

Friends and Family Test – Special Care Baby Unit – Apr-17

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-17	6	100.0	0.0	0.0

Qualitative feedback

	Friends & Family Test response	Please can you tell us the main reason for the response you have given?	Are there any suggestions that you can make that could improve our service offered to you / any additional comments?	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	SCBU are an amazing team that understand parents' feelings as well as are brilliant at what they do with the babies. Highly recommend. Standard of care for babies is 110%.	SCBU has an outstanding team, and myself & my partner are so grateful at all they do. Very helpful, polite, calm, thoughtful & a pleasure to be around when your situation could be very stressful.	
2	Extremely likely	Have been excellent with our girl and us as new parents.	No. Everyone is amazing. Thank you.	
3	Extremely likely	Care was fantastic. Nurses & doctors were very supportive & clear about what was happening & why with both mum & dad.	Some mixed advice from nurses on expressing. Although different views are useful, consistency is helpful. Being able to stay overnight downstairs before transferring home really helped - to have to leave your baby after 24 hours is really hard - this helped me highly. Dad having a visit of the SCBU while I was in labour with nurse & midwife helped us not to worry!	

4	Extremely likely	Very helpful and cheerful staff - nothing was too much trouble.		
5	Extremely likely	Yes. Friendly, professional staff.	Dads seem to be ignored by doctors & nurses when talking about baby's condition. They always discuss direct to mum, even when mum asks them to explain to dad. This makes dads feel left out in a difficult time.	
6	Extremely likely	All nurses have been amazingly supportive and helpful and understanding. Couldn't praise them more!	If there was an 'outstanding' box I would tick that!	

Qualitative feedback received in response to other survey questions

The Friends and Family Test is the first question asked in a wider-ranging survey addressing a number of aspects of the service offered.

	Question	Please tick this box if you DO NOT wish your anonymised comments to be made public.
	Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment?	
1	Yes - have been told on every change, good or bad. Was asked if I minded pain relief for my baby.	
	Were you involved as much as you wanted to be in the day-to-day care of your baby, such as nappy changing and feeding?	
1	Yes - was asked if I wanted to feed, nappy etc. and was always asked if I was ok or wanted any help.	
2	I really wanted to breastfeed and so even when baby was tube fed the nurses always encouraged me to put him to breast in beginning which helped. Most nurses encouraged changes and feeding to be done by parents.	

3	Help and advice given when needed.	
	Were you told about any changes in your baby's condition / care?	
1	Yes - was told soon as I arrived of any good or bad changes.	
2	Nurses & doctors always updated us clearly.	
3	Everything was very clear.	
	Have hospital staff been available to talk with you about your worries and fears?	
1	Yes - was sat down, spoken to by the lovely staff and asked if I had any worries at all to just ask or phone in.	
2	Very easy to ask questions.	
3	Very helpful and understanding.	
	Have you been given enough privacy when discussing your baby's treatment / condition?	
1	Yes - have been asked if I wanted to pop somewhere private.	
	If you have concerns when you leave hospital will you know where to get more information?	
1	Yes - have lots of leaflets and numbers to call if unsure of anything at all.	
2	I don't really have concerns. R. will visit us at home and we can phone SCBU 24/7 if we have questions.	
	Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted?	
1	Yes. Both mum & dad. Nurses encouraged & supported & doctors respected this time too & didn't interrupt.	