

Friends and Family Test – Special Care Baby Unit – Jan-18 to Mar-18

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 %
Jan-18	6	100.0	0.0	0.0
Feb-18	1	100.0	0.0	0.0
Mar-18	1	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	Jan-18	Extremely likely	Excellent care. All the staff have been wonderful during our experience.	The service was excellent.	
2	Jan-18	Extremely likely	V. helpful, knowledgeable & kind.	No.	
3	Jan-18	Extremely likely	Have been excellent with myself & in taking care of baby.	Everything & everyone involved with my baby was absolutely amazing!	
4	Jan-18	Extremely likely	The staff have been so kind & professional and nothing seems too much. We have all been taken great care of.	No. I think the service provided is amazing. Thank you to all the staff who have helped us & little [name withheld].	
5	Jan-18	Extremely likely	My baby was very fussy, kept play with his tubes, pulling them out. The nurses have	No, they provided the best service.	

			been amazing and can't ask for better.		
6	Jan-18	Extremely likely	The staff have been amazing, so caring and helpful. Nothing is too much trouble.		
1	Feb-18	Extremely likely	The staff have been amazing in both their standard of care towards my baby and in keeping me informed and involved.	N/A. The SCBU team have made a challenging time more bearable. They have provided an outstanding level of care, professionalism, friendship and humour. Thank you doesn't quite seem enough.	
1	Mar-18	Extremely likely	Due to the wonderfully dedicated staff who have provided great care to our newborn and essential guidance and support to the parents.	Keep the staff you have, as they are superb!	

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>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	Jan-18	Yes, always or nearly always		
2	Jan-18	Yes, always or nearly always		
3	Jan-18	Yes, always or nearly always	I was always asked & spoken to about what was going on.	
4	Jan-18	Yes, always or nearly always	I feel that we have been involved in all decisions & support has been given.	
5	Jan-18	Yes, always or nearly always	I tried to breastfeed but didn't get on very well and they supported each and every decision I made.	
6	Jan-18	Yes, always or nearly always		
1	Feb-18	Yes, always or nearly always	The staff have always taken time to explain what is happening with my baby's care and have discussed options available.	
1	Mar-18	Yes, always or nearly always	The staff have always kept us informed and made us feel confident in the decisions made.	
		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? Response options: Yes, definitely; Yes, to some extent; No		
1	Jan-18	Yes, definitely	We did as much as we were able with staff back up.	
2	Jan-18	Yes, definitely		
3	Jan-18	Yes, definitely	I was always able to do as much as I wanted.	
4	Jan-18	Yes, definitely	As soon as it was possible for me to be involved in [name withheld]'s care I was & support was given every step of the	

			way.	
5	Jan-18	Yes, definitely	They aloud me to carry out changing and feeding him as much as I could.	
6	Jan-18	Yes, definitely		
1	Feb-18	Yes, definitely	Once my baby was well enough I was involved in his care as much as possible, such as feeds and nappy changes.	
1	Mar-18	Yes, definitely	The guidance and support was really appreciated.	
		Were you told about any changes in your baby's condition / care? Response options: Yes, always or nearly always; Yes, sometimes; No; Not sure/can't remember		
1	Jan-18	Yes, always or nearly always		
2	Jan-18	Yes, always or nearly always		
3	Jan-18	Yes, always or nearly always		
4	Jan-18	Yes, always or nearly always		
5	Jan-18	Yes, always or nearly always	I was told about every change they made to his care.	
6	Jan-18	Yes, always or nearly always		
1	Feb-18	Yes, always or nearly always	The staff ensured that I was kept fully informed and up to date.	
1	Mar-18	Yes, always or nearly always		

		Have hospital staff been available to talk with you about your worries and fears?		
		Response options: Yes, definitely; Yes, to some extent; No		
1	Jan-18	Yes, definitely		
2	Jan-18	Yes, definitely		
3	Jan-18	Yes, definitely		
4	Jan-18	Yes, definitely	Always.	
5	Jan-18	Yes, definitely	The staff have been amazing. [Name withheld] in SCBU was amazing - took the most time, especially in the nights.	
6	Jan-18	Yes, definitely		
1	Feb-18	Yes, definitely	The staff have been very approachable and comfortable to talk to.	
1	Mar-18	Yes, definitely		
		Have you been given enough privacy when discussing your baby's treatment / condition?		
		Response options: Yes, definitely; Yes, to some extent; No		
1	Jan-18	Yes, definitely		
2	Jan-18	Yes, definitely		
3	Jan-18	Yes, definitely		

4	Jan-18	Yes, definitely		
5	Jan-18	Yes, definitely	I have.	
6	Jan-18	Yes, definitely		
1	Feb-18	Yes, definitely	The staff have checked out if it is ok to discuss e.g. in front of visitors.	
1	Mar-18	Yes, definitely		
		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	Jan-18	Yes, definitely		
2	Jan-18	Yes, definitely		
3	Jan-18	Yes, definitely		
4	Jan-18	Yes, definitely		
5	Jan-18	Yes, definitely	I have been given lots of leaflets to read and numbers of people I can call.	
6	Jan-18	Yes, definitely		
1	Feb-18	Yes, definitely		
1	Mar-18	Yes, definitely		
		Did you have as much kangaroo care (skin-to-skin) with		

		<p>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	Jan-18	Yes, definitely		
2	Jan-18			
3	Jan-18	Yes, to some extent		
4	Jan-18	Yes, definitely	As soon as it was possible.	
5	Jan-18	Yes, definitely	I didn't at the beginning due to all the machines he had to have.	
6	Jan-18	No, not as much as I wanted		
1	Feb-18	Yes, definitely	Skin-to-skin was limited but this was due to my baby's needs.	
1	Mar-18	Yes, definitely		
		<p>Did staff arrange your baby's care (such as weighing, bathing) to fit in with your usual visiting times?</p> <p>Response options: Yes, always or nearly always; Yes, sometimes; No</p>		
1	Jan-18	Yes, always or nearly always		
2	Jan-18	Yes, always or nearly always		
3	Jan-18	Yes, always or nearly always		

4	Jan-18	Yes, always or nearly always		
5	Jan-18	Yes, always or nearly always	They arranged everything around me being at the hospital.	
6	Jan-18	Yes, sometimes		
1	Feb-18	Yes, always or nearly always	The staff would inform me of any changes in his feeding pattern so that I could be available for feeds.	
1	Mar-18	Yes, always or nearly always		
		Overall, do you feel you have been treated with respect and dignity while you have been in hospital? Response options: Yes, always; Yes, sometimes; No		
1	Jan-18	Yes, always		
2	Jan-18	Yes, always		
3	Jan-18	Yes, always		
4	Jan-18	Yes, always		
5	Jan-18	Yes, always	100% percent amazing!!	
6	Jan-18	Yes, always		
1	Feb-18	Yes, always	They have been such an amazing team of people.	
1	Mar-18	Yes, always		