

Friends and Family Test – Special Care Baby Unit – May-14 to Apr-15 – Qualitative Data

	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	2014	May	Extremely likely	The level of care given to our son has been fantastic and every team member has been very supportive to us and highly professional. We've always been kept informed.	
2	2014	Jun	Extremely likely	Very friendly and babies looked after very well, also very clean.	Don't need to change anything.
3	2014	Jun	Likely	Staff are so nice and looked after my baby girl.	No, they were pretty good.
4	2014	Jul	Extremely likely	Staff are very supportive, friendly and caring. They made a worrying time less stressful and we are confident leaving the twins behind at the end of the day knowing they were in safe hands. Always felt informed about progress and knew I could ask questions and they would be answered by the nurses or doctors.	Ensure all staff are up to date with practice (e.g. we were told by one nurse that the twins would be going home on Nutriprem, but another nurse told us we could use any formula on the market).
5	2014	Jul	Extremely likely	Staff were all friendly and accommodating. offered support, advice and comfort.	Scan / x-ray instead of travelling to Bristol but still were cared for in whole process.
6	2014	Jul	Extremely likely	Helpful staff, friendly. Would be nice to be involved in handover discussions.	In general, it has been very good. One thing - it would be better to have a bigger room for parents and babies to be able to stay in one room.
7	2014	Jul	Extremely likely	Was good to stay together as a family and be able to see baby at any time.	
8	2014	Jul	Extremely likely	The staff are so friendly, supportive and helpful. They are willing to go out of their way to help you bond with your baby without compromising	No, just carry on as you are. The chairs have made it easier to relax and do kangaroo care as you can lean back and you don't have to hold yourself upright.

				your baby's medical needs. They explain things to you so that you can understand it so you know what is going on.	
9	2014	Jul	Extremely likely	SCBU have been amazing over the last few weeks while my daughter has been in. The staff are just amazing and each and every one of them. Special thanks to A - you really are a caring lady. You made me feel that I could do it and be an amazing mummy. Thank you.	None - I feel each part of this service is great in every way. What makes it is the staff, they are caring friendly and were very much my rock while I was there. Thank you.
10	2014	Jul	Likely	Because all the nurses are nice and helpful.	
11	2014	Jul		You can't book your baby into your choice of baby unit so can't recommend it? But, happy with staff and care given - thank you very much.	Better communication between hospitals when moved back and forth as we were telling staff what had happened and what care he had had - otherwise no, happy.
12	2014	Aug	Likely	Excellent care given to our little girl.	
13	2014	Sep	Extremely likely	The staff in SCBU made a scary unknown situation less daunting for us with constant reassurance and excellent care (for both baby and parents). We are extremely grateful for the care and support we have been shown throughout and would highly recommend to anyone should they ever need similar care or treatment.	Just to have another bedroom and bathroom facility for those bedding in. Although the alternative was fine and suited me personally.
14	2014	Sep	Extremely likely	The care we received was first class and the staff on the unit could not do enough for us. The help and assistance we received made a difficult time for us a lot easier and every time there was an obstacle a staff member was there to help us through it.	
15	2014	Sep	Extremely likely	We have had nothing but support and friendly attitudes and atmosphere.	Make a bigger SCBU for future babies.
16	2014	Sep	Extremely likely	Not once did I have to question the care that	For ALL staff to have sensitivity in understanding the

				my son was being given. Staff (most) helped us to stay either in overnight stay room or transitional care which definitely contributed to his speedy recovery.	emotional turmoil of leaving baby to go home or being separated from partner. A facility for both parents to stay would increase bonding.
17	2014	Sep	Extremely likely	Superb care, empathetic nurses, emotional support, fantastic and very caring.	Outstanding care and support.
18	2014	Sep	Extremely likely	We felt we had excellent care given to our twins both from the doctors and nursing staff - everyone was very helpful, kind and patient. As parents we were given great advice and support. Thank you to C, C, C and N and the all the rest of the wonderful staff.	No.
19	2014	Sep	Likely	They've looked after our baby well, and have kept us up to date with any important information. Been there to answer any questions.	Certain staff occasionally inconsiderate.
20	2014	Oct	Extremely likely	All the staff on special care are wonderful and very helpful and informative. Always smiling and make you feel right at home, they're like a second family.	Keep up the good work.
21	2014	Oct	Extremely likely	Can't fault the staff. So supportive and attentive to my daughter's needs. Help was always offered when unsure of anything.	Yes - within the SCBU. However, in Bassett Ward and management as a whole I am very disgusted that accommodation isn't provided for mums who need to be near their baby.
22	2014	Oct	Extremely likely	Because of all the care and support to baby and family, everything explained - you're never kept in the dark.	No.
23	2014	Nov	Extremely likely	Our daughter, D, was born five weeks early and was looked after for ten days by the staff of SCBU. The care and attention they gave D and our family was second to none.	No.
24	2014	Dec	Extremely likely	The staff have been amazing to me and my twins.	

25	2014	Dec	Extremely likely	The care that was given to our baby was second to none. The help and support was fantastic.	
26	2014	Dec	Extremely likely	You are all very friendly. Environment and care is amazing. Thanks for everything.	
27	2015	Jan	Extremely likely	Very compassionate and kind - understood I needed to talk and listened without judgement. Cared for H whilst allowing me to build my confidence.	There were occasions I didn't have water in my room but as soon as I asked I was given some.
28	2015	Jan	Extremely likely	Lovely staff and very helpful. Amazing care given today.	No.
29	2015	Jan	Extremely likely	Very friendly and helpful staff. Felt our baby was very safe and cared for when we were not there.	
30	2015	Jan	Likely	Specialist knowledge and care.	<p>There was some miscommunication between Bassett and SCBU. I found SCBU much more supportive with clearer communication.</p> <p><i>Q3. Did the doctors and nurses include you in discussions about your baby's care and treatment?</i> Response: 'Yes, to some extent'. Additional comment: But because there was clear actions needed there was no choice / decisions to be made that I could have influenced. Felt I was really listened to about preferring to go home today.</p> <p><i>Q8. Have you been involved as much as you wanted to be in the day-to-day care of your baby e.g. nappy changing, feeding?</i> Response: 'Yes, to some extent'. Additional comment: Except time in Bristol when I couldn't travel or feed, as preferred.</p>
31	2015	Feb	Extremely likely	We were always made to feel welcome and comfortable.	Cots that are higher. Parents room would be better if it was more accessible. It is difficult when you have to go through too lots of locked doors. Day passes

					for parents would be good. A bigger car park.
32	2015	Mar	Extremely likely	Extremely good care, very friendly, always happy to help.	Just keep doing what your doing. No improvements needed. Thank you for taking care of our little man, you have all been brilliant.
33	2015	Mar	Extremely likely	As your baby is in the best possible care and all the staff are friendly and reassuring. Also, a nice comfortable, relaxing environment to spend time with your baby.	No! Everything was great!
34	2015	Mar	Extremely likely	Friendly, informative staff that make you feel up-to-date with all that is going on with your babies.	I know it's down to funding but a bigger unit would be amazing.
35	2015	Mar	Likely		
36	2015	Apr	Extremely likely	Amazing, knowledgeable, friendly, caring and very professional staff, comfortable unit with many facilities. Treated with great respect and baby given 100% quality, round the clock care.	More parent overnight facilities to have parent room on ward rather than having to keep buzzing in and out.
37	2015	Apr	Extremely likely	Very good care given and staff look after babies and parents amazing.	None. Everything the nurses and doctors do is amazing.