

FRIENDS AND FAMILY TEST

MATERNITY REPORT

March 2018

Maternity (Touchpoints)

Ward	Mar-18					Response Rate %			% Would Recommend			% Wouldn't Recommend		
	Number of responses	Number of Potential responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Dec-17	Jan-18	Feb-18	Dec-17	Jan-18	Feb-18	Dec-17	Jan-18	Feb-18
Antenatal	109	425	25.6%	98.2%	0.9%	35.2%	22.2%	38.1%	100.0%	98.1%	99.2%	0.0%	1.0%	0.0%
Labour & Birth	83	422	19.7%	100.0%	0.0%	28.3%	44.3%	41.5%	96.6%	99.5%	99.3%	0.0%	0.0%	0.0%
Labour & Birth CRH	81	417	19.4%	100.0%	0.0%	24.7%	43.4%	40.4%	95.9%	99.5%	99.2%	0.0%	0.0%	0.0%
Labour & Birth HRI	2	5	40.0%	100.0%	0.0%	87.5%	66.7%	64.3%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Postnatal Ward Care	206	422	48.8%	99.5%	0.5%	38.2%	55.5%	66.8%	98.1%	98.8%	99.5%	0.0%	0.4%	0.0%
Postnatal Ward Care CRH	204	417	48.9%	99.5%	0.5%	35.3%	55.0%	66.9%	97.9%	98.8%	99.5%	0.0%	0.4%	0.0%
Postnatal Ward Care HRI	2	5	40.0%	100.0%	0.0%	87.5%	66.7%	64.3%	92.4%	94.2%	100.0%	0.0%	0.0%	0.0%
Postnatal Community Care	133	305	43.6%	96.2%	0.8%	44.0%	37.4%	43.0%	97.4%	96.6%	97.9%	1.3%	1.4%	0.7%
Overall	531	1574	33.7%	98.5%	0.6%	36.2%	39.9%	47.3%	98.0%	98.5%	99.0%	0.4%	0.6%	0.2%

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%