

Friends and Family Test - Special Care Baby Unit - Nov-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 %
Nov-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	Staff always came to introduce themselves at each handover, which was nice. Always supportive, friendly and informative. Made me feel that no question was a silly question. Helped make this surreal time that little bit easier.	Put a drinking water tap in the transitional rooms so you didn't feel a bother ringing buzzer for more water. They told me I wasn't a bother but feel like I was as that's just me.	
2	Very good	Very friendly reassuring staff. Nothing was too much trouble. Always explained clearly what was happening and why made us both feel our son was safe.		
3	Very good	Truly wonderful, the staff were amazing and would go out of their way to help.	Nothing.	
4	Very good	All staff have been [illegible] and friendly. Keeping us up to date and enabled us to make informed choices.	I have no complaint. Every element of my care has been outstanding. The staff at SCBU not only care for baby but also parents and they excel at both. Incredible team.	

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	Always kept up to date with thoughts and plans on mine	

		and my baby's care and future plans.	
2	Yes, always or nearly always	Always kept us informed. Encouraged us to be there as much as possible and to be involved.	
3	Yes, always or nearly always	Always felt involved.	
4	Yes, always or nearly always	We have felt fully involved in all aspects of care and treatment. Staff always involving us in decision-making where possible.	
	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	As I was in the transitional room we were left to ourselves which was needed. But told to always ring buzzer if needed help.	
2	Yes, definitely	I was able to do almost everything a normal baby & mum would do.	
3	Yes, definitely	Felt 100% involved.	
4	Yes, definitely	Once [name withheld] was stable enough we were given every opportunity to manage his needs independently.	
	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	As said before, always kept informed.	
2	Yes, always or nearly always		
3	Yes, always or nearly always	Fantastic about keeping us updated.	
4	Yes, always or nearly always	We were kept fully up to date about all changes and treatment needs.	
	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 let thoughts fester sometimes so was lovely to be open	

		and honest with staff, and gain more help/information or to just get reassurance.	
2	Yes, definitely	We were asked daily if we had any questions, worries or fears.	
3	Yes, definitely	Always willing to listen, all fantastic.	
4	Yes, definitely	Everyone we have seen has been fantastic. All grades of staff in all departments. I was very scared having a premature baby, but staff always put my mind at ease.	
	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	In our own room, so private.	
2	Yes, definitely	We were alone in our room.	
3	Yes, definitely	Yes, plenty of privacy.	
4	Yes, definitely	Everyone has been very professional.	
	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	Ring SCBU when I need to chat about anything. Bliss as well on phone/website.	
2	Yes, definitely	Had 48hr open door to SCBU if we needed it.	
3	Yes, definitely	Staff have given us a lot of info.	
4	Yes, definitely	I have been given lots of information, both printed and verbal. I am happy [illegible] to get help and advice.	
	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	In own room, so free to do what we wanted.	
2	Yes, definitely	I personally forgot about skin-to-skin on some days and was reminded and encouraged to do it.	

3	Yes, definitely	No problems.	
4	Yes, definitely	Once he was stable we have able to get him out and have skin-to-skin when we wanted. There have been no concerns with access to our baby.	
	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	Not so much in visiting time as had husband come see us every day. But staff did give me awareness of [illegible] to do obs/weighing and say for me to ring buzzer when I'm ready for them to come.	
2	Yes, always or nearly always		
3	Yes, always or nearly always		
4	Yes, always or nearly always	Where possible, staff have provided care around my husband's visits.	
	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	Fantastic staff. Felt very comfortable being honest about my feelings and experience. Passion in their job comes across at all times.	
2	Yes, always	The staff treated us all brilliantly. We honestly couldn't have asked for better care from the moment we arrived to the moment we left.	
3	Yes, always	We have been treated perfectly. Brilliant care, wonderful staff.	
4	Yes, always	I always felt SCBU was very [illegible] and [illegible] but the staff have been incredible, making us feel so welcome, they are all friendly and chatty but also give space for us to be alone as a family.	