

## Friends and Family Test - Special Care Baby Unit - Sep-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 %
Sep-21	4	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	It feels like a family environment, caring and knowledgeable and adapt to mother and baby.		
2	Very good	Level of care was brilliant. We had full confidence with the team at all times. Great communication throughout.	Nothing. The care and support has been superb.	
3	Very good	I feel we have had lots of support.	Hospital beds were unavailable so I used a Z-frame bed for 4 nights which was uncomfortable.	
4	Very good			Do not publish

### 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
	<b>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</b>		
1	Yes, always or nearly always	The staff always talk everything through, and take into consideration your input.	
2	Yes, always or nearly always	We have been informed along the way and each step has been explained to us. We have been given information before making any decisions.	
3	Yes, always or nearly always	Every decision had been run past us.	
4	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</b>		

	<b>feeding?</b> <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Yes, definitely		
2	Yes, definitely	We have been encouraged to carry out feeds and nappy changes the whole time.	
3	Yes, definitely	Staff always offered assistance if wanted.	
4	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	Yes, communication has been great and we have been kept informed at all times.	
3	Yes, always or nearly always		
4	Yes, always or nearly always		Do not publish
	<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	Yes, we have always had one of the team available to discuss my concerns and answer any of our questions.	
3	Yes, definitely		
4	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	Yes, the staff have been great with us.	
3	Yes, definitely		
4	Yes, definitely		Do not publish

	<b>If you have concerns when you leave hospital will you know where to get more information?</b> <b>Response options: Yes, definitely; Yes, to some extent; No</b>		
1	Yes, definitely		
2	Yes, definitely	This has been discussed and we have the relevant information as supplied by the team.	
3	Yes, definitely		
4	Yes, definitely		Do not publish
	<b>Did you have as much kangaroo care (skin-to-skin) with your baby as you wanted?</b> <b>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	We had skin-to-skin whenever possible.	
3	Yes, to some extent		
4	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 have been living on site and the team have been excellent at helping us to plan each day around baby's needs.	
3	Yes, always or nearly always		
4	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	Absolutely, we have been given time to adjust and the	

		team have been excellent in answering our questions when some of these may be obvious.	
3	Yes, always		
4	Yes, always		Do not publish