

Friends and Family Test – Special Care Baby Unit – Nov-18 to Feb-19

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-18	4	100.0	0.0	0.0
Dec-18	No data	No data	No data	No data
Jan-19	3	100.0	0.0	0.0
Feb-19	5	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	Nov-18	Extremely likely	The neonatal nurses were extremely friendly & accommodating but mostly very attentive towards our baby, they're also empathetic which is brilliant.	A few midwives on the Bassett Ward need to be more attentive and sympathetic (can't remember names, I'm sorry) but overall brilliant.	
2	Nov-18	Extremely likely	Fantastic team. Very supportive. Kept us informed. Nothing was too much trouble. Privacy also respected. They made a very difficult time more bearable. Breastfeeding support was also very good & without it I would probably have given up.	Accommodation for parents could be improved. Having an underlying disease which affects mobility and recovering from section made it very hard for me to care for myself & baby. Although husband could stay some nights, a room large enough for both parents &	

				baby is needed.	
3	Nov-18	Extremely likely			Do not publish
4	Nov-18	Extremely likely	Staff where excellent, really supportive & where amazing at their jobs.		
1	Jan-19	Extremely likely	The care we received from the doctors & nurses was incredible. Couldn't fault them at all.	Not that we can think of.	
2	Jan-19	Extremely likely	Took such great care of are babies and us.		
3	Jan-19	Extremely likely	We had very good care.	More communication. Communication between consultant / Dr & parents would help massively & ultimately reduce stress.	
1	Feb-19	Extremely likely	Facilities appear to be effective but our main praise lays with your staff. They were brilliant! Helpful, knowledgeable, happy to explain things twice and clearly care a great deal. Although a traumatic experience for us the care given and attitude of your staff, [names withheld] especially was superb.	None based on our experience. The diligence of the staff on Bassett and in the SCBU was appreciated and ensured we leave fully confident in our baby's current health.	
2	Feb-19	Extremely likely	All the staff are amazing.	Very good, always.	
3	Feb-19	Extremely likely	Staff are amazing, informative & make you feel comfortable. Everyone has gone above & beyond to make this experience as nice as it could be.	A timetable of what needs to happen for your baby / day to day for each day. Bloods, weight, measure, timings. This would have helped us when we first got here. Also, being present for handovers.	

4	Feb-19	Extremely likely	All staff were very professional, was made to feel very welcome and nothing was too much trouble.	No.	
5	Feb-19	Extremely likely	Helpful & informative staff. Lots of parental involvement was encouraged.	My baby was transferred here from Bristol just to use the transitional care for a couple of days before discharge home. The room & care met all of my expectations and was exactly what we needed after a bumpy start to my daughter's life.	

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	Nov-18	Yes, always or nearly always	[Name withheld] went above and beyond. She was extremely helpful with the feeding but so, so friendly at the same time. She also looked after him whilst [name withheld] rested for a while.	
2	Nov-18	Yes, always or nearly always	Staff talked through procedures and kept us updated.	

3	Nov-18	Yes, always or nearly always		Do not publish
4	Nov-18	Yes, always or nearly always		
1	Jan-19	Yes, always or nearly always	Yes, the nurses have been fantastic at letting us know exactly what was happening all the time.	
2	Jan-19	Yes, always or nearly always		
3	Jan-19	No	Unfortunately, there was a lack of communication. We were unaware of what Drs were thinking / planning. If plans had been discussed we would have been much more settled & less stressed.	
1	Feb-19	Yes, always or nearly always	We were kept updated and empowered throughout.	
2	Feb-19		Yes, always involved in baby's treatment.	
3	Feb-19	Yes, always or nearly always	Everything that has happened has been run by us, we have been kept well informed.	
4	Feb-19	Yes, always or nearly always	The staff encouraged me to get involved and take care of my baby. Also kept me up to date with her care.	
5	Feb-19	Yes, always or nearly always	Always consulted & asked for my opinion.	
		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	Nov-18	Yes, definitely	Absolutely, these played a vital part in the tests (poo and wee / wet & dirty nappy), we were there every opportunity. Baby	

			was breastfed & expressed through.	
2	Nov-18	Yes, definitely	Always asked if we wanted to change nappy, bath baby but also willing to support if needed or offer advice.	
3	Nov-18	Yes, definitely		Do not publish
4	Nov-18	Yes, definitely		
1	Jan-19	Yes, definitely	Yes, we done all of the baby's cares that we wanted. Also, the nurses would always be happy to help when needed.	
2	Jan-19	Yes, definitely		
3	Jan-19	Yes, definitely	We had the opportunity to do as much as we liked which was lovely.	
1	Feb-19	Yes, definitely	Perfect balance of assistance to us, overseeing us for guidance and letting us do the above alone (but still within support's reach).	
2	Feb-19			
3	Feb-19	Yes, definitely	We have been so lucky that you allowed us both to stay. We have been able to do everything for our baby & we feel super prepared to go home. We will miss the nurses though!	
4	Feb-19	Yes, definitely	The staff were very helpful and knowledgeable, always ready to help if needed but would leave you to get on with things unless you asked for help.	
5	Feb-19	Yes, definitely	Transitional care, so I did all of this during my babies stay.	
		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	Nov-18	Yes, always or nearly always	The neonatal nurses were very informative. The minute I returned (morning after) they fully updated me (she's lovely but can't remember name).	
2	Nov-18	Yes, always or nearly always		
3	Nov-18	Yes, always or nearly always		Do not publish
4	Nov-18	Yes, always or nearly always		
1	Jan-19	Yes, always or nearly always	Yes, we were always kept up to date.	
2	Jan-19	Yes, always or nearly always		
3	Jan-19	No	We were given a possible diagnosis but weren't told anymore until we insisted on talking to a consultant. We were made aware plans had changed but not told how or involved in discussions with Drs.	
1	Feb-19	Yes, always or nearly always		
2	Feb-19		Yes, always.	
3	Feb-19	Yes, always or nearly always	Always.	
4	Feb-19	Yes, always or nearly always	Was kept up to date on a daily basis.	
5	Feb-19		N/A.	

		Have hospital staff been available to talk with you about your worries and fears?		
		Response options: Yes, definitely; Yes, to some extent; No		
1	Nov-18	Yes, definitely	They have been here 24/7 - never a slack shift or day.	
2	Nov-18	Yes, definitely	Emotional support given throughout stay.	
3	Nov-18	Yes, definitely		Do not publish
4	Nov-18	Yes, definitely		
1	Jan-19	Yes, definitely	Yes, the doctors and nurses are fantastic at putting you at ease.	
2	Jan-19	Yes, definitely		
3	Jan-19	Yes, to some extent		
1	Feb-19	Yes, definitely	Plenty of consultant visits and the nurses were always on hand and appeared extremely experienced & knowledgeable.	
2	Feb-19		Yes, definitely. Always a staff member around if you needed to talk about any worries.	
3	Feb-19	Yes, definitely	Even in the middle of the night, no question was too silly & we were never made to feel inconvenient even though we have been here the whole time!	
4	Feb-19	Yes, definitely	Always available for advice or just someone to talk to.	
5	Feb-19	Yes, definitely	Open communication.	

		Have you been given enough privacy when discussing your baby's treatment / condition? Response options: Yes, definitely; Yes, to some extent; No		
1	Nov-18	Yes, definitely	We were the only people in the room at SCBU. But they were discreet and private.	
2	Nov-18	Yes, definitely		
3	Nov-18	Yes, definitely		Do not publish
4	Nov-18	Yes, definitely		
1	Jan-19	Yes, definitely	Very professional.	
2	Jan-19	Yes, definitely		
3	Jan-19	Yes, to some extent		
1	Feb-19	Yes, definitely		
2	Feb-19		Yes, definitely.	
3	Feb-19	Yes, definitely	Although we haven't needed it.	
4	Feb-19	Yes, definitely	In private room.	
5	Feb-19	Yes, definitely	Transitional care room is private.	
		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	Nov-18	Yes, definitely	We have had multiple sources (websites etc.) told to us and we've had loads of support.	
2	Nov-18	Yes, definitely		
3	Nov-18	Yes, definitely		Do not publish
4	Nov-18	Yes, definitely		
1	Jan-19	Yes, definitely	They spent a long time telling us what to do if we have any problems.	
2	Jan-19	Yes, definitely		
3	Jan-19	Yes, to some extent		
1	Feb-19	Yes, to some extent		
2	Feb-19		Yes, definitely. I have been advised well.	
3	Feb-19	Yes, definitely		
4	Feb-19	Yes, definitely	Given all info needed.	
5	Feb-19	Yes, definitely	I have reviews booked in & have met my daughter's consultant.	
		<p>Did you have as much kangaroo care (skin-to-skin) with 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	Nov-18	Yes, definitely		
2	Nov-18	Yes, to some extent	Some difficulty after section when on Bassett. However, nurse brought baby to me.	
3	Nov-18	Yes, definitely		Do not publish
4	Nov-18	Yes, definitely		
1	Jan-19	Yes, definitely	They went out of there way to make this happen.	
2	Jan-19	Yes, definitely		
3	Jan-19	N/A		
1	Feb-19	N/A	We had some when appropriate. No complaints from us about how much.	
2	Feb-19		Yes, definitely.	
3	Feb-19	Yes, definitely	We felt confident to get our baby in and out whenever we wanted for hours & hours at a time.	
4	Feb-19	Yes, to some extent	Couldn't get as much as I would of liked due to child being ill.	
5	Feb-19	Yes, definitely		
		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	Nov-18	Yes, always or nearly always		

2	Nov-18	Yes, always or nearly always		
3	Nov-18	Yes, always or nearly always		Do not publish
4	Nov-18	Yes, always or nearly always		
1	Jan-19	Yes, always or nearly always	Perfect.	
2	Jan-19	Yes, always or nearly always		
3	Jan-19	Yes, always or nearly always		
1	Feb-19	Yes, always or nearly always		
2	Feb-19		Yes, always.	
3	Feb-19	Yes, always or nearly always	Staff always arranged / performed cares at our convenience.	
4	Feb-19	Yes, always or nearly always	Was always done when I was present.	
5	Feb-19	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	Nov-18	Yes, always	Absolutely, everyone has been so lovely during this period - were extremely happy with these services and people, especially [names withheld].	
2	Nov-18	Yes, always		
3	Nov-18	Yes, always		Do not publish

4	Nov-18	Yes, always		
1	Jan-19	Yes, always	In our opinion, it couldn't have been any better.	
2	Jan-19	Yes, always		
3	Jan-19	Yes, sometimes	It would be nice to be involved in handovers, instead of handovers being closed away, whispering which can be overheard & cause concern.	
1	Feb-19	Yes, always	Complete praise for all of the staff and our treatment throughout. But most importantly our baby's treatment and care has been exceptional.	
2	Feb-19		Yes, very good.	
3	Feb-19	Yes, always		
4	Feb-19	Yes, always		
5	Feb-19	Yes, always		