

Friends and Family Test – Special Care Baby Unit – Nov-16 to Jan-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 % |
|--------|------------------|----------------------|--------------------------|--|
| Nov-16 | 5 | 100.0 | 0.0 | 0.0 |
| Dec-16 | 4 | 100.0 | 0.0 | 0.0 |
| Jan-17 | 3 | 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 | Nov-16 | Extremely likely | They took brilliant care of T. | No. Staff were great. | |
| 2 | Nov-16 | Extremely likely | Excellent staff, informative, calm and caring. | Staff are an absolute credit to the ward. Always friendly, happy, very involved. | |
| 3 | Nov-16 | Extremely likely | All of the team were fab! I honestly couldn't fault them in any way. | It made me feel a lot happier knowing that there was always an ID around my son's ankle. The doors were always locked! The safety is fab in this place!! | |
| 4 | Nov-16 | Extremely likely | You all do such a wonderful job for everyone. | | |
| 5 | Nov-16 | Extremely likely | We have been treated amazingly well on SCBU. | I am just so grateful for the amazing care & support from all staff on SCBU during my 3.5 weeks here. I am so lucky to have met some other lovely parents | |

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| | | | | in the same situation as us. | |
| 1 | Dec-16 | Extremely likely | | Special care staff are amazing. They have treated not only our son but us parents & grandparents with such professionalism, care & understanding at all times. | |
| 2 | Dec-16 | Extremely likely | Special care unit and team saved my daughter's life. | This hospital saved my newborn's life and did everything to do so. | |
| 3 | Dec-16 | Extremely likely | The staff have been so friendly and supportive, explaining everything that has been going on. Not only have they cared for my little one, they have been emotionally supportive to me too. | | |
| 4 | Dec-16 | Likely | SCBU have really helped my little boy and have shown support to me (mum) when I've needed it. | Maybe allow more nurses on shift so you can have a little more time with your child's nurse if you have any concerns. They looked after my little boy and helped to get better. | |
| 1 | Jan-17 | Extremely likely | We could not fault the care that our precious baby received, or the way that we as parents were treated. The staff on SCBU are just wonderful and they made a difficult time much more bearable with their thoughtfulness, sensitivity & humour. | As previously mentioned, we genuinely cannot fault the care we all received. Having an early baby was very unexpected for us after a very healthy pregnancy. I would have expected the experience to be awful but staff made it as easy and stress-free as possible. In our eyes they are angels! | |
| 2 | Jan-17 | Extremely likely | The care I received here in Ladywell has been second to none! Throughout my pregnancy the team have all been amazing! | Without the team's support, I would have definitely struggled as had quite a traumatic birth & had to see new year in without my little girl (transferred to Exeter) but the Bassett team were amazing & saw the new year sharing chocolate. | |

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| 3 | Jan-17 | Extremely likely | Absolutely fantastic in special care. | Offer skin-to-skin. I would like to name C.S. She has been amazing with me. Also, D. has spent a lot of time with me and M. | |
|---|--------|------------------|---------------------------------------|---|--|

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 | Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|---|---|
| 1 | Nov-16 | Yes. I've always been involved in the decision-making, even on the little decisions. | |
| 2 | Nov-16 | My wishes & choices have always been considered for my daughter's care even when I wasn't well enough to visit. | |
| 1 | Dec-16 | All decisions made about my baby's care I was involved in. | |
| 2 | Dec-16 | We are very happy with the care that has been provided. | |
| 3 | Dec-16 | When I was unable to be there the staff explained the decisions that had been made and why. When necessary they have phoned me to clarify my wishes. | |
| 4 | Dec-16 | I've always been asked about how I feel about things to do with my little boy, except when I was poorly for the first few days. | |
| 1 | Jan-17 | We were always well-informed and given opportunities to give our input, even if we were not present at the time (staff would contact us by phone if necessary). | |
| 2 | Jan-17 | Any time any obs, bloods (or doc checks) were taken from little E. they always made sure I had the option to be there. | |
| 3 | Jan-17 | Always explained everything to me. | |

| | Month | 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? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|--|---|
| 1 | Nov-16 | Yes, all of the time! It's not easy when their wires are in but got a lot more involved when my son was taken off the machines! | |
| 2 | Nov-16 | Especially once she was out of the incubator. | |
| 1 | Dec-16 | When present on the unit I did all day-to-day care. | |
| 2 | Dec-16 | If I wanted to care, I was encouraged and given advice. | |
| 3 | Dec-16 | I tried to make sure I could be there for at least 2 feeds / changes a day but when I couldn't be there I knew she was in good / safe hands. | |
| 4 | Dec-16 | I fed my little boy whilst I was here and changed him. | |
| 1 | Jan-17 | Staff actively encouraged us to care for our baby. | |
| 2 | Jan-17 | As well as the full support I received they were v. encouraging for me to handle and care for my little one and daily I was having more of an opportunity to be her mum! | |
| 3 | Jan-17 | As soon as I was able to be hands on I was. | |

| | Month | Were you told about any changes in your baby's condition / care? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|--|---|
| 1 | Nov-16 | Always had updates as soon as we arrived. | |
| 2 | Nov-16 | Yes, I was always updated and filled in on how my son was while I wasn't sat with him. | |

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| 3 | Nov-16 | Even when on the ward and during the night whilst I wasn't well enough to make it to SCBU. | |
| 1 | Dec-16 | Always. | |
| 2 | Dec-16 | Always updated. | |
| 3 | Dec-16 | The staff have kept me informed every step of the way. | |
| 4 | Dec-16 | Update nearly every time I came up and the nurse would introduce themselves and say they were in charge of my boy. | |
| 1 | Jan-17 | I was one of the first people to know if there was any changes at all! | |
| 2 | Jan-17 | Yes, I was told when I got in. Would of liked the odd phone call. | |

| | Month | Have hospital staff been available to talk with you about your worries and fears? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|---|---|
| 1 | Nov-16 | Yes, they have also always answered any of the questions I've had. | |
| 2 | Nov-16 | They always answered any question no matter how silly the question sounded. | |
| 1 | Dec-16 | Very reassuring and say it how it is. | |
| 2 | Dec-16 | Always on hand (even when extremely busy) to answer any questions / concerns. | |
| 3 | Dec-16 | I felt most comfortable speaking to C. who has looked after my little boy a lot. Also C. | |
| 1 | Jan-17 | The support from all members of staff have been amazing any time I needed anyone. They were there and always checking in to make sure I was okay. | |
| 2 | Jan-17 | C. & D. I seen more often. They are amazing. | |

| | Month | Have you been given enough privacy when discussing your baby's treatment / condition? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|--|---|
| 1 | Nov-16 | Yes, all of the time. | |
| 2 | Nov-16 | Yes, every time. | |
| 1 | Dec-16 | It's very difficult in a mixed ward to have privacy but consultant did come to Bassett Ward to discuss my son's condition. | |
| 2 | Dec-16 | Only in first room he went up to. But my little boy is doing well, so this I'm not too concerned about. | |
| 1 | Jan-17 | I'm an open person but they always made sure I was comfortable. | |

| | Month | If you have concerns when you leave hospital will you know where to get more information? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|---|---|
| 1 | Dec-16 | We have follow-up appointments. | |
| 2 | Dec-16 | Full details / leaflets given by discharging nurse. | |
| 3 | Dec-16 | Yes. The nurse has given us information. | |
| 1 | Jan-17 | We feel very well-informed about who to contact if we needed any support. We have had a visit from one of the neonatal nurses at home which was reassuring and helpful. | |
| 2 | Jan-17 | Everyone (Basset & SCBU) has made sure I know I can contact them at any time and made sure I had the correct numbers to contact them by! | |

| | Month | Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|--|---|
| 1 | Nov-16 | I did when I was well enough. | |
| 1 | Dec-16 | Cat 1 C-section. | |
| 2 | Dec-16 | With not being here all the time, skin-to-skin was limited but not through any fault of the staff. | |
| 1 | Jan-17 | We did skin-to-skin with our son almost all day every day as soon as he was well enough. Staff were happy with this and even helped us to safely continue when he needed jaundice treatment. | |
| 2 | Jan-17 | With E. having so many tubes in her I didn't feel comfortable to do skin-to-skin till all of them were removed! | |
| 3 | Jan-17 | Wasn't offered it. | |

| | Month | Did staff arrange your baby's care (such as weighing, bathing) to fit in with your usual visiting times? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|--|---|
| 1 | Nov-16 | Nothing was too much trouble for staff. | |
| 1 | Dec-16 | We were present for all weighs and staff organised bathing for when both myself, mum & dad could be there. | |
| 2 | Dec-16 | Very helpful. | |
| 3 | Dec-16 | As and when possible this was arranged. | |
| 4 | Dec-16 | I got to bath my little boy. | |

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| 1 | Jan-17 | I've been staying in the [illegible] room in SCBU but they always fitted it into our little routine. | |
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| | Month | Overall, do you feel you have been treated with respect and dignity while you have been in hospital? | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|--------|--|---|
| 1 | Nov-16 | If we wanted to have visitors the team would leave us be or ask if they were able to discuss my child's care needs in front of them. | |
| 1 | Dec-16 | I can't thank the staff enough for all their help and support for both myself and my 8 week premature baby. | |
| 2 | Dec-16 | All staff work to high standard. | |
| 1 | Jan-17 | Being a same sex couple, my partner and I felt that our situation was very well respected and we were treated no differently to other couples with babies on the unit. Staff were always keen to promote privacy, especially when breastfeeding or expressing. | |
| 2 | Jan-17 | I can't thank the team enough! As suffered from depression it was important to me to feel comfortable. They all have gone beyond their call of duty! Thank you xx. | |