

How will the results be used?

First and foremost you'll be able to access and review up to date feedback to see what women think about the maternity service. It means that you can make improvements based on direct feedback or ensure that you do more of what is working well. Ultimately, the results should be used to help improve the experience of those using maternity services.

Will the results be published?

From January 2014, the NHS Friends and Family results for maternity services will be published on the NHS Choices website. This is part of the NHS's commitment to be open and transparent and give patients in-depth information about the services that they are using.

Results are already being published for A&E and Inpatient services, so you can visit NHS Choices to see how it works in practice at www.nhs.uk

Trusts are also encouraged to publish their results locally so that women can access up to date information about maternity services.

Where can I learn more?

The NHS Friends and Family Test: Guidance for Maternity Services is an in-depth guide to successfully implementing the Test in a maternity setting. The specific 'maternity services' questions and the related methodology were finalised following a testing phase at a number of maternity units and following input from clinical experts in the maternity field.

You can download the guidance from the NHS England website at www.england.nhs.uk

If you'd like to learn more about the NHS Friends and Family Test then please visit www.england.nhs.uk or email england.friendsandfamilytest@nhs.net



The NHS Friends and Family Test

Maternity Services

A short guide for staff

The NHS Friends and Family Test is based on one easy-to-understand question that we are asking patients using a range of NHS services, so that they can give their feedback about the care they have received.

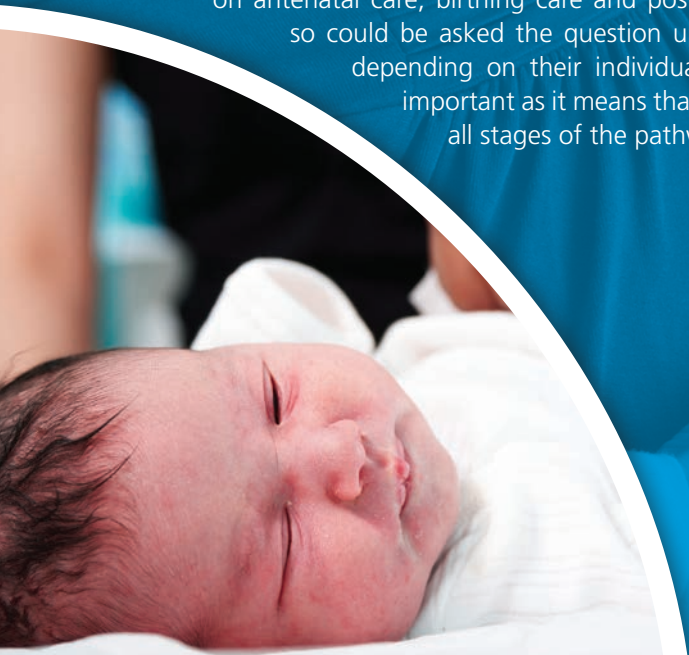
It makes sure that NHS staff, from ward to board, receive regular feedback from patients on how services are performing; providing insight into what's working well and what might need improving.

The NHS wants to make sure that patients have the best possible experience of care and the NHS Friends and Family Test is one way of gathering patient feedback, to ensure transparency and provide insight into our services.

How does it work?

As a woman progresses through her pregnancy and accesses different aspects of the maternity care pathway, she will be given the opportunity to answer the NHS Friends and Family Test question.

She will have the opportunity to tell us about her views on antenatal care, birthing care and postnatal care... so could be asked the question up to 3 or 4 times depending on their individual care pathway. This is important as it means that feedback is collected at all stages of the pathway.



The question will differ slightly, depending on the particular service they have just accessed:

1. How likely are you to recommend our antenatal service to friends and family if they needed similar care or treatment?
2. How likely are you to recommend our labour ward/birthing unit/homebirth service to friends and family if they needed similar care or treatment?
3. How likely are you to recommend our postnatal ward to friends and family if they needed similar care or treatment?
4. How likely are you to recommend our postnatal community service to friends and family if they needed similar care or treatment?

Each woman will be able to select from the following responses:

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
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Based on the responses an NHS Friends and Family Test score, ranging from -100 to 100, is calculated that indicates the level of satisfaction.

Women are also encouraged to provide much more information about why they gave their answer. This is optional, but it helps us to learn more about their experience, including what we did well and where we can look to make improvements.

Who asks the question and how?

Clinical staff are not expected to ask the question themselves, as face to face interviews are not recommended. Each Trust is given the freedom to select the most appropriate way to ask the question, and to collect the response. There are a range of different collection methods available, including post cards, SMS, tablet devices and telephone, but it's up to the Trust to decide which method works best for them.