

Friends and Family Test - Maternity - Q1 2014/15 SSBC Newborn and Maternity Network

Friends and Family Test - Maternity - Question 1. How likely are you to recommend our antenatal service to friends and family if they needed similar care or

Title: treatment?
Period: Q1 2014/15
Source: Unify2 Data Collection - FFT_MAT

Area Team Provider Code	Area Team Provider	Total Responses	Total Eligible	Friends and Family Test Score
-	England	25,097	153,551	199
Q54	Birmingham And The Black Country Area Team	288	8,146	195
Q60	Shropshire And Staffordshire Area Team	424	4,212	226
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	116	778	222
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	47	750	213
RBK	WALSALL HEALTHCARE NHS TRUST	66	1,305	111
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	189	825	246
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	123	1,306	190
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	22	1,512	242

Breakdown of Responses					
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know
17,244	6,355	573	232	166	527
194	86	2	0	2	4
295	77	4	3	0	45
88	26	0	0	2	0
33	9	0	0	0	0
24	36	2	0	0	4
157	30	1	1	0	0
49	14	2	1	0	34
12	4	0	0	0	0

Friends and Family Test - Maternity - Question 2 - 'How likely are you to recommend our <labour ward/birthing unit/homebirth service> to friends and family if

Period: Q1 2014/15
Source: Unify2 Data Collection - FFT_MAT

Area Team Provider Code	Area Team Provider	Total Responses	Total Eligible	Friends and Family Test Score
-	England	36,068	155,551	230
Q54	Birmingham And The Black Country Area Team	1,390	8,721	207
Q60	Shropshire And Staffordshire Area Team	805	3,838	263
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	414	1,115	230
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	167	996	261
RBK	WALSALL HEALTHCARE NHS TRUST	153	1,063	245
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	80	404	283
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	270	1,164	277
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	124	1,512	228

Breakdown of Responses					
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know
27,975	6,391	526	222	178	776
0	1,020	262	37	25	24
0	656	84	2	0	63
0	332	57	16	4	3
0	143	18	2	0	2
0	116	25	1	0	11
0	76	4	0	0	0
0	196	16	0	0	58
0	93	29	0	0	2

Friends and Family Test - Maternity - Question 3 - 'How likely are you to recommend our postnatal ward to friends and family if they needed similar care or

Period: Q1 2014/15
Source: Unify2 Data Collection - FFT_MAT

Area Team Provider Code	Area Team Provider	Total Responses	Total Eligible	Friends and Family Test Score
-	England	38,437	143,150	196
Q54	Birmingham And The Black Country Area Team	1,994	8,636	187
Q60	Shropshire And Staffordshire Area Team	944	3,982	242
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	392	1,112	221
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	133	996	236
RBK	WALSALL HEALTHCARE NHS TRUST	395	1,643	210
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	196	404	228
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	327	1,314	252
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	92	1,512	183

Breakdown of Responses					
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know
26,128	9,271	1,018	453	332	1,235
0	1,326	484	52	36	63
0	686	137	6	4	110
0	305	57	19	5	4
0	101	22	1	1	6
0	255	100	6	0	34
0	151	44	1	0	0
0	189	34	0	1	103
0	64	23	3	1	1

Friends and Family Test - Maternity - Question 4 - 'How likely are you to recommend our postnatal community service to friends and family if they needed similar

Period: Q1 2014/15
Source: Unify2 Data Collection - FFT_MAT

Area Team Provider Code	Area Team Provider	Total Responses	Total Eligible	Friends and Family Test Score
-	England	18,146	137,834	231
Q54	Birmingham And The Black Country Area Team	513	7,885	189
Q60	Shropshire And Staffordshire Area Team	364	4,314	257
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	112	842	261
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	50	792	237
RBK	WALSALL HEALTHCARE NHS TRUST	57	810	257
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	188	825	257
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	115	1,113	253
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	14	1,512	278

Breakdown of Responses					
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know
14,134	3,305	237	78	74	318
0	341	120	11	10	18
0	292	38	4	1	29
0	97	15	0	0	0
0	33	15	0	0	1
0	44	8	0	0	5
0	164	22	2	0	0
0	75	8	2	1	29
0	7	2	0	0	0

Title: Friends and Family Test - Maternity - Question 1 - Antenatal Care
Period: Quarter 2 2014/15
Source: Unify2 Data Collection - FFT_MAT

Code	Area	Total Responses
-	England	26,368
Q54	Birmingham And The Black Country Area Team	475
Q60	Shropshire And Staffordshire Area Team	459
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	177
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	14
RBK	WALSALL HEALTHCARE NHS TRUST	177
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	249
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	110
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	7

Breakdown of Responses						
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
17,819	7,042	674	220	170	443	
276	144	18	10	14	13	
325	97	6	0	1	30	
134	37	3	0	3	0	
7	2	0	0	1	0	
73	72	13	3	4	12	
195	51	2	0	0	1	
56	23	3	0	0	28	
3	3	0	0	1	0	

Title: Friends and Family Test - Maternity - Question 2 - Birth
Period: Quarter 2 2014/15
Source: Unify2 Data Collection - FFT_MAT

Code	Area	Total Responses
-	England	35,999
Q54	Birmingham And The Black Country Area Team	1,276
Q60	Shropshire And Staffordshire Area Team	777
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	280
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	155
RBK	WALSALL HEALTHCARE NHS TRUST	162
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	94
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	235
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	121

Breakdown of Responses						
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
27,829	6,448	551	242	228	701	
1,027	191	15	12	17	14	
655	84	5	4	1	28	
261	18	0	0	0	1	
112	3	0	0	0	0	
100	16	0	0	0	11	
87	7	0	0	0	0	
183	23	0	2	0	27	
100	17	3	1	0	0	

Title: Friends and Family Test - Maternity - Question 3 - Postnatal Ward
Period: Quarter 2 2014/15
Source: Unify2 Data Collection - FFT_MAT

Code	Area	Total Responses
-	England	40,157
Q54	Birmingham And The Black Country Area Team	2,223
Q60	Shropshire And Staffordshire Area Team	875
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	274
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	48
RBK	WALSALL HEALTHCARE NHS TRUST	689
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	179
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	278
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	107

Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
26,977	9,662	1,133	487	419	1,479	
1,519	525	52	35	31	61	
641	150	11	3	6	64	
252	22	0	0	0	0	
37	9	0	0	2	0	
456	162	10	3	0	58	
128	42	4	1	4	0	
190	24	0	1	0	63	
59	45	1	1	1	0	

Title: Friends and Family Test - Maternity - Question 4 - Postnatal Community Provision
Period: Quarter 2 2014/15
Source: Unify2 Data Collection - FFT_MAT

Code	Area	Total Responses
-	England	20,257
Q54	Birmingham And The Black Country Area Team	637
Q60	Shropshire And Staffordshire Area Team	457
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	96
RL4	THE ROYAL WOLVERHAMPTON NHS TRUST	0
RBK	WALSALL HEALTHCARE NHS TRUST	100
RJD	MID STAFFORDSHIRE NHS FOUNDATION TRUST	305
RXW	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	93
RJE	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	5

Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
15,538	3,879	306	111	105	318	
442	150	14	8	11	12	
379	57	5	0	0	16	
79	17	0	0	0	0	
0	0	0	0	0	0	
74	16	1	0	0	9	
265	37	3	0	0	0	
71	6	0	0	0	16	
0	0	0	0	0	0	

Title: Friends and Family Test - Maternity - Question 1 - Antenatal Care
Period: Quarter 3
Source: Unify2 Data Collection - FFT_MAT

Area Team Code	Area Team	Total Responses
-	England	21,826
Q54	Birmingham And The Black Country Area Team	335
Q60	Shropshire And Staffordshire Area Team	262
Q54	THE DUDLEY GROUP NHS FOUNDATION TRUST	102
Q54	THE ROYAL WOLVERHAMPTON NHS TRUST	2
Q54	WALSALL HEALTHCARE NHS TRUST	134
Q60	MID STAFFORDSHIRE NHS FOUNDATION TRUST	37
Q60	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	110
Q60	UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	31

Breakdown of Responses						
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
15,226	5,576	505	156	121	242	
202	102	12	7	6	6	
198	55	0	1	2	6	
78	22	1	0	1	0	
0	0	0	0	0	0	
66	57	5	0	2	4	
28	9	0	0	0	0	
80	23	0	1	0	6	
28	3	0	0	0	0	

Title: Friends and Family Test - Maternity - Question 2 - Birth
Period: Quarter 3 2014/15
Source: Unify2 Data Collection - FFT_MAT

Area Team Code	Area Team	Total Responses
-	England	33,413
Q54	Birmingham And The Black Country Area Team	1,011
Q60	Shropshire And Staffordshire Area Team	578
Q54	THE DUDLEY GROUP NHS FOUNDATION TRUST	249
Q54	THE ROYAL WOLVERHAMPTON NHS TRUST	132
Q54	WALSALL HEALTHCARE NHS TRUST	186
Q60	MID STAFFORDSHIRE NHS FOUNDATION TRUST	27
Q60	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	114
Q60	UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	137

Breakdown of Responses						
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
26,126	5,959	505	209	182	432	
870	120	4	5	4	8	
513	51	3	2	2	7	
225	22	0	1	1	0	
125	7	0	0	0	0	
161	17	1	0	0	7	
27	0	0	0	0	0	
108	4	0	0	0	4	
115	20	1	1	0	0	

Title: Friends and Family Test - Maternity - Question 3 - Postnatal Ward
Period: Quarter 3
Source: Unify2 Data Collection - FFT_MAT

Area Team Code	Area Team	Total Responses
-	England	38,279
Q54	Birmingham And The Black Country Area Team	1,974
Q60	Shropshire And Staffordshire Area Team	836
Q54	THE DUDLEY GROUP NHS FOUNDATION TRUST	246
Q54	THE ROYAL WOLVERHAMPTON NHS TRUST	215
Q54	WALSALL HEALTHCARE NHS TRUST	736
Q60	MID STAFFORDSHIRE NHS FOUNDATION TRUST	48
Q60	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	330
Q60	UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	155

Breakdown of Responses						
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
26,382	8,986	1,001	433	312	1,165	
1,421	464	29	16	19	25	
696	114	12	2	3	9	
215	28	1	1	1	0	
150	48	6	4	5	2	
525	179	4	4	4	20	
36	10	2	0	0	0	
285	32	5	0	0	8	
112	38	3	1	1	0	

Title: Friends and Family Test - Maternity - Question 4 - Postnatal Community Provision
Period: Quarter 3
Source: Unify2 Data Collection - FFT_MAT

Area Team Code	Area Team	Total Responses
-	England	17,428
Q54	Birmingham And The Black Country Area Team	465
Q60	Shropshire And Staffordshire Area Team	188
Q54	THE DUDLEY GROUP NHS FOUNDATION TRUST	60
Q54	THE ROYAL WOLVERHAMPTON NHS TRUST	68
Q54	WALSALL HEALTHCARE NHS TRUST	101
Q60	MID STAFFORDSHIRE NHS FOUNDATION TRUST	55
Q60	SHREWSBURY AND TELFORD HOSPITAL NHS TRUST	63
Q60	UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	31

Breakdown of Responses						
Extremely Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't Know	
13,753	3,149	220	95	67	144	
359	95	4	1	4	2	
156	24	1	1	0	6	
27	6	0	0	0	0	
56	7	1	0	0	0	
90	9	0	0	0	2	
43	12	0	0	0	0	
52	3	1	1	0	6	
28	3	0	0	0	0	