

## Friends and Family Test – Special Care Baby Unit – Sep-19 to Mar-20

*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 %
Sep-19	3	100.0	0.0	0.0
Oct-19	2	100.0	0.0	0.0
Nov-19	3	100.0	0.0	0.0
Dec-19	4	100.0	0.0	0.0
Jan-20	2	100.0	0.0	0.0
Feb-20	2	100.0	0.0	0.0
Mar-20	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	Sep-19	Extremely likely	Very professional and understanding. Brilliant staff and facilities.	Thank you to all the amazing staff on SCBU - very kind, helpful and understanding through an emotional time for us. You all do a great job!	
2	Sep-19	Extremely likely	All staff were amazing with the care for my child and myself. They were very kind, caring	None needed, great as it is.	

			and competent.		
3	Sep-19	Likely	Friendly staff, willing to help, accommodating and nice and relaxed.		
1	Oct-19	Extremely likely	All the staff have been amazing - really helpful and caring.		
2	Oct-19	Likely	Very friendly team, helpful and understanding, feel welcome every time.		
1	Nov-19	Extremely likely		Can't thank the staff enough for all that they have done for my family and everything for our premature baby.	
2	Nov-19	Extremely likely	Everyone was so helpful & the support I received was fantastic.	No. I couldn't be more grateful to all the nurses on SCBU for the support & treatment both myself & son received. They were amazing.	
3	Nov-19	Extremely likely			
1	Dec-19	Extremely likely	Everyone is so helpful, kind, understanding, friendly. If you need help they are there, if you just need to chat they are there.	Sometimes it can get confusing with the amount of doctors you see and the different information they give you. It would make it a lot easier if only one consultant doctor was to tell you plans of treatment etc.	
2	Dec-19	Extremely likely	Extremely likely. Cannot fault, all staff been amazing.	Amazing at all times. None at all. Staff were lovely and always very helpful. Can't fault any staff I've had dealings with.	
3	Dec-19	Extremely likely	Fantastic care, wonderful staff.		

4	Dec-19	Extremely likely		No.	
1	Jan-20	Extremely likely	From the first time I was brought up to see my daughter I was made fully informed about what was happening and given opportunities to share my wishes about her care as well as my fears & feelings which were always validated & met with compassion & respect.	The nurses here are a special breed! I am grateful to all the staff that have worked during our time here. I feel like they go above the call of duty & this should be recognised. I will never forget the care we received while here, just want to thank everyone - from the bottom of our hearts!	
2	Jan-20	Extremely likely	The nurses are fantastic! After being transferred back from Derriford they made us feel welcome at this scary time.		
1	Feb-20	Extremely likely	We cannot fault the care our daughter received at SCBU. I would be confident in their care in the future.	I can't imagine the impact on mine & husband's mental health if the SCBU wasn't in Barnstaple, close to our support networks, jobs & family. It's an exceptional service. I do feel that SCBU need some more space to provide their care. I would also be anxious for future families if SCBU were to move from their site at Barnstaple, especially given there is no family accommodation except for in transition. Transitional care room could be more family orientated so more than one parent can stay if wanted. Bit quieter & more private.	
2	Feb-20	Extremely likely	Very happy with all care provided by everyone.	Would like to thank every member of staff for the care they have provided. Gratefully received. Particularly massive thanks.	
1	Mar-20	Extremely likely		A day-to-day diary for your baby so you look back in years' time and show your child how	

				well they done.	
2	Mar-20	Extremely likely	Would recommend SCBU to anyone who may need it!	We cannot thank the whole team enough! Incredible amounts of support to us as parents and amazing care to our little girl! You are all incredible people who all show so much passion and care to the babies and their families! Thank you so much for making our journey with you as relaxing as possible. [Names withheld]	

### 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><b>Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment?</b></p> <p><b>Response options: Yes, always or nearly always; Yes, to some extent; No; Not sure/can't remember</b></p>		
1	Sep-19	Yes, always or nearly always		
2	Sep-19	Yes, always or nearly always	They always get me involved in her care.	
3	Sep-19	Yes, always or nearly always		
1	Oct-19	Yes, always or nearly always		

2	Oct-19	Yes, always or nearly always	Always spoken to first.	
1	Nov-19	Yes, always or nearly always		
2	Nov-19	Yes, always or nearly always		
3	Nov-19	Yes, always or nearly always		
1	Dec-19	Yes, always or nearly always		
2	Dec-19	Yes, always or nearly always		
3	Dec-19	Yes, always or nearly always		
4	Dec-19	Yes, always or nearly always		
1	Jan-20	Yes, always or nearly always	I felt like everything was explained to me fully and there was an appropriate balance of clinical decision making & me being part, where appropriate.	
2	Jan-20	Yes, always or nearly always	As parents, we have always been very hands on and involved. They continued to allow it here.	
1	Feb-20	Yes, always or nearly always	Where we were able to safely make decisions we were involved. Where those decisions were made on our behalf we understood why, as it was explained.	
2	Feb-20	Yes, always or nearly always	Always asked about care and informed what was happening.	
1	Mar-20	Yes, always or nearly always		
2	Mar-20	Yes, always or nearly always		
		<b>Were you involved as much as you wanted to be in the day-to-day care of your baby, such as nappy changing and</b>		

		<b>feeding?</b> <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Sep-19	Yes, definitely	We were showed how to feed, nappy change so we could do ourselves. The nurses let us do it but were always there if we needed help.	
2	Sep-19	Yes, definitely		
3	Sep-19	Yes, definitely		
1	Oct-19	Yes, definitely		
2	Oct-19	Yes, definitely	Always asked if I wanted to do cares and if I needed help.	
1	Nov-19	Yes, definitely		
2	Nov-19	Yes, definitely		
3	Nov-19	Yes, definitely		
1	Dec-19	Yes, definitely		
2	Dec-19	Yes, definitely		
3	Dec-19	Yes, definitely		
4	Dec-19	Yes, definitely		
1	Jan-20	Yes, definitely	I felt like me being her mum was a priority and was surprised at how quickly I was offered opportunities to be involved with her care.	

2	Jan-20	Yes, definitely	Always involved.	
1	Feb-20	Yes, definitely	It could vary from nurse to nurse but we didn't feel pushed away & cared for our daughter increasingly before we returned home.	
2	Feb-20	Yes, definitely	Quickly shown how to be done.	
1	Mar-20	Yes, definitely		
2	Mar-20	Yes, definitely		
		<b>Were you told about any changes in your baby's condition / care?</b>  <b>Response options: Yes, always or nearly always; Yes, sometimes; No; Not sure/can't remember</b>		
1	Sep-19	Yes, always or nearly always		
2	Sep-19	Yes, always or nearly always		
3	Sep-19	Yes, always or nearly always		
1	Oct-19	Yes, always or nearly always		
2	Oct-19	Yes, always or nearly always		
1	Nov-19	Yes, always or nearly always		
2	Nov-19	Yes, always or nearly always	Yes always.	
3	Nov-19	Yes, always or nearly always		



1	Dec-19	Yes, always or nearly always		
2	Dec-19	Yes, always or nearly always	Always kept in the loop by all staff.	
3	Dec-19	Yes, always or nearly always		
4	Dec-19	Yes, always or nearly always		
1	Jan-20	Yes, always or nearly always		
2	Jan-20	Yes, always or nearly always		
1	Feb-20	Yes, always or nearly always	Always felt informed of next steps & possible outcomes.	
2	Feb-20	Yes, always or nearly always	Always informed.	
1	Mar-20	Yes, always or nearly always		
2	Mar-20	Yes, always or nearly always	Always kept up to date.	
		<b>Have hospital staff been available to talk with you about your worries and fears?</b> <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Sep-19	Yes, definitely		
2	Sep-19	Yes, definitely		
3	Sep-19	Yes, definitely		
1	Oct-19	Yes, definitely		
2	Oct-19	Yes, definitely		

1	Nov-19	Yes, definitely		
2	Nov-19	Yes, definitely		
3	Nov-19	Yes, definitely		
1	Dec-19	Yes, definitely		
2	Dec-19	Yes, definitely	Always.	
3	Dec-19	Yes, definitely		
4	Dec-19	Yes, definitely		
1	Jan-20	Yes, definitely	Even when the ward was at capacity there were staff who made themselves available to listen.	
2	Jan-20	Yes, definitely		
1	Feb-20	Yes, definitely	An incredibly supportive team at SCBU who had parent focus. Lots of support & advice was provided re: breastfeeding, something I struggled to master.	
2	Feb-20	Yes, definitely	Everyone has been there whilst we needed them.	
1	Mar-20	Yes, definitely		
2	Mar-20	Yes, definitely	Yes - great support throughout.	
		<p><b>Have you been given enough privacy when discussing your baby's treatment / condition?</b></p> <p><b>Response options: Yes, definitely; Yes, to some extent; No</b></p>		

1	Sep-19	Yes, definitely		
2	Sep-19	Yes, definitely		
3	Sep-19	Yes, definitely		
1	Oct-19	Yes, definitely		
2	Oct-19	Yes, definitely		
1	Nov-19	Yes, definitely		
2	Nov-19	Yes, definitely		
3	Nov-19	Yes, definitely		
1	Dec-19	Yes, definitely		
2	Dec-19	Yes, definitely		
3	Dec-19	Yes, definitely		
4	Dec-19	Yes, definitely		
1	Jan-20	Yes, to some extent	I feel that in the main room this is sometimes lacking and it took a while for me to feel like it was an option to request this - maybe on being moved to the main room parents could be reassured that if they want more privacy they can ask?	
2	Jan-20	Yes, definitely		
1	Feb-20	Yes, to some extent	Staff were always offering to go elsewhere if upset or necessary. However, the SCBU ward is very small & I imagine during busier periods this may be hard for staff to provide.	

2	Feb-20	Yes, definitely	Luckily haven't needed it.	
1	Mar-20	Yes, definitely		
2	Mar-20	Yes, to some extent	Sometimes the doctors were a bit louder than liked when discussing conditions.	
		<b>If you have concerns when you leave hospital will you know where to get more information?</b>  <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Sep-19	Yes, definitely		
2	Sep-19	Yes, definitely		
3	Sep-19	Yes, to some extent		
1	Oct-19	Yes, definitely		
2	Oct-19			
1	Nov-19	Yes, definitely		
2	Nov-19	Yes, definitely		
3	Nov-19	Yes, definitely		
1	Dec-19	Yes, definitely		
2	Dec-19	Yes, definitely	Been told all information needed. Very helpful.	
3	Dec-19	Yes, definitely		
4	Dec-19	Yes, definitely		

1	Jan-20	Yes, definitely	It was really useful to go through the discharge pack with [name withheld] and be reassured that the information was there - ask questions and know where to find it.	
2	Jan-20	Yes, definitely		
1	Feb-20	Yes, definitely	Very clear all through time at SCBU what would be in place for our family following discharge. This was also explained at discharge & staff have called to check in since we left.	
2	Feb-20	Yes, definitely		
1	Mar-20	Yes, definitely		
2	Mar-20	Yes, definitely	Given great advice from [name withheld], healthcare assistant, before leaving. All nurses/doctors answered any questions before leaving. [Name withheld] and [name withheld] (Outreach) have been fab - got all contact numbers.	
		<b>Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted?</b>  <b>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</b>		
1	Sep-19	N/A		
2	Sep-19	Yes, definitely		
3	Sep-19	No, not as much as I wanted	Was transferred to Plymouth for treatment as baby was very poorly.	

1	Oct-19	Yes, definitely		
2	Oct-19	No, not as much as I wanted	Had emergency C-section, not able to have on [illegible].	
1	Nov-19	Yes, definitely		
2	Nov-19	Yes, definitely		
3	Nov-19	Yes, definitely		
1	Dec-19	Yes, to some extent		
2	Dec-19	Yes, definitely		
3	Dec-19	Yes, definitely		
4	Dec-19	Yes, to some extent	I never asked to have skin-to-skin and get refused, so yes.	
1	Jan-20	Yes, definitely	Even when we were undergoing phototherapy the bili blanket was offered to us.	
2	Jan-20	Yes, definitely		
1	Feb-20	Yes, definitely	This was always a priority of the day. Sometimes our daughter's care meant skin-to-skin wasn't advised. Though it could vary from nurse to nurse re: length of time but again this was with care of daughter in mind.	
2	Feb-20	N/A	C-section didn't allow skin to skin.	
1	Mar-20	Yes, definitely		
2	Mar-20	Yes, definitely	As and when wanted. Doctors always came back instead of interrupting which was nice.	

		<b>Did staff arrange your baby's care (such as weighing, bathing) to fit in with your usual visiting times?</b>		
		<b>Response options: Yes, always or nearly always; Yes, sometimes; No</b>		
1	Sep-19	Yes, always or nearly always		
2	Sep-19			
3	Sep-19	Yes, always or nearly always	Stayed the 2 nights in with baby.	
1	Oct-19	Yes, always or nearly always		
2	Oct-19	Yes, always or nearly always		
1	Nov-19	Yes, always or nearly always		
2	Nov-19	Yes, always or nearly always	Yes always.	
3	Nov-19	Yes, always or nearly always		
1	Dec-19	Yes, always or nearly always		
2	Dec-19	Yes, sometimes	Whenever possible they have been great.	
3	Dec-19	Yes, always or nearly always		
4	Dec-19	Yes, always or nearly always	Was always here.	
1	Jan-20	Yes, always or nearly always	I was lucky enough to be on the ward most of the day - but I was informed early of routines & made welcome to be involved.	

2	Jan-20	Yes, always or nearly always		
1	Feb-20	Yes, always or nearly always	We were involved in deciding bath times, weighing was always planned around our visits.	
2	Feb-20	Yes, always or nearly always		
1	Mar-20	Yes, always or nearly always		
2	Mar-20	Yes, always or nearly always	Weighing was always done before we got there but we don't mind about this. Always let us take over cares when arriving. Bathing was always done when we were both there and was never pushed to happen when we couldn't both be there.	
		<b>Overall, do you feel you have been treated with respect and dignity while you have been in hospital?</b>  <b>Response options: Yes, always; Yes, sometimes; No</b>		
1	Sep-19	Yes, always		
2	Sep-19			
3	Sep-19	Yes, always		
1	Oct-19	Yes, always		
2	Oct-19			
1	Nov-19	Yes, always		
2	Nov-19	Yes, always		
3	Nov-19	Yes, always		



1	Dec-19	Yes, always		
2	Dec-19	Yes, always	Always.	
3	Dec-19	Yes, always		
4	Dec-19	Yes, always		
1	Jan-20	Yes, always	I feel like I have been cared for as well as my baby. My feelings always validated & never met with judgement.	
2	Jan-20	Yes, always		
1	Feb-20	Yes, always	All the staff we have spoken to from cleaning, consultants, doctors, nurses & catering staff have been so friendly & caring throughout our stay. The nurse team have been esp. important during our stay & we have felt comfortable & supported through a v. stressful journey.	
2	Feb-20	Yes, always		
1	Mar-20	Yes, always		
2	Mar-20	Yes, always	Absolutely! Always welcomed when walking in and always said bye to when leaving.	