

## Friends and Family Test – Special Care Baby Unit – Oct-17 to Dec-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 %
Oct-17	1	100.0	0.0	0.0
Nov-17	2	100.0	0.0	0.0
Dec-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	Oct-17	Extremely likely	All staff were lovely & went out of their way to do their best for baby & mum.	A massive thank you to [names withheld] & all the nurses.	
1	Nov-17	Extremely likely	The care and advice has been incredible!! We couldn't be happier! We were always clearly explained what was happening & why. They encouraged/helped us do as much/little for our baby as possible.	More rooms to stay overnight but I know that's not possible. It's the only thing I didn't like.  I love you all and thank you so much from a very happy family. Your all angels.	
2	Nov-17	Extremely likely	All staff show constant professionalism. I was completely reassured that my child was	Whilst I can appreciate staff time is precious, I think parents would appreciate a baby journal,	

			having the best of care.	especially those who have a prolonged stay. It could have personal touches such as what their baby achieved i.e. first independent feed, footprints, photos, personal messages from nurse.	
1	Dec-17	Extremely likely			Do not publish
2	Dec-17	Extremely likely	Every single person we have come into contact with has helped make a difficult and sometimes stressful and worrying time so easy to deal with and we are very grateful for that.	No - our experience could not have been better.  Thank you to everyone. The care and support could not have been better and the only thing that made leaving him to go home without him was knowing how amazingly well he was being looked after. Have nothing but good things to say about our whole time here.	
3	Dec-17	Extremely likely	Our baby received the best possible care. SCBU were extremely accommodating of our needs & in letting us stay in TC room. Professional & extremely friendly, caring staff. Can't thank you enough.	More rooms like the TC room would be invaluable. We were lucky to be able to stay but other parents were not so lucky.	

### 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	Oct-17	Yes, always or nearly always	I felt involved in his care. No treatment given but not always informed by consultant.	
1	Nov-17	Yes, always or nearly always	I told them to do what needed to be done but they always asked & explained the risks/pro's to treatments etc.	
2	Nov-17	Yes, always or nearly always	Whenever a decision was made about my child's care, I was always informed & process of treatment explained.	
1	Dec-17	Yes, always or nearly always		Do not publish
2	Dec-17	Yes, always or nearly always	Everything has always been explained really well and have found we have never had to ask for info - always given to us at the right	

			time.	
3	Dec-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	Oct-17	Yes, definitely	I did most feeds & nappy changes & was able to sleep next to my baby.	
1	Nov-17	Yes, definitely	As said above. They helped us do as much as we felt comfortable to do and it was ok if we weren't comfortable. They explained & showed us how and where were [illegible] to try next time with their support.	
2	Nov-17	Yes, definitely	This wasn't my first child, so as soon as the nurses knew I was comfortable they left me to it. However, made it clear help was there if needed.	
1	Dec-17	Yes, definitely		Do not publish
2	Dec-17	Yes, definitely	Always made to feel part of his day-to-day care routine. Also, always reminded that, although in SCBU, he is still our baby and not to feel like we had to hold back.	
3	Dec-17	Yes, definitely	We were able to carry on as though we would have done with a full term baby. They allowed us to be the parents we should be.	

		<p><b>Were you told about any changes in your baby's condition / care?</b></p> <p><b>Response options: Yes, always or nearly always; Yes, sometimes; No; Not sure/can't remember</b></p>		
1	Oct-17	Yes, always or nearly always	Consultants very good.	
1	Nov-17	Yes, always or nearly always	Very promptly informed of any changes.	
2	Nov-17	Yes, always or nearly always	Before treatment was given I was told prior.	
1	Dec-17	Yes, always or nearly always		Do not publish
2	Dec-17	Yes, always or nearly always	Always updated without having to ask. Also, the handovers between staff have been excellent and everyone has always known exactly what is going on at any time.	
3	Dec-17	Yes, always or nearly always	Updated every time we entered the room!	
		<p><b>Have hospital staff been available to talk with you about your worries and fears?</b></p> <p><b>Response options: Yes, definitely; Yes, to some extent; No</b></p>		
1	Oct-17	Yes, definitely	Different nurses were available & some easier to talk to.	
1	Nov-17	Yes, definitely	I was very worried about everything and one nurse saw me crying on my own and came out for a chat and really helped me. I will always be thankful for these amazing women!!	

2	Nov-17	Yes, definitely	My child struggled to gain weight and consultant & nurse had plenty of time to sit down and talk about different options.	
1	Dec-17	Yes, definitely		Do not publish
2	Dec-17	Yes, definitely	Everyone really supportive and reassuring if needed.	
3	Dec-17	Yes, definitely	They had all the time in the world for us & the care felt very 'one-on-one' despite SCBU being fairly busy with other babies.	
		<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	Oct-17	Yes, definitely		
1	Nov-17	Yes, definitely		
2	Nov-17	Yes, definitely	I stayed in the overnight stay room.	
1	Dec-17	Yes, definitely		Do not publish
2	Dec-17	Yes, definitely	Always.	
3	Dec-17	Yes, definitely		
		<b>If you have concerns when you leave hospital will you know where to get more information?</b>		

		<b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Oct-17	Yes, definitely	Health visitor, midwife, SCBU.	
1	Nov-17	Yes, definitely	Yes. It's even been highlighted so we can access it quickly.	
2	Nov-17	Yes, definitely		
1	Dec-17	Yes, definitely		Do not publish
2	Dec-17	Yes, definitely	Aftercare seems much more thorough than we expected which is really reassuring to know.	
3	Dec-17	Yes, definitely		
		<b>Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted?</b>  <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>		
1	Oct-17	Yes, definitely		
1	Nov-17	Yes, definitely	We chose not to do skin-to-skin but it was always welcomed and offered.	
2	Nov-17	Yes, definitely		
1	Dec-17	Yes, definitely		Do not publish

2	Dec-17	Yes, definitely	Had our first skin-to-skin within a few days and all nurses were all keen for us to do this as much as possible but also without disturbing him.	
3	Dec-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	Oct-17	Yes, always or nearly always	I stayed on site.	
1	Nov-17	Yes, always or nearly always	We spend a lot of time here so we were always here for these things.	
2	Nov-17	Yes, always or nearly always		
1	Dec-17	Yes, always or nearly always		Do not publish
2	Dec-17	Yes, always or nearly always	Always worked around us which was so helpful.	
3	Dec-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	Oct-17	Yes, always		
1	Nov-17	Yes, always	The care couldn't have been better and I don't have enough good words to say about the staff here.	
2	Nov-17	Yes, always		
1	Dec-17	Yes, always		Do not publish
2	Dec-17	Yes, always	Also, everyone was so great with our two other children and were great at making them understand what was happening etc. Really helped as to begin with - was very worrying for them to see all the machines & wires etc.	
3	Dec-17	Yes, always		