

Friends and Family Test – Special Care Baby Unit – Apr-16 to Jun-16

We would like you to think about your experiences of our special care baby unit. How likely are you to recommend our special care baby unit to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Apr-16	1	100.0	0.0	0.0
May-16	3	100.0	0.0	0.0
Jun-16	5	100.0	0.0	0.0

Qualitative Feedback

	Month	Friends & Family Test Response	Please can you tell us the main reason for the response you have given?	Do you have any suggestions for ways we can improve the service?
1	Apr	Extremely likely	All of the staff (doctors, nurses and others) have been amazing. The care my daughter has received has been second to none.	None at all, everybody has been amazing.
1	May	Extremely likely	Cannot fault SCBU. Already aware of fantastic reputation but level of care is exceptional. High level of care for my twins and we always felt well - informed and involved. Cannot thank the team enough.	No.
2	May	Extremely likely	Very friendly and understanding. Communication was good and very good at their job. Thank you for	

			being there for both myself and my son.	
3	May	Extremely likely	The excellent care of the nurses here.	
1	Jun	Extremely likely	MOST of the staff are really nice and all are quite informative. All very eager to get her home!	Staff need to figure out best way to talk to parents and step back and give control to parents. I wasn't told about a lot of appointments. Excellent staff. Very, very kind.
2	Jun	Extremely likely	They made my baby better, kept me up to date with his care and explained everything well, as well as including me in his care.	
3	Jun	Extremely likely	The staff in the unit have been nothing but helpful and supportive. Very professional without being intimidating. They instilled great confidence from the start of their abilities in their job and their commitment to our son. Really friendly and supportive of us as parents. No pressure to conform to any stereotypes or expectations.	
4	Jun	Extremely likely	All aspects of my babies care was fully explained to me and all my questions were answered. All the staff were extremely caring and made the experience of having to stay in hospital with my baby, which was a very worrying time, bearable. Thank you!	
5	Jun	Extremely likely	The staff are so lovely and will be so helpful and caring and make the experience easier.	The staff I feel should sometimes wait till parents visit before doing some things and most did and were so great but was a couple who didn't.