

Friends and Family Test – Special Care Baby Unit – Apr-18 to Jul-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 %
Apr-18	4	100.0	0.0	0.0
May-18	1	100.0	0.0	0.0
Jun-18	No data	No data	No data	No data
Jul-18	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	Apr-18	Extremely likely	I can't fault anything. They have done at all. They have done an absolutely perfect job of looking after my family. Thank you.		
2	Apr-18	Extremely likely	All the staff on SCBU have been amazing throughout our stay.	None. You guys are perfect!	
3	Apr-18	Extremely likely	SCBU staff have been absolutely amazing, not only in supporting my prem son back to good health but also in supporting me through such a tough time.		

4	Apr-18	Extremely likely	The care from all of the nurses & doctors.		
1	May-18	Extremely likely	We have been made so comfortable whilst [name withheld] was having care. We have learnt so much & prepared us to taking her home.	No, everything was perfect.	
1	Jul-18	Extremely likely	Everyone of the staff are lovely. They will help & support you throughout the whole stay. They all take the time to explain anything and no question is a silly question to them.		
2	Jul-18	Extremely likely	Staff were amazing, very helpful & great with my babies.	Staff were amazing.	
3	Jul-18	Extremely likely	Because if it wasn't for the support and help from the team of people my baby might not be with me today.	Not at all!	

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.
		Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment?		

		Response options: Yes, always or nearly always; Yes, to some extent; No; Not sure/can't remember		
1	Apr-18	Yes, always or nearly always	Our consent has been acquired before every decision.	
2	Apr-18	Yes, always or nearly always		
3	Apr-18	Yes, always or nearly always	Care & treatments & alternative options have been discussed & explained thoroughly and I always made the final decisions without feeling under pressure.	
4	Apr-18	Yes, always or nearly always	Everything has been explained to us and we have always been able to ask questions.	
1	May-18	Yes, always or nearly always	Everything was always explained clearly.	
1	Jul-18	Yes, always or nearly always	The nurses listen to what you think and they will help make the right decision.	
2	Jul-18	Yes, always or nearly always		
3	Jul-18	Yes, always or nearly always	Always made to feel welcome and always been ask to be involved.	
		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	Apr-18	Yes, definitely	When we were here we always had the opportunity.	
2	Apr-18	Yes, definitely		

3	Apr-18	Yes, definitely	I was offered to do all care for my baby and even had the chance to bath him but also, when I was unable to do so, all staff members were hands on & extremely helpful.	
4	Apr-18	Yes, definitely		
1	May-18	Yes, definitely	From the first day we was able to do it all.	
1	Jul-18	Yes, definitely	Throughout my stay with my baby I was able to do everything I want, and if I needed help I felt I could just ask for it.	
2	Jul-18	Yes, definitely		
3	Jul-18	Yes, definitely		
		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	Apr-18	Yes, always or nearly always	We were told everything possible.	
2	Apr-18	Yes, always or nearly always		
3	Apr-18	Yes, always or nearly always	Every time something changed I was told immediately & given lots of reassurance.	
4	Apr-18	Yes, always or nearly always	Always informed about the night when we came in the mornings.	
1	May-18	Yes, always or nearly always	Always updated on her progress.	
1	Jul-18	Yes, always or nearly always	They would tell me everything that they are doing & planning	

			to do.	
2	Jul-18	Yes, always or nearly always	Well informed.	
3	Jul-18	Yes, always or nearly always	No problems at all. Always told if any worries or problems in my baby's care.	
		Have hospital staff been available to talk with you about your worries and fears? Response options: Yes, definitely; Yes, to some extent; No		
1	Apr-18	Yes, definitely	They have always been there for any questions we've had.	
2	Apr-18	Yes, definitely		
3	Apr-18	Yes, definitely	Every time I was worried / upset or had any questions staff were there immediately.	
4	Apr-18	Yes, definitely	Always felt comfortable talking with any of the nurses / HCA.	
1	May-18	Yes, definitely	Always been available & sat with me when needed.	
1	Jul-18	Yes, definitely	Yes, they had the time to sit down and discuss everything and put you at ease.	
2	Jul-18	Yes, definitely		
3	Jul-18	Yes, definitely	No problems!	
		Have you been given enough privacy when discussing your baby's treatment / condition? Response options: Yes, definitely; Yes, to some extent; No		

1	Apr-18	Yes, definitely		
2	Apr-18	Yes, definitely		
3	Apr-18	Yes, definitely	Yes, without any problems.	
4	Apr-18	Yes, definitely		
1	May-18	Yes, definitely		
1	Jul-18	Yes, definitely	They would discuss with you everything in private.	
2	Jul-18	Yes, definitely		
3	Jul-18	Yes, definitely	Completely!	
		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	Apr-18	Yes, definitely		
2	Apr-18	Yes, definitely		
3	Apr-18	Yes, definitely	Staff have been fantastic in directing me once I'm home which has made me confident for the return home. Thank you so much to all the staff & doctors. You are all amazing.	
4	Apr-18	Yes, definitely		
1	May-18	Yes, to some extent	Midwife & health visitor will be visiting me.	
1	Jul-18	Yes, definitely	They give you lots of information in packs and they have	

			spoken to me as well.	
2	Jul-18	Yes, definitely		
3	Jul-18	Yes, definitely	No worries.	
		Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted? 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		
1	Apr-18	Yes, definitely	Skin-to-skin has always been encouraged.	
2	Apr-18	Yes, definitely		
3	Apr-18			
4	Apr-18			
1	May-18	Yes, to some extent	Was in clothes most the time.	
1	Jul-18	Yes, definitely	Yes, and the use of the chairs are really good as well.	
2	Jul-18	Yes, to some extent		
3	Jul-18	Yes, to some extent		
		Did staff arrange your baby's care (such as weighing, bathing) to fit in with your usual visiting times? Response options: Yes, always or nearly always; Yes,		

		sometimes; No		
1	Apr-18	Yes, always or nearly always		
2	Apr-18	Yes, always or nearly always		
3	Apr-18			
4	Apr-18			
1	May-18	Yes, always or nearly always	Stayed here.	
1	Jul-18	Yes, always or nearly always	Yes, they did it all around when waking up for feeding.	
2	Jul-18	Yes, always or nearly always		
3	Jul-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	Apr-18	Yes, always	In the special care unit certainly.	
2	Apr-18	Yes, always		
3	Apr-18			
4	Apr-18			
1	May-18	Yes, always		
1	Jul-18	Yes, always	They all respected what I said & what I thought.	

2	Jul-18	Yes, always		
3	Jul-18	Yes, always	Always lovely!	