

Friends and Family Test – Special Care Baby Unit – Aug-18 to Oct-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 %
Aug-18	3	100.0	0.0	0.0
Sep-18	4	100.0	0.0	0.0
Oct-18	2	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?	Patient request for anonymised comments not to be made public
1	Aug-18	Extremely likely	All staff has always been amazingly, helpful and careful.		
2	Aug-18	Extremely likely	My daughter has been looked after very well and nurses have been informative.		
3	Aug-18	Likely			Do not publish
1	Sep-18	Extremely likely	Brilliant staff.	No. SCBU staff have been 10/10.	
2	Sep-18	Extremely likely	All staff very friendly & helpful.	One nurse stuck out the most, being [name withheld], always felt most relaxed around her, very good attitude. Thanks to her!!	

3	Sep-18	Extremely likely	The nurses and doctors of this ward are amazing. We will never be able to thank them enough for what they have done for us.	None. All amazing people. Thank you so much. We will never be able to thank everyone enough for what they have done for us and our baby. Second to none. Thank you.	
4	Sep-18	Likely			Do not publish
1	Oct-18	Extremely likely	Helpful & friendly staff make you feel comfortable and encourage you to help [illegible] after baby early on. Was updated on all decisions [illegible] was making and they made it feel a safe environment.		
2	Oct-18	Extremely likely	The staff have been amazing, helpful, informative and friendly.	Separate treatment area for babies. Easier access to ward (lock down). Would have been nice for dad to have stayed during strained / difficult times.	

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	Patient request for anonymised comments not 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	Aug-18	Yes, always or nearly always		
2	Aug-18	Yes, always or nearly always		
3	Aug-18	Yes, to some extent		Do not publish
1	Sep-18	Yes, always or nearly always	Staff always keeping me updated and next step.	
2	Sep-18	Yes, always or nearly always	No treatment given until parents' thoughts & concerns were discussed.	
3	Sep-18	Yes, always or nearly always	Brilliant. We knew what was going on every step of the way.	
4	Sep-18	Yes, always or nearly always		Do not publish
1	Oct-18	Yes, always or nearly always	Doctors always made sure I knew what was going on and nurses always asked if I was okay with any medication she needed.	
2	Oct-18	Yes, always or nearly always		
		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	Aug-18	Yes, definitely		
2	Aug-18	Yes, definitely		
3	Aug-18	Yes, definitely		Do not publish
1	Sep-18	Yes, definitely	Yes. Staff tried to involve me as much as possible.	

2	Sep-18	Yes, definitely	Worked timings around mum doing school runs etc.	
3	Sep-18	Yes, definitely	Brilliant. The nurses are second to none.	
4	Sep-18	Yes, to some extent		Do not publish
1	Oct-18	Yes, definitely	As my baby was so small, I was shown how to care for my daughter as I was nervous about looking after her, but nurses made me feel comfortable.	
2	Oct-18	Yes, definitely	Right from day one, I feel I have cared for my baby and guided through by staff.	
		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	Aug-18	Yes, always or nearly always		
2	Aug-18	Yes, always or nearly always		
3	Aug-18	Yes, always or nearly always		Do not publish
1	Sep-18	Yes, always or nearly always	Yes. Always kept updated as much as possible.	
2	Sep-18	Yes, always or nearly always	Always informed.	
3	Sep-18	Yes, always or nearly always	Always. They made me feel very safe for my baby.	
4	Sep-18	Yes, always or nearly always		Do not publish
1	Oct-18	Yes, always or nearly always		

2	Oct-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	Aug-18	Yes, definitely		
2	Aug-18	Yes, definitely		
3	Aug-18	Yes, definitely		Do not publish
1	Sep-18	Yes, definitely	Yes. Always try and tell you the next steps and keep you positive.	
2	Sep-18	Yes, definitely		
3	Sep-18	Yes, definitely	All the time all of the staff have time for us. Amazing.	
4	Sep-18	Yes, to some extent		Do not publish
1	Oct-18	Yes, definitely		
2	Oct-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	Aug-18	Yes, definitely		
2	Aug-18	Yes, definitely		

3	Aug-18	Yes, definitely		Do not publish
1	Sep-18	Yes, definitely	Yes. Staff and doctors always ask if we want to step out the room.	
2	Sep-18	Yes, definitely		
3	Sep-18	Yes, definitely	Always.	
4	Sep-18	Yes, to some extent		Do not publish
1	Oct-18	Yes, definitely		
2	Oct-18	Yes, definitely	Difficult in open nursery, didn't find this a problem myself but feel parents in difficult situations may want more privacy.	
		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	Aug-18	Yes, definitely		
2	Aug-18	Yes, definitely		
3	Aug-18	Yes, definitely		Do not publish
1	Sep-18	Yes, definitely	Yes. Everything about more information or if I have any concerns have been explained.	
2	Sep-18	Yes, definitely		
3	Sep-18	Yes, definitely		

4	Sep-18	Yes, definitely		Do not publish
1	Oct-18	Yes, definitely		
2	Oct-18	Yes, definitely		
		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	Aug-18	Yes, definitely		
2	Aug-18	N/A		
3	Aug-18	Yes, definitely		Do not publish
1	Sep-18	Yes, definitely	Yes. Always given the option when changing and feeding.	
2	Sep-18	Yes, definitely	Always encouraged. Much more than previous hospitals.	
3	Sep-18	Yes, definitely		
4	Sep-18	Yes, definitely		Do not publish
1	Oct-18	Yes, definitely	From early days I was encouraged to hold her, due to her being connected to [illegible] of [illegible] this was sometimes difficult but nurses helped a lot with me holding her.	
2	Oct-18	Yes, definitely	Encouraged as soon as was possible.	
		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	Aug-18	Yes, always or nearly always		
2	Aug-18	Yes, always or nearly always		
3	Aug-18	Yes, always or nearly always		Do not publish
1	Sep-18	Yes, always or nearly always	Always made sure I was around for things.	
2	Sep-18	Yes, always or nearly always		
3	Sep-18	Yes, always or nearly always		
4	Sep-18	Yes, sometimes		Do not publish
1	Oct-18	Yes, always or nearly always	Nurses came to my room if I was not with my daughter and asked if I wanted to feed / weigh etc. before they did anything.	
2	Oct-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	Aug-18	Yes, always		
2	Aug-18	Yes, always		
3	Aug-18	Yes, sometimes		Do not publish

1	Sep-18	Yes, always	Yes. Always asked if I wanted the curtain round.	
2	Sep-18	Yes, always		
3	Sep-18	Yes, always	100 per cent. The nurses are amazing people.	
4	Sep-18	Yes, sometimes		Do not publish
1	Oct-18	Yes, always	Always been spoken to politely. Made feel very welcome.	
2	Oct-18	Yes, always		