

## Friends and Family Test - Special Care Baby Unit - Dec-20

*Thinking about your time on our Special Care Baby Unit... Overall, how was your experience of our service?*

*Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know*

### Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Dec-20	8	100.0	0.0	0.0

### Qualitative feedback

	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Very good	Everyone was so lovely and kept us updated throughout.		
2	Very good	The support from all staff was amazing and made us feel comfortable and reassured. This especially helped as we were so far from home. Being able to see SCBU and meet some nurses prior to our baby's delivery was also reassuring and gave us an idea of what to expect.	No. Everything was amazing and above expectations.	
3	Very good	Outstanding. The thoughtful, calm, caring staff have gone over and above to care for our little baby and our mental and physical health.		
4	Very good			
5	Very good	The Special Care Baby Unit Team were amazing for what you have done for [name withheld]. Me and my partner can't thank you enough for what you have done. Thank you very much.	Nothing. You have all done an amazing job! Thank you.	
6	Very good	Amazing people, 24/7 care, no question is stupid, always available for advice or help. Extremely friendly and accommodating. Overall, the most friendly and caring people I've met.		
7	Very good	I couldn't of asked for a better team, so caring and really looked after my daughter.		
8	Good			Do not publish

### Qualitative feedback received in response to the 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.

	Question	Additional comments	Patient request for anonymised comments not to be made public
	<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> <b>Response options: Yes, always or nearly always; Yes, to some extent; No; Not sure/can't remember</b>		
1	Yes, always or nearly always		
2	Yes, always or nearly always	Yes, we were informed of all treatments and reasoning for needing treatment/tests prior to beginning them.	
3	Yes, always or nearly always	We have been amazed and extremely impressed with the communication and time spent talking us through the different stages of care.	
4	Yes, always or nearly always		
5	Yes, always or nearly always	Yes, was allowed to make decision to some extent depending on what the situation was.	
6	Yes, always or nearly always	My permission was always asked before any procedure or decision was made.	
7	Yes, always or nearly always		
8	Yes, always or nearly always		Do not publish
	<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 feeding?</b> <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Yes, definitely		
2	Yes, definitely	From the very start, we were offered to be as involved as we wanted with our baby's care - allowing us to feel like parents, even though we were still in SCBU and our baby needing special care.	
3	Yes, definitely	We loved being encouraged - it gave us the confidence	

		from the start. I have felt very safe leaving him and knowing he will get what he needs.	
4	Yes, definitely		
5	Yes, definitely	At first I wasn't but as days went on I was allowed to bath, change nappy and change clothes.	
6	Yes, definitely	If I needed to rest, they all made sure I did/could. Permission/decisions were always asked of me - it was always my choice.	
7	Yes, definitely		
8	Yes, definitely		Do not publish
	<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	Yes, always or nearly always		
2	Yes, always or nearly always	We were always informed of any changes to our baby's health/care. We were also kept up to date with how the baby had been if we had to go off the ward (i.e. if they had been fed, nappy changes, observations etc.	
3	Yes, always or nearly always	Every step of the way we have been given time to talk through his steps of improvement. [Name withheld] very kindly spent time one night talking me through/reminding me of his progress so that I could create a daily diary [illegible] his improvements which I will treasure.	
4	Yes, always or nearly always		
5	Yes, always or nearly always	Yes, the team told me everything and made sure I gave them permission.	
6	Yes, always or nearly always	Any time anything changed, good or bad, I was informed. Any time nothing had changed, I was also informed. Always kept in the loop about everything and anything.	
7	Yes, always or nearly always		
8	Yes, always or nearly always		

	<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	Yes, definitely		
2	Yes, definitely	If we had <u>ANY</u> queries or concerns, we felt able to speak to any member of staff about these and were always supported.	
3	Yes, definitely	Yes. Everyone has gone over and above to make us feel welcome/chat with us/ check in/offer advice/answer questions. An amazing team!	
4	Yes, definitely		
5	No	Not one person has asked how I'm feeling with become first time mum etc. They asked me if I had any questions.	
6	Yes, definitely	I've constantly been checked and had my wellbeing checked. Any concerns and worries I've had, I've been able to discuss with any member of staff. If they've been unsure, they've always found out for me.	
7	Yes, definitely	[Name withheld] was amazing.	
8	Yes, definitely		Do not publish
	<b>Have you been given enough privacy when discussing your baby's treatment / condition?</b> <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Yes, definitely		
2	Yes, definitely	For most of the time we were on the ward, there were no other babies/parents around, especially when discussing our baby's care. If there were , we were asked if we were happy to discuss there or if we would like more privacy.	
3	Yes, definitely	Everyone has been very understanding and patient with us.	
4	Yes, definitely		
5	Yes, definitely	Yes, they gave me time to have a think etc.	
6	Yes, definitely	Anything too personal, staff have made sure to inform me	

		in private. Privacy curtains have always been available to use where needed.	
7	Yes, definitely		
8	Yes, to some extent		Do not publish
	<b>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</b>		
1	Yes, definitely		
2	Yes, definitely	As we are from a different county, the support will be different from that in North Devon.	
3	Yes, definitely	Been offered much advice and information.	
4	Yes, definitely		
5	Yes, definitely	I've been given leaflets etc.	
6	Yes, definitely	I've been given information / contact info. on everything and for everyone to contact if needed. I've been advised on who to contact / when to contact also.	
7	Yes, definitely		
8	Yes, definitely		Do not publish
	<b>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</b>		
1	Yes, definitely		
2	Yes, definitely	When our baby wasn't on treatment, preventing skin-to-skin, we were allowed as much as we wanted.	
3	Yes, definitely	I love that this has been encouraged for both parents. We have felt very comfortable and calm.	
4	Yes, definitely		
5	Yes, definitely	Yes, we have had lots.	
6	Yes, definitely	I was shown everything and told everything I needed to know. Very helpful on how to do what I needed to do and	

		advice on what's best.	
7	Yes, definitely		
8	Yes, definitely		Do not publish
	<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	Yes, always or nearly always		
2	Yes, always or nearly always	We were staying at the hospital anyway, so were there most of the time. If we needed to go out, we would arrange a time to be back for weighing, bathing etc.	
3	Yes, always or nearly always	This has been outstanding. [Name withheld] has been able to and felt welcome to visit us both anytime. Everyone has supported us to be with baby whenever we'd like to.	
4	Yes, always or nearly always		
5	Yes, always or nearly always	Yes, as I'm staying in the overnight stay room so they would call me or I would just get told a time.	
6	Yes, always or nearly always	Bathing, weighing and any other observations have been arranged around when is best/convenient for me and baby. Permission always asked.	
7	Yes, always or nearly always		
8	Yes, always or nearly always		Do not publish
	<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	Yes, always		
2	Yes, always	We were always treated with respect and dignity.	
3	Yes, always	I can't thank everyone from the ambulance to midwives, doctors, paediatricians, neonatal nurses, hearing assessment, managers, catering and anyone not listed. Everyone has been truly outstanding and kind.	
4	Yes, always		

5	Yes, always	Been treated very nicely.	
6	Yes, always	The most kind and caring set of people! Despite baby being in SCBU, the positive to it all has been having the opportunity to be shown everything I need to know by such lovely people who clearly only have our best interests at heart.	
7	Yes, always		
8	Yes, always		