

Friends and Family Test – Special Care Baby Unit – Dec-15 to Mar-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 score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Dec-15	2	100.0	0.0	0.0
Jan-16	4	100.0	0.0	0.0
Feb-16	2	100.0	0.0	0.0
Mar-16	7	100.0	0.0	0.0

Qualitative Feedback

	Year	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	2015	Dec	Extremely likely	Very kind & very helpful staff.	
2	2015	Dec	Extremely likely	Because the care, support and advice are fantastic! The staff are all so lovely and very helpful and supportive.	None.
1	2016	Jan	Extremely likely	Outstanding care and attention given from when she was born on [omitted]. Being transferred to NICU in Plymouth and upon returning staff have been amazing and saved my baby's life.	Thank you, Thank you, Thank you!!

2	2016	Jan	Extremely likely	Staff are friendly and pleasant.	
3	2016	Jan	Extremely likely	Not sure if 'recommend' is the right word?! However, the care given to our baby and to us as parents has been excellent. This has mostly been because of the love and care shown to our baby. The communication of both the nurses and doctors has been very good.	No. We can't express how grateful we are to such a wonderful team of nurses - always cheerful, always helpful, always showing support. To go home and leave your baby to 'strangers' - and know they are in safe and caring hands is SO important. We THANK YOU SO MUCH.
4	2016	Jan	Extremely likely	The nurses are so friendly and caring. Our baby's care was brilliant. The nurses adapted to her special feeding technique and kept us up-to-date the whole time. They gave really good advice and discussed things we were not sure of.	Communication between Drs and Nurses could be better. Some Drs don't tend to listen to nurses ideas. Not SCBU-related really but the free parking is a bit of a faff. Maybe a better idea would be to give a temporary pass that lasts a week not a daily one. On occasion I feel the unit has been a bit understaffed. On several occasions one nurse has been left alone when the other nurse needs to go off unit. The nurses have always tried to work officially despite this.
1	2016	Feb	Extremely likely	A wonderful team of nurses - do everything they can to provide the best care. Very understanding & helpful.	No, I think everything works extremely well.
2	2016	Feb	Extremely likely	Fantastic staff unit and care. Couldn't fault your way of doing anything.	Thank you so much for all you have done - we are so appreciative.
1	2016	Mar	Extremely likely	The service provided by the staff and the care our baby received was exceptional. The staff not only cared for our baby but looked after myself & husband in times of desperation & worry.	The parent room at the end of Bassett needs improving - just enough to feel clean & up-to-date.

2	2016	Mar	Extremely likely	Nothing was too much trouble for the staff. Also very supportive.	
3	2016	Mar	Extremely likely	Many staff members go above their duty of care. They made the most difficult and emotional time of our lives the best they could. Our daughter was treated with love and looked after amazingly. We could never thank you enough.	
4	2016	Mar	Extremely likely	All staff are great. I felt reassured at all times. My twins were very well looked after and cared for whilst in special care.	Parent overnight accommodation needed. Just one or two rooms is not adequate.
5	2016	Mar	Extremely likely	The girls have been great. They have given the boys lots of time, love and care. They have also provided me with lots of advisory support when I needed it most.	
6	2016	Mar	Extremely likely	You get to know the staff. They are very supportive, attentive and caring. They refer you for further support if you need it or think you would benefit from it. I know with them that my baby is in good hands.	Perhaps give resident parents a door entry card as you feel bad having to keep being buzzed in both doors every time you need a comfort break.
7	2016	Mar	Extremely likely	Staff are lovely.	