

Friends and Family Test – Special Care Baby Unit – Jul-16 to Sep-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 %
Jul-16	2	100.0	0.0	0.0
Aug-16	1	100.0	0.0	0.0
Sep-16	1	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	Jul	Extremely likely		
2	Jul	Extremely likely	The staff have provided my twins with amazing care. I have been fully informed on their treatment the entire time. The staff are all caring and have seemed to genuinely do everything in the best interests of the children and parents they care for. Always updated on everything and any questions have always been answered clearly and fully.	None.
1	Aug	Likely		
1	Sep	Extremely likely	The attention and care towards baby and parents is amazing, high standard of care, well informed, very supportive to the family.	Amazing!