

Friends and Family Test - Special Care Baby Unit - Jan-21

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 %
Jan-21	3	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	Sympathetic.	Nothing. Very pleased.	
2	Very good	The staff not only did an outstanding job of looking after my baby, they also provided me amazing support and many shoulders to cry on. They made and helped me become confident in caring for my baby and come to terms with his prematurity. Thank you, we are forever grateful.		
3	Very good	The best care for my baby.	Nothing!! I'll forever be in your debt. Thank you so much.	

Feedback received in response to supplementary questions

The Friends and Family Test is the first question asked in a wider-ranging survey addressing a number of aspects of the service.

	Question	Additional comments	Patient request for anonymised comments not to be made public
	Have you been involved as much as you'd like to be in the decision making about your baby's care and treatment? Response options: Yes, always or nearly always; Yes, to some extent; No; Not sure/can't remember		
1	Yes, always or nearly always	I needed to be involved.	
2	Yes, always or nearly always	Everything was ran by me and explained.	
3	Yes, always or nearly always	Been involved with it all.	
	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	Yes, definitely	Excellent with communication.	
2	Yes, definitely	[Name withheld] was the first nurse who helped me to change baby's nappy and try him on the breast. After that, me and partner were involved in everything and for the bath and tube feeds. We were demonstrated and supported whilst doing it for the first time.	
3	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	Yes, always or nearly always	Excellent staff.	
2	Yes, always or nearly always	Yes, always.	
3	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	Yes, definitely	[Illegible] to mental health.	
2	Yes, definitely	Yes. All of the nurses and doctors on SCBU have been amazing. They provide support and appropriate responses to worries/concerns. [Name withheld] was particularly good with making me feel reassured.	
3	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	Yes, definitely		
2	Yes, definitely		
3	Yes, to some extent	Not that there was anything I didn't want other people to hear, sometimes privacy was minimal. Luckily, all the other parents were lovely and all discussed what was going on anyway.	

	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	Yes, definitely		
2	Yes, definitely		
3	Yes, to some extent	I know I can call [illegible] or my health visitor.	
	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	Yes, definitely		
2	Yes, definitely		
3	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	Yes, always or nearly always		
2	Yes, always or nearly always	Yes! As I've been staying at the hospital, I've been included in everything.	
3	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	Yes, always		
2	Yes, always	Most definitely. Amazing team!	
3	Yes, always		