

Friends and Family Test – Special Care Baby Unit – Aug-17 to Sep-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 %
Aug-17	No data	No data	No data	No data
Sep-17	4	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?	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	Sep-17	Extremely likely	Couldn't fault the care that all members of staff provided, for both our daughter and support for ourselves. We were made comfortable throughout the whole time we was here.	No! As all members of staff was fantastic as if we needed anything or was concerned about something they was always there! The atmosphere is great to and it's very stress-free! Nothing to fault!	
2	Sep-17	Extremely likely	Staff are very supportive and caring.	Thank you ever so much for providing us all with the best care and support. We are very grateful.	
3	Sep-17	Extremely likely	I wouldn't use the word recommend! But from the second we entered SCBU to the moment we left, the level of care was incredible & all staff we interacted with were amazing.	More room for BF mothers to stay overnight! Appreciate that this isn't something that SCBU can offer specifically & is a hospital issue. Being sent home at night is a killer!	

4	Sep-17	Likely			
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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.

	Month	Question	Additional comments	Please tick this box if you DO NOT wish your anonymised comments to be made public.
		<p>Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment?</p> <p>Response options: Yes, always or nearly always; Yes, to some extent; No; Not sure/can't remember</p>		
1	Sep-17	Yes, always or nearly always	We was always informed about the best option for our daughter, but at the same time we was always asked how we would approach things.	
2	Sep-17	Yes, always or nearly always	Staff have always kept us involved.	
3	Sep-17	Yes, always or nearly always	Everything was explained to us clearly & concisely which helped us understand the process thoroughly.	
4	Sep-17	Yes, to some extent		

		<p>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?</p> <p>Response options: Yes, definitely; Yes, to some extent; No</p>		
1	Sep-17	Yes, definitely	We have been involved in as much as we wanted to, the staff was always there if we needed help or advice. We feel prepared for when we go home because of the great atmosphere created in SCBU!	
2	Sep-17	Yes, definitely	Staff were always happy to help and show us what we needed to do.	
3	Sep-17	Yes, definitely	Even holding the NG syringe helped!	
4	Sep-17	Yes, definitely		
		<p>Were you told about any changes in your baby's condition / care?</p> <p>Response options: Yes, always or nearly always; Yes, sometimes; No; Not sure/can't remember</p>		
1	Sep-17	Yes, always or nearly always	Staff always kept us up-to-date on things when we arrived.	
2	Sep-17	Yes, always or nearly always		
3	Sep-17	Yes, always or nearly always	Always informed about everything.	
4	Sep-17	Yes, always or nearly always		

		<p>Have hospital staff been available to talk with you about your worries and fears?</p> <p>Response options: Yes, definitely; Yes, to some extent; No</p>		
1	Sep-17	Yes, definitely	Help and advice has always been offered and this made us feel comfortable enough to ask about any concerns we may have.	
2	Sep-17	Yes, definitely	The staff have been amazing and have provided us with all the information we needed.	
3	Sep-17	Yes, definitely	All of our silly & probably ridiculous questions were answered! I had a meltdown about breastfeeding & they put my mind at rest completely (thank you [name withheld] xx).	
4	Sep-17	Yes, to some extent		
		<p>Have you been given enough privacy when discussing your baby's treatment / condition?</p> <p>Response options: Yes, definitely; Yes, to some extent; No</p>		
1	Sep-17	Yes, definitely	Staff was always professional about being confidential about our daughter's care & treatment.	
2	Sep-17	Yes, definitely		
3	Sep-17	Yes, definitely	Hard to have privacy when it's just a curtain separating you from the next patient but it helps!	
4	Sep-17	Yes, to some extent		

		<p>If you have concerns when you leave hospital will you know where to get more information?</p> <p>Response options: Yes, definitely; Yes, to some extent; No</p>		
1	Sep-17	Yes, definitely	Staff have given us information leaflets/booklets on information we need and they said we can always ring the unit if we are unsure on anything.	
2	Sep-17	Yes, definitely	Everything has been explained extremely well.	
3	Sep-17	Yes, definitely	Great to have someone at the end of the phone to answer questions.	
4	Sep-17	Yes, definitely		
		<p>Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted?</p> <p>Response options: Yes, definitely; Yes, to some extent; No, not as much as I wanted; I did not know about skin-to-skin care; Not applicable</p>		
1	Sep-17	Yes, definitely		
2	Sep-17	Yes, definitely	It was always encouraged and staff were always happy to help.	
3	Sep-17	Yes, definitely		
4	Sep-17	Yes, to some extent		
		Did staff arrange your baby's care (such as weighing,		

		bathing) to fit in with your usual visiting times? Response options: Yes, always or nearly always; Yes, sometimes; No		
1	Sep-17	Yes, always or nearly always	We asked members of staff if we could bath our daughter and they was always happy to help to arrange this when we wanted, which was great!	
2	Sep-17	Yes, always or nearly always		
3	Sep-17	Yes, always or nearly always		
4	Sep-17	Yes, always or nearly always		
		Overall, do you feel you have been treated with respect and dignity while you have been in hospital? Response options: Yes, always; Yes, sometimes; No		
1	Sep-17	Yes, always	Couldn't fault the staff whatsoever, made us feel comfortable at all times, leaving with fond memories of SCBU!	
2	Sep-17	Yes, always		
3	Sep-17	Yes, always		
4	Sep-17	No		