

## Friends and Family Test – Special Care Baby Unit – Jun-17 to Jul-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 %
Jun-17	3	100.0	0.0	0.0
Jul-17	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?	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	Jun-17	Extremely likely	Everyone is so kind and give great information & support.		
2	Jun-17	Extremely likely	Everyone did an amazing job looking after our little boy. Made us feel so welcome. A calm atmosphere. Always made us feel reassured. Always happy to help & answer any questions we had.	There is no improvements needed. Everyone at SCBU does an amazing job & we cannot fault them in any way.  Thank you for everything you have done for [name withheld] & also what you have done for us.	
3	Jun-17	Extremely likely	We are very happy with the care given by all staff during our time here.	Words will never come close to how we feel about the extraordinary treatment we received. We would like to thank everyone on	

				SCBU for their care and support, not only towards our baby [name withheld] but towards us as well. Thank you all.	
1	Jul-17	Extremely likely	I was informed every step of the way. Any questions was asked was answered.	No. We was impressed. I wouldn't change it.	

### 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><b>Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment?</b></p> <p><b>Response options: Yes, always or nearly always; Yes, to some extent; No; Not sure/can't remember</b></p>		
1	Jun-17	Yes, always or nearly always		
2	Jun-17	Yes, always or nearly always	Everyone always spoke to us about what was happening & what it was for, always included us on the decisions made & always	

			asked beforehand if it was ok with us.	
3	Jun-17	Yes, always or nearly always		
1	Jul-17	Yes, always or nearly always		
		<b>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?</b>  <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Jun-17	Yes, definitely		
2	Jun-17	Yes, definitely	We changed his nappy before every feed when we were here & were also involved with his feeds every day. Also, was able to wash him as well.	
3	Jun-17	Yes, definitely	The staff have been very helpful with teaching us how to change & breastfeed our baby. We were involved from day 1.	
1	Jul-17	Yes, definitely	I was always asked if I wanted to.	
		<b>Were you told about any changes in your baby's condition / care?</b>  <b>Response options: Yes, always or nearly always; Yes, sometimes; No; Not sure/can't remember</b>		
1	Jun-17	Yes, always or nearly always		
2	Jun-17	Yes, always or nearly always	We were always informed about changes in [name withheld]'s	

			condition or care.	
3	Jun-17	Yes, always or nearly always	The staff kept us up-to-date with all changes and gave a clear explanation.	
1	Jul-17	Yes, always or nearly always	Yes always.	
		<b>Have hospital staff been available to talk with you about your worries and fears?</b>  <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Jun-17	Yes, definitely		
2	Jun-17	Yes, definitely	They were always there to answer any questions or concerns that we had & always reassured us.	
3	Jun-17	Yes, definitely		
1	Jul-17	Yes, definitely		
		<b>Have you been given enough privacy when discussing your baby's treatment / condition?</b>  <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Jun-17	Yes, definitely		
2	Jun-17	Yes, definitely	Always discussed our baby's treatment / condition in privacy.	
3	Jun-17	Yes, definitely		

1	Jul-17	Yes, definitely		
		<p><b>If you have concerns when you leave hospital will you know where to get more information?</b></p> <p><b>Response options: Yes, definitely; Yes, to some extent; No</b></p>		
1	Jun-17	Yes, definitely		
2	Jun-17	Yes, to some extent	We can speak to our health visitor, GP & use phone numbers & leaflets we have been given.	
3	Jun-17	Yes, definitely	A discharge pack was given to us with all the necessary information.	
1	Jul-17	Yes, definitely		
		<p><b>Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted?</b></p> <p><b>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</b></p>		
1	Jun-17	Yes, to some extent		
2	Jun-17	Yes, to some extent		
3	Jun-17	Yes, to some extent	We were offered skin-to-skin as soon as staff were happy that our baby had made good progress.	
1	Jul-17	Yes, definitely		

		<b>Did staff arrange your baby's care (such as weighing, bathing) to fit in with your usual visiting times?</b>  <b>Response options: Yes, always or nearly always; Yes, sometimes; No</b>		
1	Jun-17	Yes, always or nearly always		
2	Jun-17	Yes, always or nearly always	[Name withheld] was always weighed & had a bath when we were here.	
3	Jun-17	Yes, always or nearly always		
1	Jul-17	Yes, always or nearly always		
		<b>Overall, do you feel you have been treated with respect and dignity while you have been in hospital?</b>  <b>Response options: Yes, always; Yes, sometimes; No</b>		
1	Jun-17	Yes, always		
2	Jun-17	Yes, always	Everyone has treated us with respect & dignity, made us feel very welcome & very involved.	
3	Jun-17	Yes, always	All staff have gone above and beyond. The level of care that we and our baby received was exceptional.	
1	Jul-17	Yes, always		