



Parent Experiences - Executive Summary Report

Agenda Item: 12

SSBCNMN Parent Experience
Survey Results

1. GENERAL DETAILS

Report to:	Network Board
Date of meeting:	8 September 2015
Author:	Sarah Carnwell
Related Strategic Priority or Regulatory Requirement:	SSBCNMN - Objective 2. Best care for babies and families

2. EXECUTIVE SUMMARY OF REPORT

Purpose of the report:	To review parent's experiences of neonatal and maternity services within the SSBCNMN	Decision	
		Approval	✓
		Information	

	<p>Introduction: Views from parents were obtained from either, the National Picker survey (appendix 1) which 3 out of the 5 units participated in; Royal Stoke University Hospital, Princess Royal Hospital, Telford, and Russell's Hall Hospital, Dudley, or from the Network Parent Passport survey (appendix 2).</p> <p>Results: Parents and unit managers were invited to attend an event on the 20 April 2015 to review the results and identify areas for improvement for each of the individual units in the Network.</p> <p>Areas where the results are significantly improved since the last Picker Survey are:</p> <ul style="list-style-type: none"> • SATH offering parents overnight accommodation • SATH parents being given information about help with travelling/parking expenses • Dudley allowing parents to be present when their baby was being discussed during ward rounds <p>Areas Where Best Practice Can be Shared Across the Network. Areas where units were in the best performing 20% of units nationally were:</p> <ul style="list-style-type: none"> • UHNS for mothers not being cared for in the same ward as mothers who had their baby with them • SATH for staff introducing themselves to parents when they visited the unit • UHNS for parents being able to speak to a doctor about their babies care as much as they wanted • SATH for parents having confidence and trust in the staff caring for their baby • UHNS for parents being involved as much as they wanted in the day to day care of their baby • SATH for allowing parents to be present when their baby was being discussed during ward rounds • UHNS for giving the support from staff and equipment parents needed to express breast milk • UHNS for providing enough space for parents to sit alongside their baby's cot • SATH for giving understandable answers when parents asked questions • UHNS for offering emotional support and counselling from staff on the unit • SATH for offering overnight accommodation before baby came home <p>Areas for Improvement Across the Network: One of the areas identified for improvement is that care for women having had a</p>
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	<p>stillbirth take place away from mothers with babies which is being taken forward by the new Bereavement Group. The areas for improvement were then discussed in individual meetings with the Network Manager, parents and the individual unit manager and action plans agreed which will be reviewed by the PPI Group in December. Some of the actions were unit specific however the following areas are those for which improvement is required across the Network:</p> <ul style="list-style-type: none"> • Communication with parents prior birth of baby as to what to expect • Photograph of baby to be provided to mothers who have a significant delay in seeing their baby due to own care needs. • Parents to be given more information about the unit/hospital either as an induction or through an information leaflet, such as parking, visiting, infection control with regard to touching their baby, etc. • Doctors and nurses to include parents in discussion about baby's care and treatment, however since the results were published most units now allow parents to be present during ward rounds. • All staff to make sure parents understand the information being discussed during the ward round. 						
<p>Key Recommendations:</p>	<ul style="list-style-type: none"> • The Network Board are asked to note the actions required across the Network • The full survey results are available in the appendix. • Units to take forward individual action plans. • The PPI Group to review unit action plans in December • The PPI Group to identify ways in which best practice can be shared across the Network 						
<p>Network Impact Assessment (please tick any which are impacted on / relevant to this paper)</p>							
<p>Quality Implications</p>	<p>✓</p>	<p>Financial Implications</p>		<p>Legal Implications</p>		<p>Workforce Implications</p>	