

Friends and Family Test – Special Care Baby Unit – Feb-17 to Mar-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 % |
|--------|------------------|----------------------|--------------------------|--|
| Feb-17 | 2 | 100.0 | 0.0 | 0.0 |
| Mar-17 | 2 | 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 | Feb-17 | Extremely likely | They gave our son excellent care and were very good at giving advice. | | |
| 2 | Feb-17 | Extremely likely | I would recommend this special care baby unit to everyone. I cannot imagine being more cared for or supported. | I cannot rate the service we have received more highly. The staff have all been amazing. I don't know how I would have made it through the last two weeks without their support. I cannot imagine how you could improve this service and cannot thank you enough for everything you have done - we will never forget it! | |
| 1 | Mar-17 | Extremely likely | I was reassured with the thorough care and treatment, along with the speed of meticulous care when immediate attention was required. | | |
| 2 | Mar-17 | Likely | | | Do not publish |

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 | 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 | Feb-17 | The staff do an amazing job of ensuring you are informed and making you fully empowered regarding your baby's care. | |
| | | 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 | Feb-17 | It was very important to us to be able to do these things when we took our baby home. | |
| 2 | Feb-17 | The staff manage to find the perfect balance of involving you in your baby's care with supporting you also. | |
| 3 | Mar-17 | Staff always asked what I wanted to do with feeding, whether I wanted to visit for every feed or let them bottle feed. They were very accommodating and understood the need for a new mother to sleep and rest. | |
| | | Were you told about any changes in your baby's condition / care? | |
| 1 | Feb-17 | We would ring up and ask how he'd been. | |
| 2 | Feb-17 | Change in our baby's condition or care have always been well communicated. | |
| 3 | Mar-17 | Everything was explained thoroughly and it was asked always if I had any questions or didn't understand anything. | |
| 4 | Mar-17 | | Do not publish |

| | | | |
|---|--------|---|----------------|
| | | Have hospital staff been available to talk with you about your worries and fears? | |
| 1 | Feb-17 | They are always around to speak to. | |
| 2 | Feb-17 | Staff have always made themselves very available approachable with us - amazing, especially considering how incredibly busy they often are. | |
| | | Have you been given enough privacy when discussing your baby's treatment / condition? | |
| 1 | Feb-17 | Staff have always been thoughtful and conscious of our privacy & dignity. | |
| 2 | Mar-17 | The doctor would be understanding to my privacy when speaking to myself about private matters when my mother was with me by asking if I was ok talking about it when she was present. | |
| | | If you have concerns when you leave hospital will you know where to get more information? | |
| 1 | Feb-17 | The discharge process felt really well-supported and managed. | |
| | | Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted? | |
| 1 | Feb-17 | Staff were always more than happy to help - fantastic skin-to-skin contact throughout our stay. | |
| | | Did staff arrange your baby's care (such as weighing, bathing) to fit in with your usual visiting times? | |
| 1 | Feb-17 | They are very good with doing things like that. | |
| 2 | Feb-17 | Staff were always amazingly thoughtful when arranging our baby's care to fit with us. | |
| | | Overall, do you feel you have been treated with respect and dignity while you have been in hospital? | |
| 1 | Feb-17 | We always felt treated with high level of dignity & respect. | |
| 2 | Mar-17 | | Do not publish |