

Neonatal Survey 2014 Results for Sheffield Children's Hospital

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1. Introduction to this report

Survey of parents' experiences of neonatal care

About the survey

The 2014 survey of parents' experiences of neonatal care involved 72 NHS trusts and 88 hospital neonatal units in England (including special care baby units, local neonatal units and neonatal intensive care units), in addition to the neonatal services at Jersey General Hospital. The survey was carried out by 13 neonatal networks in England and was supported by Bliss, the special care baby charity, and NHS England, who kindly part-funded the survey. Researchers from Picker Institute Europe developed and coordinated the survey and have produced this report.

The survey fieldwork was conducted in two waves in order to obtain a sufficiently sized sample to allow the results to be presented at unit-level:

- Wave 1: sample of babies discharged from neonatal care between October 2013 and March 2014
- Wave 2: sample of babies discharged from neonatal care between April and September 2014

For each neonatal unit, a sample of up to 100 parents whose babies were consecutively discharged alive¹ were sent a questionnaire to complete at home. Questionnaires were mailed to parents' between May and December 2014 and up to two reminders were sent to non-responders.

Parents aged 16 and over were eligible for the survey if their baby had received neonatal care for 24 hours or longer and had been discharged home during the specified sampling periods.

Responses were received from 6000 parents, a response rate of 37.6% across all participating units.

Interpreting this report

The reports should be used to understand the neonatal unit's performance, and to identify areas where it needs to improve.

Scores

The individual responses to questions in the survey were converted into scores on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the unit is performing. The overall unit score for each question is calculated as an average of the individual scores. The scores are not percentages, so a score of 80 does not mean that 80% of parents who experienced neonatal care have had a particular experience (e.g. ticked 'Yes' to a particular question), it means that the unit has scored 80 out of a maximum of 100. A 'scored' questionnaire showing the scores assigned to each question is available as a separate document upon request.

Not all response options are able to be scored; many questions within the questionnaire include an option that cannot be used to evaluate the unit's performance. For example, if a respondent cannot remember or does not know the answer to a question, a score is not given. It is also not appropriate to score all questions within the questionnaire for benchmarking purposes. This is because not all questions assess performance, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of a filter question would be A1 "Before your baby was born, did you know that they might need care in a neonatal unit?"

Graphs

The graphs included in this report display the scores for this neonatal unit, compared with other units of the same type (section 3) and the national average (section 4). Each bar represents the range of results for each question. In the graphs, the bar is divided into three sections:

- the red section (left hand end) shows the scores for the 20% of units with the lowest scores

¹ If a unit had fewer than 100 babies discharged in the sampling period then all eligible parents were included in the survey.

- the green section (right hand end) shows the scores for the 20% of units with the highest scores
- the orange section (middle section) represents the range of scores for the remaining 60% of units

A white diamond represents the score for this unit. For example, in the graphs comparing this unit to other units of the same type, if the diamond is in the green section of the bar it means that the unit is among the top 20% of units for that question. The line on either side of the diamond shows the amount of uncertainty surrounding the unit's score, as a result of random fluctuation ².

Results are not shown for questions answered by fewer than 20 people because the uncertainty around the result would be too great.

Confidence intervals

Since the score is based on a sample of parents who have experienced neonatal care in a unit rather than all parents, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval ³ is calculated as a measure of how accurate the score is.

We can be 95% certain that if everyone in the unit had been surveyed, the 'true' score would fall within this interval. It is important to consider the confidence interval surrounding the score. If a unit's average score is in one colour, but either of its confidence limits are shown as falling into another colour, this means that you should be more cautious about the unit's result because, if the survey was repeated with a different sample of parents, it is possible their average score would be in a different place and would therefore show as a different colour.

National average

The national average is based on results from the 87 hospital neonatal units in England who participated in the survey. The national average excludes Jersey General Hospital as they are a non-NHS provider.

Historical comparisons

You will find tables containing the data used to create the graphs and background information about the patients that responded.

Scores from the 2010 survey are displayed in these. The column called 'change from 2010' uses arrows to indicate whether the score for this year shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2010. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test.

Where a result for 2010 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance. Comparisons are also not able to be shown if your unit did not run the survey in 2010.

²If a score is on the 'threshold' for the highest scoring 20% of units (that is, for example, the white diamond is on the line separating green and orange), this means that the score is one of the highest 20% of scores for that question. Similarly, units with scores on the threshold for the lowest scoring 20% of units are included in this lowest 20% of scores.

³A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before making any conclusions.

Standardised data

Neonatal units will have differing profiles of parents which can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. Older respondents tend to report more positive experiences than younger respondents as do parents' of babies born at a later gestational age. This could potentially lead to a unit's results appearing better or worse than if they had a slightly different profile of parents. To account for this, the data have been 'standardised' by the age of respondents and by the gestational age of their baby at birth (i.e. 37 weeks or less and 38 weeks or more). This is to ensure that no unit will appear better or worse than another because of its respondent profile allowing a more accurate comparison of results.

Network charts

Section 5 shows the scores for this neonatal unit (first bar), compared with the scores for the other units within the same Neonatal Network.

The score is not shown for questions answered by fewer than 20 people because the uncertainty around the result would be too great.

Frequency tables

Results are not shown for questions answered by fewer than 20 people because the uncertainty around the result would be too great. If this is the case then the table displays zero ('0') in each cell.

The results for the question H11 are not presented as the majority of units had fewer than 20 respondents.

The data have been 'standardised' by the age of respondents and by the gestational age of the baby at birth. The only exception to this approach is in section H on the demographics as it is more appropriate to present the real percentage figures rather than standardised data for these questions.

Survey of parents' experiences of neonatal care

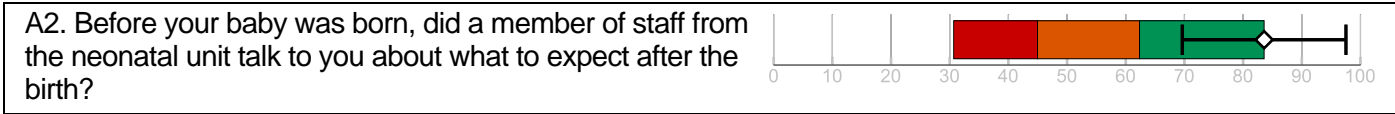
2. Respondent characteristics for Sheffield Children's Hospital

The sample	This unit	All units
Number of respondents	66	6000
Response Rate (percentage)	35	38

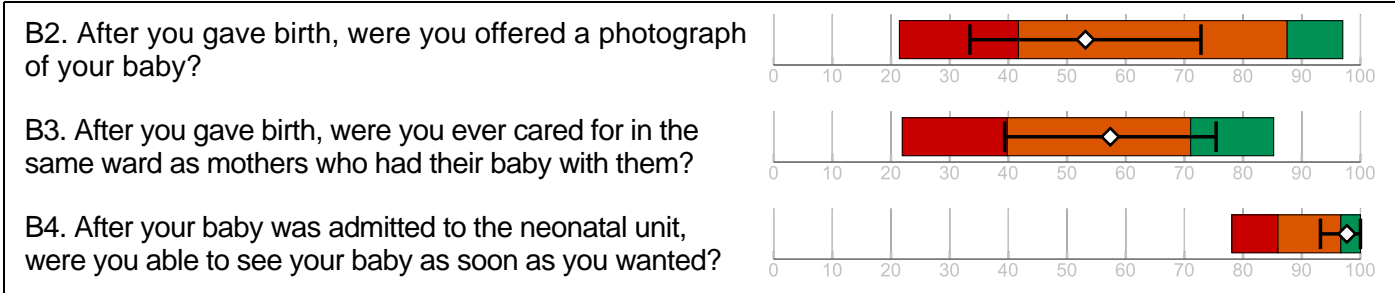
Demographic characteristics	This unit	All units
Percentage of babies born at	(%)	(%)
37 weeks or earlier	51	60
38 weeks or more	49	40
Age group (percentage)	(%)	(%)
Aged 16-27	29	22
Aged 28-31	28	24
Aged 32-35	17	27
Aged 36 and older	26	27
Ethnic group (percentage)	(%)	(%)
White	78	81
Mixed	5	2
Asian or Asian British	6	11
Black or Black British	3	4
Chinese or other ethnic group	8	3





3. Scores for Sheffield Children's Hospital compared with the average for units of the same type

Before your baby was born



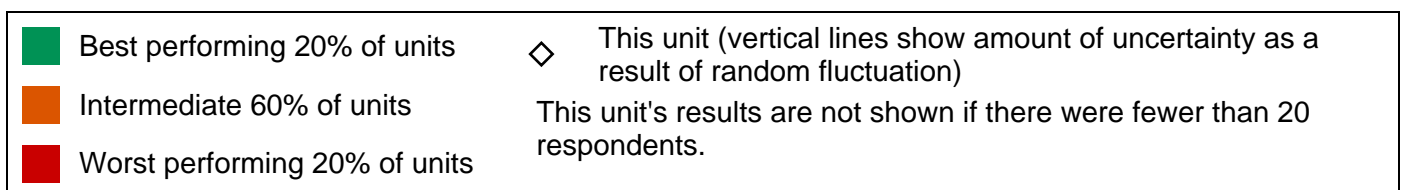
Your baby's admission to neonatal care



 Best performing 20% of units	 This unit (vertical lines show amount of uncertainty as a result of random fluctuation)
 Intermediate 60% of units	This unit's results are not shown if there were fewer than 20 respondents.
 Worst performing 20% of units	

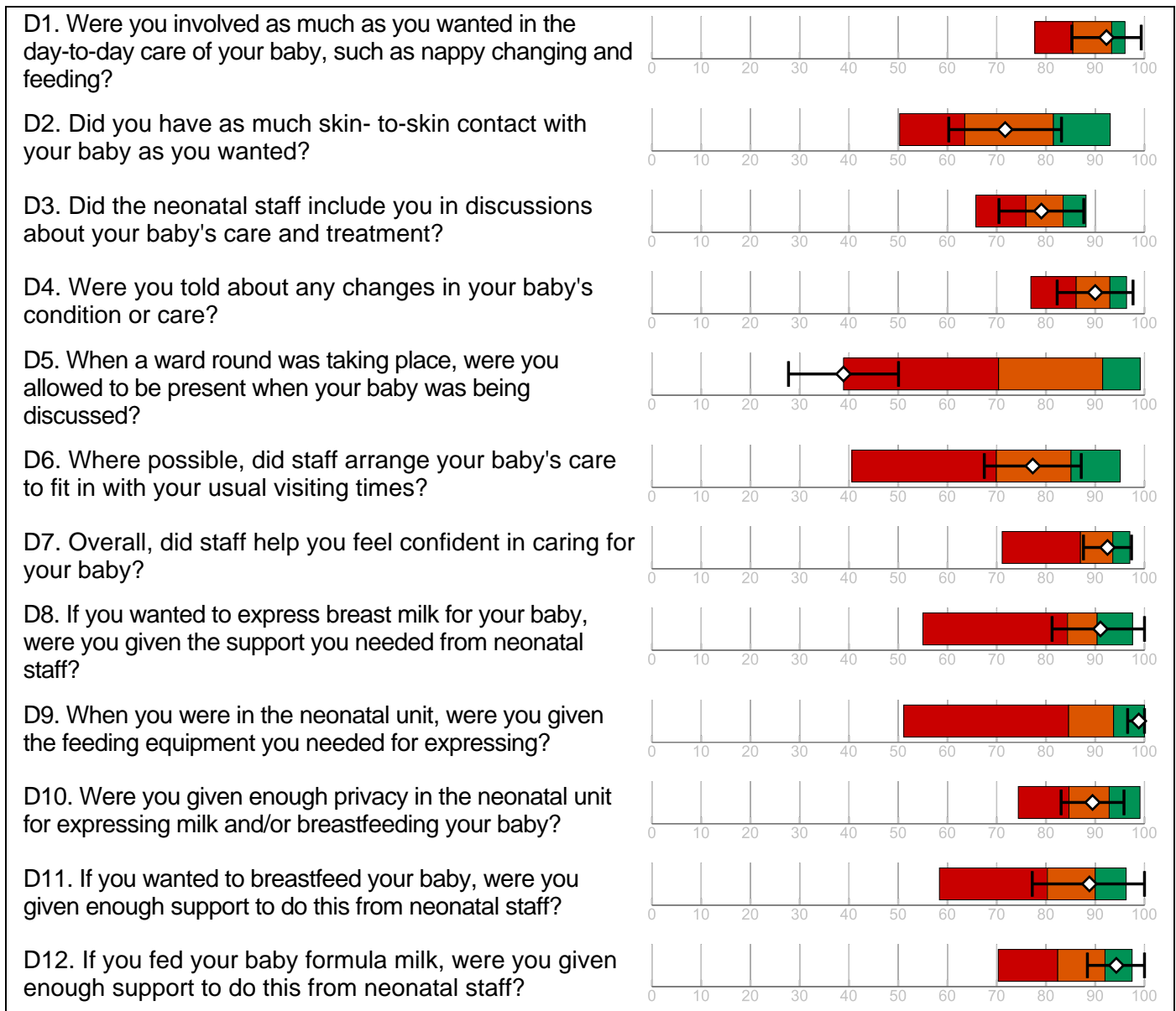
3. Scores for Sheffield Children's Hospital compared with the average for units of the same type





Staff on the neonatal unit



3. Scores for Sheffield Children's Hospital compared with the average for units of the same type

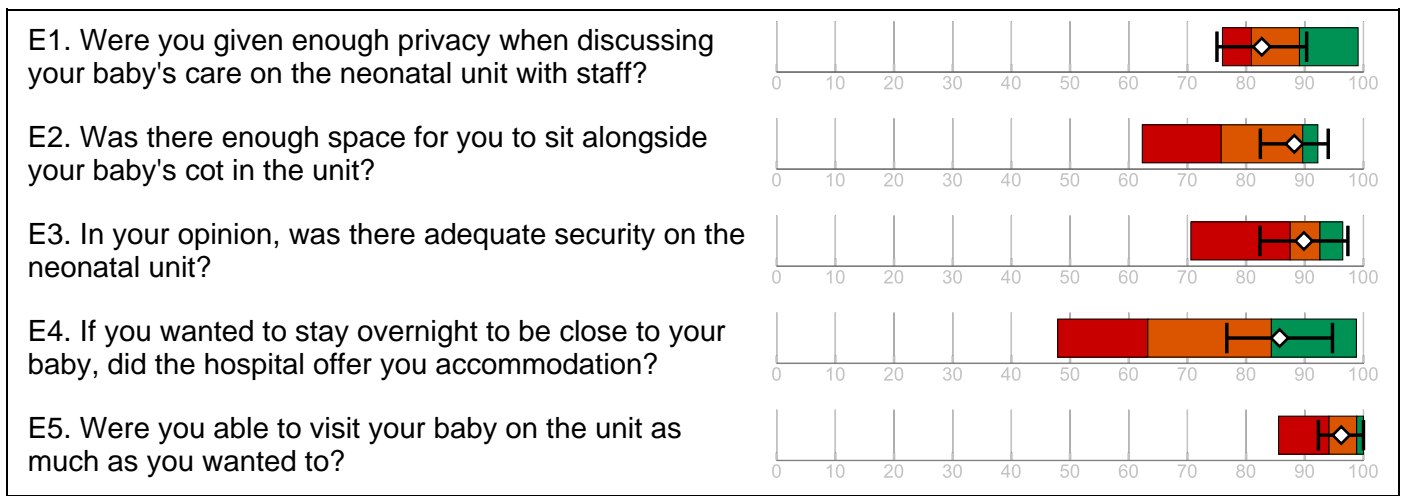
Your involvement in your baby's care



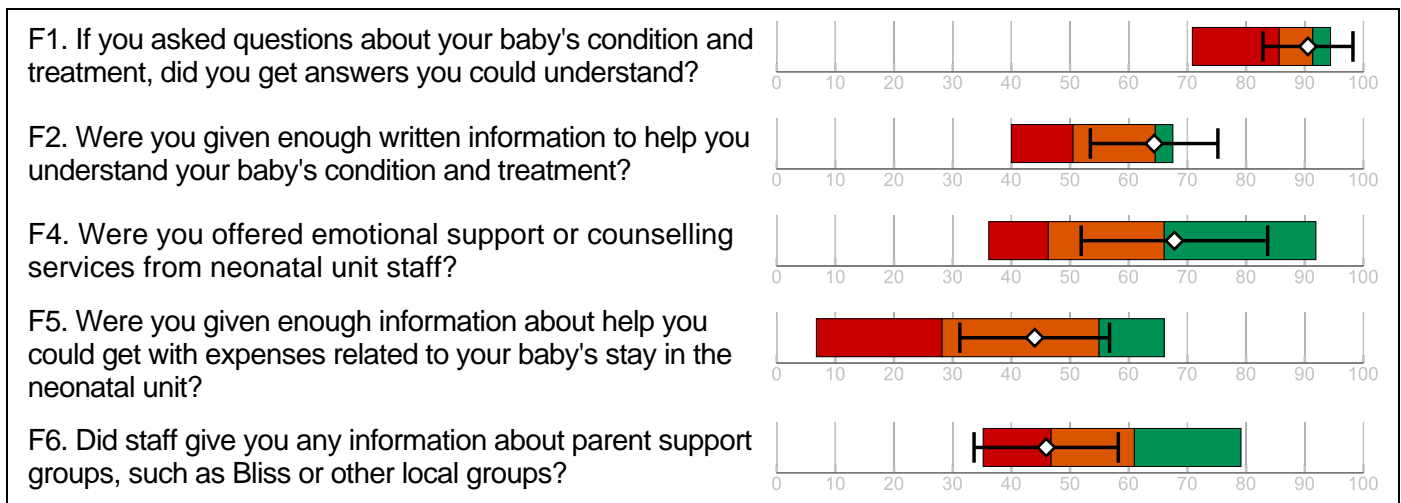
 Best performing 20% of units	 This unit (vertical lines show amount of uncertainty as a result of random fluctuation)
 Intermediate 60% of units	This unit's results are not shown if there were fewer than 20 respondents.
 Worst performing 20% of units	

3. Scores for Sheffield Children's Hospital compared with the average for units of the same type

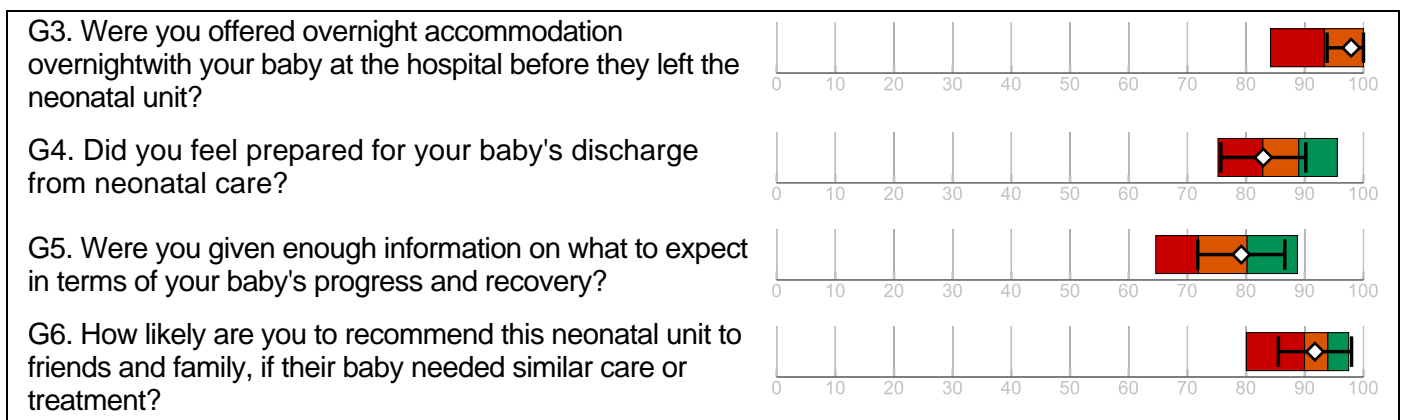
Environment and facilities



Information and support for parents



Leaving the neonatal unit



■ Best performing 20% of units	◇ This unit (vertical lines show amount of uncertainty as a result of random fluctuation)
■ Intermediate 60% of units	This unit's results are not shown if there were fewer than 20 respondents.
■ Worst performing 20% of units	

3. Scores for Sheffield Children's Hospital compared with the average for units of the same type

	Scores for this unit	95% Confidence Interval		Threshold for the lowest scoring 20% of units	Threshold for the highest scoring 20% of units	Highest score achieved (all units)	Number of respondents (this unit)
		Lower	Upper				
Before your baby was born							
A2 Before your baby was born, did a member of staff from the neonatal unit talk to you about what to expect after the birth?	84	70	98	45	62	84	21
Your baby's admission to neonatal care							
B2 After you gave birth, were you offered a photograph of your baby?	53	33	73	42	88	97	28
B3 After you gave birth, were you ever cared for in the same ward as mothers who had their baby with them?	57	39	75	40	71	85	28
B4 After your baby was admitted to the neonatal unit, were you able to see your baby as soon as you wanted?	98	93	100	86	97	100	29
Staff on the neonatal unit							
C1 When you visited the unit, did the staff caring for your baby introduce themselves to you?	84	78	91	74	84	91	64
C2 Were you given enough information about the neonatal unit?	83	74	93	74	82	91	64
C3 Was the purpose of the machines, monitors and alarms used in the neonatal unit clearly explained to you?	82	74	90	70	79	85	65
C4 Were infection control practices explained to you, such as hand washing and procedures for visitors?	89	82	95	79	93	96	63
C5 Were you told which nurse was responsible for your baby's care each day s/he was in the neonatal unit?	94	87	100	86	96	99	65
C6 Were you able to talk to staff on the unit about your worries and concerns?	92	87	97	86	93	96	64
C7 Were you able to speak to a doctor about your baby as much as you wanted?	75	67	83	61	71	81	65
C8 Were the nurses on the unit sensitive to your emotions and feelings?	86	78	95	82	90	96	63
C9 Were the doctors on the unit sensitive to your emotions and feelings?	87	80	93	78	87	92	61
C10 In your opinion, was important information about your baby passed on from one member of staff to another?	88	82	93	81	89	92	62
C11 Did staff give you conflicting information about your baby's condition or care?	63	52	74	61	74	84	65
C12 Did staff refer to your baby by his/her first name?	97	94	100	88	96	99	65
C13 Overall, did you have confidence and trust in the staff caring for your baby?	93	87	98	91	95	98	65

3. Scores for Sheffield Children's Hospital compared with the average for units of the same type

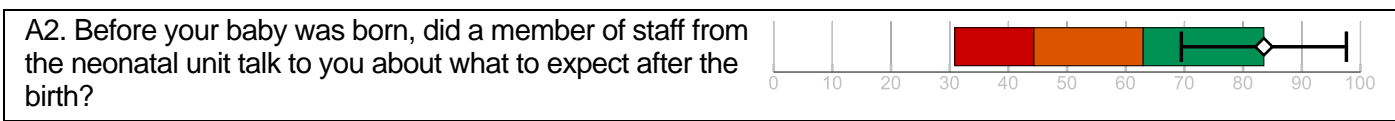
		95% Confidence Interval		Threshold for the lowest scoring 20% of units	Threshold for the highest scoring 20% of units	Highest score achieved (all units)	Number of respondents (this unit)	
	Scores for this unit	Lower	Upper					
Your involvement in your baby's care								
D1	Were you involved as much as you wanted in the day-to-day care of your baby, such as nappy changing and feeding?	92	85	99	85	93	96	65
D2	Did you have as much skin- to-skin contact with your baby as you wanted?	72	60	83	64	82	93	57
D3	Did the neonatal staff include you in discussions about your baby's care and treatment?	79	70	88	76	83	88	64
D4	Were you told about any changes in your baby's condition or care?	90	82	98	86	93	96	65
D5	When a ward round was taking place, were you allowed to be present when your baby was being discussed?	39	28	50	70	92	99	62
D6	Where possible, did staff arrange your baby's care to fit in with your usual visiting times?	77	67	87	70	85	95	57
D7	Overall, did staff help you feel confident in caring for your baby?	92	88	97	87	94	97	65
D8	If you wanted to express breast milk for your baby, were you given the support you needed from neonatal staff?	91	81	100	84	90	98	41
D9	When you were in the neonatal unit, were you given the feeding equipment you needed for expressing?	99	97	100	85	94	100	41
D10	Were you given enough privacy in the neonatal unit for expressing milk and/or breastfeeding your baby?	89	83	96	85	93	99	41
D11	If you wanted to breastfeed your baby, were you given enough support to do this from neonatal staff?	89	77	100	80	90	96	35
D12	If you fed your baby formula milk, were you given enough support to do this from neonatal staff?	94	88	100	82	92	97	43
Environment and facilities								
E1	Were you given enough privacy when discussing your baby's care on the neonatal unit with staff?	83	75	90	81	89	99	59
E2	Was there enough space for you to sit alongside your baby's cot in the unit?	88	82	94	76	90	92	64
E3	In your opinion, was there adequate security on the neonatal unit?	90	82	97	88	93	96	64
E4	If you wanted to stay overnight to be close to your baby, did the hospital offer you accommodation?	86	77	95	63	84	99	58
E5	Were you able to visit your baby on the unit as much as you wanted to?	96	92	100	94	99	100	64

3. Scores for Sheffield Children's Hospital compared with the average for units of the same type

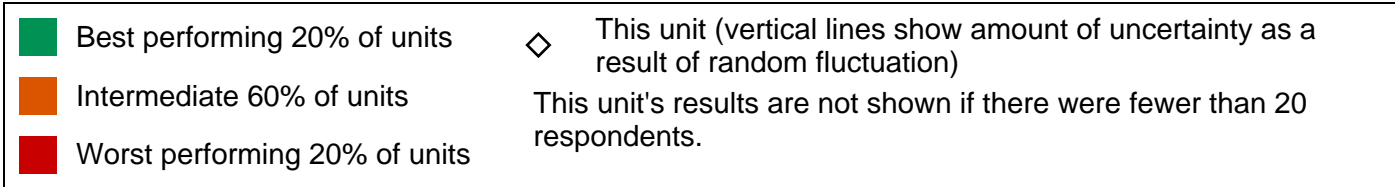
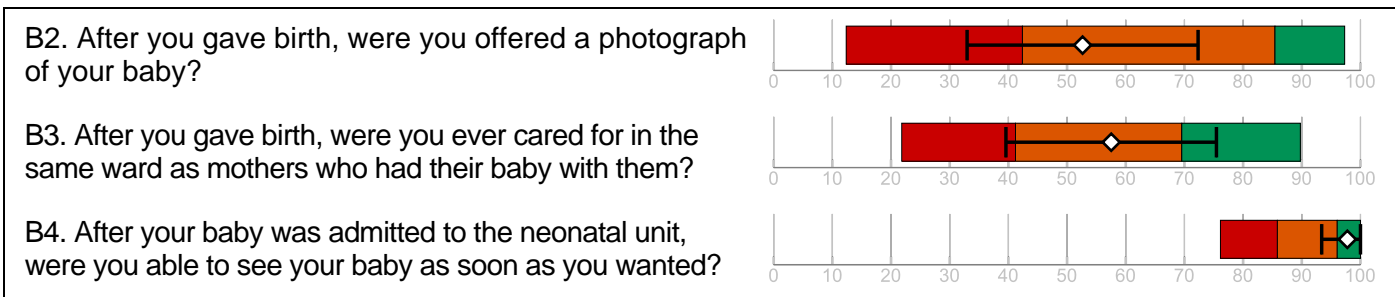
		Scores for this unit	95% Confidence Interval		Threshold for the lowest scoring 20% of units	Threshold for the highest scoring 20% of units	Highest score achieved (all units)	Number of respondents (this unit)
			Lower	Upper				
Information and support for parents								
F1	If you asked questions about your baby's condition and treatment, did you get answers you could understand?	91	83	98	86	91	94	64
F2	Were you given enough written information to help you understand your baby's condition and treatment?	64	53	75	51	65	68	62
F4	Were you offered emotional support or counselling services from neonatal unit staff?	68	52	84	46	66	92	43
F5	Were you given enough information about help you could get with expenses related to your baby's stay in the neonatal unit?	44	31	57	28	55	66	53
F6	Did staff give you any information about parent support groups, such as Bliss or other local groups?	46	34	58	47	61	79	51
Leaving the neonatal unit								
G3	Were you offered overnight accommodation overnight with your baby at the hospital before they left the neonatal unit?	98	94	100	93	100	100	30
G4	Did you feel prepared for your baby's discharge from neonatal care?	83	76	90	83	89	96	65
G5	Were you given enough information on what to expect in terms of your baby's progress and recovery?	79	72	87	72	80	89	65
G6	How likely are you to recommend this neonatal unit to friends and family, if their baby needed similar care or treatment?	92	86	98	90	94	97	65

4. Scores for Sheffield Children's Hospital compared with national average results

Before your baby was born

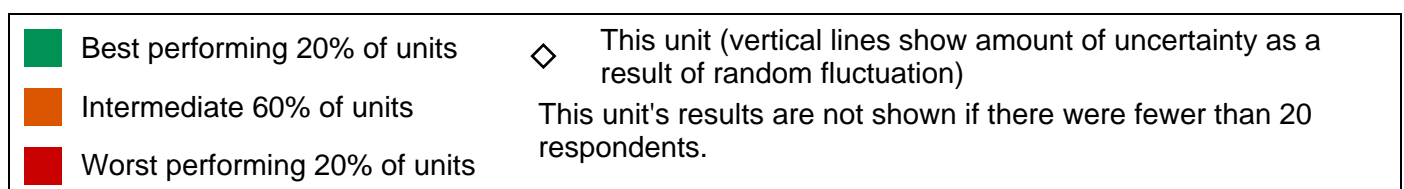
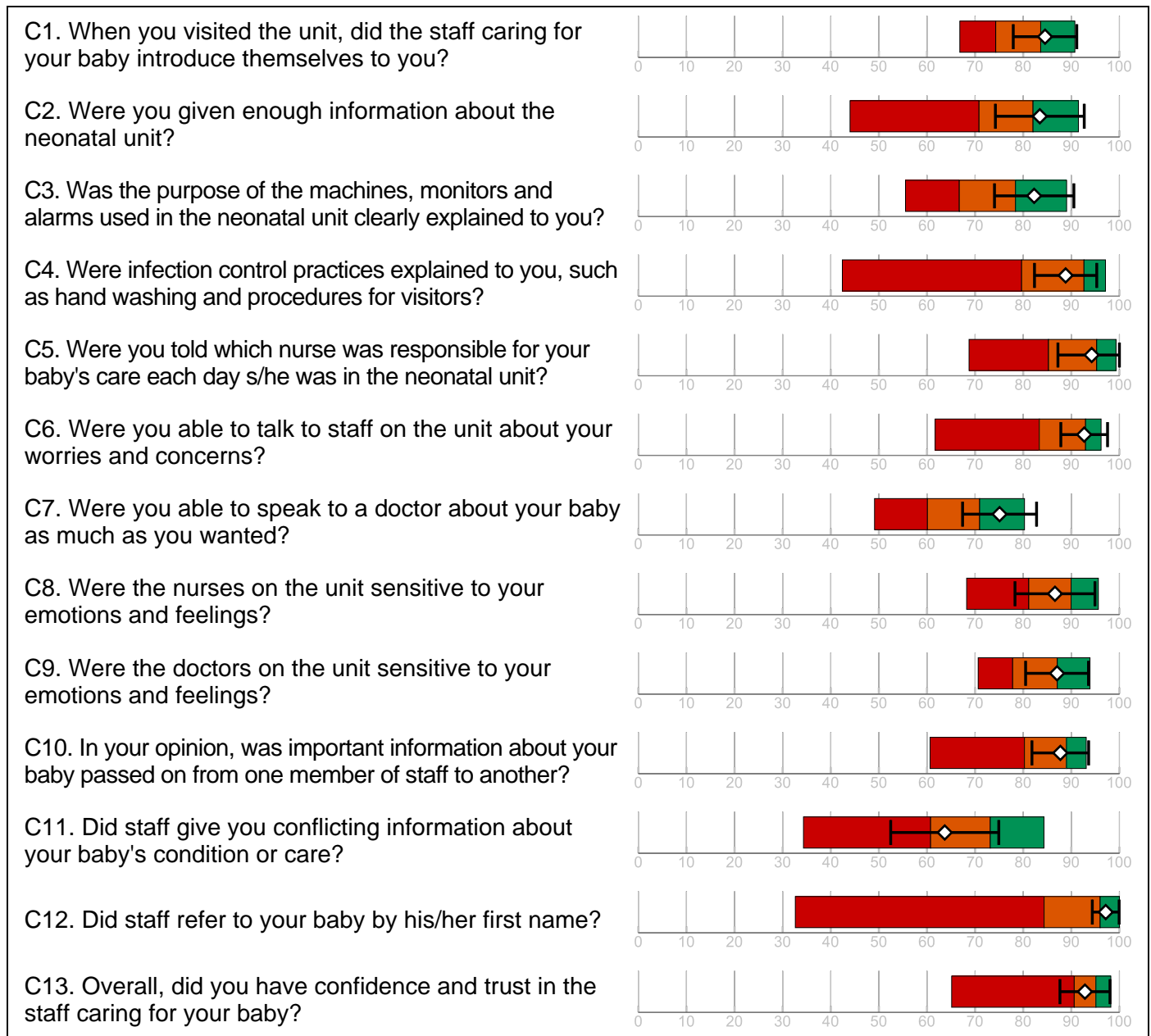


Your baby's admission to neonatal care



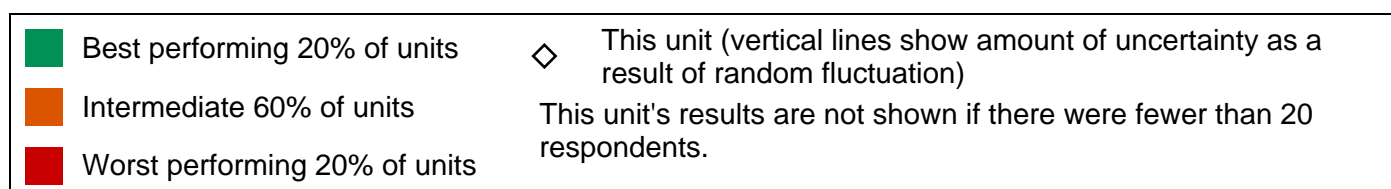
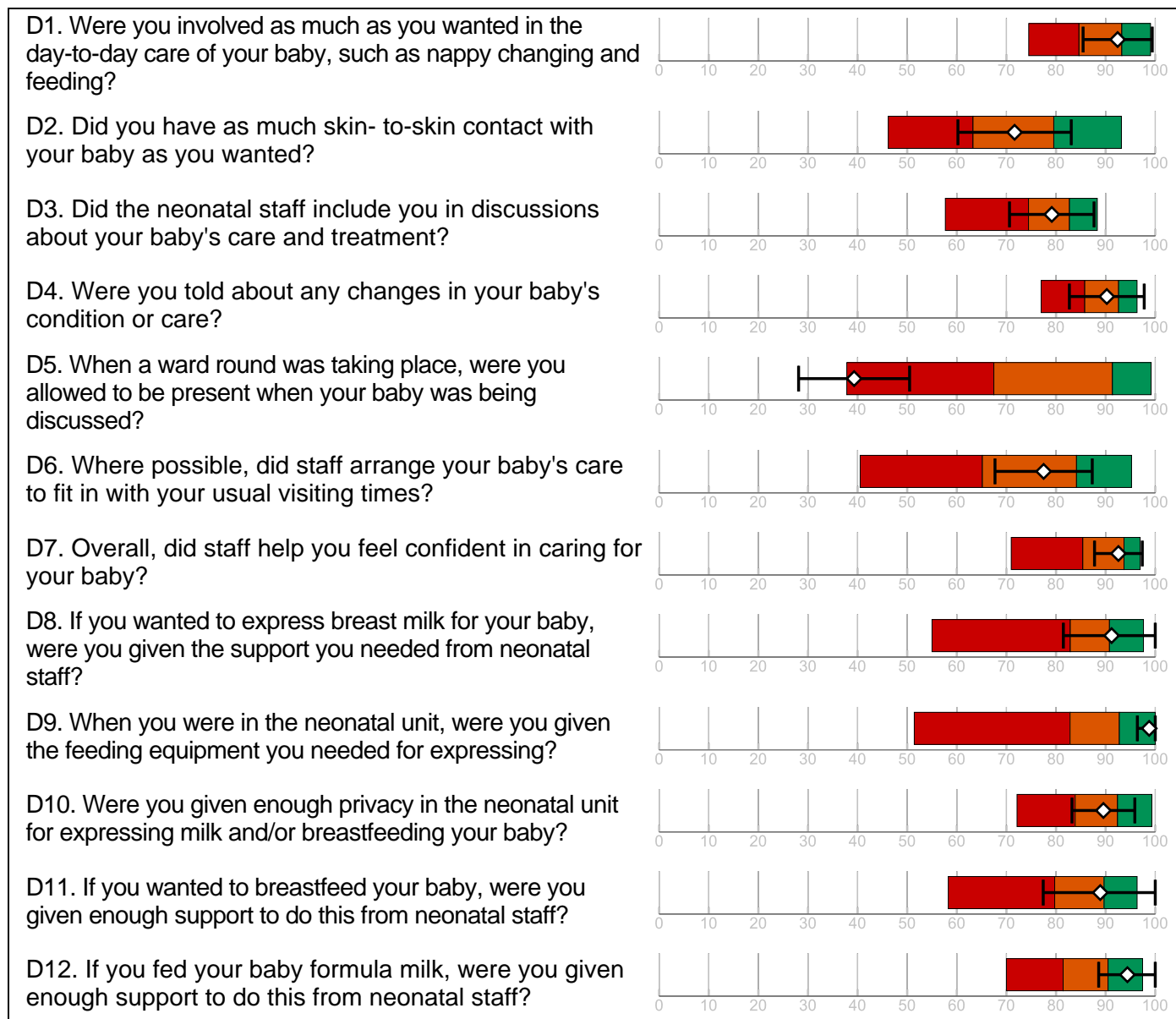
4. Scores for Sheffield Children's Hospital compared with national average results

Staff on the neonatal unit



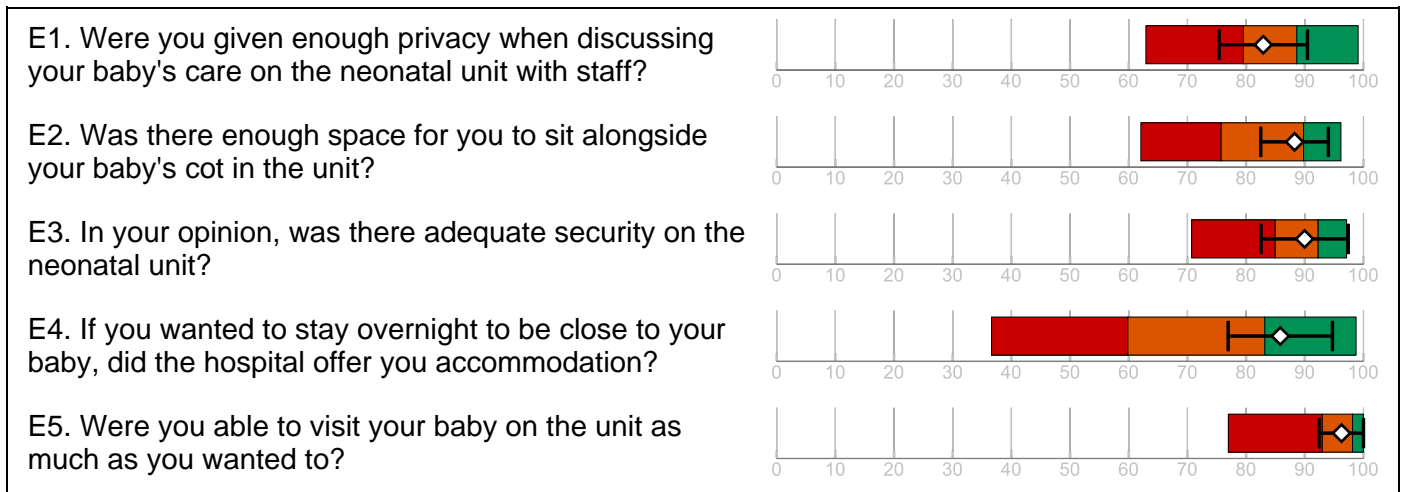
4. Scores for Sheffield Children's Hospital compared with national average results

Your involvement in your baby's care

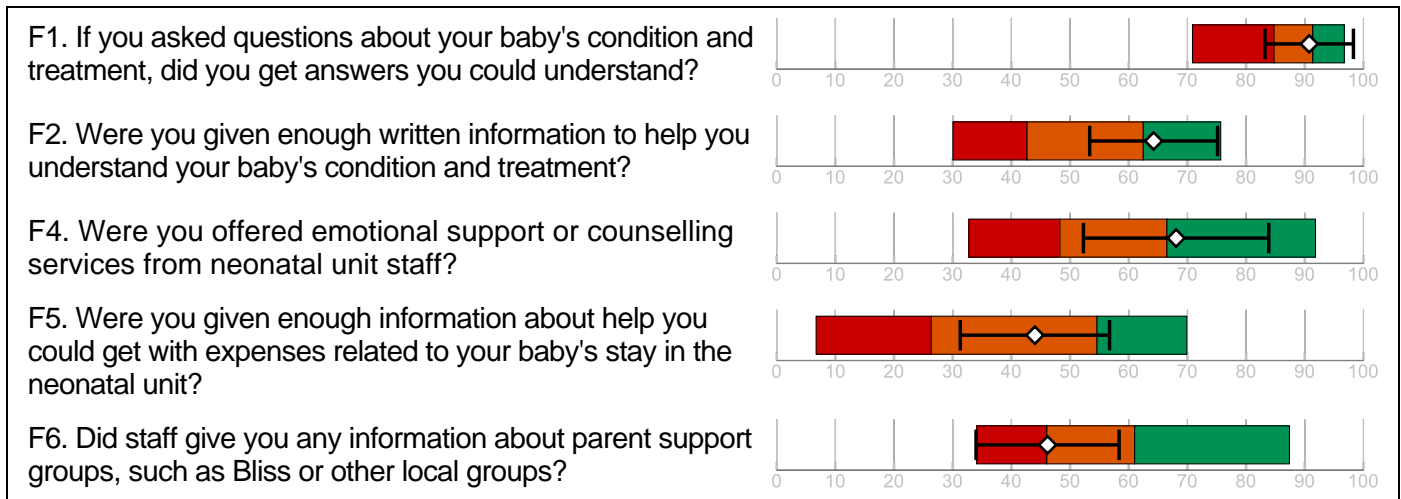


4. Scores for Sheffield Children's Hospital compared with national average results

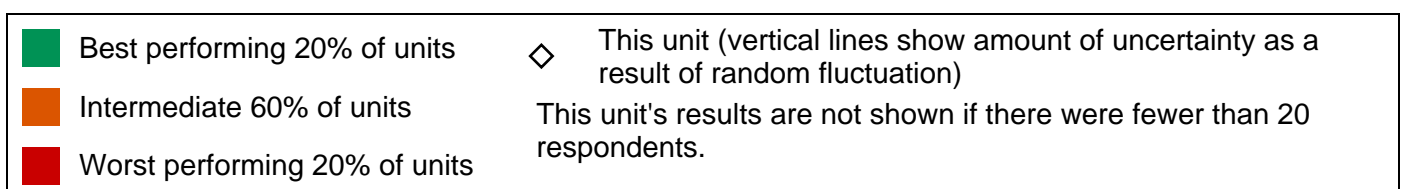
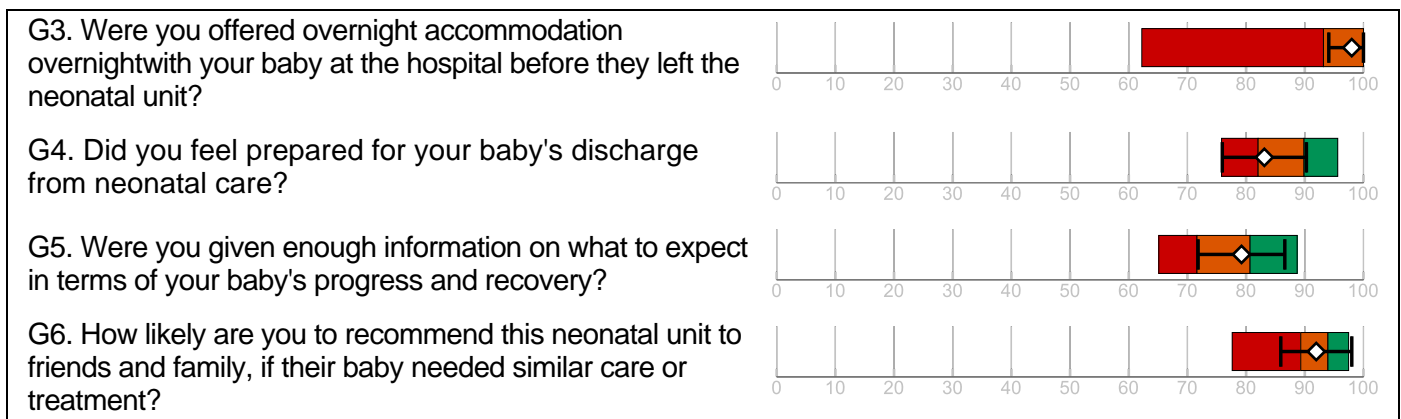
Environment and facilities



Information and support for parents



Leaving the neonatal unit



4. Scores for Sheffield Children's Hospital compared with national average results

	Scores for this unit	95% Confidence Interval		Threshold for the lowest scoring 20% of units	Threshold for the highest scoring 20% of units	Highest score achieved (all units)	Number of respondents (this unit)	Change from 2010
		Lower	Upper					
Before your baby was born								
A2 Before your baby was born, did a member of staff from the neonatal unit talk to you about what to expect after the birth?	84	69	98	44	63	84	21	-
Your baby's admission to neonatal care								
B2 After you gave birth, were you offered a photograph of your baby?	53	33	72	42	85	97	28	-
B3 After you gave birth, were you ever cared for in the same ward as mothers who had their baby with them?	58	40	75	41	70	90	28	-
B4 After your baby was admitted to the neonatal unit, were you able to see your baby as soon as you wanted?	98	93	100	86	96	100	29	-

↑ or ↓

Indicates where 2014 score is significantly higher or lower than 2010 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2010 data is available.

4. Scores for Sheffield Children's Hospital compared with national average results

	Scores for this unit	95% Confidence Interval		Threshold for the lowest scoring 20% of units	Threshold for the highest scoring 20% of units	Highest score achieved (all units)	Number of respondents (this unit)	2010 scores for this unit	Change from 2010
		Lower	Upper						
Staff on the neonatal unit									
C1	When you visited the unit, did the staff caring for your baby introduce themselves to you?	85	78	91	74	84	91	64	-
C2	Were you given enough information about the neonatal unit?	83	74	93	71	82	91	64	-
C3	Was the purpose of the machines, monitors and alarms used in the neonatal unit clearly explained to you?	82	74	91	67	78	89	65	-
C4	Were infection control practices explained to you, such as hand washing and procedures for visitors?	89	82	95	80	93	97	63	-
C5	Were you told which nurse was responsible for your baby's care each day s/he was in the neonatal unit?	94	87	100	85	95	99	65	-
C6	Were you able to talk to staff on the unit about your worries and concerns?	93	88	98	83	93	96	64	-
C7	Were you able to speak to a doctor about your baby as much as you wanted?	75	67	83	60	71	80	65	-
C8	Were the nurses on the unit sensitive to your emotions and feelings?	87	78	95	81	90	96	63	-
C9	Were the doctors on the unit sensitive to your emotions and feelings?	87	81	94	78	87	94	61	-
C10	In your opinion, was important information about your baby passed on from one member of staff to another?	88	82	94	80	89	93	62	-
C11	Did staff give you conflicting information about your baby's condition or care?	64	52	75	61	73	84	65	-
C12	Did staff refer to your baby by his/her first name?	97	94	100	84	96	100	65	-
C13	Overall, did you have confidence and trust in the staff caring for your baby?	93	88	98	91	95	98	65	-

↑ or ↓

Indicates where 2014 score is significantly higher or lower than 2010 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2010 data is available.

4. Scores for Sheffield Children's Hospital compared with national average results

	Scores for this unit	95% Confidence Interval		Threshold for the lowest scoring 20% of units	Threshold for the highest scoring 20% of units	Highest score achieved (all units)	Number of respondents (this unit)	2010 scores for this unit	Change from 2010
		Lower	Upper						
Your involvement in your baby's care									
D1	Were you involved as much as you wanted in the day-to-day care of your baby, such as nappy changing and feeding?	92	85	99	85	93	99	65	-
D2	Did you have as much skin- to-skin contact with your baby as you wanted?	72	60	83	63	80	93	57	-
D3	Did the neonatal staff include you in discussions about your baby's care and treatment?	79	71	88	74	83	88	64	-
D4	Were you told about any changes in your baby's condition or care?	90	83	98	86	93	96	65	-
D5	When a ward round was taking place, were you allowed to be present when your baby was being discussed?	39	28	50	67	91	99	62	-
D6	Where possible, did staff arrange your baby's care to fit in with your usual visiting times?	77	68	87	65	84	95	57	-
D7	Overall, did staff help you feel confident in caring for your baby?	93	88	97	85	94	97	65	-
D8	If you wanted to express breast milk for your baby, were you given the support you needed from neonatal staff?	91	81	100	83	91	98	41	-
D9	When you were in the neonatal unit, were you given the feeding equipment you needed for expressing?	99	96	100	83	93	100	41	-
D10	Were you given enough privacy in the neonatal unit for expressing milk and/or breastfeeding your baby?	90	83	96	84	92	99	41	-
D11	If you wanted to breastfeed your baby, were you given enough support to do this from neonatal staff?	89	77	100	80	90	96	35	-
D12	If you fed your baby formula milk, were you given enough support to do this from neonatal staff?	94	89	100	81	90	97	43	-
Environment and facilities									
E1	Were you given enough privacy when discussing your baby's care on the neonatal unit with staff?	83	75	90	80	89	99	59	-
E2	Was there enough space for you to sit alongside your baby's cot in the unit?	88	82	94	76	90	96	64	-
E3	In your opinion, was there adequate security on the neonatal unit?	90	83	97	85	92	97	64	-
E4	If you wanted to stay overnight to be close to your baby, did the hospital offer you accommodation?	86	77	95	60	83	99	58	-
E5	Were you able to visit your baby on the unit as much as you wanted to?	96	92	100	93	98	100	64	-

↑ or ↓ Indicates where 2014 score is significantly higher or lower than 2010 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2010 data is available.

4. Scores for Sheffield Children's Hospital compared with national average results

	Scores for this unit	95% Confidence Interval		Threshold for the lowest scoring 20% of units	Threshold for the highest scoring 20% of units	Highest score achieved (all units)	Number of respondents (this unit)	Change from 2010	
		Lower	Upper					2010 scores for this unit	
Information and support for parents									
F1	If you asked questions about your baby's condition and treatment, did you get answers you could understand?	91	83	98	85	91	97	64	-
F2	Were you given enough written information to help you understand your baby's condition and treatment?	64	53	75	43	62	76	62	-
F4	Were you offered emotional support or counselling services from neonatal unit staff?	68	52	84	48	67	92	43	-
F5	Were you given enough information about help you could get with expenses related to your baby's stay in the neonatal unit?	44	31	57	26	55	70	53	-
F6	Did staff give you any information about parent support groups, such as Bliss or other local groups?	46	34	58	46	61	87	51	-
Leaving the neonatal unit									
G3	Were you offered overnight accommodation overnight with your baby at the hospital before they left the neonatal unit?	98	94	100	93	100	100	30	-
G4	Did you feel prepared for your baby's discharge from neonatal care?	83	76	90	82	90	96	65	-
G5	Were you given enough information on what to expect in terms of your baby's progress and recovery?	79	72	87	72	81	89	65	-
G6	How likely are you to recommend this neonatal unit to friends and family, if their baby needed similar care or treatment?	92	86	98	89	94	97	65	-

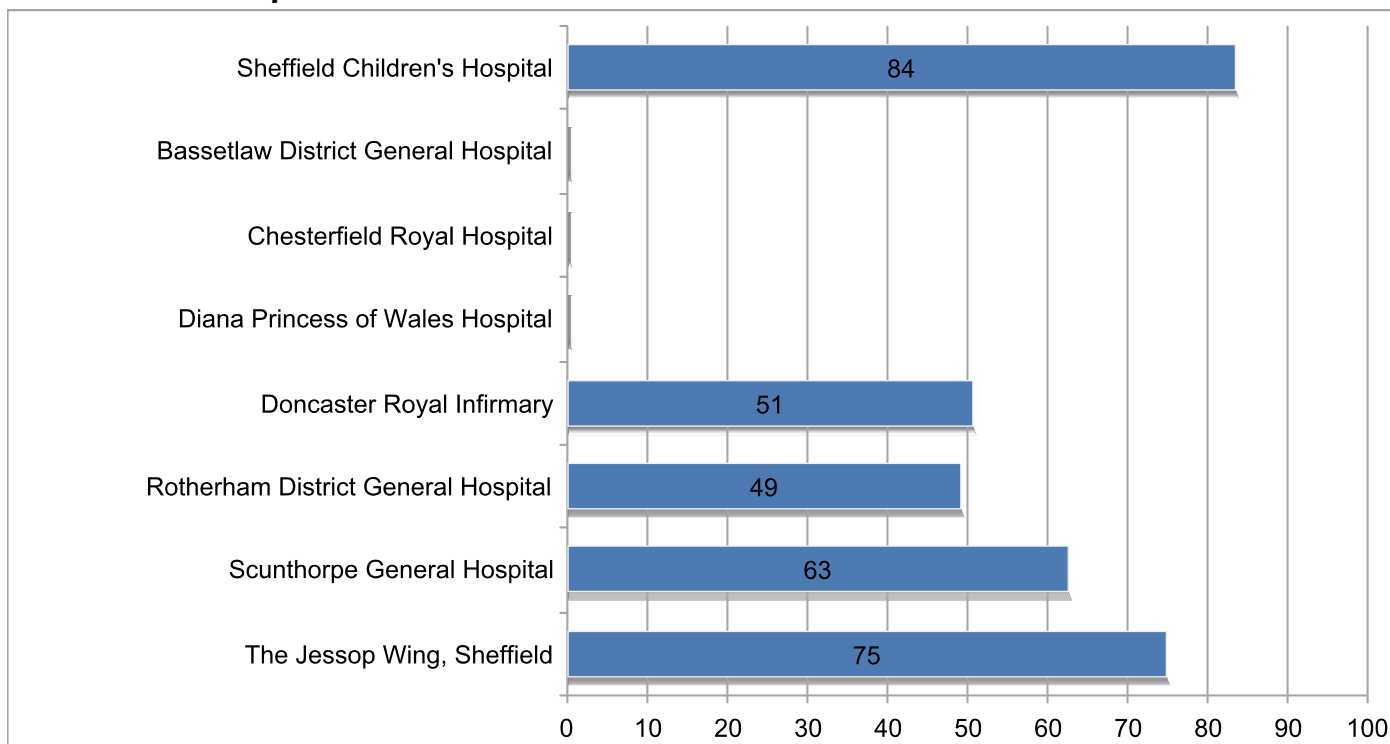
↑ or ↓

Indicates where 2014 score is significantly higher or lower than 2010 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2010 data is available.

5. Scores for Sheffield Children's Hospital compared with the scores for units in the same network

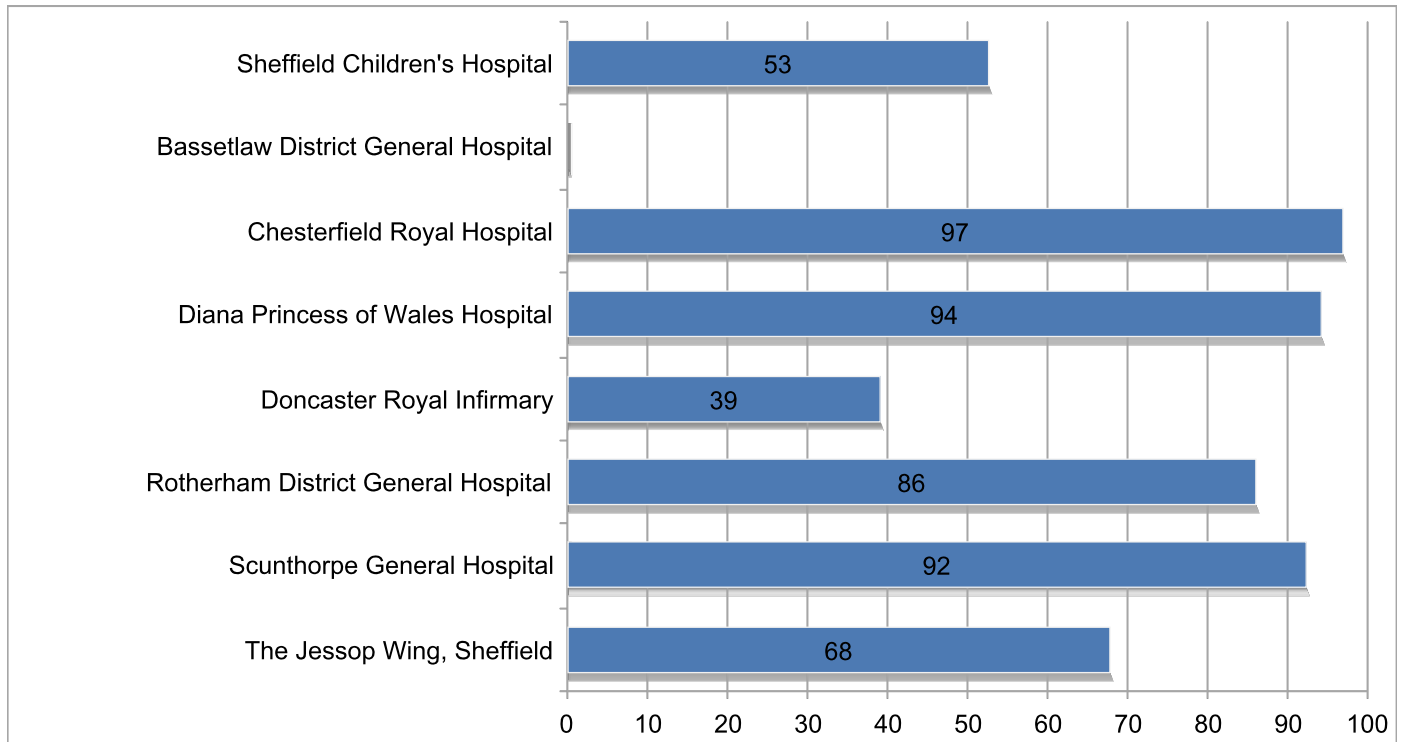
Before your baby was born

A2. Before your baby was born, did a member of staff from the neonatal unit talk to you about what to expect after the birth?

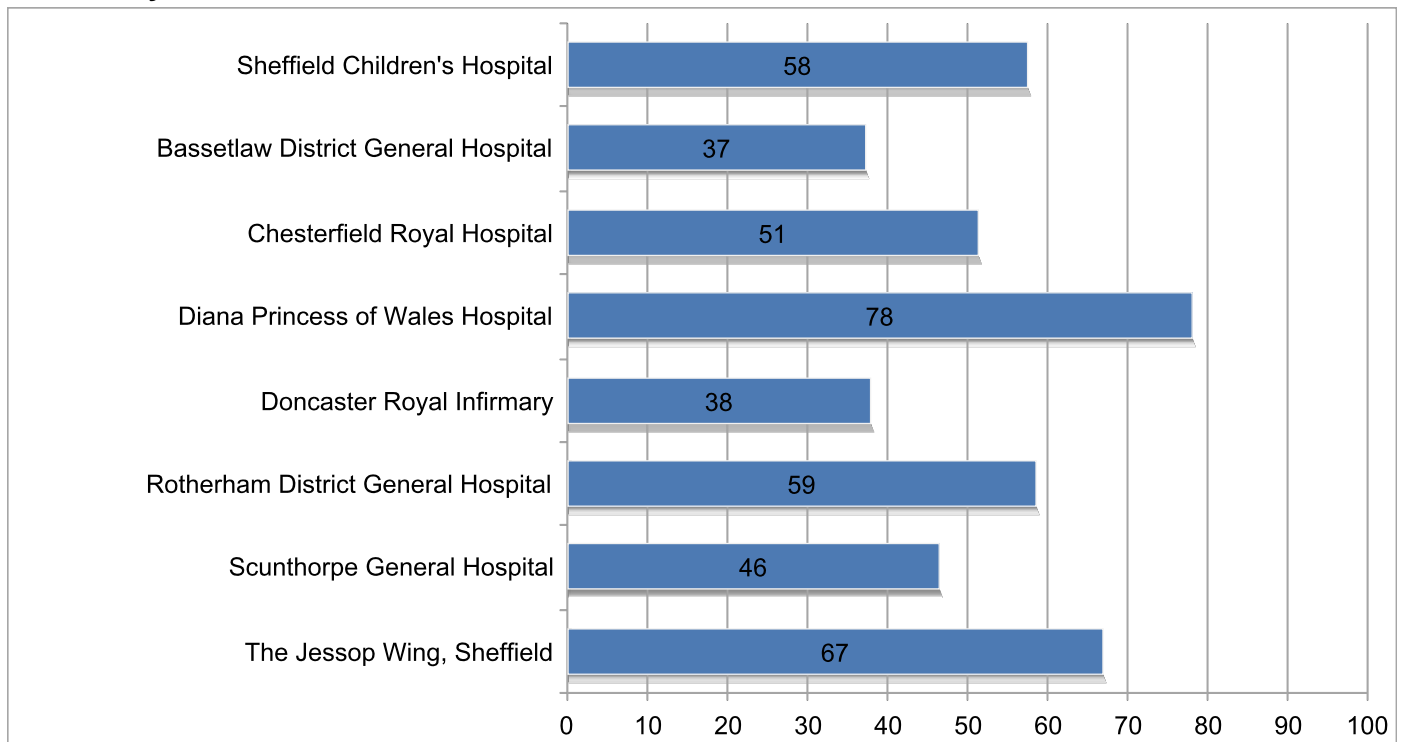


Your baby's admission to neonatal care

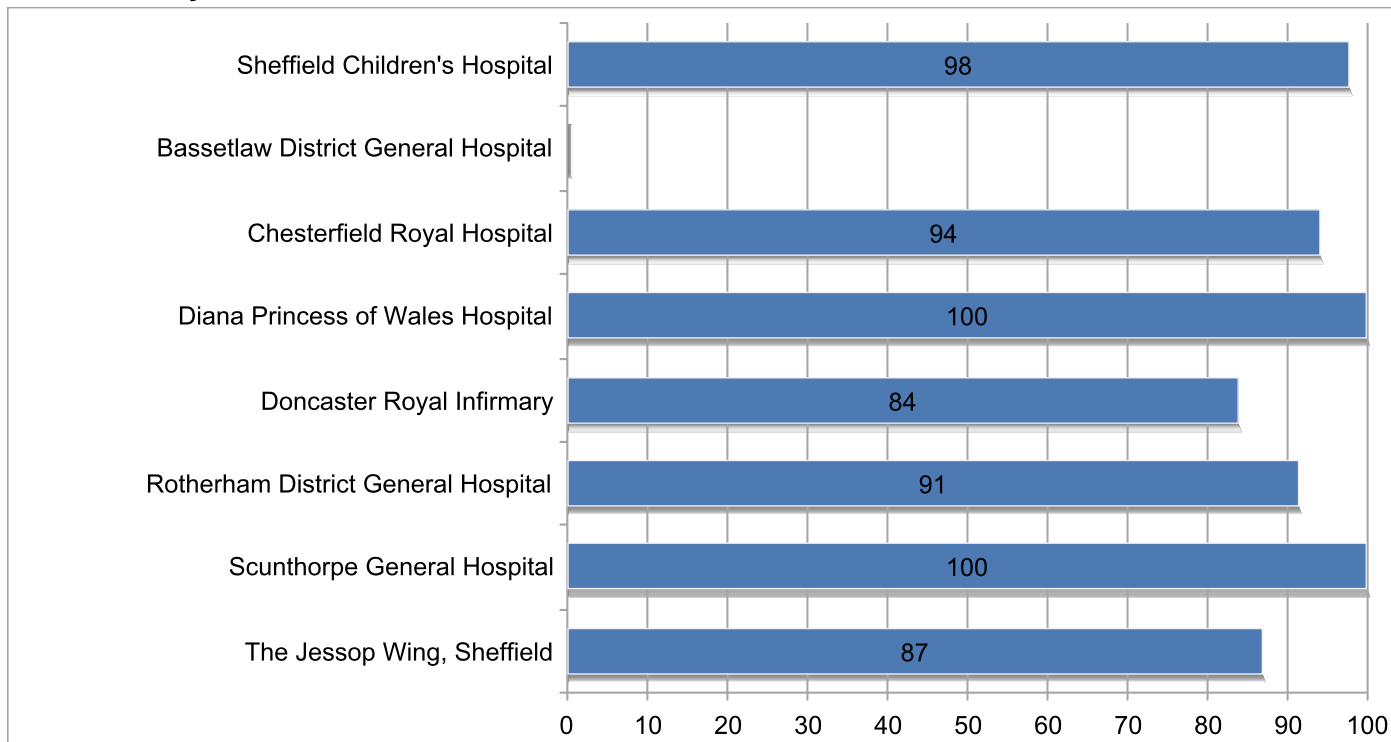
B2. After you gave birth, were you offered a photograph of your baby?



B3. After you gave birth, were you ever cared for in the same ward as mothers who had their baby with them?

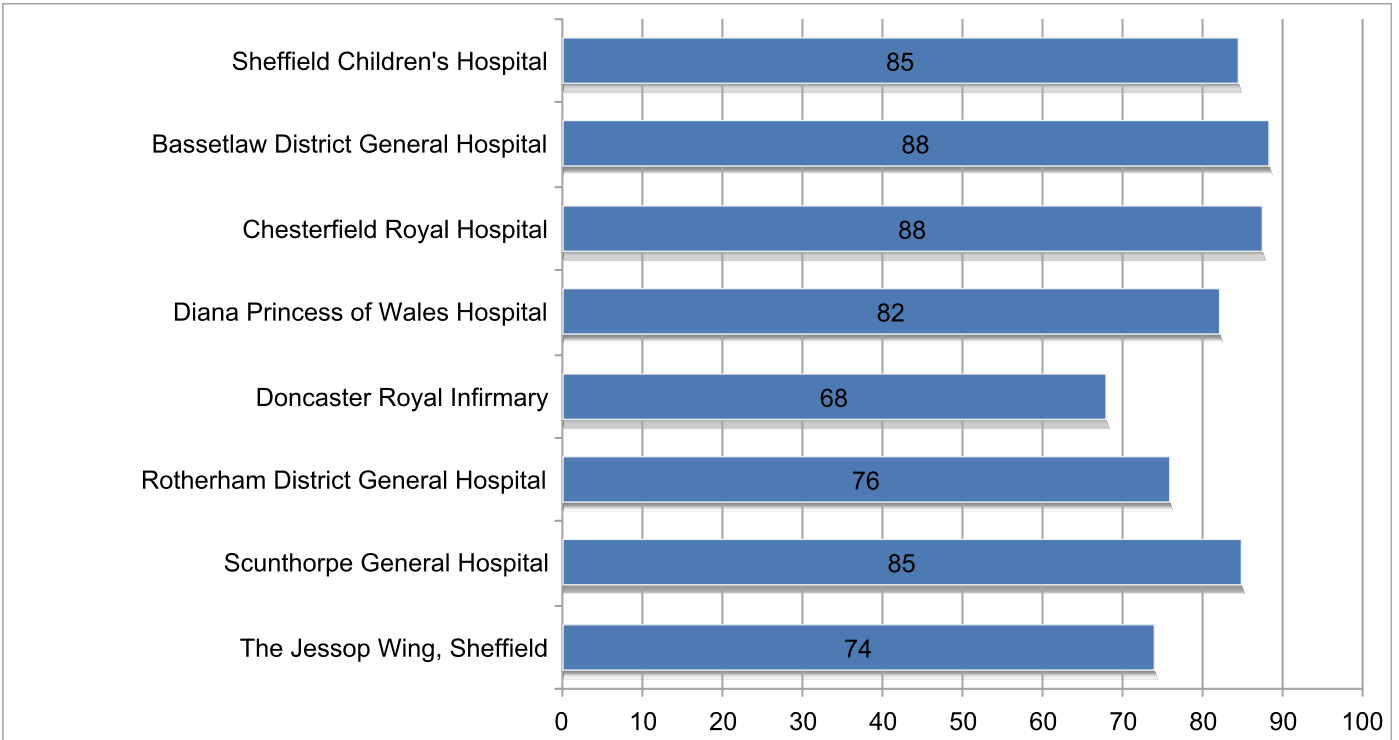


B4. After your baby was admitted to the neonatal unit, were you able to see your baby as soon as you wanted?

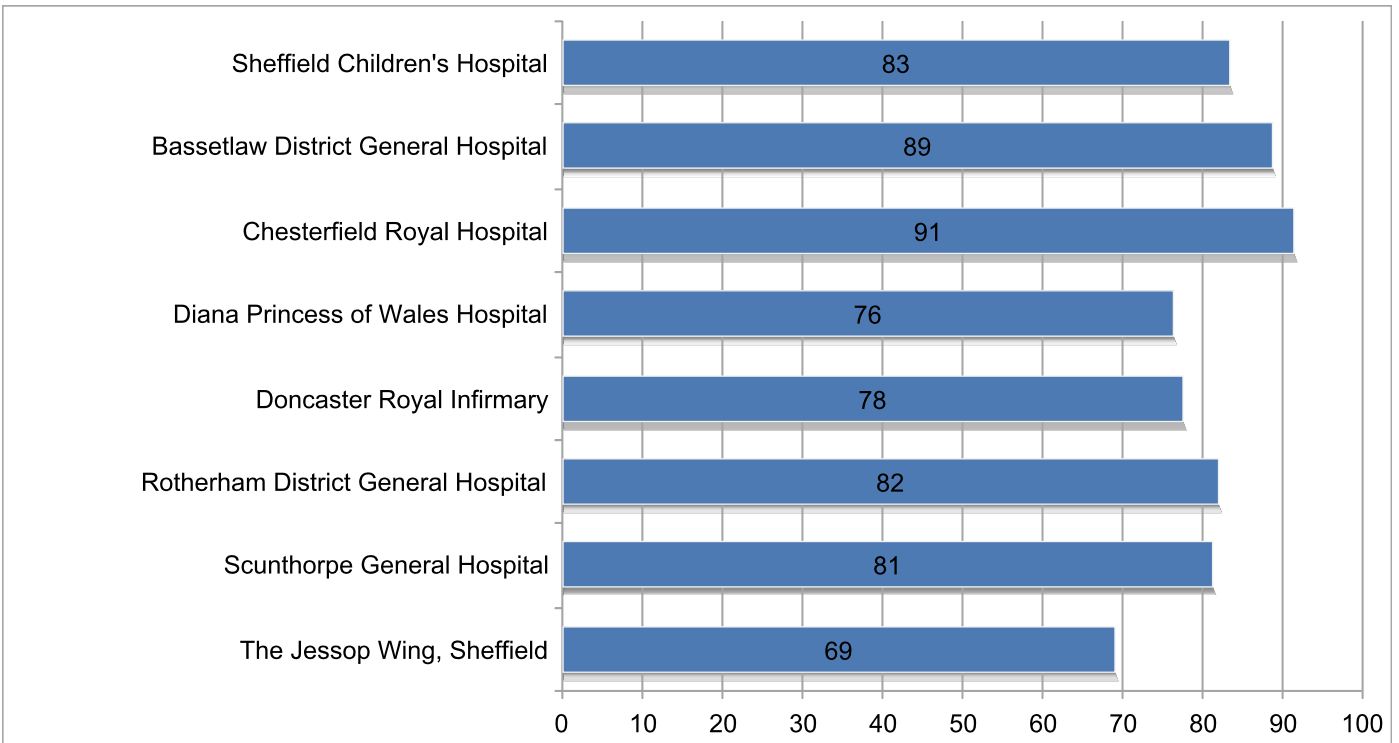


Staff on the neonatal unit

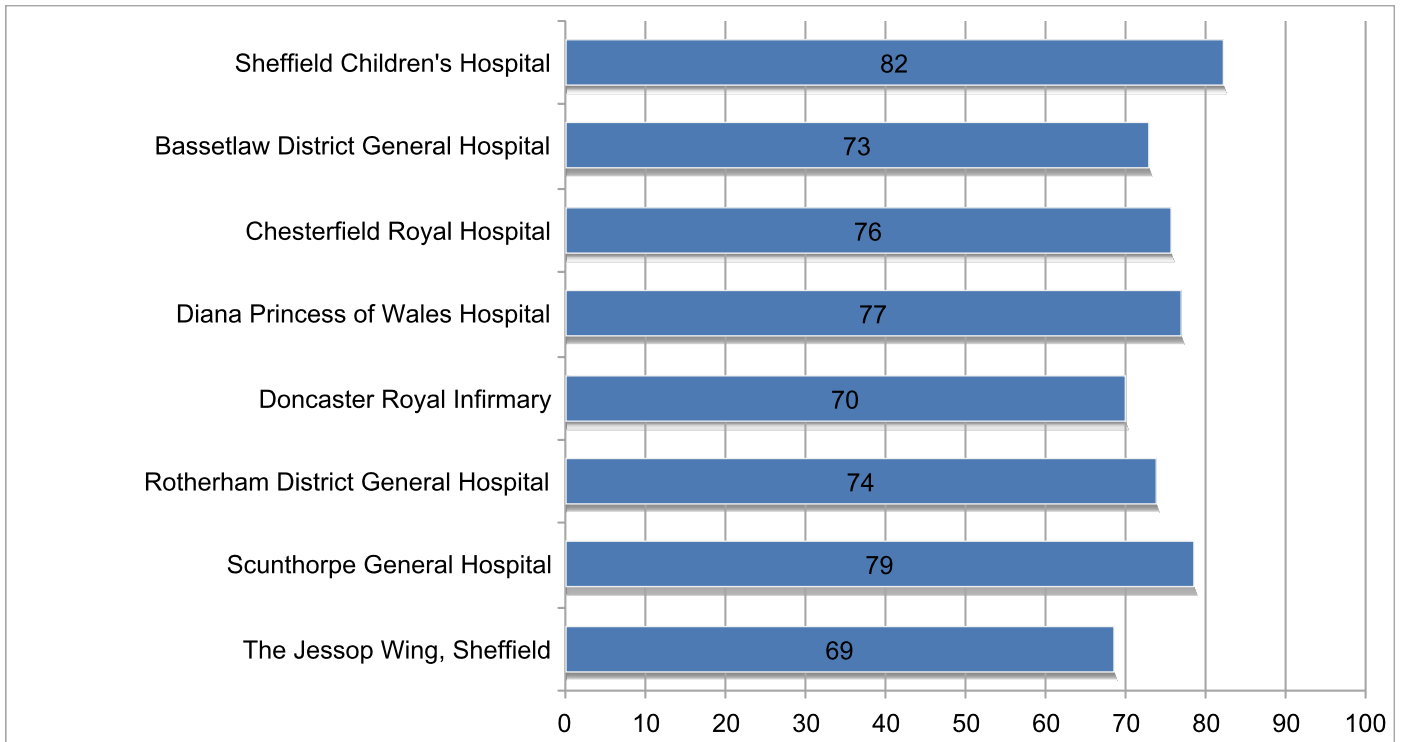
C1. When you visited the unit, did the staff caring for your baby introduce themselves to you?



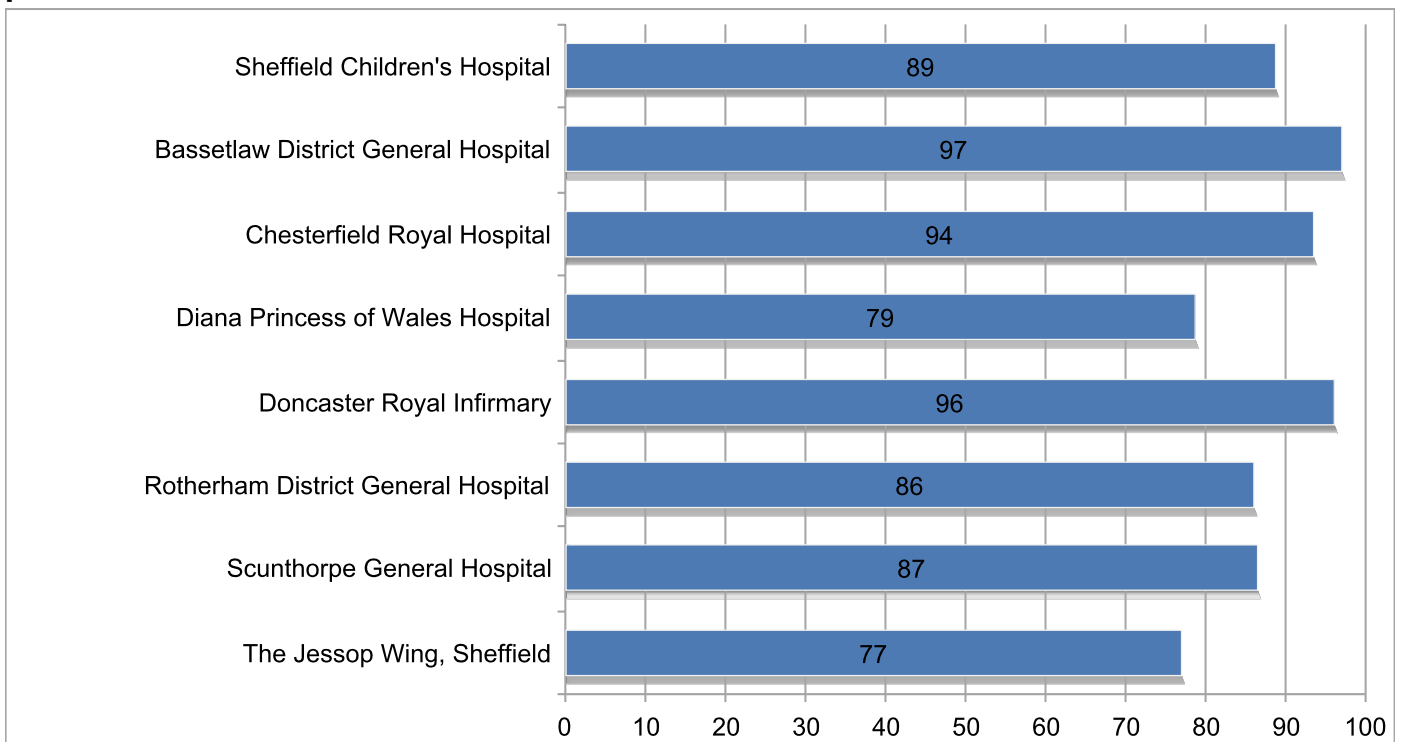
C2. Were you given enough information about the neonatal unit?



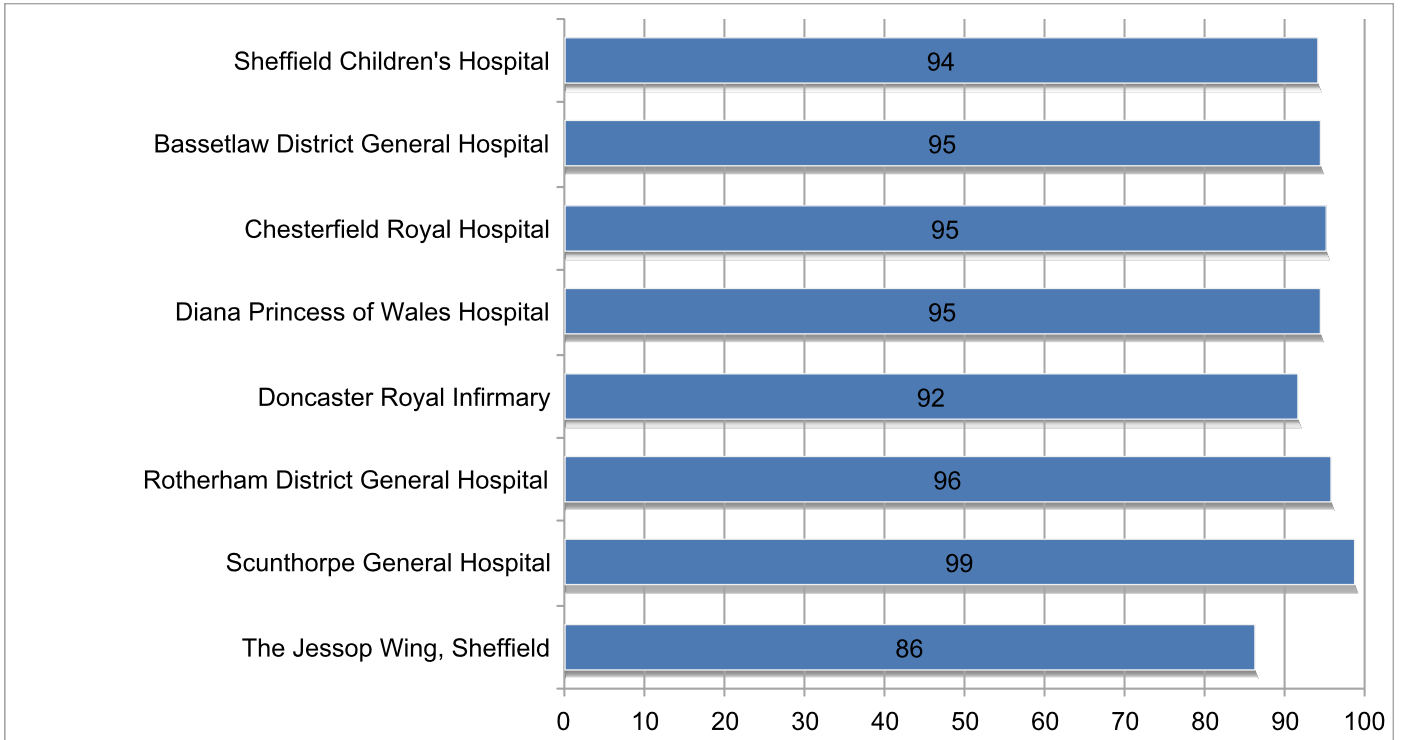
C3. Was the purpose of the machines, monitors and alarms used in the neonatal unit clearly explained to you?



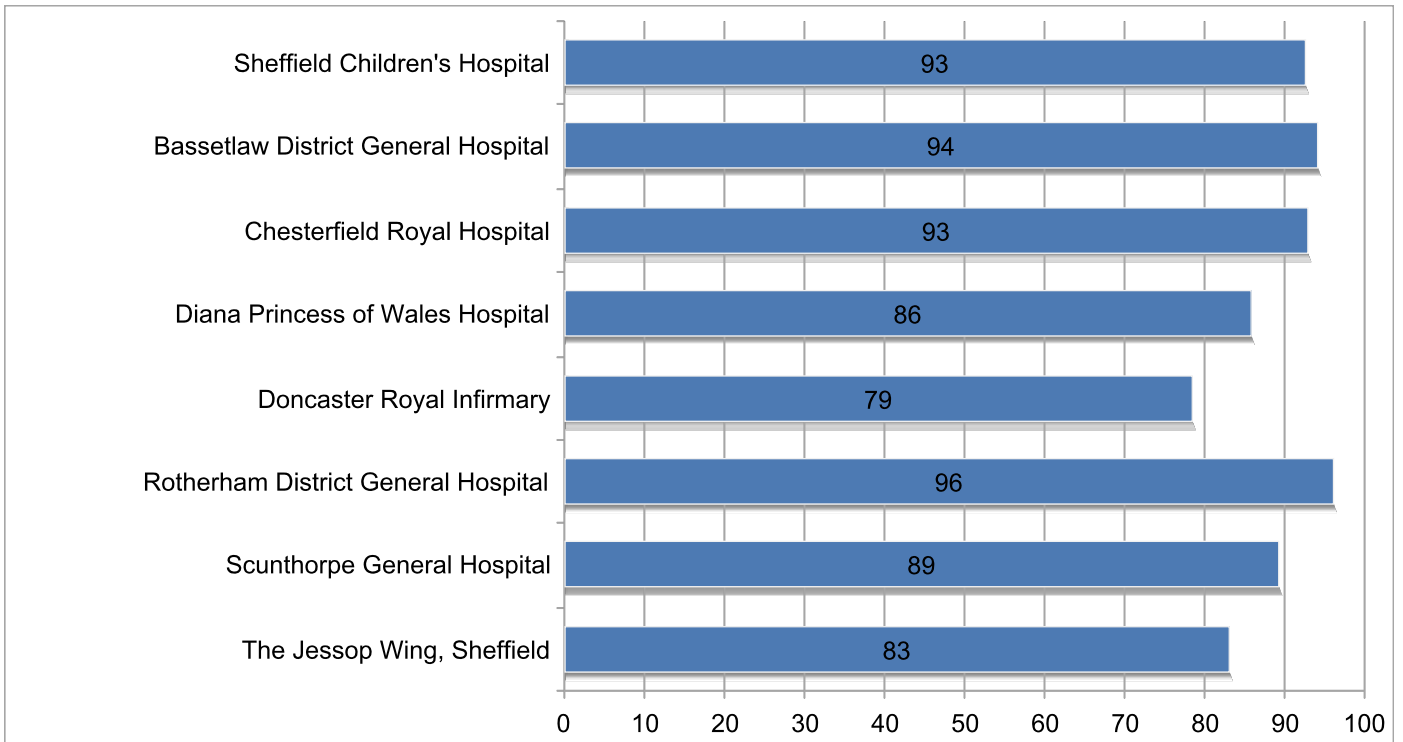
C4. Were infection control practices explained to you, such as hand washing and procedures for visitors?



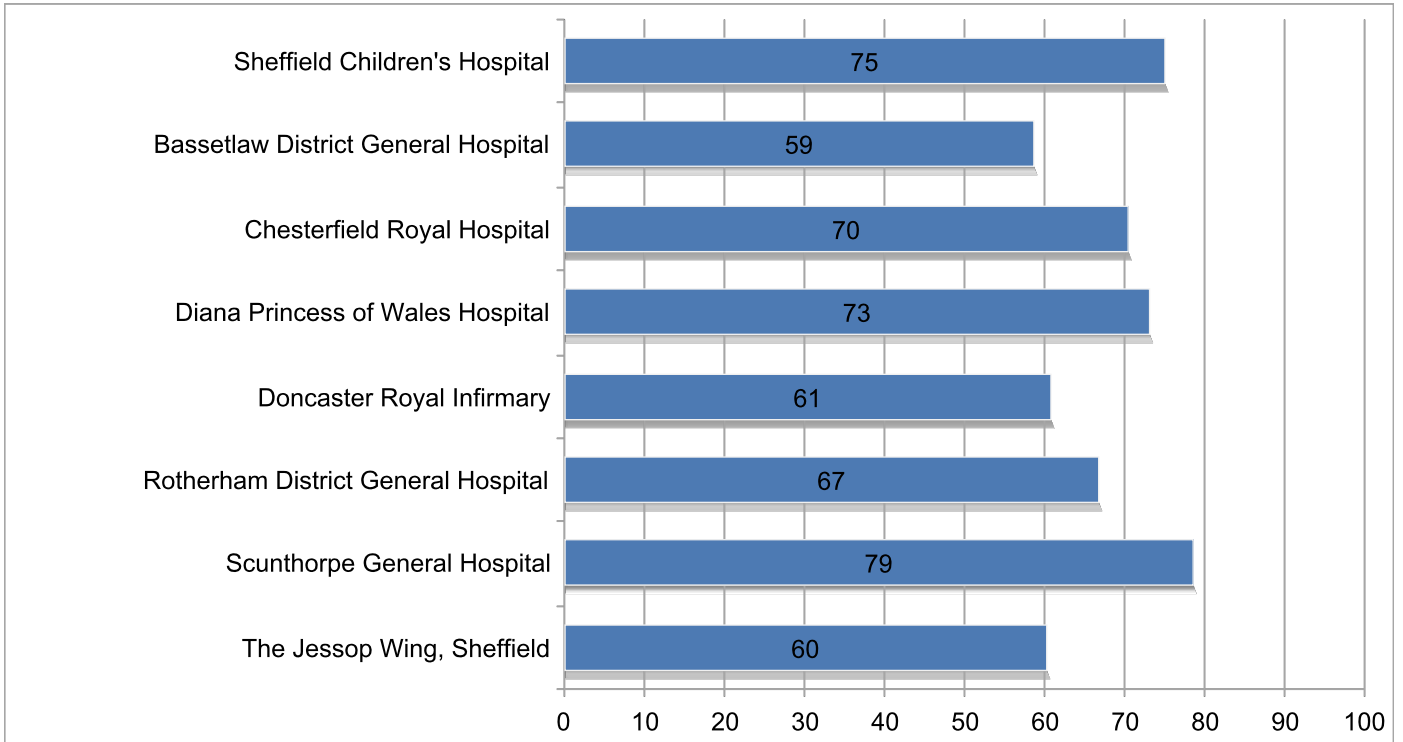
C5. Were you told which nurse was responsible for your baby's care each day s/he was in the neonatal unit?



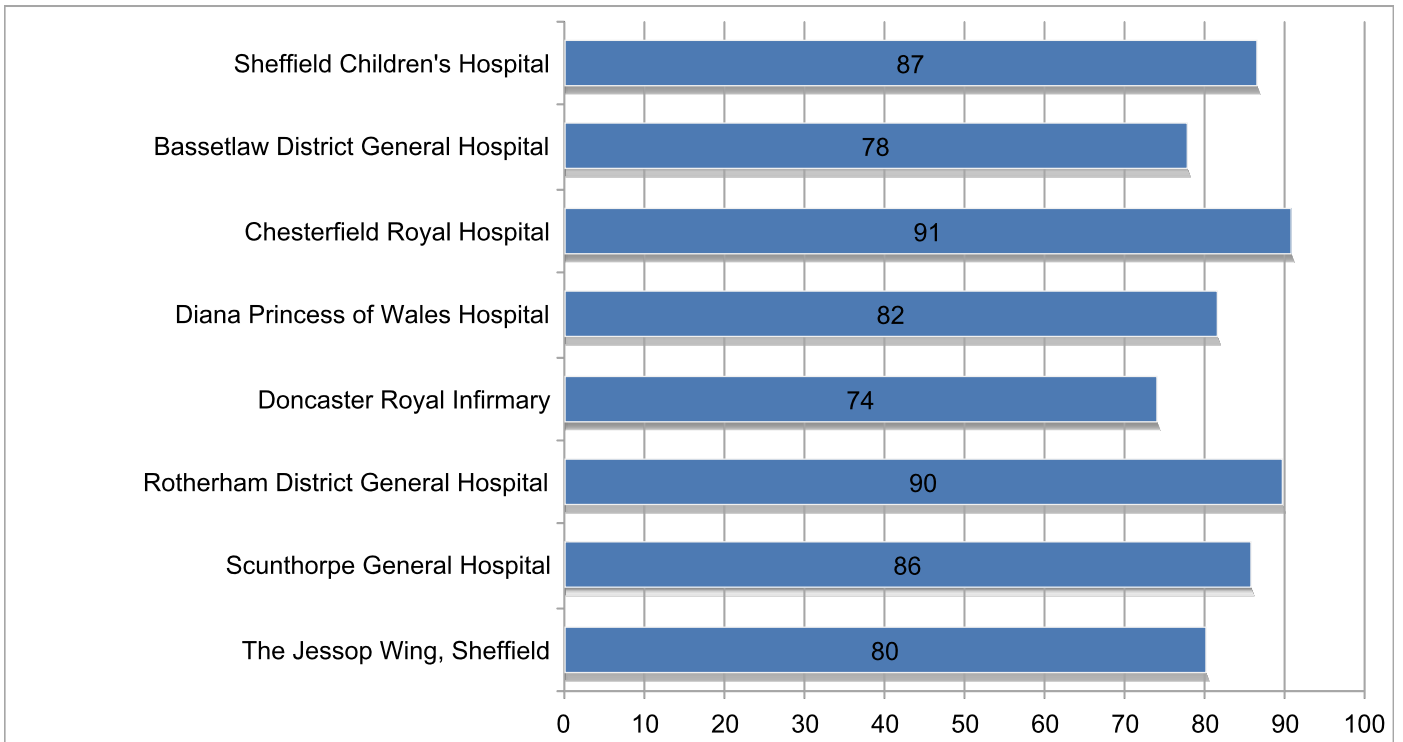
C6. Were you able to talk to staff on the unit about your worries and concerns?



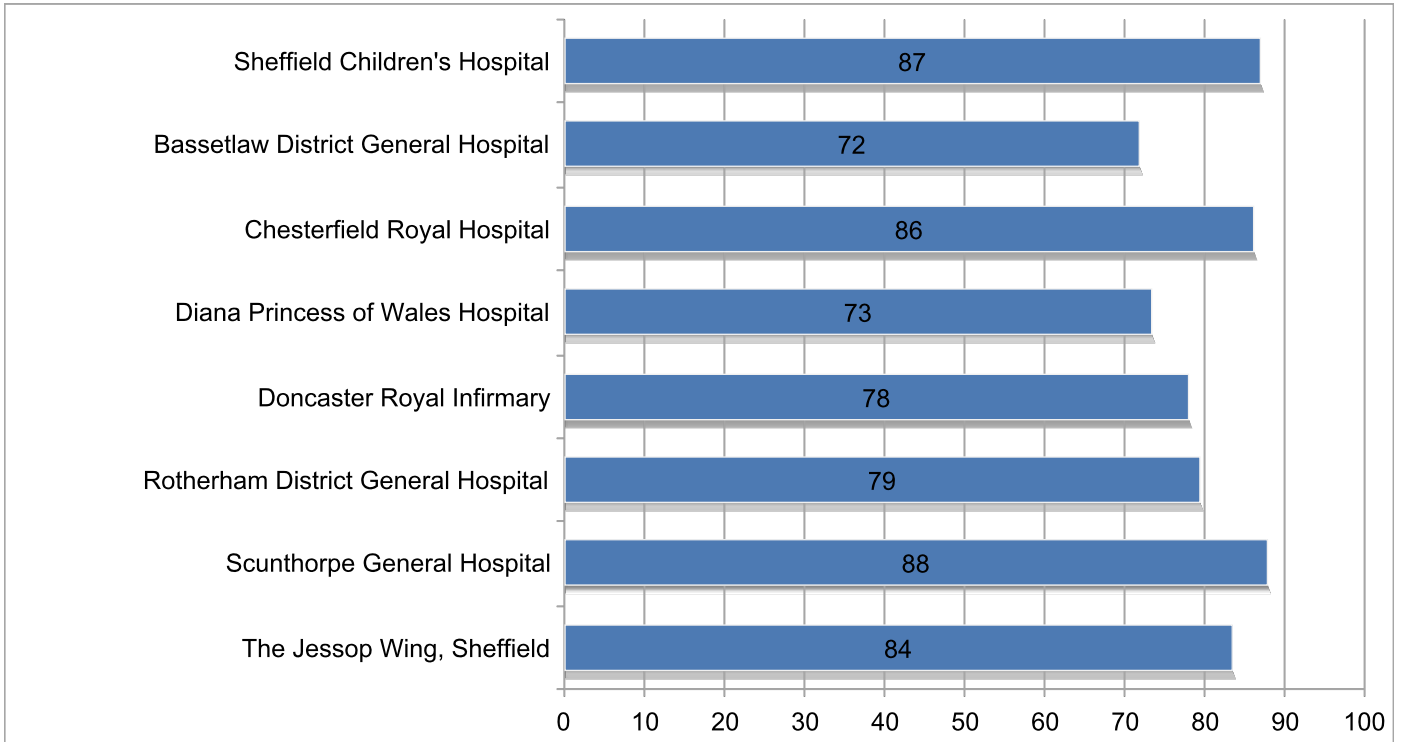
C7. Were you able to speak to a doctor about your baby as much as you wanted?



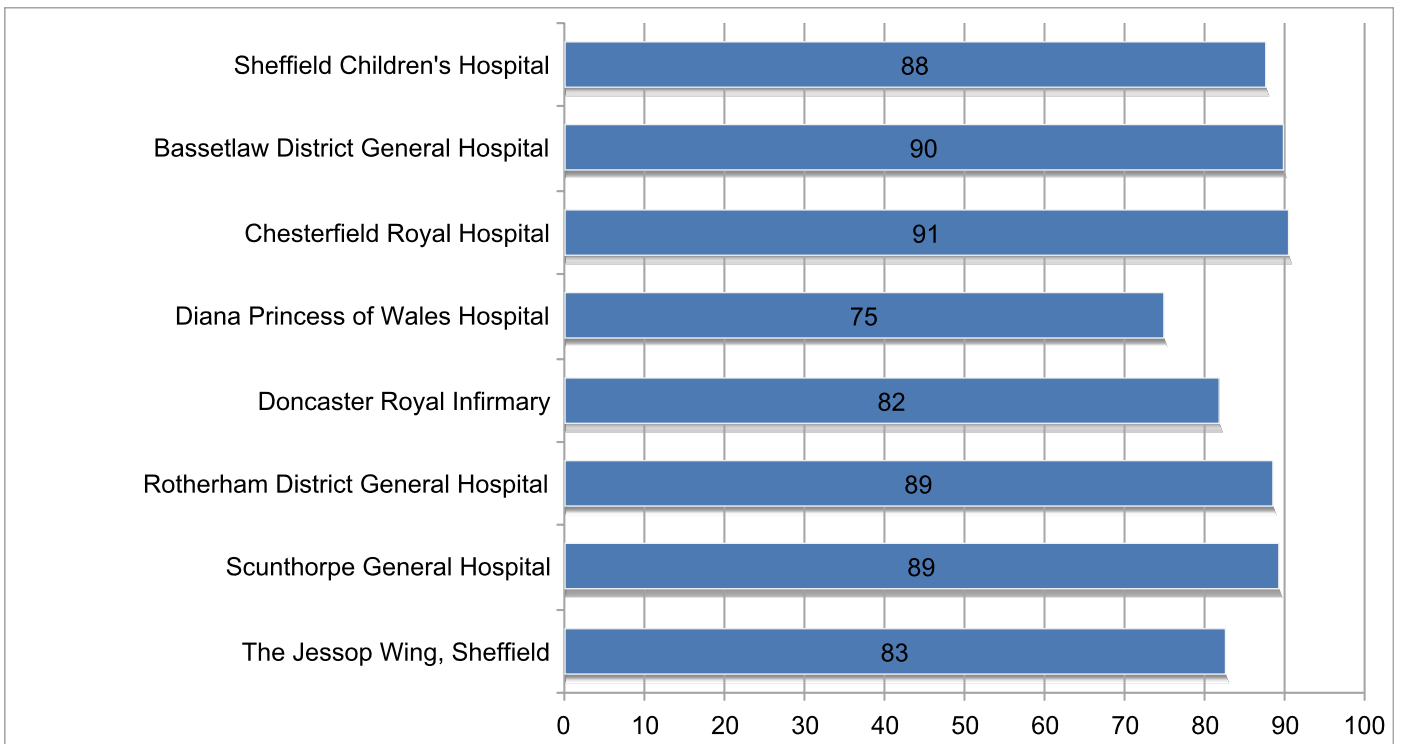
C8. Were the nurses on the unit sensitive to your emotions and feelings?



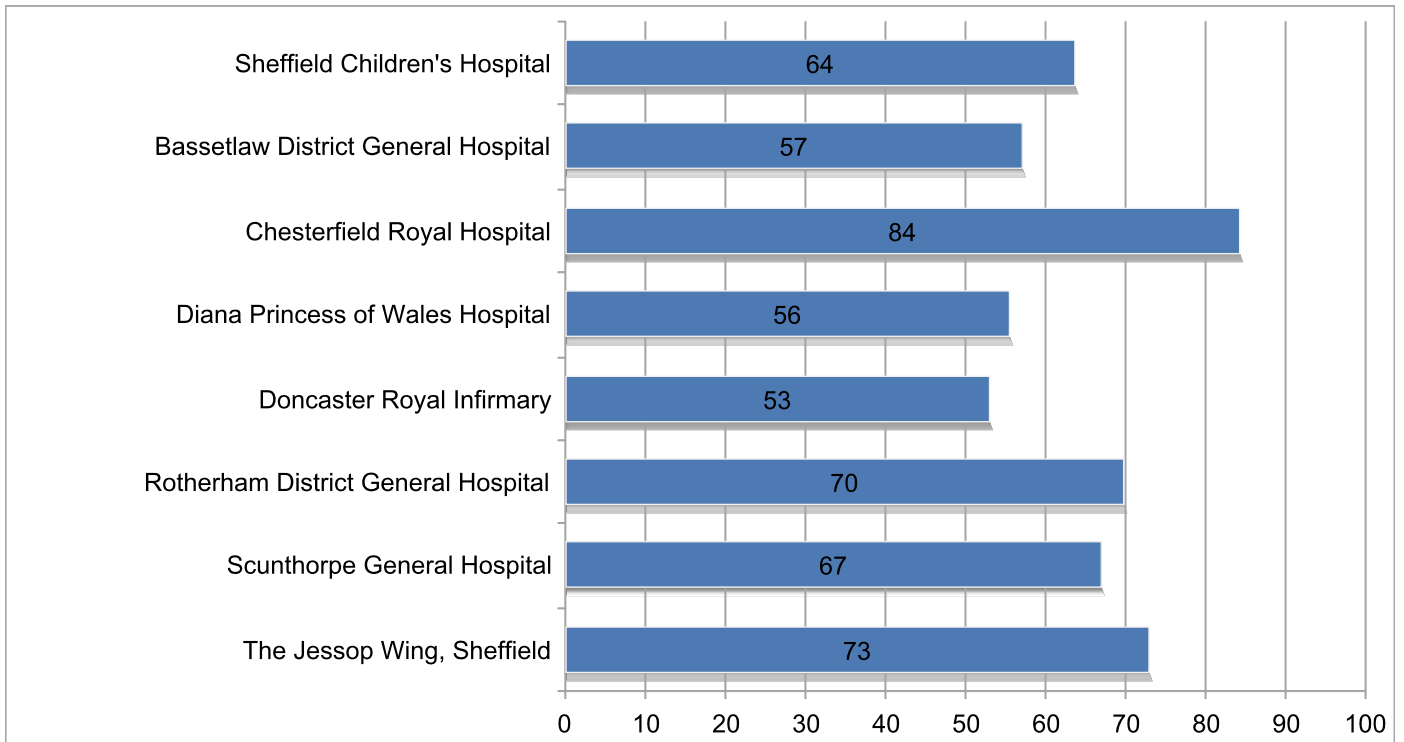
C9. Were the doctors on the unit sensitive to your emotions and feelings?



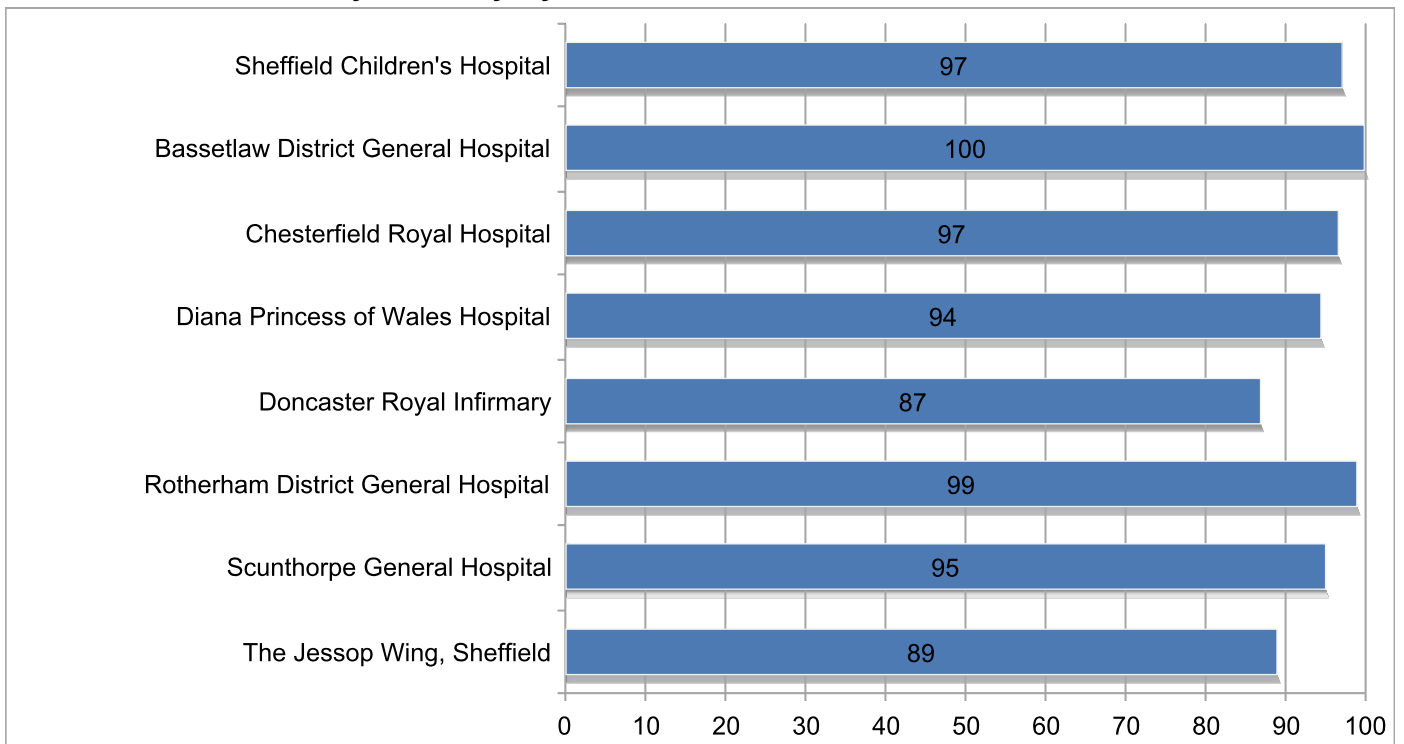
C10. In your opinion, was important information about your baby passed on from one member of staff to another?



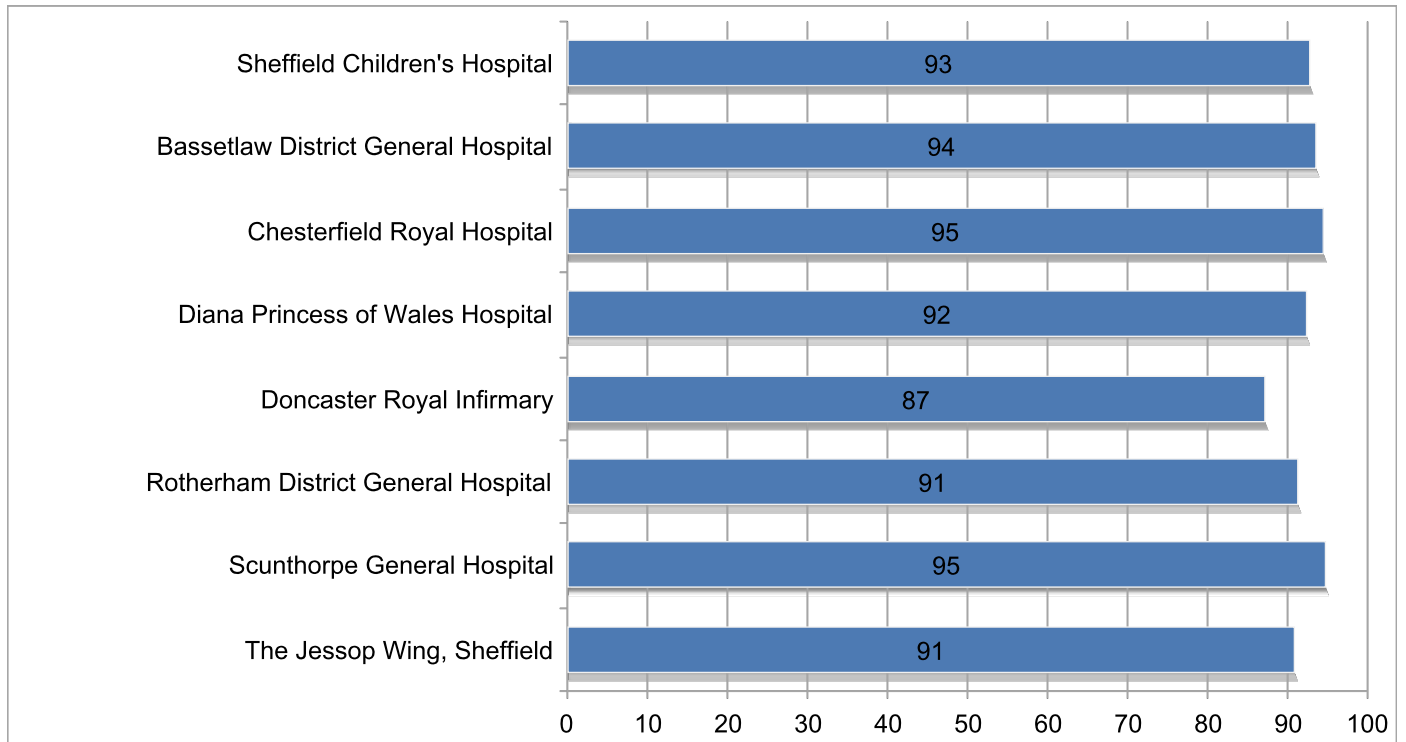
C11. Did staff give you conflicting information about your baby's condition or care?



C12. Did staff refer to your baby by his/her first name?

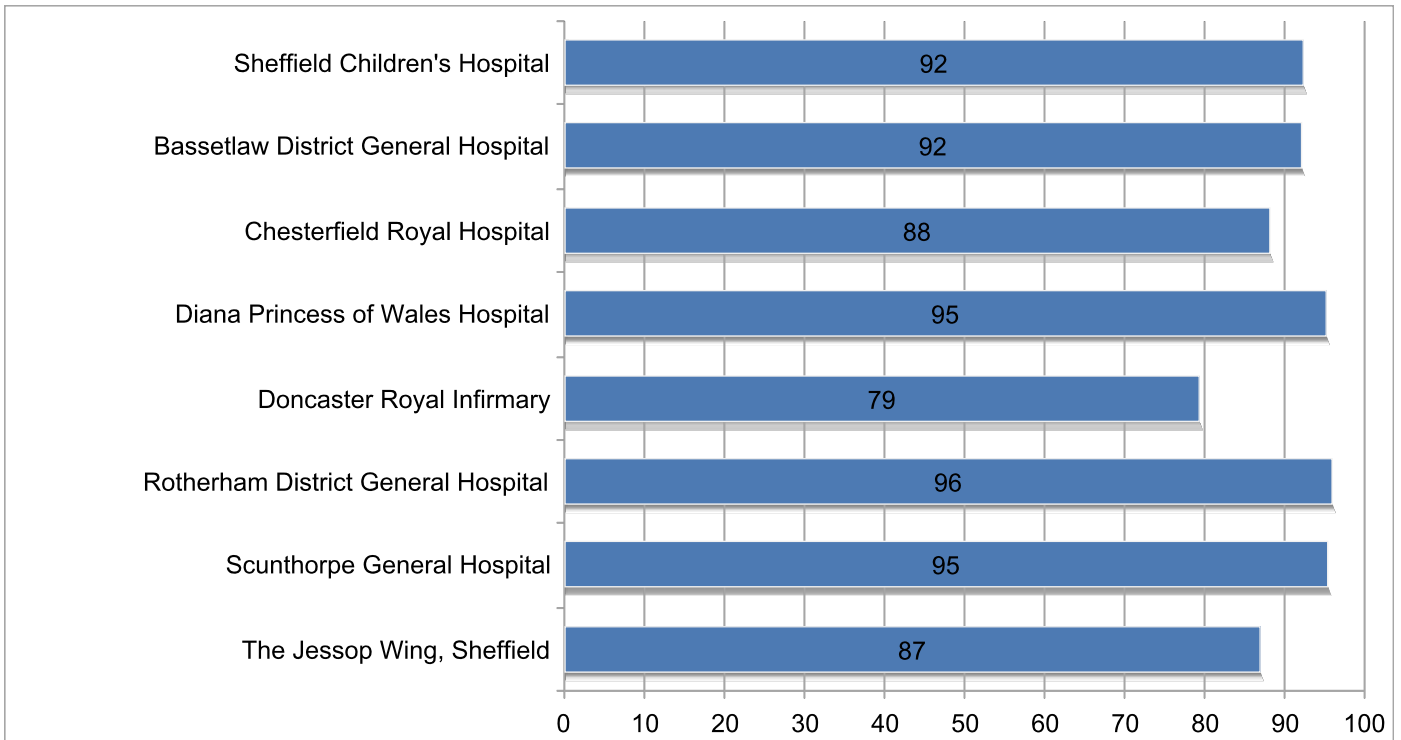


C13. Overall, did you have confidence and trust in the staff caring for your baby?

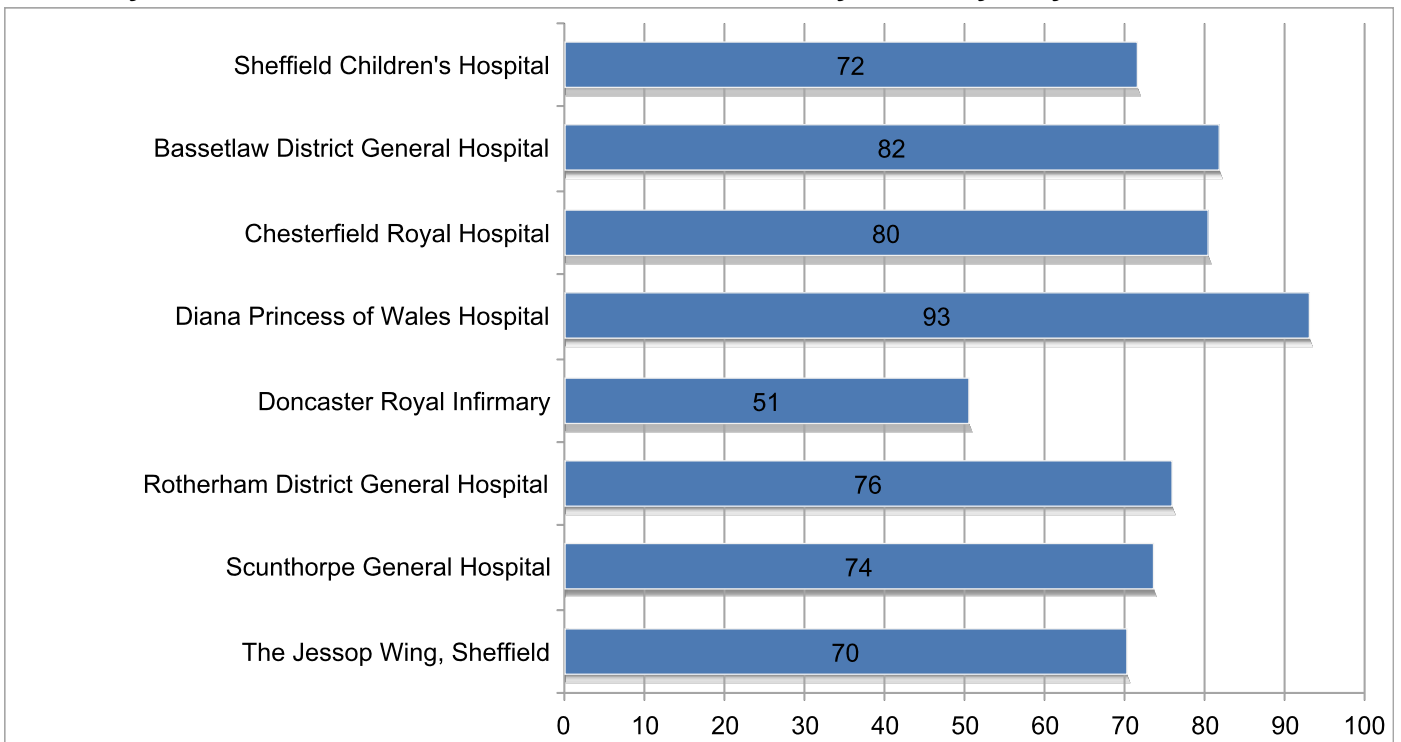


Your involvement in your baby's care

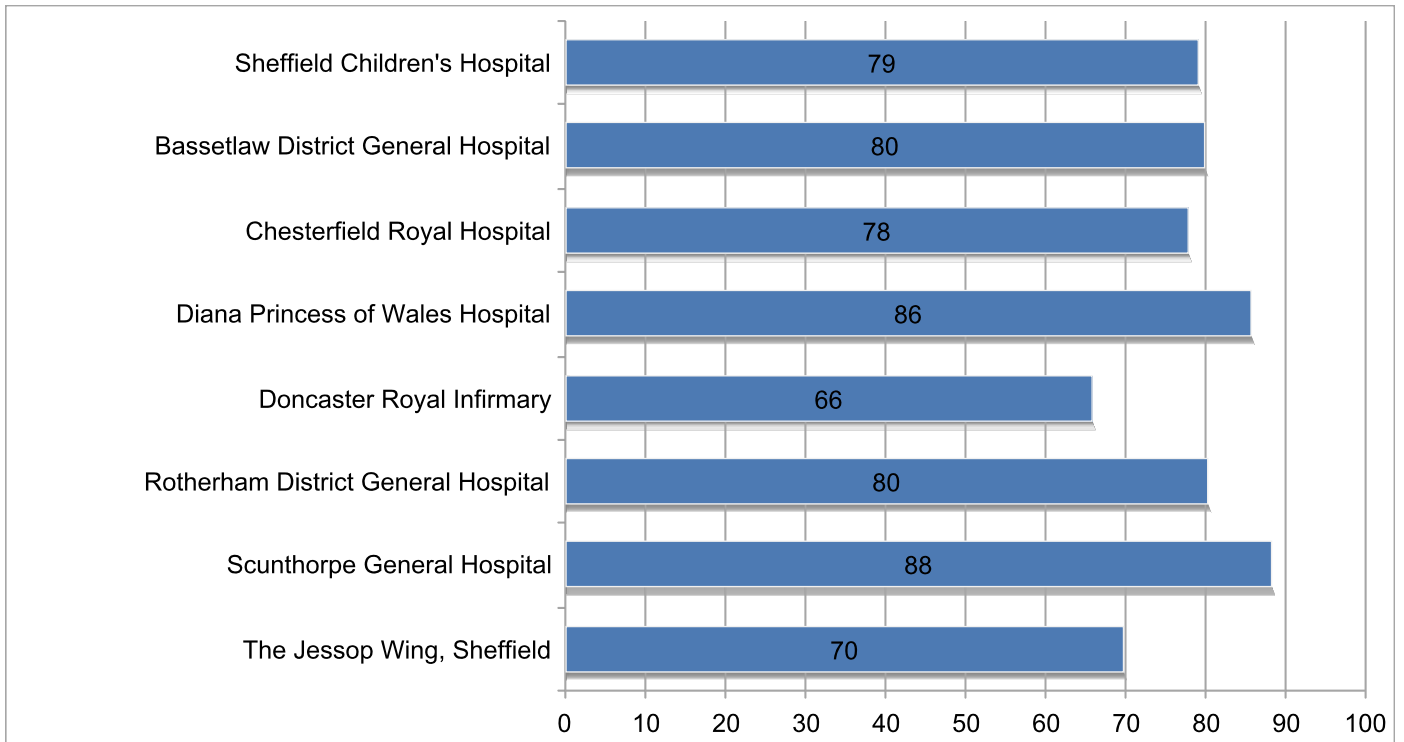
D1. Were you involved as much as you wanted in the day-to-day care of your baby, such as nappy changing and feeding?



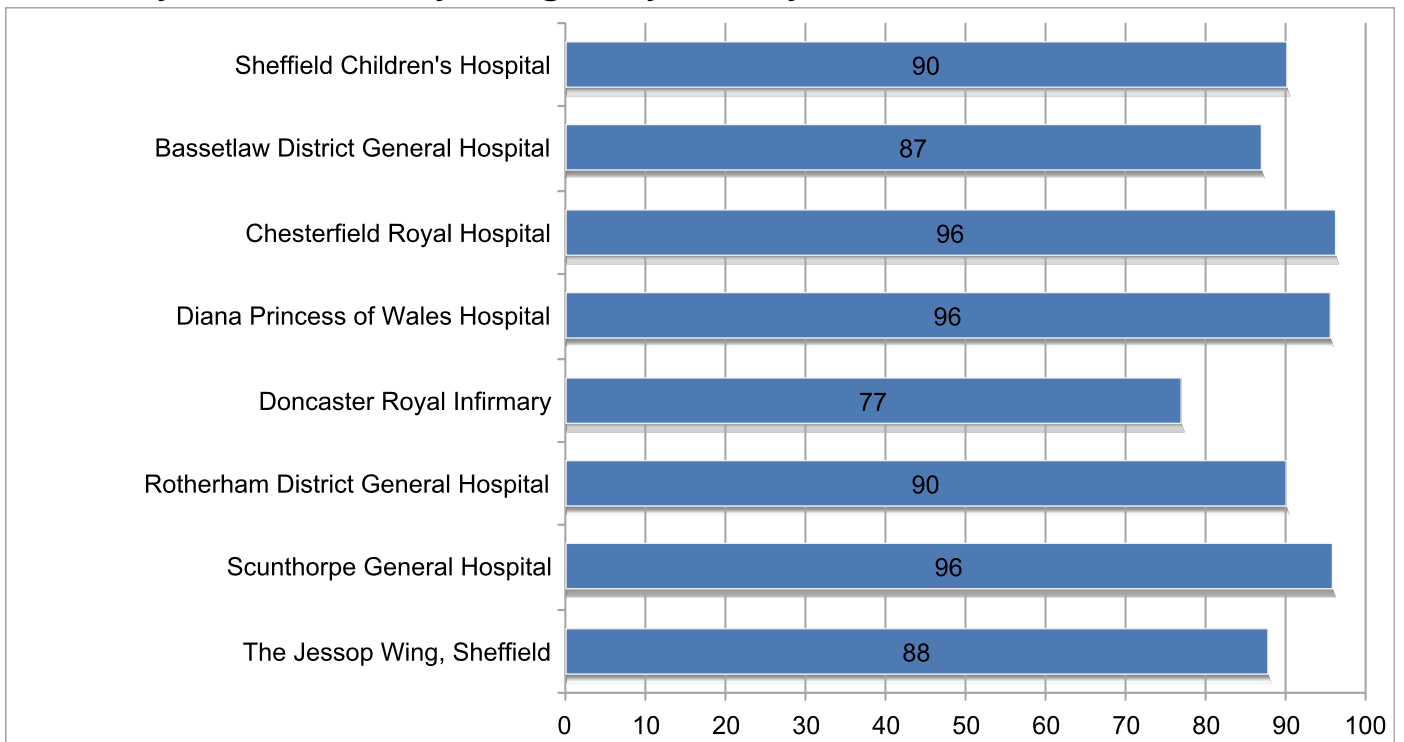
D2. Did you have as much skin- to-skin contact with your baby as you wanted?



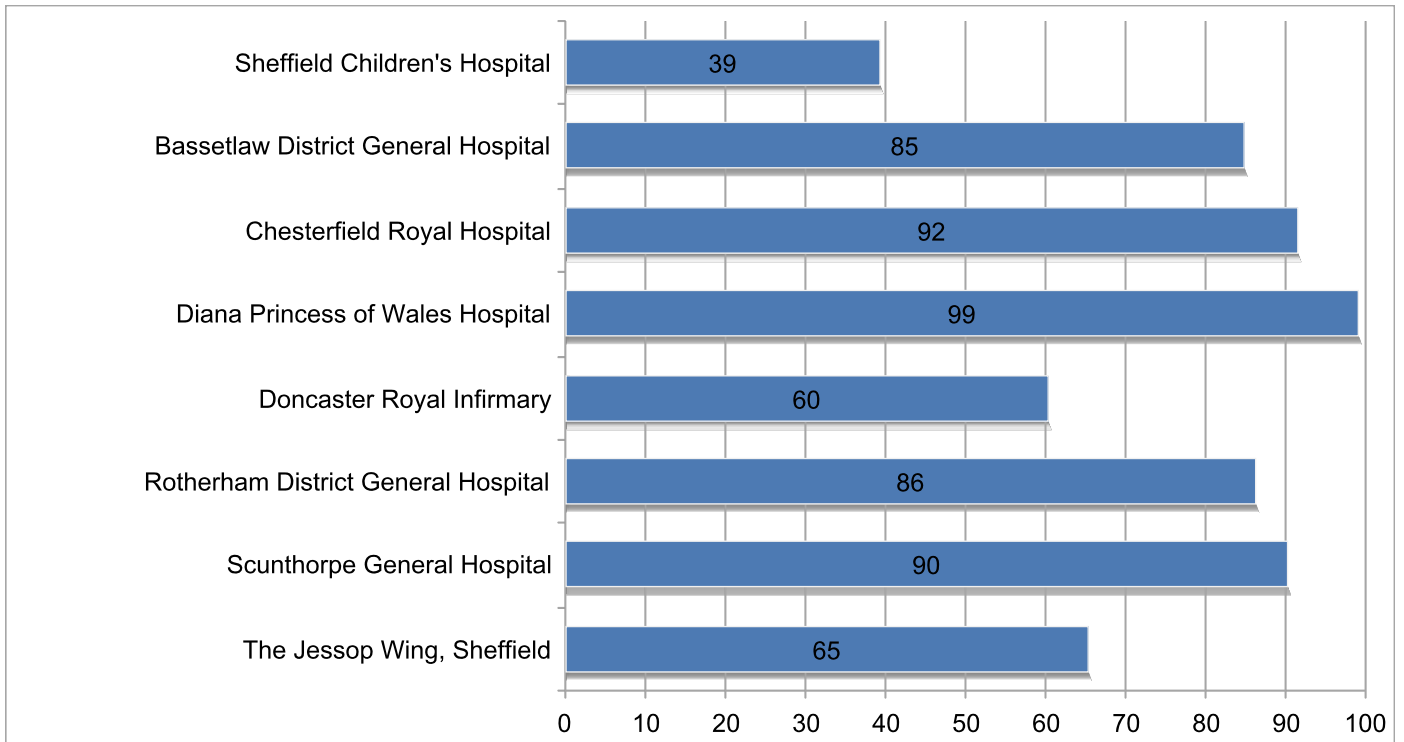
D3. Did the neonatal staff include you in discussions about your baby's care and treatment?



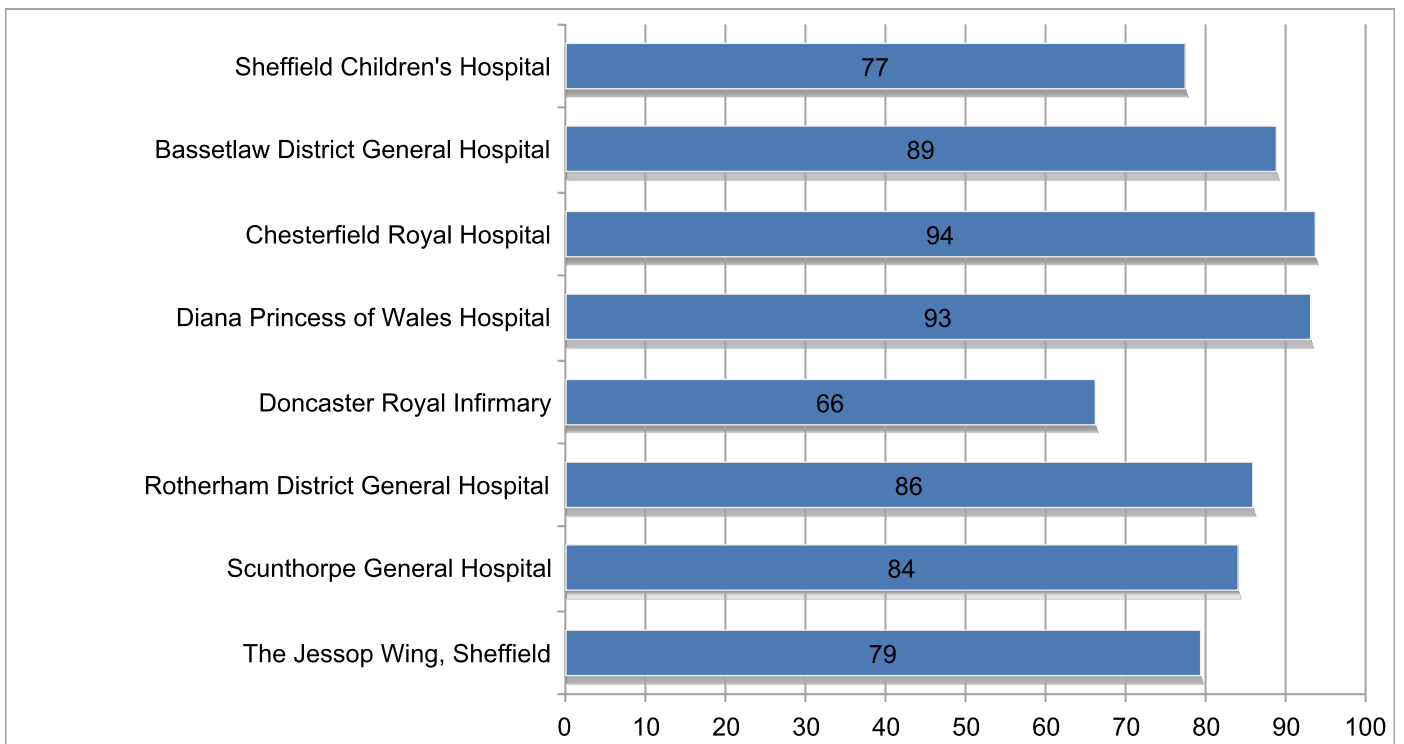
D4. Were you told about any changes in your baby's condition or care?



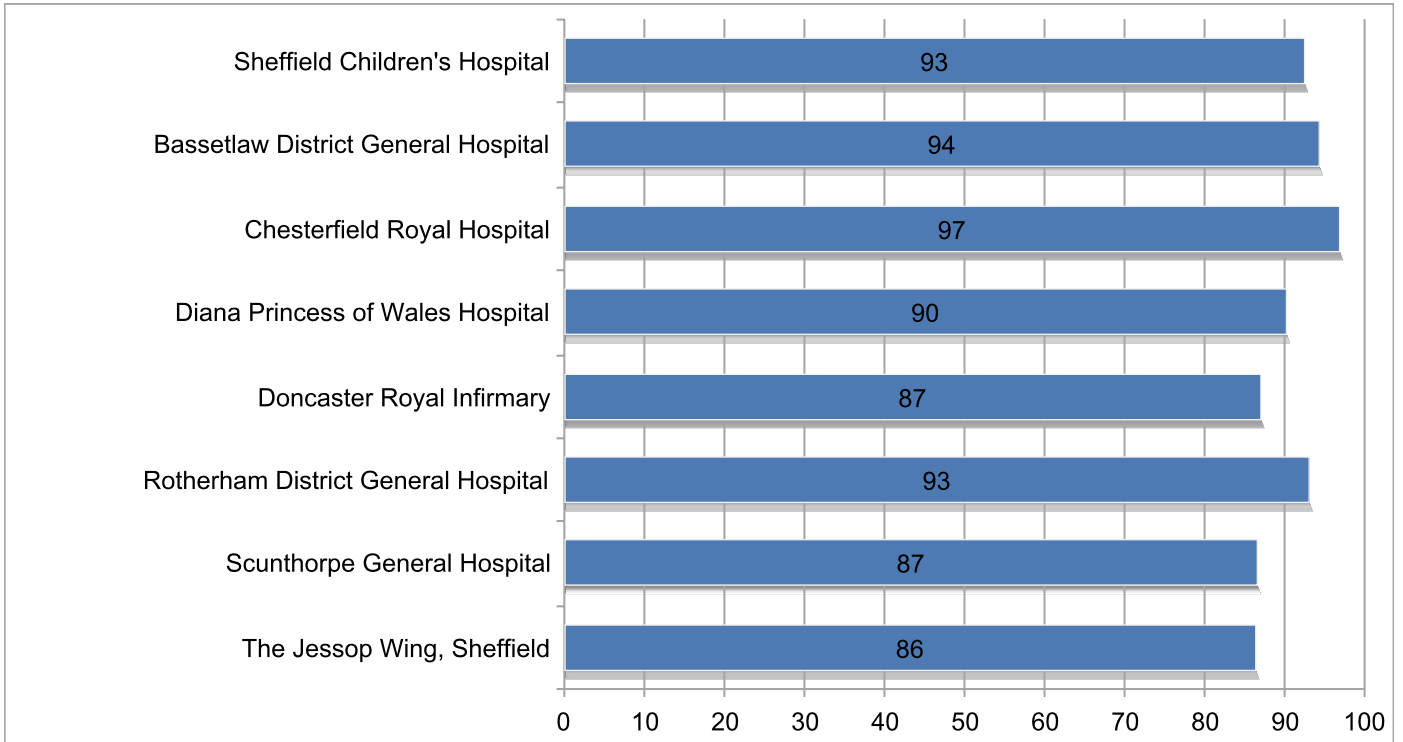
D5. When a ward round was taking place, were you allowed to be present when your baby was being discussed?



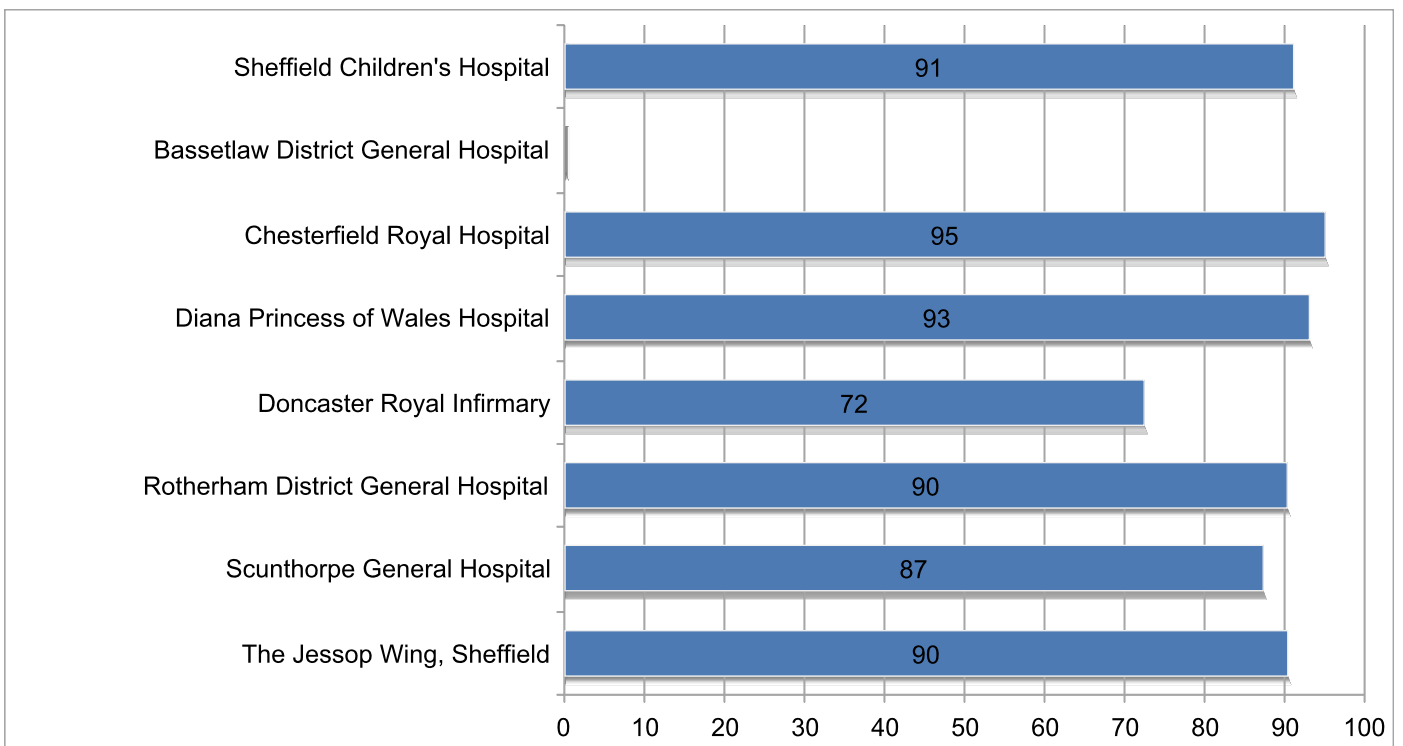
D6. Where possible, did staff arrange your baby's care to fit in with your usual visiting times?



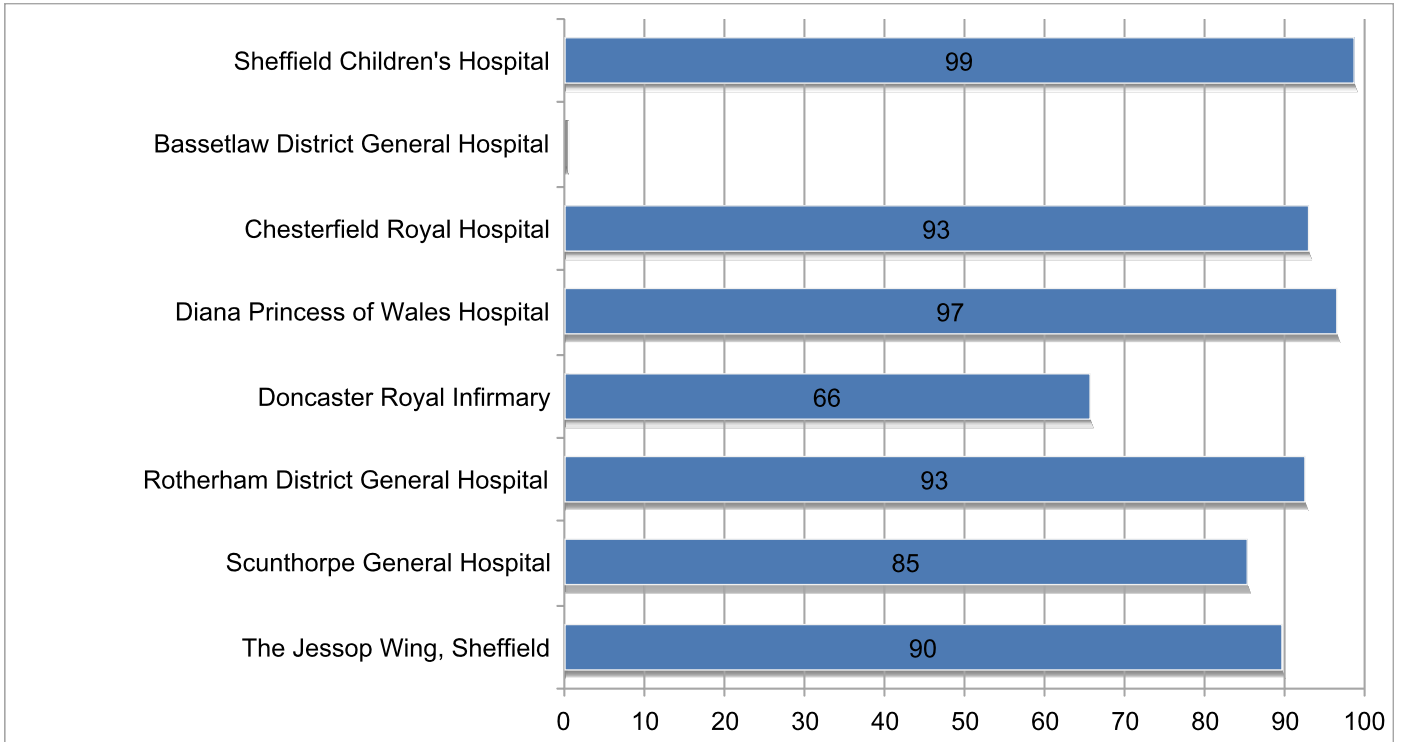
D7. Overall, did staff help you feel confident in caring for your baby?



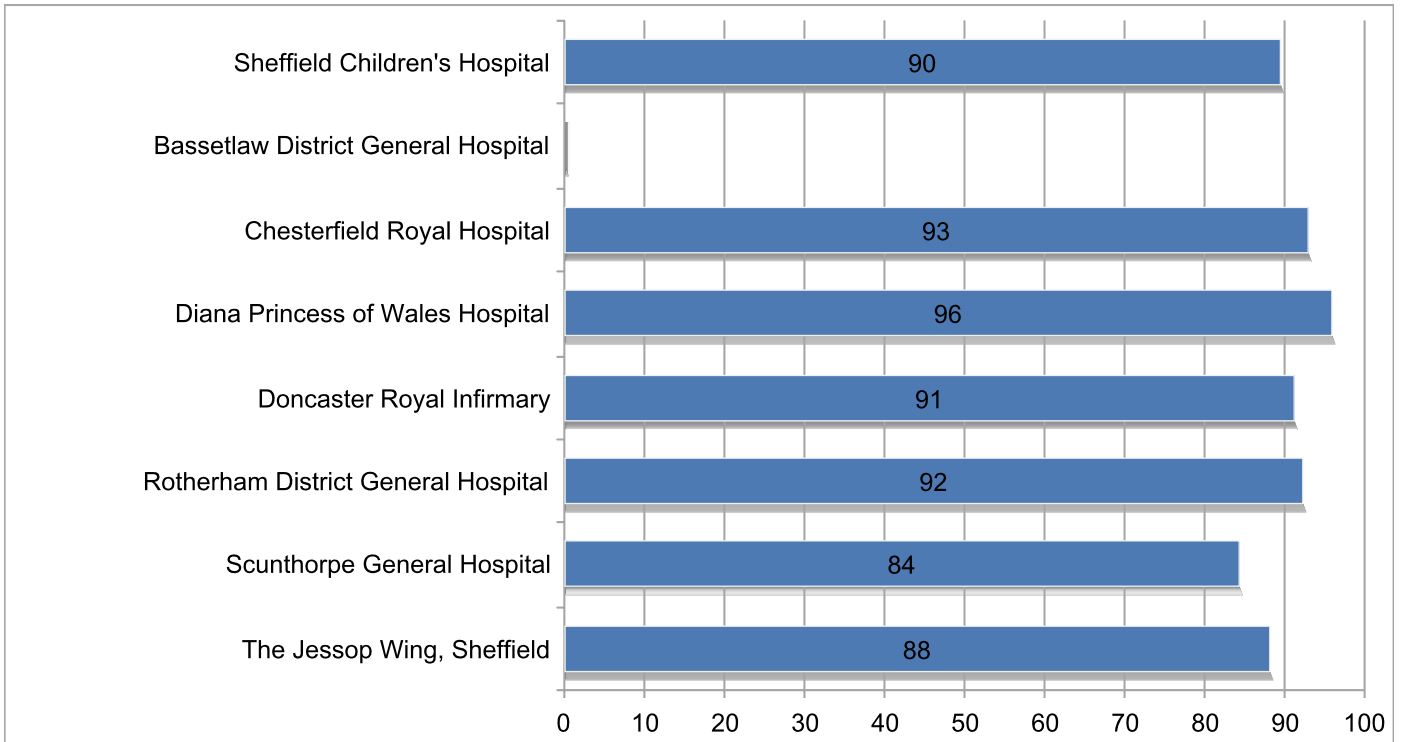
D8. If you wanted to express breast milk for your baby, were you given the support you needed from neonatal staff?



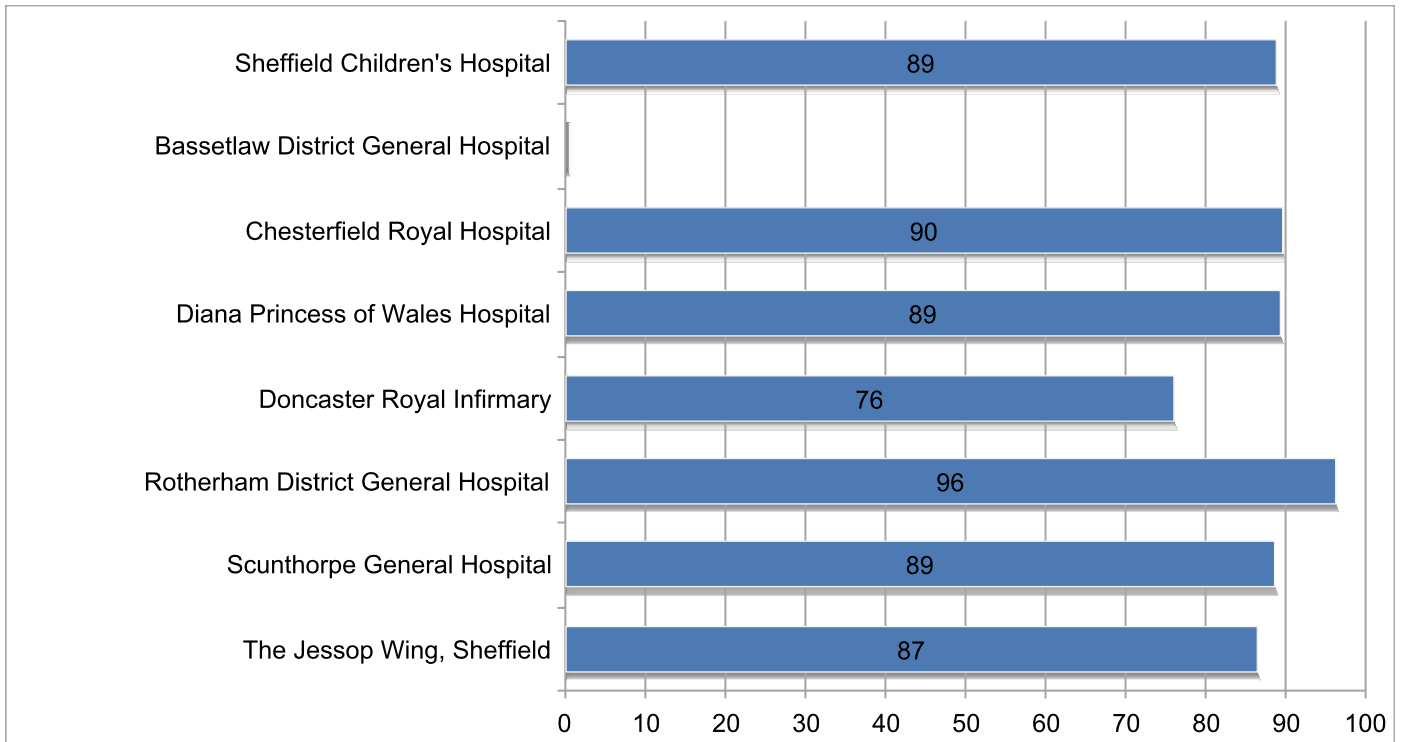
D9. When you were in the neonatal unit, were you given the feeding equipment you needed for expressing?



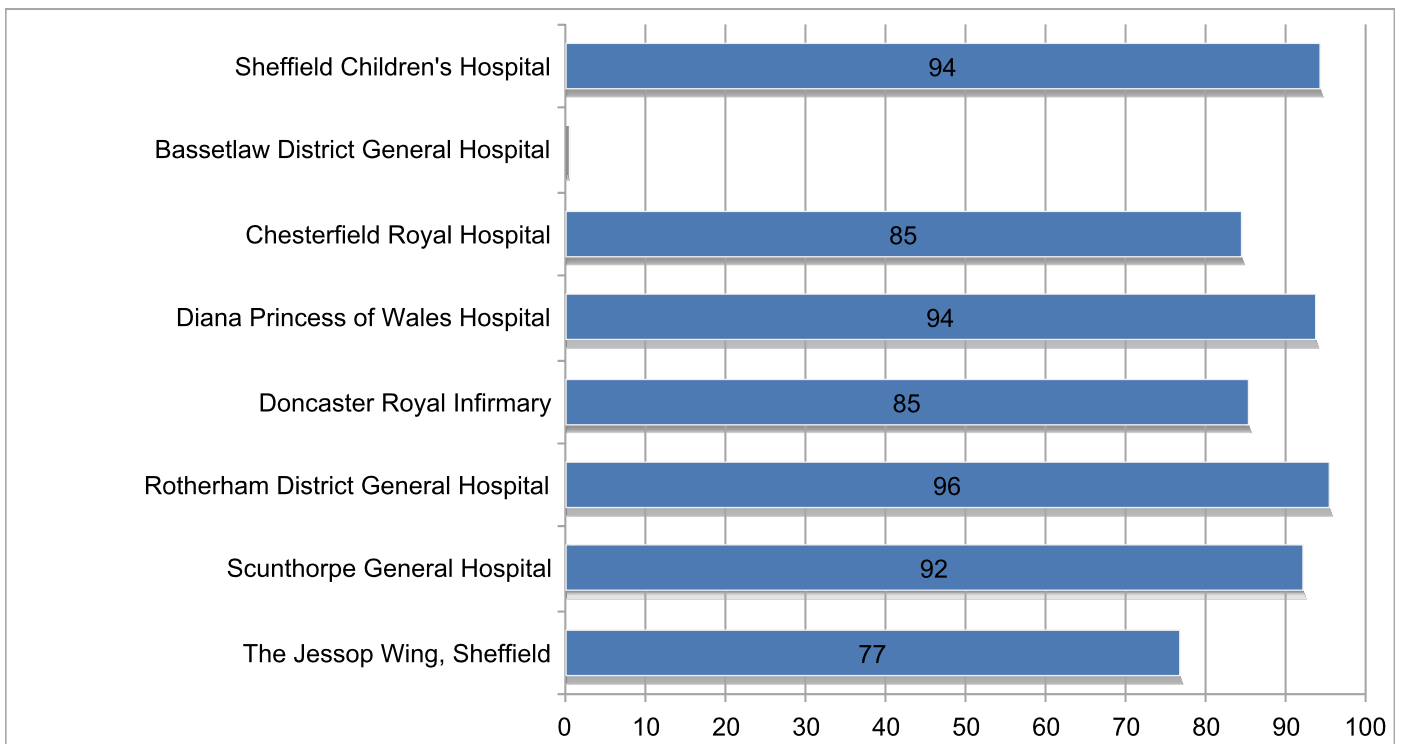
D10. Were you given enough privacy in the neonatal unit for expressing milk and/or breastfeeding your baby?



D11. If you wanted to breastfeed your baby, were you given enough support to do this from neonatal staff?

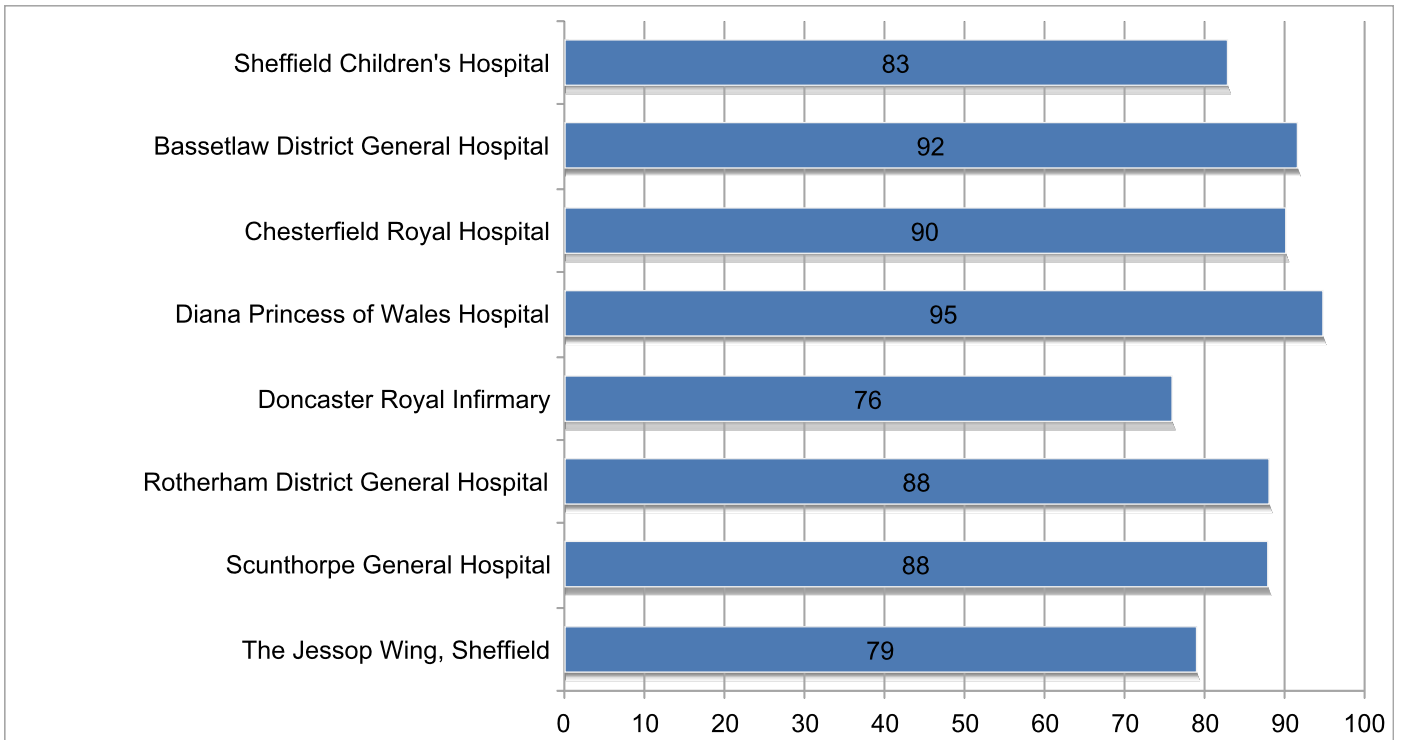


D12. If you fed your baby formula milk, were you given enough support to do this from neonatal staff?

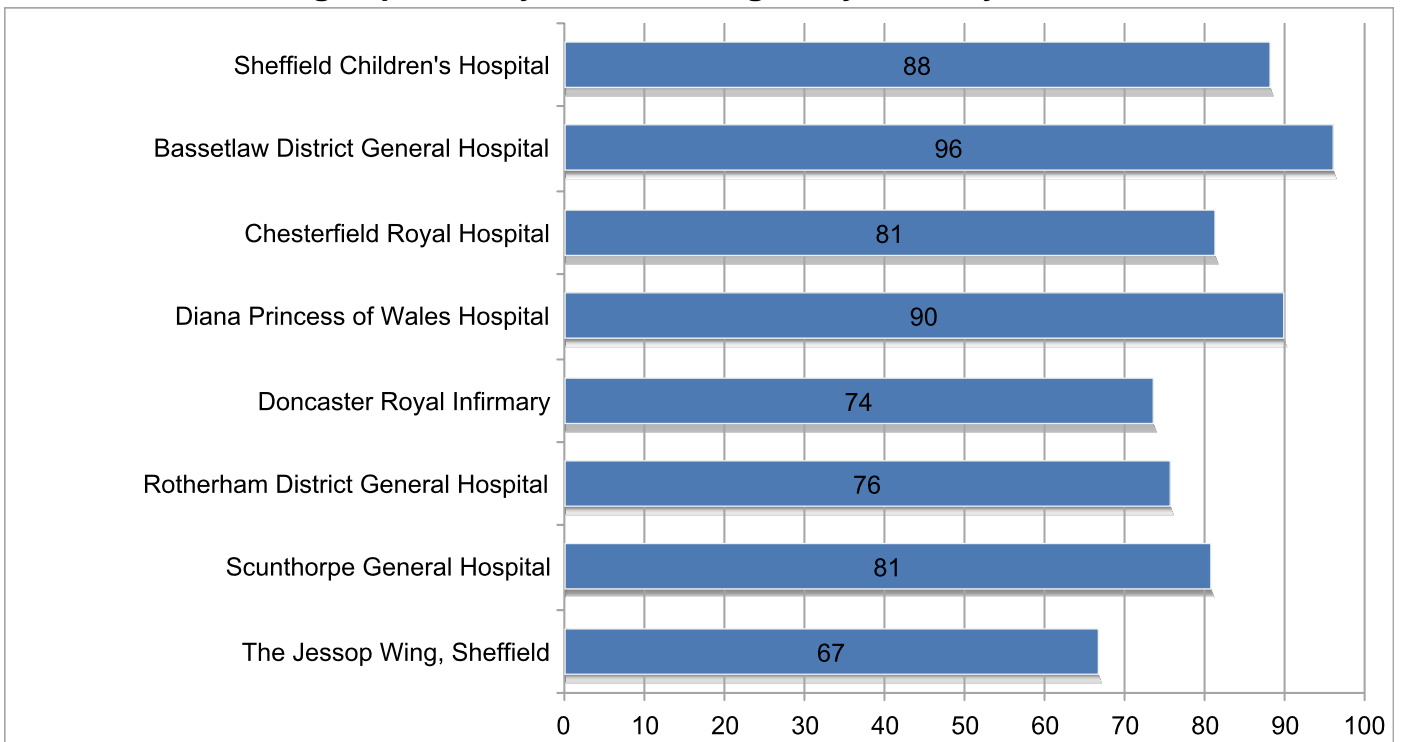


Environment and facilities

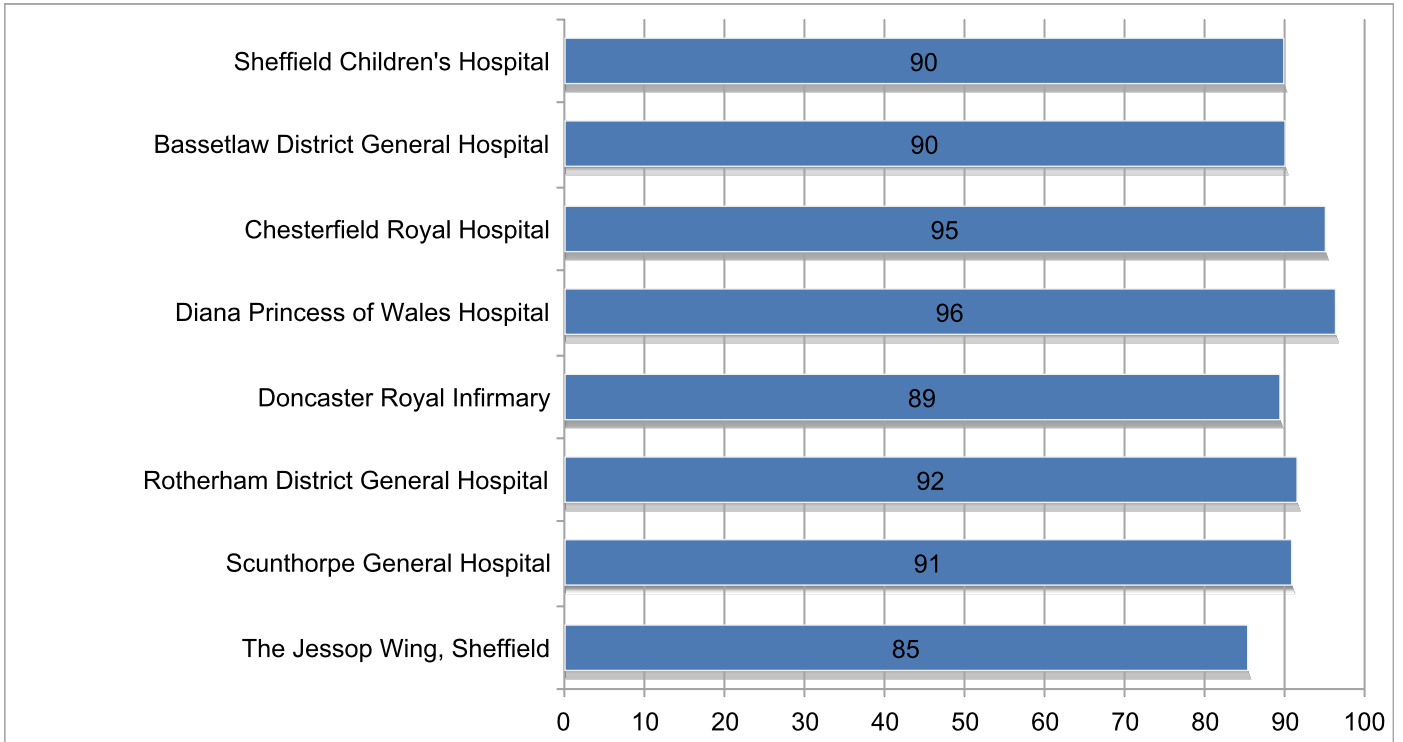
E1. Were you given enough privacy when discussing your baby's care on the neonatal unit with staff?



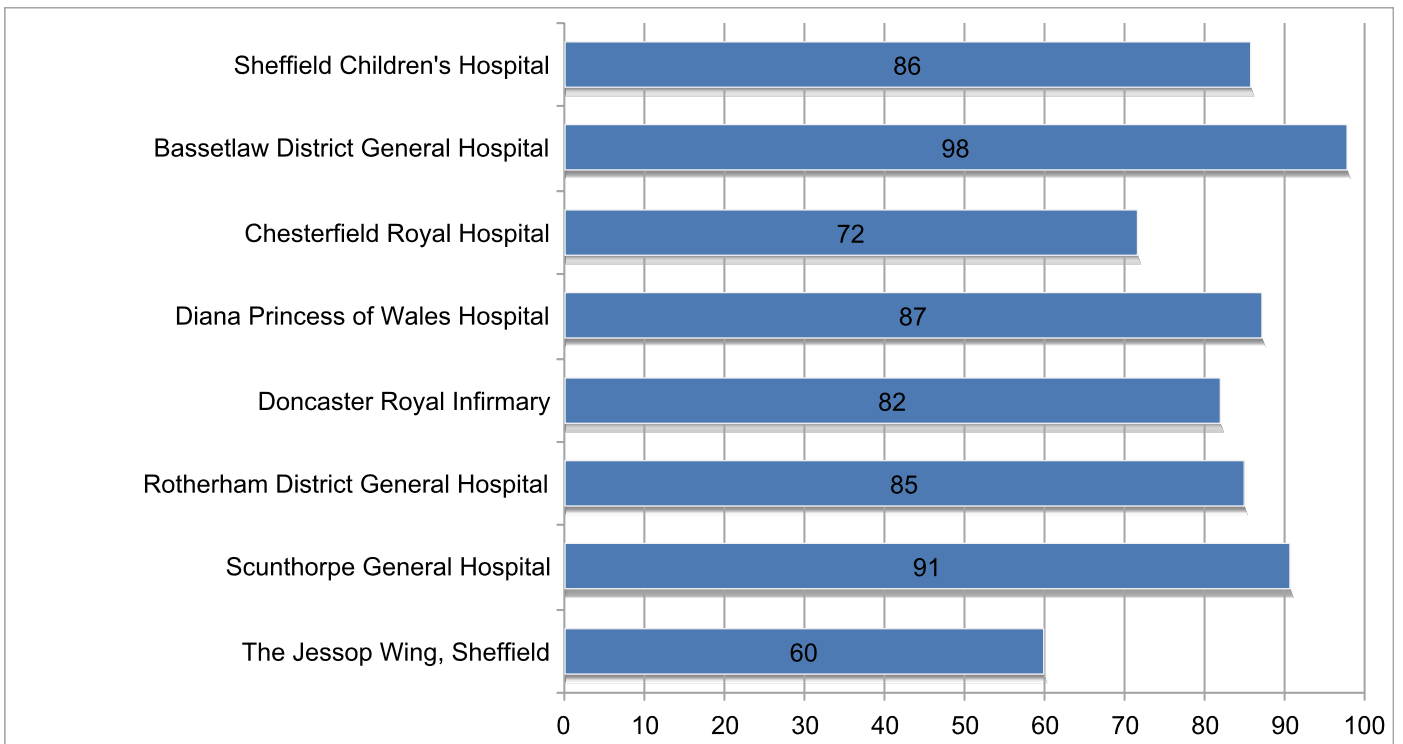
E2. Was there enough space for you to sit alongside your baby's cot in the unit?



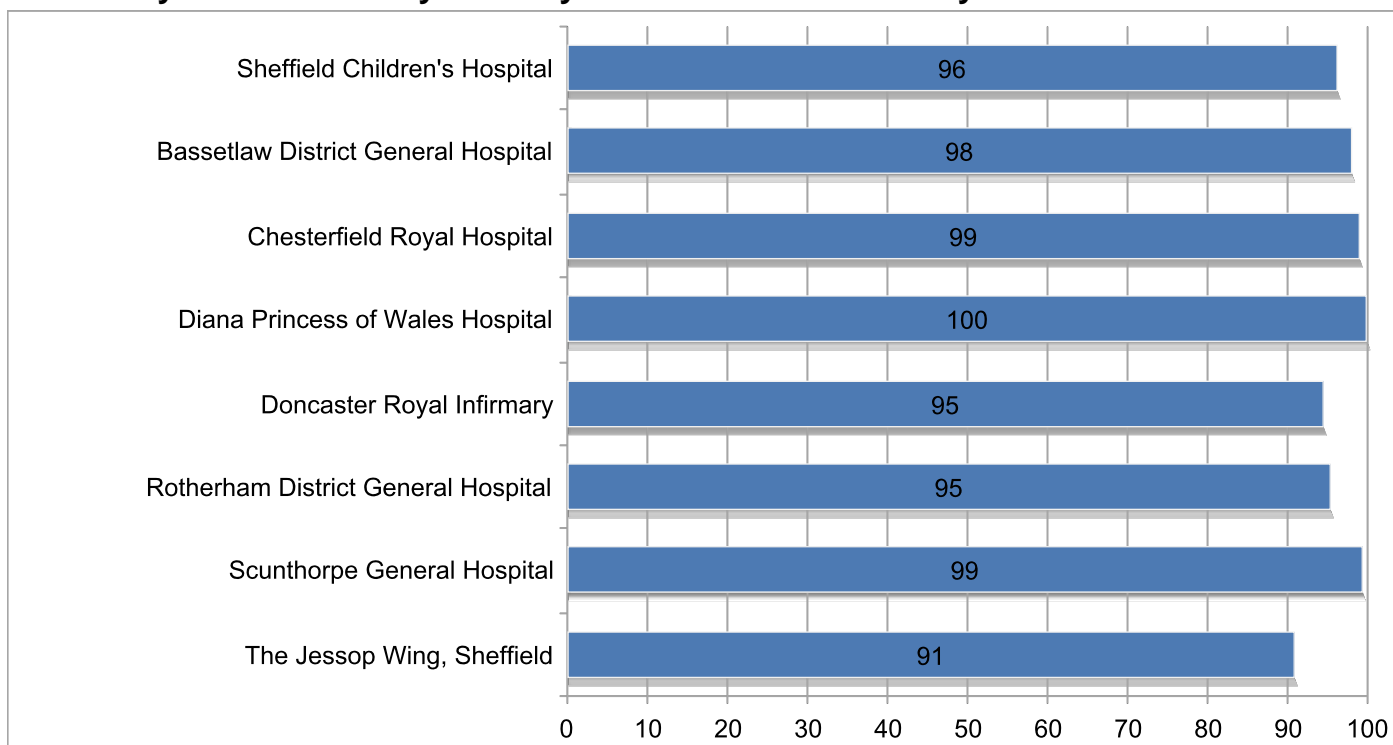
E3. In your opinion, was there adequate security on the neonatal unit?



E4. If you wanted to stay overnight to be close to your baby, did the hospital offer you accommodation?

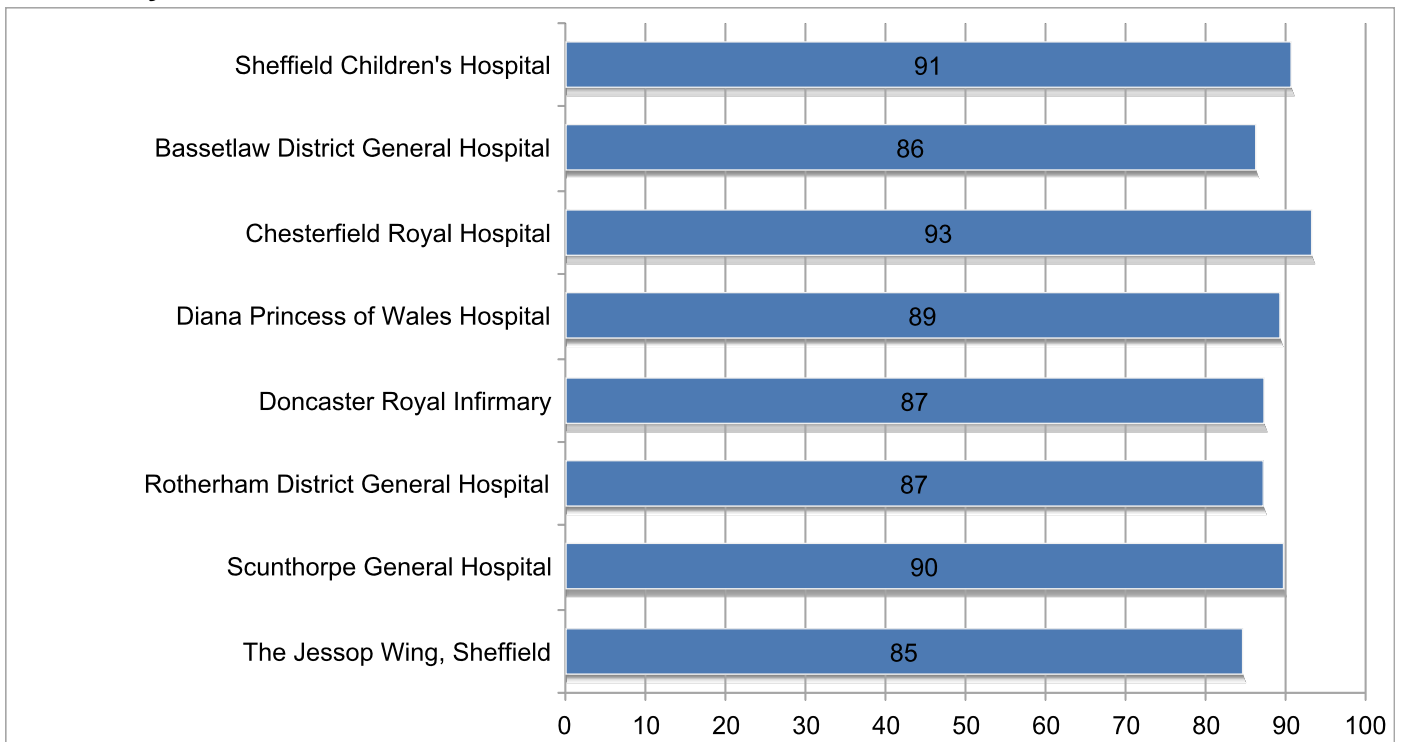


E5. Were you able to visit your baby on the unit as much as you wanted to?

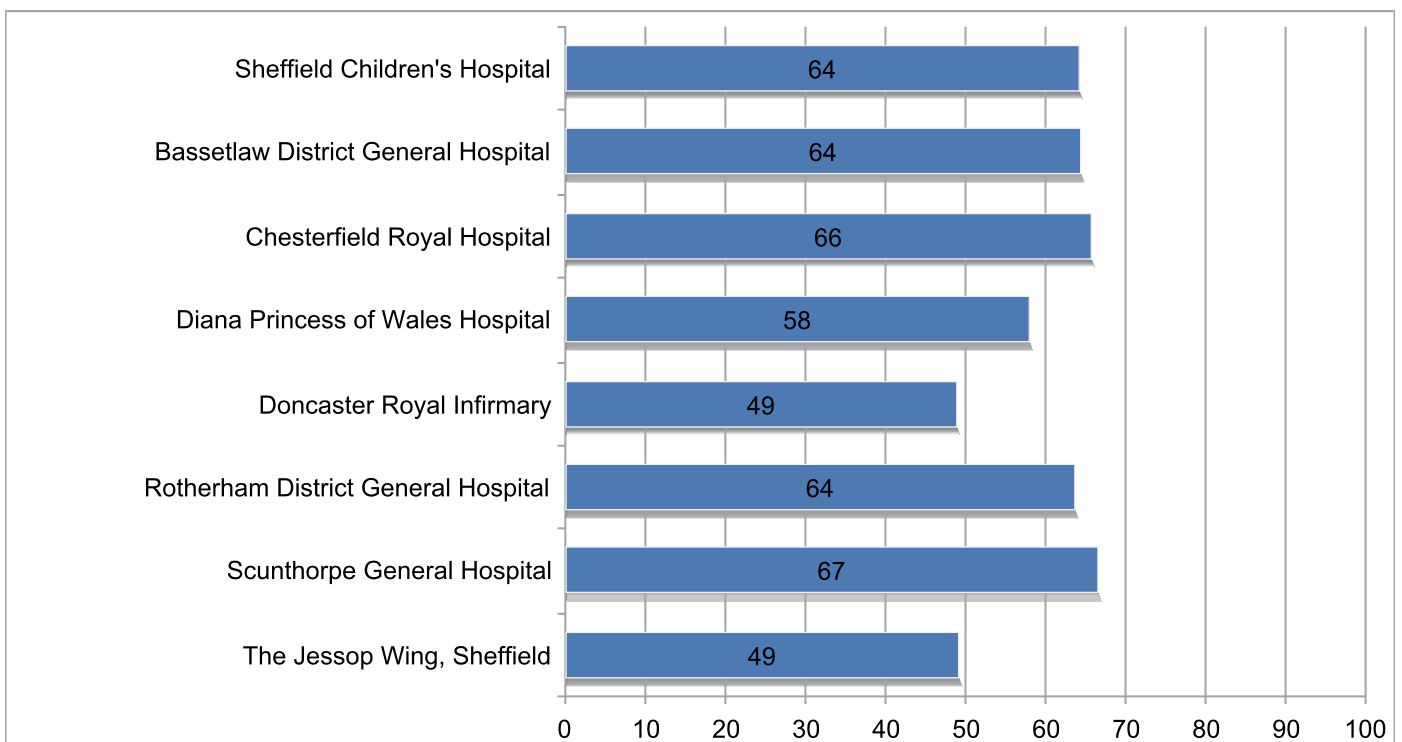


Information and support for parents

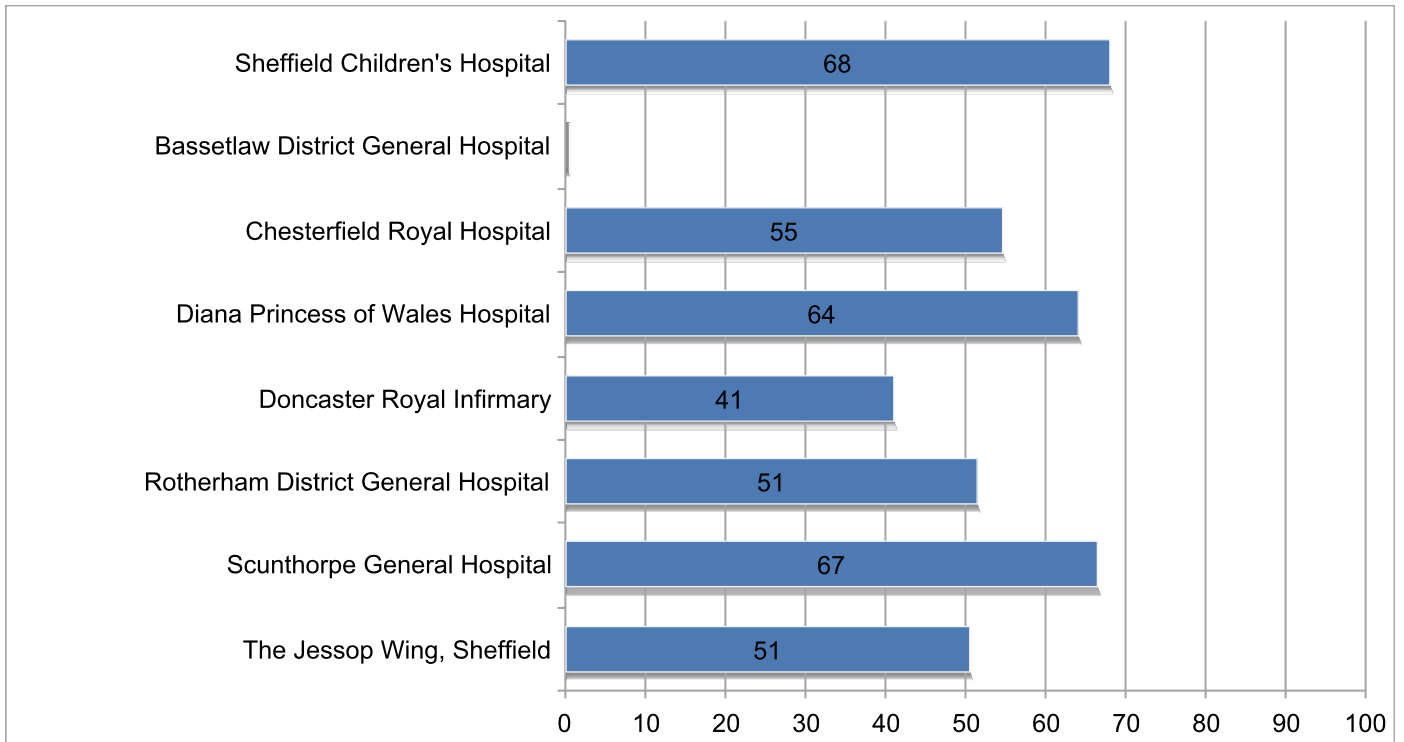
F1. If you asked questions about your baby's condition and treatment, did you get answers you could understand?



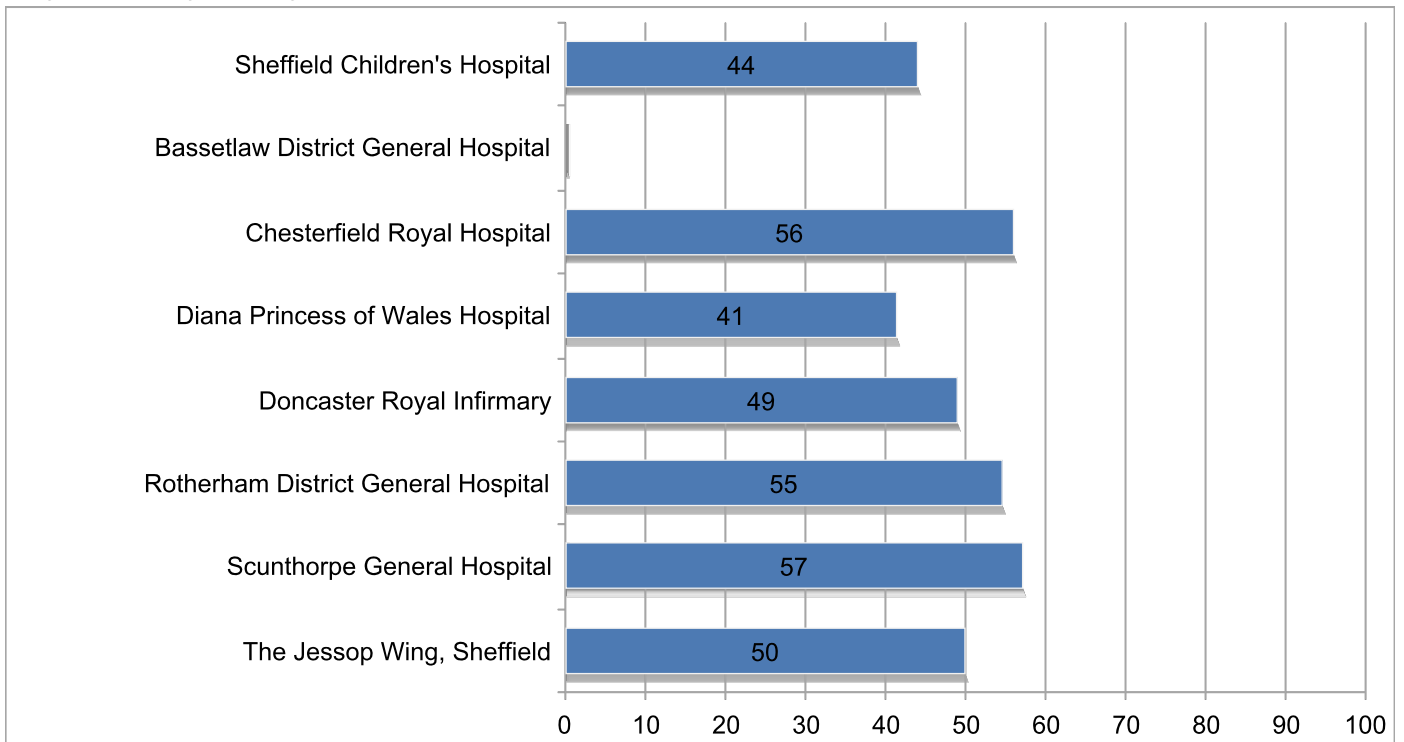
F2. Were you given enough written information to help you understand your baby's condition and treatment?



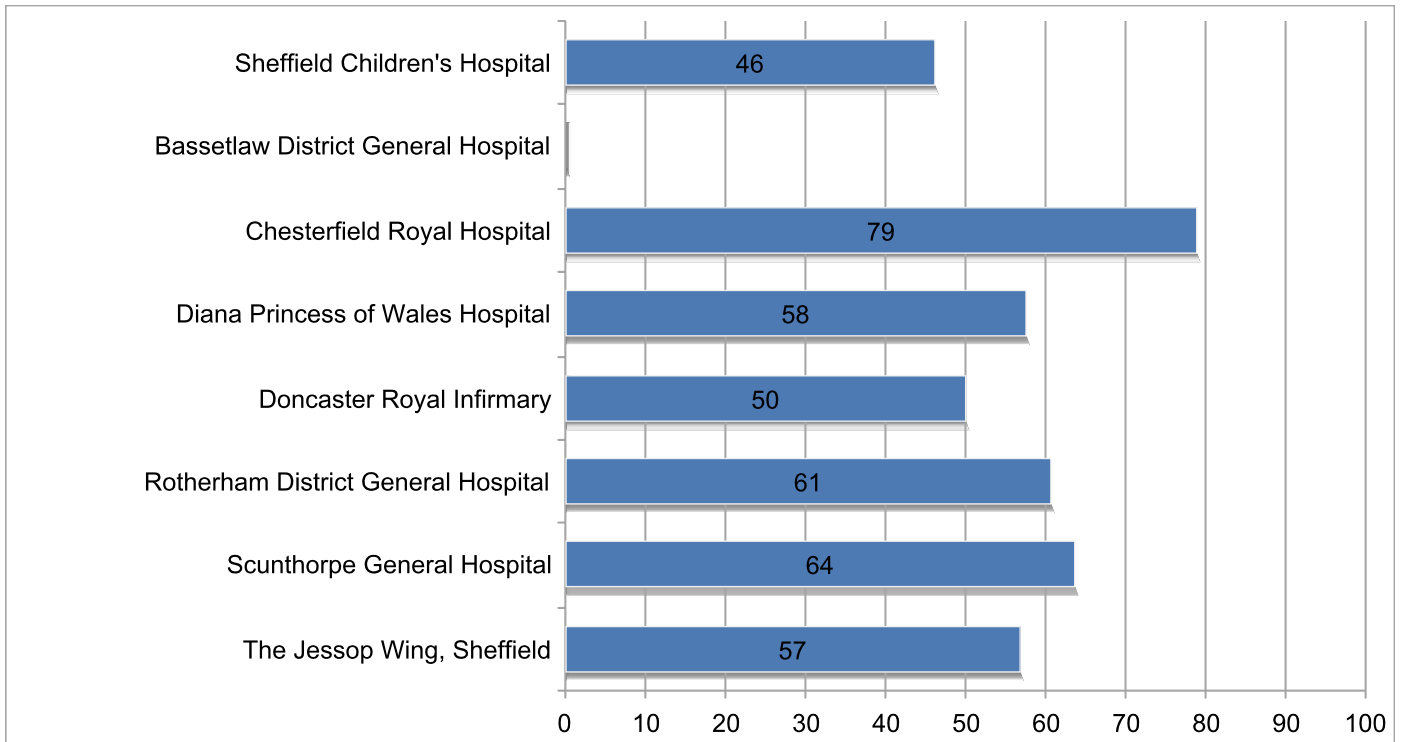
F4. Were you offered emotional support or counselling services from neonatal unit staff?



F5. Were you given enough information about help you could get with expenses related to your baby's stay in the neonatal unit?

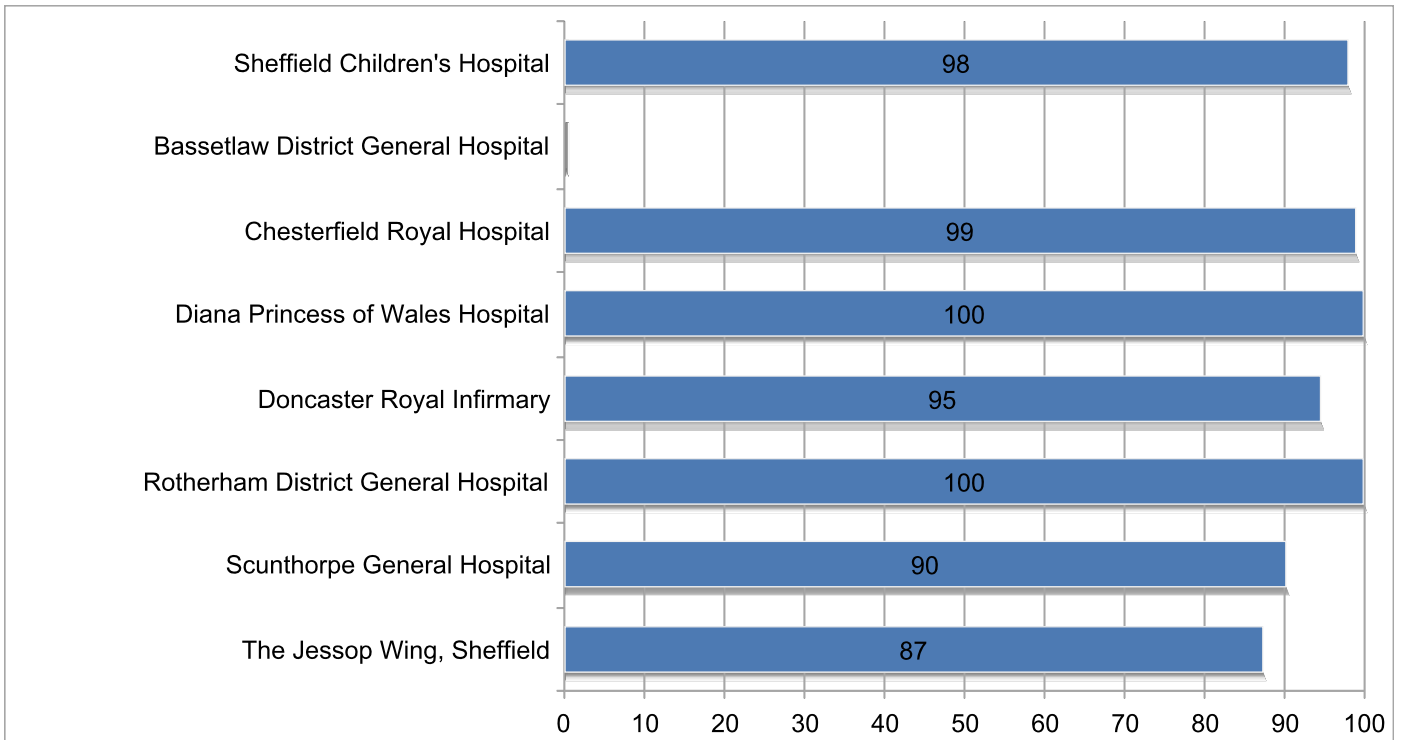


F6. Did staff give you any information about parent support groups, such as Bliss or other local groups?

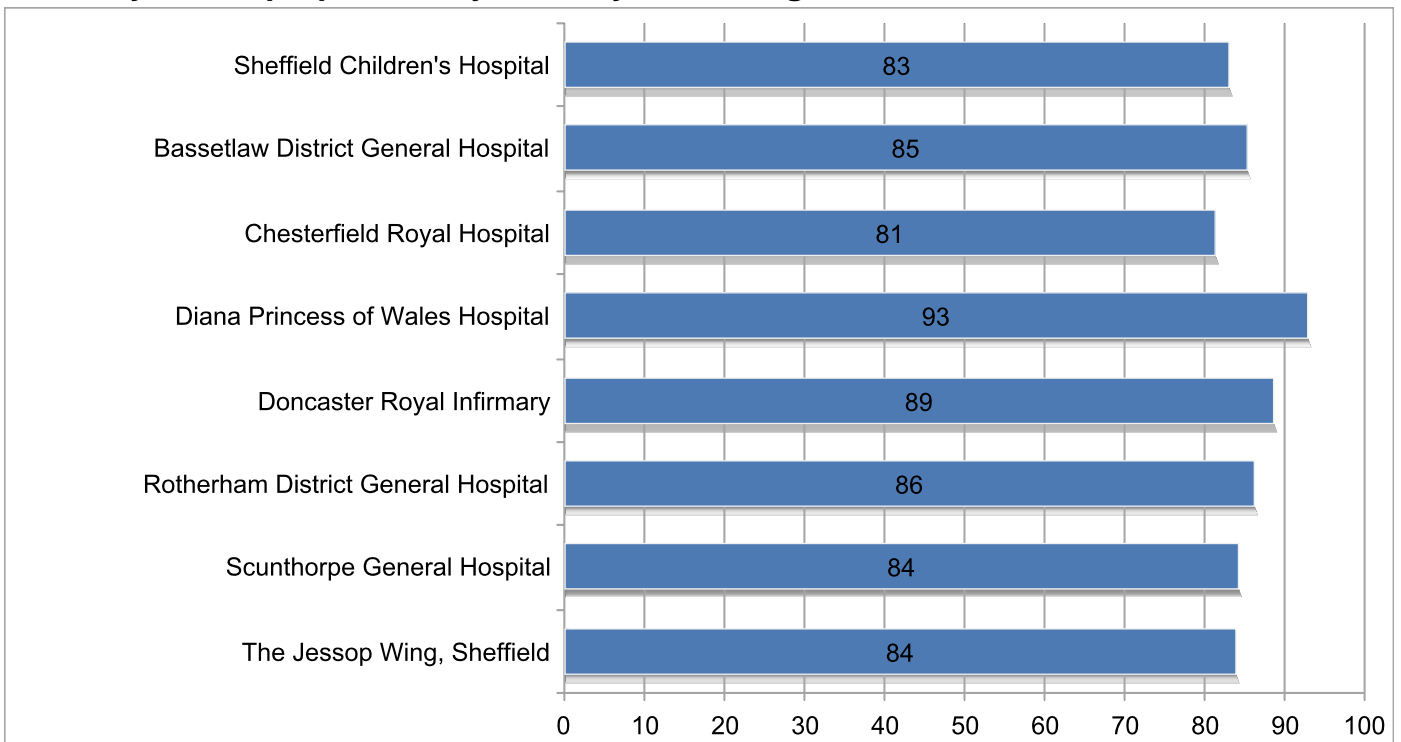


Leaving the neonatal unit

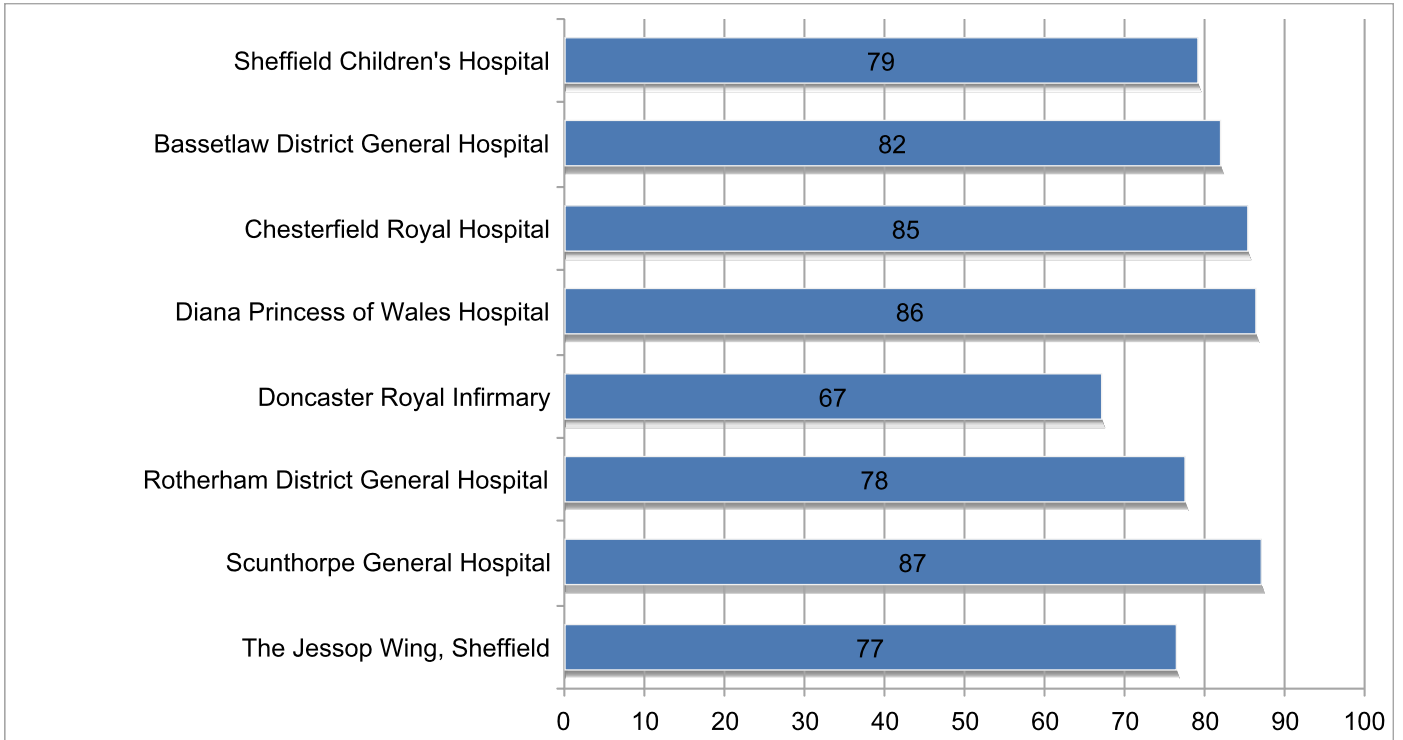
G3. Were you offered overnight accommodation overnight with your baby at the hospital before they left the neonatal unit?



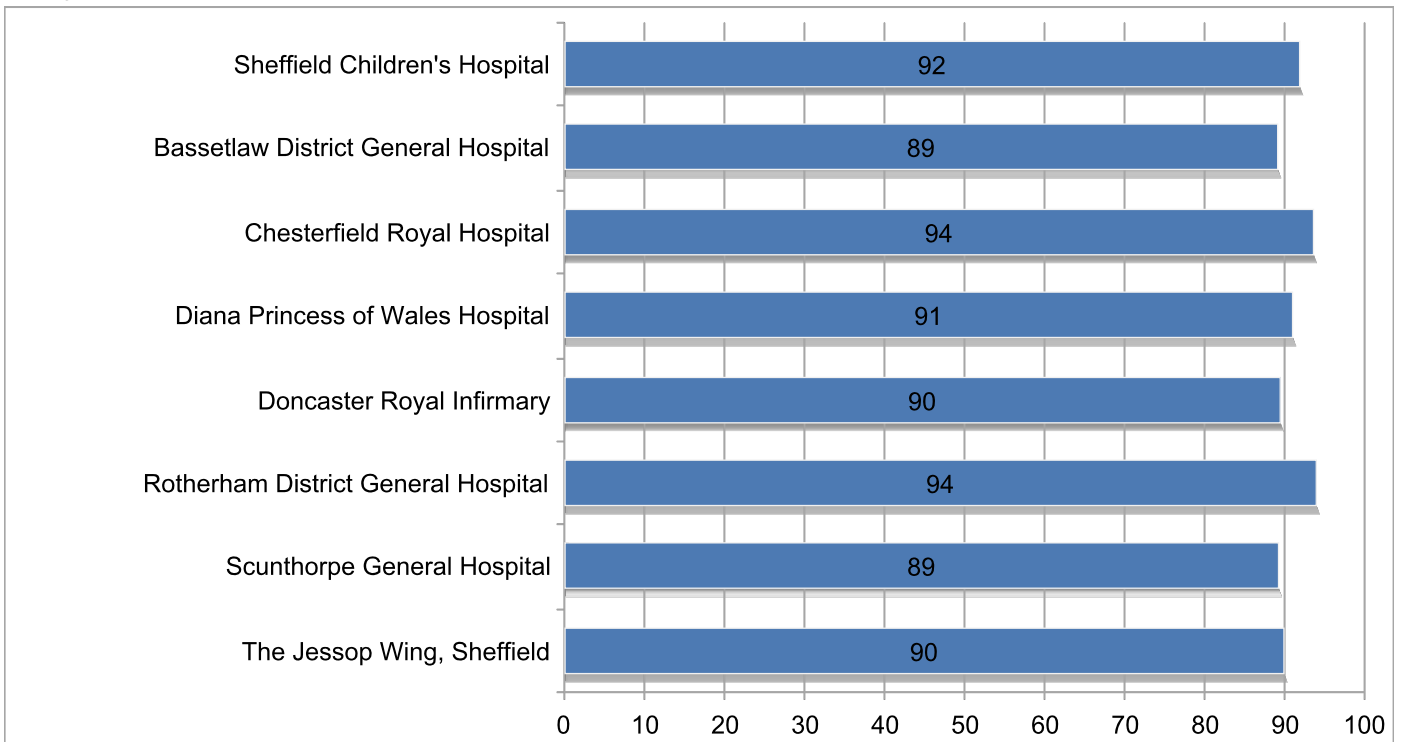
G4. Did you feel prepared for your baby's discharge from neonatal care?



G5. Were you given enough information on what to expect in terms of your baby's progress and recovery?



G6. How likely are you to recommend this neonatal unit to friends and family, if their baby needed similar care or treatment?



6. Frequency tables

Before your baby was born

A1. Before your baby was born, did you know that they might need care in a neonatal unit?

	Percentage	Number
Yes	35	22
No	65	43
Total specific responses	100	65
Missing responses	0	0

A2. Before your baby was born, did a member of staff from the neonatal unit talk to you about what to expect after the birth?

	Percentage	Number
Yes, definitely	79	15
Yes, to some extent	8	3
No	12	3
Total specific responses	100	21
Don't know / can't remember	0	0
Missing responses	0	1

Your baby's admission to neonatal care

B1. Was your baby first admitted to the neonatal unit named in the letter sent with this questionnaire?

	Percentage	Number
Yes	60	40
No, my baby was first admitted to a neonatal unit at a different hospital	40	25
Total specific responses	100	65
Missing responses	0	0

B2. After you gave birth, were you offered a photograph of your baby?

	Percentage	Number
Yes	47	15
No, but I would have liked this	42	13
No, but I took a photograph myself	11	5
Total specific responses	100	33
I did not want a photograph taken	0	0
Don't know/can't remember	0	2
Missing responses	0	5

B3. After you gave birth, were you ever cared for in the same ward as mothers who had their baby with them?

	Percentage	Number
Yes, and this bothered me	29	7
Yes, but I did not mind	27	9
No, I stayed in a separate room/area	44	12
Total specific responses	100	28
I was discharged from hospital	0	7
Missing responses	0	5

B4. After your baby was admitted to the neonatal unit, were you able to see your baby as soon as you wanted?

	Percentage	Number
Yes	98	28
No	2	1
Total specific responses	100	29
No, but this was not possible for medical reasons (baby and/or mother)	0	6
No, because we were in different hospitals	0	2
Missing responses	0	3

Staff on the neonatal unit

C1. When you visited the unit, did the staff caring for your baby introduce themselves to you?

	Percentage	Number
All of the staff introduced themselves	72	45
Some of the staff introduced themselves	25	17
Very few or none of the staff introduced themselves	3	2
Total specific responses	100	64
Don't know / can't remember	0	0
Missing responses	0	1

C2. Were you given enough information about the neonatal unit?

	Percentage	Number
Yes, definitely	79	51
Yes, to some extent	9	6
No	12	7
Total specific responses	100	64
Can't remember	0	1
Missing responses	0	0

C3. Was the purpose of the machines, monitors and alarms used in the neonatal unit clearly explained to you?

	Percentage	Number
Yes, definitely	72	46
Yes, to some extent	20	14
No	8	5
Total specific responses	100	65
Don't know / can't remember	0	0
Missing responses	0	0

C4. Were infection control practices explained to you, such as hand washing and procedures for visitors?

	Percentage	Number
Yes, definitely	82	51
Yes, to some extent	14	9
No	4	3
Total specific responses	100	63
Don't know / can't remember	0	2
Missing responses	0	0

C5. Were you told which nurse was responsible for your baby's care each day s/he was in the neonatal unit?

	Percentage	Number
Yes	94	62
No	6	3
Total specific responses	100	65
Missing responses	0	0

C6. Were you able to talk to staff on the unit about your worries and concerns?

	Percentage	Number
Yes, always or nearly always	87	55
Yes, sometimes	11	7
No	2	2
Total specific responses	100	64
I had no worries or concerns	0	0
Missing responses	0	1

C7. Were you able to speak to a doctor about your baby as much as you wanted?

	Percentage	Number
Yes, definitely	57	34
Yes, to some extent	37	26
No	6	5
Total specific responses	100	65
I did not want or need to speak to a doctor	0	0
Missing responses	0	0

C8. Were the nurses on the unit sensitive to your emotions and feelings?

	Percentage	Number
Yes, always or nearly always	81	50
Yes, sometimes	11	9
No	8	4
Total specific responses	100	63
This was not necessary	0	2
Missing responses	0	0

C9. Were the doctors on the unit sensitive to your emotions and feelings?

	Percentage	Number
Yes, always or nearly always	78	46
Yes, sometimes	17	12
No	4	3
Total specific responses	100	61
I had no contact with doctors on the unit	0	2
This was not necessary	0	2
Missing responses	0	0

C10. In your opinion, was important information about your baby passed on from one member of staff to another?

	Percentage	Number
Yes, always or nearly always	77	47
Yes, sometimes	21	13
No, information was not passed on	2	2
Total specific responses	100	62
Don't know / can't remember	0	2
Missing responses	0	1

C11. Did staff give you conflicting information about your baby's condition or care?

	Percentage	Number
Yes, often	27	17
Yes, sometimes	19	11
No, not at all	54	37
Total specific responses	100	65
Missing responses	0	0

C12. Did staff refer to your baby by his/her first name?

	Percentage	Number
Yes, always or nearly always	94	61
Yes, sometimes	6	4
No	0	0
Total specific responses	100	65
My baby did not have a name	0	0
Missing responses	0	0

C13. Overall, did you have confidence and trust in the staff caring for your baby?

	Percentage	Number
Yes, always or nearly always	87	57
Yes, sometimes	11	7
No	2	1
Total specific responses	100	65
Missing responses	0	0

Your involvement in your baby's care

D1. Were you involved as much as you wanted in the day-to-day care of your baby, such as nappy changing and feeding?

	Percentage	Number
Yes, definitely	90	59
Yes, to some extent	5	3
No, I was not involved as much as I wanted	5	3
Total specific responses	100	65
No, my baby was too ill	0	0
Missing responses	0	0

D2. Did you have as much skin- to-skin contact with your baby as you wanted?

	Percentage	Number
Yes, definitely	61	36
Yes, to some extent	21	12
No, not as much skin-to-skin contact as I wanted	17	8
I did not know about skin-to-skin contact	1	1
Total specific responses	100	57
No, but this was not possible for medical reasons	0	7
Missing responses	0	1

D3. Did the neonatal staff include you in discussions about your baby's care and treatment?

	Percentage	Number
Yes, always	65	43
Yes, sometimes	28	17
No	7	4
Total specific responses	100	64
Missing responses	0	1

D4. Were you told about any changes in your baby's condition or care?

	Percentage	Number
Yes, always or nearly always	87	56
Yes, sometimes	6	5
No, I was not told about changes	7	4
Total specific responses	100	65
Not sure / can't remember	0	0
Missing responses	0	0

D5. When a ward round was taking place, were you allowed to be present when your baby was being discussed?

	Percentage	Number
Yes, always or nearly always	28	18
Yes, sometimes	22	12
No, I was not allowed to be there	50	32
Total specific responses	100	62
Not sure / I did not know about ward rounds	0	3
Missing responses	0	0

D6. Where possible, did staff arrange your baby's care to fit in with your usual visiting times?

	Percentage	Number
Yes, always or nearly always	65	36
Yes, sometimes	24	16
No, but I would have liked this	10	5
Total specific responses	100	57
No, but this was not necessary	0	7
Missing responses	0	1

D7. Overall, did staff help you feel confident in caring for your baby?

	Percentage	Number
Yes, definitely	86	56
Yes, to some extent	13	8
No	1	1
Total specific responses	100	65
Missing responses	0	0

D8. If you wanted to express breast milk for your baby, were you given the support you needed from neonatal staff?

	Percentage	Number
Yes, definitely	87	36
Yes, to some extent	8	4
No	5	1
Total specific responses	100	41
I did not want to express milk	0	16
I could not express milk	0	6
Missing responses	0	2

D9. When you were in the neonatal unit, were you given the feeding equipment you needed for expressing?

	Percentage	Number
Yes, definitely	98	40
Yes, to some extent	2	1
No	0	0
Total specific responses	100	41
Missing responses	0	0

D10. Were you given enough privacy in the neonatal unit for expressing milk and/or breastfeeding your baby?

	Percentage	Number
Yes, definitely	77	32
Yes, to some extent	20	9
No and it bothered me	0	0
No, but I did not mind	3	1
Total specific responses	100	42
This was not needed	0	18
Missing responses	0	5

D11. If you wanted to breastfeed your baby, were you given enough support to do this from neonatal staff?

	Percentage	Number
Yes, definitely	84	30
Yes, to some extent	11	4
No	6	1
Total specific responses	100	35
I did not want to breastfeed my baby	0	13
My baby was unable to breastfeed for medical reasons	0	11
Missing responses	0	6

D12. If you fed your baby formula milk, were you given enough support to do this from neonatal staff?

	Percentage	Number
Yes, definitely	89	39
Yes, to some extent	11	4
No	0	0
Total specific responses	100	43
I did not want to feed my baby formula milk	0	17
Missing responses	0	5

Environment and facilities

E1. Were you given enough privacy when discussing your baby's care on the neonatal unit with staff?

	Percentage	Number
Yes, always or nearly always	65	42
Yes, sometimes	23	14
No	4	3
No, but I did not mind	8	5
Total specific responses	100	64
Missing responses	0	1

E2. Was there enough space for you to sit alongside your baby's cot in the unit?

	Percentage	Number
Yes, definitely	77	50
Yes, to some extent	23	14
No	0	0
Total specific responses	100	64
Missing responses	0	1

E3. In your opinion, was there adequate security on the neonatal unit?

	Percentage	Number
Yes, definitely	84	55
Yes, to some extent	12	7
No	4	2
Total specific responses	100	64
Missing responses	0	1

E4. If you wanted to stay overnight to be close to your baby, did the hospital offer you accommodation?

	Percentage	Number
Yes, always or nearly always	77	48
Yes, sometimes	17	8
No	6	2
Total specific responses	100	58
I did not want/need to stay overnight	0	5
Missing responses	0	2

E5. Were you able to visit your baby on the unit as much as you wanted to?		
	Percentage	Number
Yes, definitely	93	60
Yes, to some extent	7	4
No	0	0
Total specific responses	100	64
I did not visit my baby	0	0
Missing responses	0	1

Information and support for parents

F1. If you asked questions about your baby's condition and treatment, did you get answers you could understand?

	Percentage	Number
Yes, always or nearly always	88	56
Yes, sometimes	7	5
No, never	6	3
Total specific responses	100	64
I did not ask any questions	0	0
Missing responses	0	1

F2. Were you given enough written information to help you understand your baby's condition and treatment?

	Percentage	Number
Yes, definitely	53	34
Yes, to some extent	22	12
No, I was not given enough written information	7	5
I did not get any written information	18	11
Total specific responses	100	62
I did not want or need any written information	0	3
Missing responses	0	0

F3. Did you have an opportunity to go through your baby's medical notes with staff while they were in the neonatal unit?

	Percentage	Number
Yes	19	13
No, but I wanted to	29	19
No, but I did not want to	16	10
I did not know about the medical notes	35	22
Total specific responses	100	64
Missing responses	0	1

F4. Were you offered emotional support or counselling services from neonatal unit staff?

	Percentage	Number
Yes	47	31
No, but I would have liked to have been offered this	22	12
I did not need any emotional support or counselling	32	21
Total specific responses	100	64
Missing responses	0	1

F5. Were you given enough information about help you could get with expenses related to your baby's stay in the neonatal unit?

	Percentage	Number
Yes, definitely	31	14
Yes, to some extent	27	15
No	43	24
Total specific responses	100	53
I did not want/need this information	0	11
Missing responses	0	1

F6. Did staff give you any information about parent support groups, such as Bliss or other local groups?

	Percentage	Number
Yes, staff gave me this information	29	14
No, but this information was available in the unit (e.g. a leaflet in the parents' room)	34	18
No, I did not get this information	37	19
Total specific responses	100	51
Don't know / can't remember	0	10
Missing responses	0	4

Leaving the neonatal unit

G1. In total, how long did your baby stay in neonatal care?

	Percentage	Number
Up to 1 week	28	20
More than 1 week but less than 4 weeks	31	19
Between 4 weeks and 8 weeks	20	13
More than 8 weeks, but less than 12 weeks	14	8
12 weeks or more	6	4
Total specific responses	100	64
Missing responses	0	1

G2. When your baby was discharged from the neonatal unit, where did they go next?

	Percentage	Number
A hospital maternity ward	6	3
Another ward in the hospital	16	9
Home	69	47
Somewhere else	8	5
Total specific responses	100	64
Missing responses	0	1

G3. Were you offered overnight accommodation overnight with your baby at the hospital before they left the neonatal unit?

	Percentage	Number
Yes	66	29
No, but I would have liked it	1	1
No, but I did not want or need it	33	16
Total specific responses	100	46
Missing responses	0	1

G4. Did you feel prepared for your baby's discharge from neonatal care?

	Percentage	Number
Yes, definitely	71	47
Yes, to some extent	24	14
No	5	4
Total specific responses	100	65
Missing responses	0	0

G5. Were you given enough information on what to expect in terms of your baby's progress and recovery?

	Percentage	Number
Yes, definitely	64	41
Yes, to some extent	31	20
No	5	4
Total specific responses	100	65
Missing responses	0	0

G6. How likely are you to recommend this neonatal unit to friends and family, if their baby needed similar care or treatment?

	Percentage	Number
Extremely likely	85	55
Likely	7	5
Neither likely nor unlikely	3	2
Unlikely	3	1
Extremely unlikely	3	2
Total specific responses	100	65
Don't know	0	0
Missing responses	0	0

You and your baby

H1. Did your baby stay in a neonatal unit in more than one hospital?

	Percentage	Number
Yes	47	31
No	53	35
Total specific responses	100	66
Missing responses	0	0

H2. Did your baby spend most of its time in the neonatal unit named in the letter that came with this questionnaire?

	Percentage	Number
Yes, my baby spent most time in the unit named in the letter that came with this questionnaire	55	17
No, my baby spent most of its time in another unit	26	8
My baby stayed a similar amount of time in two or more different units	19	6
Total specific responses	100	31
Missing responses	0	0

H3. Did you give birth to a single baby, twins or more in your most recent pregnancy?

	Percentage	Number
A single baby	94	62
Twins	6	4
Triplets, quads or more	0	0
Total specific responses	100	66
Missing responses	0	0

H4. Roughly how many weeks pregnant were you when your baby was born?

	Percentage	Number
Before I was 25 weeks pregnant	3	2
When I was 25 to 29 weeks pregnant	11	7
When I was 30 to 32 weeks pregnant	6	4
When I was 33 to 37 weeks pregnant	32	21
When I was 38 weeks pregnant or more	48	32
Total specific responses	100	66
Missing responses	0	0

H5. How much did your baby weigh at birth?

	Percentage	Number
Less than 1000g (1kg / 2lb 3oz)	8	5
1000g to 1500g (1kg to 1.5.kg / 2lb 3oz to 3lb 5oz)	12	8
1500g to 2500g (1.5kg to 2.5kg / 3lb 5oz to 5lb 8oz)	20	13
More than 2500g (2.5kg / 5lb 8oz)	60	39
Total specific responses	100	65
Missing responses	0	1
None	42	28

H6. How many babies have you given birth to before this pregnancy?

	Percentage	Number
1-2	50	33
3 or more	8	5
Total specific responses	100	66
Missing responses	0	0

H7. Have you previously had a baby admitted to a neonatal unit?

	Percentage	Number
Yes	5	2
No	95	36
Total specific responses	100	38
Missing responses	0	0

H8. Who filled in this questionnaire?

	Percentage	Number
The baby's mother	92	61
The baby's father	2	1
Parents together	6	4
The baby's guardian(s)	0	0
Total specific responses	100	66
Missing responses	0	0

H9. To which of these ethnic groups would you say the mother of the baby belongs?

	Percentage	Number
White	79	52
Mixed	5	3
Asian or Asian British	6	4
Black or Black British	3	2
Chinese or Other Ethnic Group	8	5
Total specific responses	100	66
Missing	0	0

H10. Do you have a long-standing physical or mental health problem or disability?

	Percentage	Number
Yes	2	1
No	98	65
I'd rather not say	0	0
Total specific responses	100	66
Missing responses	0	0

H12. In what year was the mother of the baby born?

	Percentage	Number
16-27	29	19
28-31	28	18
32-35	17	11
36 and over	26	17
Total specific responses	100	65
Missing data	0	1

7. Parents' comments

Space was allocated at the end of the questionnaire for parents to write their own comments about their experiences of neonatal care. These comments are reported verbatim.

Every effort has been made to anonymise these comments and remove any words or sentences that could potentially lead to an individual member of staff, baby or family being identified.

- The staff at the neonatal unit was very welcoming and helpful.
- I could not visit my child in the neonatal unit at #address removed# hospital as I was an inpatient with my other child elsewhere. I have answered the questions on behalf of my children's father and grandfather who visited daily whilst my daughter was on the unit. they could not praise the staff enough, they updated them + looked after my daughter exceptionally well. thank you very much.
- The staff were absolutely marvellous, kind and caring and made a bad situation a lot easier. there wasn't one nurse who you could say was not very nice, they were all lovely and we will be forever grateful and they will not be forgotten. #name removed#
- I was extremely pleased with the special care department. They phoned me when my baby was moved to a different room whereas the hdu department didn't (this is my only fault)
- Would like to say a big thanks everyone was great.
- I have had experiences with the SCBU and neonatal surgical unit most recently, both were excellent and provided the highest levels of care to my babies. all of the staff were very friendly, caring and understanding and I would recommend them to anyone.
- Cannot thank you enough for the care you gave my little girl and I what a dedicated team of nurses you all are.
- My baby was transferred from address to address for an operation. my baby recovered in address before being transferred back to address. The staff on address helped and supported me from start to finish. They helped and supported my wellbeing as well as my daughters. Thank you.
- The care my son received was fantastic. i was made to feel comfortable at a very scary time. i only have praise for all the staff on the ward, they are all very kind and hard working and I was always kept informed about what was happening. If I didn't understand something & doctor had told me, one of the nurses would always explain it to me afterwards. the after care my son received on the ward after his discharge was very useful, there was always somebody at the end of the phone to answer any concerns. the care we received made the whole experience easier to cope with. thanks to everyone.
- The care provided by all the staff on nsu at #address removed# was excellent. we were well supported throughout or babies stay and he was well looked after. They made an incredibly difficult time much easier and we really appreciate everything that was done for us. i can't praise them enough !! and our baby has made a full recovery.
- All the hospitals my baby stayed in where great. Most of the nurses were very compassionate and understanding during a very difficult time.
- My baby was admitted, during a 'shift-change', the information was not shared, made me and the dad feel our baby has been kidnapped. required to receive a call for every feed but did not happen all the time. sometimes she was given formula milk before I tried breast-feeding, the formula was supposed to be used as a 'top-up' only. i change my mind on few decision taken earlier but was not listened to. I did change my mind on using a line in the nose of the baby but was ignored.
- With regard to questions d3+d1 I want to make it clear that there were times when I felt I was treated like a visitor and not a mother and I didn't feel my opinions counted for anything. But as the weeks passed I found myself to become vocal and insistent on being listened too and the staff did accommodate my wishes. After this I was completely involved and was informed about all my childs care. I do feel that certain nurses, by no means all of them, need to remember the mum is the childs carer and should be included in every decision.

- The care in (address) was second to none, fantastic. All the staff were fab, they were however very short staffed on occasions.
- Hi there i just when say thank you very much for every thing for helping me and my family when I was in hospital. Thank you.
- Was really pleased with the care they give my son he recovered sooner as we all thought. All very nice staff there nice clean place. my son has come on so well thank to every at nsu.
- Excellent care received at (address removed) always kept up to date with the plan of care. only criticism would be that some staff were not always forth coming to offer to help getting baby out for cuddles the importance of this is enormais for parents & baby and it sometime seemed like it was too much effort.
- My baby only stayed in the neonatal unit for approx 4-5 days. The care given was excellent and the staff very supprotive. The only, but huge problem in **** and public-transport to the unit. For parents of babies who have longer stays I can imagine this is a massive issue and incredibly stressful factor at an already difficult time.
- Baby only stayed in the ward for two days. I felt very confident with the care provided and very confident with all the health professionals we encountered. They were all, kind, caring and sympathetic.
- During the stay in nsu I was only confident & happy with care with a few nurses. You could not sit in on ward rounds not even for your child only situations arowse regarding breast milk stocks even though repeatedly asked. Situation arowse with lack of medical attention even though nurse followed orders of dr resulting in my baby waiting 10 hrs + for the dr & injection to reduce swelling which I believe speed up the admission back into icu knowing full well the condition of the wind pipe. Some nurses dismissed my comments & told me I was looking into too much I prefered the treatment in icu/hdu in set special care in #address removed#, in my opinion the longer you in nsu the more they disregard & treat you fool. The way they disregard system is a joke !
- Fantastic care amazing nurses brilliant doctors all round a very good unit. supportive staff.
- The staff was fantastic. Our daughter curnnetly back in same hospital. Staff for neo-natal as visited.
- Thanks for all the doctors and team.
- An excellent facility providing outstanding care and support to our son during his stay at shipped.
- My main issue was I felt the babies were left to cry which made me feel very uneasy about leaving my baby.
- We feel the staff at 'Address Removed' are amazing, and possibly do not receive the credit they deserve. Without their expertise, help and care we would not be celebrating out son's first birthday next week. Words cannot express how eternally grateful we are to them. They are very very special people.
- Staff at all levels were just fantastic. They were caring and professional and gave our son the best care that we could have asked for. They made what was a very difficult time for us much easier, and we dont know what we would have done without them. As much as it could be, the unit was a lovely ward to be on and we felt welcome and supported throughout. The staff do an amazing job and we couldn't praise them any more highly.
- Im happy with the hosiptal. Thank you. 'Name removed' 'Name removed' mother.
- I thought the care my baby recieved was excellent. The nurses and staff were brilliant.
- When my daughter had her operation and then put onto the ward the cot bed she was provided was placed against a wall which had a really bad leak the weather was bad with rain at the time I reported the leak to a member of staff as it was dripping allover the electrical sockets at the wall which seemed highly dangerous I hope this was fixed, other than that I found the staff very helpful.
- The staff at 'Address removed' were all brilliant.

- Excellent care. My only comment would be the limited communication between the neonatal unit and the postnatal ward. I wasn't sure where I should be at what time and consequently missed my meals/analgesia as I was on the unit.
- The nurses were exceptional during the time we spent at (address) the only issues I had was on arrival, I was scared and unsure about what was going on and what I was expected to do as for as general care for my baby was concerned, over the next couple of days things were made clearer through the care from nurses and doctors was excellent, especially the nurses.
- Not sure who was to blame, however my daughter was taken from neonatal unit in 'Address Removed' and I was not told why until 12 hours later. I could not see her because I was not discharged from 'Address Removed' I wanted to breast feed but feel those 12 hours away from her prevented it as they bottle fed her in my absence. I was heart broken and assumed the worst. A consultant at 'Address Removed' told me the reason that she was moved the following day! I walked from 'Address Removed' to 'Address Removed' 36 hours after birth to see her and it almost killed me! I only saw a Dr on day 6 of being in 'Address Removed' Neonatal on discharge to find out anything after days of asking to see one. Nurses are all great!
- We will always be grateful to doctors as due to their wonderful work we have a happy baby against all the odds and that in all that matters. However, two suggestions, I would have had a wheelchair doctor in charge of ***** throughout (as I feel we did at (address)). Too many changes of the doctors. By one nurse (who was it *****) we were made to feel he was a (address) baby and not a (address) baby. She was ***** on getting us out. We said when his weight was ok we would go. Without warning we were moved out on morning (she had pre planned this but not told us). That another room with his heart scan, that he didn't get. This delayed an urgent operation by one month. He was fine in the end, but she rushed a baby ***** made us feel uncomfortable.
- They were fantastic!
- All the nurses were fantastic. I was offered a room in 'Address removed' which I took and made the whole period my daughter was in hospital much easier. I was breastfeeding her and was always confident that I could go and get some sleep and one of the nurses would phone me when my daughter woke in the night for a feed. And then I was having a few small problems with my daughter feeding (because she wasn't very well) the nurses were very supportive, especially the lead breastfeeding nurse. I didn't see the doctors that often but that was because my daughter didn't really need them that much. And when I did see a doctor they were generally good. Overall I was very happy with the level of care my daughter received and the way she, I and other friends and family visiting were treated.
- Staff support with breast feeding was excellent. All staff involved in my daughter's care introduced themselves, and kept us up to date with her progress. 'Name Removed' was particularly reassuring and helpful.
- I don't know what I would have done without the support and help from the staff in the 'Address removed' they were all fantastic by baby was in the best place and made a fantastic recovery because of their care thank you.
- The staff on the unit were fantastic we spent 3 months on another unit before being transferred to here and the difference in what we were allowed to do as parents and the support from this unit was fantastic. It let us bond and get to know our baby a lot more. Thank you.
- The unit was fantastic apart from my son's father arrived at the hospital before me as I hadn't been discharged, I got an answer phone from my son's father telling me my son had arrived safely and was having cuddles with dad. I was unhappy about this as no one had any knowledge of him and let him straight into the unit to my son along with his parents who I do not feel are appropriate to care for my son.
- I despised this neonatal unit and I'm glad my son was allowed home 12 days after birth. The staff were rude and made me feel like a babysitter rather than a mum. I was not given the support I would have liked and I believe my son was given substandard care. I will never use this unit again.
- We really like the children's hospital compared to where we were before we were able to bond a lot more with our son.