

Friends and Family Test - Special Care Baby Unit - May-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 %
May-21	3	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	Brilliant team, very attentive.	Nothing. We will forever be grateful to the SCBU crew.	
2	Very good	High level of care provided. Very attentive and kind team.	No, nothing. Team went above and beyond to make an emotional and difficult time as easy as possible.	
3	Very good	Very supportive and caring. Always there for a chat if needed even if not involving baby.		

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	We have been involved and well informed of every step of our son's care.	
2	Yes, always or nearly always	Highly informative. Staff took time to answer any questions.	
3	Yes, always or nearly always	Always involved in baby's care and explained what are doing and things.	
	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		
2	Yes, definitely	100%. The team also on hand for any support wanted. Perfect balance in my view.	
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		
2	Yes, always or nearly always	Proactive information and updates given. Never once had to follow up or chase for information.	
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		
2	Yes, definitely	Not only do the staff take care of baby, also look after mum and dad during emotional times. Thank you!	
3	Yes, definitely	Very supportive staff, especially [name withheld], [name withheld], [name withheld] and [name withheld], can't remember surnames. Definitely happy with these nurses, they are fantastic.	
	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	Not always possible to be private i.e. when in curtain bay.	
2	Yes, definitely		
3	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, definitely	Discharge briefing informative and useful. Nice to know that can also call SCBU.	
3	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	No, not as much as I wanted	Due to his medical reasons. No fault of staff.	
2	Yes, definitely	24/7 visiting is fantastic.	
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	Really liked the team asking in the morning what plans I had for baby or if I wanted to do anything in particular - made the day feel planned and organised, plus also feeling involved.	
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	Always! I cannot praise the staff enough. Really are a dream team.	
3	Yes, always		