

Lister Hospital Neonatal Unit, Bedfordshire & Hertfordshire Neonatal Network

Listening to you

PARENT EXPERIENCE

MONTHLY SCORE

85.7%

RESULTS OF MERIDIAN SURVEY MARCH 2014

300%

STAFF ON THE NEONATAL UNIT OVERALL SCORE 97%

90%

90%

85%

Overwhelmed?

Worried?

Having a baby in here can cause lots of very strong feelings. The chaplains are here for you whether you are religious or not... We are around, and staff can contact us, just ask...

Did you have as much 'gangaroo' care with your baby as you wanted?

BEST

ALL PARENTS

How well we are doing

There have been the opportunity of going on your feedback of your baby's stay with us. We are continuing an online questionnaire, along with a few minutes to complete.

Thank you for helping us to improve our care and your baby's experience whilst in the neonatal unit.

To ensure that it is a positive stay

Please ask a member of the nursing staff, who will be happy to assist you.

Thank you!

CHILDREN AND YOUNG PEOPLE CARE SERVICES

1. WE ARE OPENING OUR DOORS

2. WE STRIVE FOR EXCELLENCE AND

3. WE VALUE EDUCATION

Following the National Picker Survey they designed a brief follow up survey for parents to complete whilst their baby is on the neonatal unit. This survey helped to highlight how well they are doing and what areas have room for improvement. This was introduced following the trusts implementation of the NHS productive ward scheme which lets them know how well they are doing.

This initiative helps to raise awareness amongst health professionals of how important parent's views are and that they can use these views to optimise the service they provide for babies and their families.

Improved parent satisfaction as the service is improved following previous parents/users feedback. It is also important that parents and families can see that the health care professionals do listen to their feedback and aim to change / improve things to benefit families and their babies.

Two staff nurses are assigned to collating feedback from the survey results and they update the board monthly. The feedback / comments are overseen by the developmental care/ family support lead and the neonatal nursing services manager so actions can be implemented promptly.

Further information

If you would like further information on this initiative please contact:

Lisa Partridge, Senior Sister / Developmental care lead

e lisapartridge@nhs.net, t 01438 284 125