

FRIENDS AND FAMILY TEST

MATERNITY REPORT

April 2018

Maternity (Touchpoints)

Ward	Apr-18					Response Rate %			% Would Recommend			% Wouldn't Recommend		
	Number of responses	Number of Potential responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18
Antenatal	120	379	31.7%	95.8%	1.7%	22.2%	38.1%	25.6%	98.1%	99.2%	98.2%	1.0%	0.0%	0.9%
Labour & Birth	59	376	15.7%	98.3%	1.7%	44.3%	41.5%	19.7%	99.5%	99.3%	100.0%	0.0%	0.0%	0.0%
Labour & Birth CRH	52	367	14.2%	98.1%	1.9%	43.4%	40.4%	19.4%	99.5%	99.2%	100.0%	0.0%	0.0%	0.0%
Labour & Birth HRI	7	9	77.8%	100.0%	0.0%	66.7%	64.3%	40.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Postnatal Ward Care	159	376	42.3%	99.4%	0.0%	55.5%	66.8%	48.8%	98.8%	99.5%	99.5%	0.4%	0.0%	0.5%
Postnatal Ward Care CRH	152	367	41.4%	99.3%	0.0%	55.0%	66.9%	48.9%	98.8%	99.5%	99.5%	0.4%	0.0%	0.5%
Postnatal Ward Care HRI	7	9	77.8%	100.0%	0.0%	66.7%	64.3%	40.0%	92.4%	94.2%	100.0%	0.0%	0.0%	0.0%
Postnatal Community Care	162	373	43.4%	98.1%	1.2%	37.4%	43.0%	43.6%	96.6%	97.9%	96.2%	1.4%	0.7%	0.8%
Overall	500	1504	33.2%	98.0%	1.0%	39.9%	47.3%	33.7%	98.5%	99.0%	98.5%	0.6%	0.2%	0.6%

Maternity

RAG RATING - Based on July to Sept 2016 National Results

	Response Rate	Would	Wouldn't
Super Green	>=34.4	>=99.1%	<=0%
Green	20.8%-34.3%	97.0%-99.0%	0.1%-0.8%
Amber	10.5%-20.7%	93.1%-96.9%	0.9%-2.4%
Red	<=10.4%	<=93.0%	>=2.5%