

Friends and Family Test - Special Care Baby Unit - Oct-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 %
Oct-21	1	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 SCBU team are amazing! I was reassured and looked after exceptionally. This was my first experience with SCBU and the fear was replaced by such care and love.	From my experience, I wouldn't change anything.	

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	Every piece of advice given and decisions were made as a joint decision. They only ever wanted the best for my baby.	
	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 was able to do those things and was given the option to do so first.	
	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	Everything was ran past me first when it was able to.	

	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	I had the best support, not just on the good days, but the tough days too.	
	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	Things were kept as private as they could be.	
	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	I feel confident as to what happens when we leave here. They're only a phone call away.	
	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	We did as much as we were able to.	
	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		
	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	I couldn't have asked/wished for better! Everything is dealt with such gentleness.	