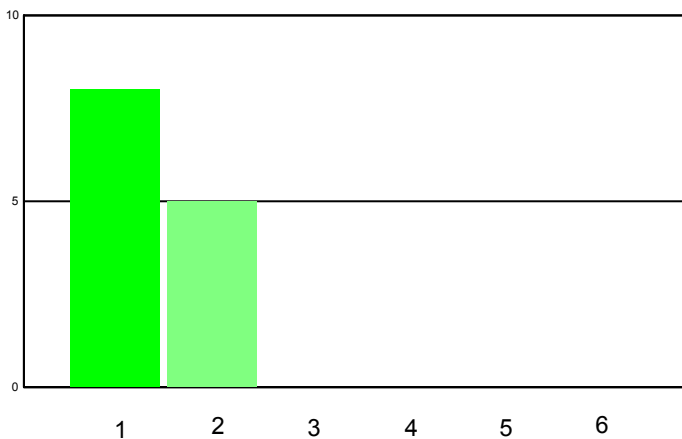
Positive

100.00%

Negative

0.00%

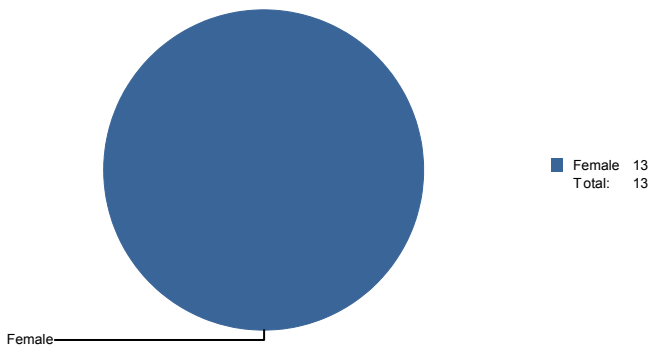
Overall Scores



Response Option	Responses	Percentage
1 - Very good	8	61.54%
2 - Good	5	38.46%
3 - Neither good nor poor	0	0.00%
4 - Poor	0	0.00%
5 - Very poor	0	0.00%
6 - Don't know	0	0.00%

Breakdown

Gender



Eligible Patients

13

Response Rate

100.0%

Total Responses

13

All Comments

1

2

The chosen staff have a high understanding of what services to provide women going through maternity.

2

2