

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

	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	My main reason is because they listened to me and gave O. the care he needed. Any mum or dad should definitely come up because the doctors and nurses are qualified to know what is going on with a child / baby.	No, SCUBU took great care in looking after my son O. and myself - they were also respectful of my wishes xx.
2	Jul	Extremely likely	Good team of doctors and nurses, very friendly, very helpful.	
3	Jul	Extremely likely	Fantastic staff.	No.
4	Jul	Extremely likely	Very caring and always on hand to help with anything.	No - you have done a very good job looking after us both.
5	Jul	Extremely likely	If attention is needed it is given. Generally the work done in this small room is absolutely amazing.	The biggest problem we had was whenever changeover happened the next nurse would have a conflict of advice with the previous. It would be: 'why are you doing it like that?', 'do this' or 'that's not right', mainly with breastfeeding. A., the breastfeeding specialist, helped us a lot, she changed everything for us, maybe the other staff aren't up-to-date on A's techniques which is why they would ask 'why are you doing that?' Big, big thanks to A.T., A., L., C., A.B., K. It would have been a lot harder without these ladies support.
6	Jul	Extremely likely	Extremely good with the babies & any help or questions I had. I felt comfortable asking & felt I had answers and advice given. Thank you.	
7	Jul	Extremely likely	Always there to offer help and advice night and day. Nothing is too much hassle or silly questions. Also, gave plenty of advice regarding breastfeeding and O.s	None. All staff helpful and caring towards not only twin in special care but other twin and ourselves.

			temperature (twin in special care). Additionally, resus refresher training.	
8	Aug	Extremely likely	We are now taking home a healthy, happy baby. The kind, expert support has been invaluable.	More of the same.
9	Aug	Extremely likely	1st time being in SCBU & I couldn't fault any of them, all very good.	
10	Aug	Extremely likely	Because of the professionalism, high standard of care we were made to feel so welcome and relaxed and everything was explained.	
11	Aug	Extremely likely	The nurses and doctors were always very helpful and friendly. My babies have been in good hands and were well looked after and that made us feel a lot better too. THANK YOU!	
12	Aug	Extremely likely	I have given this score as I cannot fault the care given whilst baby was here. Everyone was so helpful and kind and I never felt as though I was pushed aside.	No improvement needed.
13	Aug	Extremely likely	Most of the staff were absolutely excellent - only found one member of staff that was not particularly helpful. The rest of the staff members were incredible and very caring in looking after my daughter.	N/A.
14	Sep	Extremely likely	Staff are very friendly and always willing to help. Very informative and knowledgeable.	
15	Nov	Extremely likely	Because you are very helpful. The time we have been here you have taught us a lot, also any questions we had you KNEW the answer straightaway. Without your help we won't be in this situation we are in. Overall 11/10!!	No, doing what you do is perfect.
16	Nov	Extremely likely	The nurses have been amazing. Kind, caring, empathetic and positive. The ward is well set-out and wonderfully clean.	Nope, we are very pleased with all the care our daughter has received.
17	Nov	Extremely likely	Everyone was amazing and we felt okay about leaving the baby in safe hands even though leaving a new baby is the least natural thing to do!	No - thank you so much.

18	Nov	Extremely likely	Lovely unit with special staff.	Everything perfect for reasons we were in the care.
19	Nov	Extremely likely	Staff are amazingly helpful and treated my son as I would at home. They always explained what was happening or future plans.	
20	Nov	Extremely likely	All staff here are extremely friendly caring and helpful.	Just keep doing everything you've done for us.