

NNNI	14/15	15/16	16/17	How are we doing since last year?
Number of Returned Questionnaires	31.2%	32.0%	33.5%	+ 1.5%
Overall Parental Satisfaction	97.8%	98.3%	97.1%	- 1.2%

Three – Year Parental Feedback Percentage Responses: ‘Yes, definitely’

About Your Baby's Care	14/15 N = 615	15/16 N = 678	16/17 N = 737	How did we do since 15/16?
1. When you visited the unit, did staff caring for your baby introduce themselves to you?	97.2%	98.8%	97.8%	- 1.0%
2. When you first visited the unit, did staff show you how to wash your hands using the 7 step technique?	91.4%	96.3%	92.1%	- 4.2%
3. Did a member of neonatal staff talk to you about your baby's condition and treatment after the birth?	93.8%	97.2%	96.7%	- 0.5%
4. In the first few days, were you given enough information about the neonatal unit?	91.8%	96.4%	96.2%	- 0.2%
5. Were you given information about help you could get with travelling expenses, parking costs or food vouchers?	60.7%	63.6%	59.4%	- 4.2%
6. Was the equipment surrounding your baby explained fully to you?	87.2%	90.9%	91.3%	+ 0.4%
7. Did you feel you were able to talk to staff on the unit about your worries and concerns?	94.6%	94.9%	96.1%	+ 1.2%
8. Were health professionals on the NNU sensitive to your emotions & feelings?	93.8%	95.7%	95.0%	- 0.7%
9. Did staff keep you up to date with your baby's condition and progress?	94.9%	97.7%	96.9%	- 0.8%
10. Was there good communication between neonatal staff about the care of your baby?	91.6%	96.7%	95.7%	- 1.0%
11. When any member of neonatal staff spoke to you about your baby's care was it easy to understand?	92.8%	95.8%	94.6%	-1.2%
12. If you (and/or your partner or companion) wanted to stay overnight did the hospital offer you comfortable accommodation?	86.3%	92.7%	91.6%	- 1.1%
About Your Baby's Care	2014/15	15/16	16/17	How did we do since 15/16?
13. Were you able to contact the NNU by telephone whenever you needed to?	97.9%	97.6%	97.8%	+0.2%
14. While you were there, did staff wash their hands/ use hand gel before touching baby?	99.3%	99.4%	99.6%	+ 0.2%

Feeding	2014/15	15/16	16/17	How did we do since 15/16?
15. If you wanted to express breast milk, were you given the support you needed from NNU Staff?	97.7%	96.8%	95.2%	- 1.6%
16. If you wanted to breast feed your baby, were you given enough support from the NNU staff to do this?	94.5%	96.1%	91.1%	- 5.0%
17. Were you happy with the breast feeding facilities within your unit?	94.4%	94.6%	93.9%	-0.7%
18. If you wanted to bottle feed your baby were you given enough support from the NNU staff to do this?	95.7%	98.4%	96.7%	-1.7%
Day-to-Day Care				
*19. Were you and your partner or companion involved in the day-to-day care of your baby?			97.0%	++
Nappy changing	93.8%	86.7%		
Feeding	93.4%	85.9%		
Skin-to-Skin	87.2%	75.9%	84.0%	+ 8.1%
20. Overall, did staff help you feel confident in caring for your baby?	97.2%	98.1%	96.3%	- 1.8%
Discharge				
21. Did you feel prepared for your baby's discharge from this unit?	93.9%	93.3%	94.4%	+ 1.1%
22. Were you informed that you could contact the neonatal unit for advice and reassurance in the initial discharge period?	92.8%	92.5%	92.4%	-0.1%

Summary of findings Parental Feedback

Consistent High-Quality: +/- 0.5%
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- Q6. Explaining equipment (+0.4%)
- Q13. Ease of contacting NNU by telephone during stay (+0.2%)
- Q14. Washing hands/using gel before touching baby (+0.2%)
- Q22. Informing parents that they could contact NNU for advice & reassurance in initial discharge period (-0.1%)
- Q4. Information provision in first few days (about neonatal unit) (-0.2%)
- Q3. Talking to parents about baby's condition after birth (-0.5%)

Improvements more than 0.5% increase

- Q19. Involvement in day-to-day care of baby ++
Skin-to-Skin (+8.1%)
- Q7. Talking to parents about worries or concerns (+1.2%)
- Q21. Helping parents to feel prepared for baby's discharge (+1.1%)

	Opportunities to enhance quality more than 0.5% decrease
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- Q16. Support for breast feeding (-5.0%)
- Q2. 7-step technique Hand Washing (-4.2%)
- Q5. Help with expenses (-4.2%)
- Q20. Increasing parental confidence in caring for baby (-1.8%)
- Q18. Support for bottle feeding (-1.7%)
- Q15. Support for expressing (-1.6%)
- Q11. Ease of understanding staff (-1.2%)
- Q12. Offering parents overnight hospital accommodation (-1.1%)
- Q1. Staff Introductions (-1.0%)
- Q10. Communication between neonatal staff about baby's care (-1.0%)
- Q9. Keeping parents Up-to-Date with Baby's condition and Progress (-0.8%)
- Q8. Health professional sensitivity to emotions & feelings (-0.7%)
- Q17. Satisfaction with breast feeding facilities (-0.7%)