

Friends and Family Test – Special Care Baby Unit – Mar-19 to Aug-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 %
Mar-19	1	100.0	0.0	0.0
Apr-19	5	100.0	0.0	0.0
May-19	1	100.0	0.0	0.0
Jun-19	2	100.0	0.0	0.0
Jul-19	No data	No data	No data	No data
Aug-19	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?	Patient request for anonymised comments not to be made public
1	Mar-19	Extremely likely			
1	Apr-19	Extremely likely	The general level of care is fantastic.		
2	Apr-19	Extremely likely	I cannot thank the doctors and nurses on SCBU enough! They have been incredible from day one and my son wouldn't be here	I found the iPads amazing! They helped me so much when I couldn't be with my son. I sometimes feel that you can be told one thing one day and then next it's complete different.	

			today if it wasn't for them.	This can be really difficult as a new parent and you haven't had the beginning to parenthood you expected.	
3	Apr-19	Extremely likely	I've had two premature babies and both of my children have had support from Special Care Baby Unit and they have been brilliant. All their hard work is much appreciated and highly recommend.		
4	Apr-19	Extremely likely	Very good doctors and nurses in the unit.	A very good unit. With nice, friendly, helpful staff. Thank you very much for all you have done.	
5	Apr-19	Extremely likely	All the staff are amazing, really friendly, efficient and caring.	The staff are just amazing! It would be helpful if SCBU and Bassett weren't on separate floors from an inpatient point of view.	
1	May-19	Extremely likely	Extremely likely.	Plan ahead of discharge / admission.	
1	Jun-19	Extremely likely	We felt very cared for and felt that the staff had excellent knowledge, which gave us confidence that they could look after our baby.	I think the only suggestion I could make is regarding the air-con. If they could switch it off and on when needed would be good as sometimes room got too cold.	
2	Jun-19	Extremely likely	Lovely nurses, Dr's and other staff. Amazing care for my babies, both medically and as little people. So caring!	Keep doing what you're doing. We could not have asked for better care from this unit. I completely trusted that my babies were well looked after and I felt so well supported through such a tough time. I will actually miss this place! Nothing but thanks for this incredible team.	

1	Aug-19	Extremely likely		No. We had a lovely experience. Thank you and your staff. Been made to feel really safe and at home.	
2	Aug-19	Extremely likely	Very friendly staff who keep you well informed, make you feel comfortable and offer good advice. Very patient and caring.	Fantastic all-round service, nothing ever too much trouble, and no question ever too silly.	
3	Aug-19	Extremely likely			

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	Mar-19	Yes, always or nearly always		
1	Apr-19	Yes, always or nearly always		
2	Apr-19	Yes, always or nearly always	The staff encourage parents to be involved as much as possible and I found this amazing, especially when I couldn't hold my child.	
3	Apr-19	Yes, always or nearly always	Special Care Baby Unit has made us feel involved with our	

			baby and were happy with this.	
4	Apr-19	Yes, always or nearly always	By telling us what they are doing on a day-to-day basis.	
5	Apr-19	Yes, always or nearly always		
1	May-19		Yes, to some extent.	
1	Jun-19	Yes, always or nearly always		
2	Jun-19	Yes, always or nearly always	Involved throughout as much as possible. Provided with so much information to allow me to make informed choices.	
1	Aug-19	Yes, always or nearly always		
2	Aug-19	Yes, always or nearly always		
3	Aug-19	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	Mar-19			
1	Apr-19	Yes, definitely		
2	Apr-19	Yes, definitely		
3	Apr-19	Yes, definitely	We got to change our baby's nappy and bottle feed as soon as the staff noticed she was ready.	

4	Apr-19	Yes, definitely	Also, bathing with a baby on oxygen.	
5	Apr-19	Yes, definitely		
1	May-19		Yes, definitely.	
1	Jun-19	Yes, definitely		
2	Jun-19	Yes, definitely	Fully supported and then trusted.	
1	Aug-19	Yes, definitely		
2	Aug-19	Yes, definitely		
3	Aug-19	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	Mar-19	Yes, always or nearly always		
1	Apr-19	Yes, sometimes	Had a ultrascan, had to repeatedly ask for results.	
2	Apr-19	Yes, always or nearly always		
3	Apr-19	Yes, always or nearly always	Always got updated with our baby's condition / care.	
4	Apr-19	Yes, always or nearly always	By telephone and when coming into the unit.	
5	Apr-19	Yes, always or nearly always		
1	May-19		Yes, always.	

1	Jun-19	Yes, always or nearly always		
2	Jun-19	Yes, always or nearly always	Thoroughly updated.	
1	Aug-19	Yes, always or nearly always		
2	Aug-19	Yes, always or nearly always	Kept up to date and informed on most updates. Nothing ever too much trouble.	
3	Aug-19	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	Mar-19	Yes, definitely		
1	Apr-19	Yes, definitely		
2	Apr-19	Yes, definitely		
3	Apr-19	Yes, definitely	Have always been open to talk to about any troubles / or worries.	
4	Apr-19	Yes, definitely		
5	Apr-19	Yes, definitely		
1	May-19		Yes, to an extent.	
1	Jun-19	Yes, definitely		
2	Jun-19	Yes, definitely	I have felt fully supported whenever I have needed it.	

1	Aug-19	Yes, definitely		
2	Aug-19	Yes, definitely	Kept informed and reassured overnight via telephone.	
3	Aug-19	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	Mar-19	Yes, definitely		
1	Apr-19	Yes, definitely		
2	Apr-19	Yes, definitely		
3	Apr-19	Yes, definitely	When discussing our baby's treatment, we have had enough privacy to know what is going on.	
4	Apr-19	Yes, to some extent		
5	Apr-19	Yes, definitely		
1	May-19		Yes, to some extent.	
1	Jun-19	Yes, definitely		
2	Jun-19	Yes, definitely	I have felt comfortable to discuss the babies medical care throughout.	
1	Aug-19	Yes, definitely		
2	Aug-19	Yes, definitely		

3	Aug-19	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	Mar-19	Yes, definitely		
1	Apr-19	Yes, definitely		
2	Apr-19	Yes, definitely		
3	Apr-19			
4	Apr-19	Yes, definitely		
5	Apr-19	Yes, definitely		
1	May-19		Yes, definitely.	
1	Jun-19	Yes, definitely		
2	Jun-19	Yes, definitely		
1	Aug-19	Yes, definitely		
2	Aug-19	Yes, definitely	Each member of staff has provided information on this at various points.	
3	Aug-19	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	Mar-19	Yes, definitely		
1	Apr-19	Yes, definitely		
2	Apr-19	Yes, definitely		
3	Apr-19			
4	Apr-19	Yes, to some extent		
5	Apr-19	Yes, definitely		
1	May-19		Not as much as wanted.	
1	Jun-19	Yes, definitely		
2	Jun-19	Yes, to some extent	The first two weeks I was here, kangaroo care was less than I was used to at other hospitals but, once we were settled, this became easier.	
1	Aug-19	Yes, to some extent	Yes, as much as possible due to baby needing hot cot etc.	
2	Aug-19	No, not as much as I wanted	Due to being on the ward downstairs & taking a while to recover, but they did bring him down to see me.	
3	Aug-19	N/A		
		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	Mar-19	Yes, always or nearly always		
1	Apr-19	Yes, always or nearly always		
2	Apr-19	Yes, always or nearly always		
3	Apr-19			
4	Apr-19	Yes, always or nearly always		
5	Apr-19	Yes, always or nearly always	I was incredibly lucky to be able to stay with my baby, so not applicable to myself. However, where possible, things were done around my partner visiting.	
1	May-19		Yes, sometimes.	
1	Jun-19	Yes, always or nearly always		
2	Jun-19	Yes, always or nearly always	This was always fitted around my time, unless discussed otherwise.	
1	Aug-19	Yes, always or nearly always		
2	Aug-19	Yes, always or nearly always	Only here for one weighing due to travel issues.	
3	Aug-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	Mar-19	Yes, always		
1	Apr-19	Yes, always		
2	Apr-19	Yes, always		
3	Apr-19			
4	Apr-19	Yes, always		
5	Apr-19	Yes, always		
1	May-19		Okay.	
1	Jun-19	Yes, always		
2	Jun-19	Yes, always		
1	Aug-19	Yes, always	In SCBU care, yes.	
2	Aug-19	Yes, always	Excellent! Cannot fault!	
3	Aug-19	Yes, always	Better than very good, all staff have been amazing!!!	