

Friends and Family Test - Special Care Baby Unit - Apr-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 %
Apr-21	2	100	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	All the staff have been amazing. Very supportive.	Better communication on the Bassett Ward and more support for young mums.	
2	Very good	Staff helpful and friendly, available to speak to when needed.		

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		
2	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	Yes, definitely	There was always help if we needed.	
2	Yes, definitely	Did breastfeeding and nappy changing when visited. Stayed in parents' room night prior to discharge.	
	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	Not entered		
2	Yes, always or nearly always	Kept updated on visits and rang daily each morning.	
	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		
2	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, to some extent		
2	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	Yes, definitely		
2	Yes, to some extent	Info pack given and discussed help available on discharge chat.	
	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	Not entered		
2	Yes, to some extent	Able to do for first few days, helped with breastfeeding.	
	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	Not entered		
2	Yes, always or nearly always	Weighing done before visits. Bathing - arranged time to fit	

		in with visit time.	
	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, sometimes	Only in the Caroline Thorpe Ward. Staff are exceptional.	
2	Yes, always	Privacy given when needed i.e. feeding/expressing.	