

Friends and Family Test – Special Care Baby Unit – May-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 % |
|--------|------------------|----------------------|--------------------------|--|
| May-17 | 2 | 100.0 | 0.0 | 0.0 |

Qualitative feedback

| | 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 | Extremely likely | Definitely. | <p>You all do a great job. Keep up with it.</p> <p>I want to say a big thank you to all the doctors/nurses who was involved with looking after my son and to the midwives who also looked after us while I was pregnant and after I gave birth to my 8th and last baby. Thank you. I also want to thank the kitchen staff who work morning shift & night.</p> | |
| 2 | Extremely likely | Daughter was given all the care she needed with excellence. | | |

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.

| | Question | Additional comments | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--|---------------------|---|
| | <p>Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment?</p> <p>Response options: Yes, always or nearly always; Yes, to some extent; No; Not sure/can't remember</p> | | |
| 1 | Yes, always or nearly always | Yes I was. | |
| 2 | Yes, always or nearly always | | |
| | <p>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?</p> <p>Response options: Yes, definitely; Yes, to some extent; No</p> | | |
| 1 | Yes, to some extent | After I recovered. | |
| 2 | Yes, definitely | | |
| | <p>Were you told about any changes in your baby's condition / care?</p> <p>Response options: Yes, always or nearly always; Yes,</p> | | |

| | | | |
|---|---|--|--|
| | sometimes; No; Not sure/can't remember | | |
| 1 | Yes, always or nearly always | Nurses or doctors kept me updated. | |
| 2 | Yes, always or nearly always | Was always updated on daughter's condition as soon as I went to visit. | |
| | Have hospital staff been available to talk with you about your worries and fears? Response options: Yes, definitely; Yes, to some extent; No | | |
| 1 | Yes, definitely | Hospital staff have been very helpful and explained things to me if I didn't understand. | |
| 2 | Yes, definitely | Always had time to discuss any issues. | |
| | Have you been given enough privacy when discussing your baby's treatment / condition? Response options: Yes, definitely; Yes, to some extent; No | | |
| 1 | Yes, definitely | Yea - they either came to the overnight room or they seen me in SCBU. | |
| 2 | Yes, to some extent | | |
| | If you have concerns when you leave hospital will you know where to get more information? Response options: Yes, definitely; Yes, to some extent; No | | |
| 1 | Yes, definitely | Yea - discharged booklet or phone 111. | |

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|---|---|--------------------------------------|--|
| 2 | Yes, definitely | | |
| | <p>Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted?</p> <p>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</p> | | |
| 1 | Yes, definitely | I'll make up for it when I get home. | |
| 2 | Yes, definitely | Yes - as much as wanted. | |