

Friends and Family Test - Special Care Baby Unit - Aug-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

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

'Negative' 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 'Positive' score is 75%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Aug-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	The staff have all been fantastic, they talked me through step-by-step how my son was doing, very friendly and caring. I didn't feel like I was being silly by asking questions		
2	Very good	Very pleased with the experience of the SCBU service. Kept informed daily of any changes in my baby's needs.		
3	Very good	All the girls have been very informative and always been happy to answer any questions.		

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	Myself and staff would talk things through with each other if I didn't understand something and staff would explain what's happening and why.	
2	Yes, always or nearly always	Always had an option to think about any decisions made for my baby without any pressure.	
3	Yes, always or nearly always	The team have done best by [name withheld] and explained everything happening.	
	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	I could go up to the ward and see my son whenever I wanted which was great. Nurses helped me with winding him as I struggled so they shown me different ways.	
2	Yes, definitely	All staff have been very supportive and helpful when it's time to feed my baby with help if needed.	
3	Yes, definitely	The girls always encouraged me in feeding, nappy changes/bathing.	
	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	When he needed tubes, monitoring, transferring to Bristol.	
2	Yes, always or nearly always	Always got told of any changes and explained if needed to.	
3	Yes, always or nearly always	Always welcomed to visit or phone.	
	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	Spoke about feeding on demand and my concerns if he gets poorly, why I felt worried about if I'm good enough, what I can do to help him, bottles and different teats.	
2	Yes, definitely	All staff have been there to understand and help with any issues I've had and have helped to resolve them.	
3	Yes, definitely	Information sheets always been on offer.	
	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	Curtains can be drawn. It's nice to have someone explain things carefully.	
2	Yes, definitely	I've always had enough privacy when it comes to my baby's condition and needs.	

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	GP and midwives/hospital in emergency. Online.	
2	Yes, definitely	I've been given a SCBU discharge pack and there's lots of information I can refer to.	
3	Yes, definitely	The ward has given us many leaflets.	
	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, definitely	I've had skin-to-skin contact with my baby as much as I wanted to.	
3	Yes, to some extent	We did on delivery but not in SCBU as he was on machines.	
	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	I'm always here so we done it when it's not as busy.	
2	Yes, always or nearly always	The staff helped me bath my baby when it was convenient for me.	
3	Yes, always or nearly always	Always made activities fit where possible.	
	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	Thank you to all staff for helping me and especially my son. You've all been diamonds and I'm so happy he is doing so well.	

2	Yes, always	Couldn't be anymore happier with the SCBU staff. They are all so friendly and supportive when it comes to my baby.	
3	Yes, always		