



The Northern Neonatal Network
An Operational Delivery Network
Website - www.nornet.org.uk



Parent Satisfaction Survey

Network Survey Questions

		Y/N	COMMENTS
1	<p>At which hospital(s) was your baby cared for? (Please circle)</p> <p>If more than one hospital – please complete a separate questionnaire for each!</p> <p><i>NB If your baby was cared for at another hospital out of the area or at the Freeman Road Hospital, please do NOT complete a form for these</i></p>		<p>Cramlington Emergency Care Hospital Cumberland Infirmary (Carlisle) Darlington Memorial Hospital James Cook University Hospital, M'Boro Queen Elizabeth Hospital, Gateshead Royal Victoria Infirmary, Newcastle South Tyneside District Hospital Sunderland Royal Hospital University Hospital of North Durham University Hospital of North Tees West Cumberland Hospital (Whitehaven)</p>
2	Was your baby born before or after 33 weeks?		
3	Describe what was good about the care you and your baby received		
4	Did your neonatal unit have accommodation so you could stay in hospital if you wanted to?	Y/N	
5	<p>When your baby was first admitted, did you feel that you were given enough information about the unit?</p> <p>Facilities</p> <p>Staff</p> <p>Equipment (monitors/ventilator etc)</p> <p>What was good about this information?</p> <p>How could it be improved?</p>	<p>Y/N</p> <p>Y/N</p> <p>Y/N</p>	
6	<p>Were hot and cold drinks available for you free of charge on the unit?</p> <p>Or were there facilities to make your own?</p> <p>Was there somewhere to store your belongings securely?</p> <p>Was there somewhere for you to have some quiet time?</p>	<p>Y/N</p> <p>Y/N</p> <p>Y/N</p> <p>Y/N</p>	

7	What facilities were available for siblings, and what other facilities would have assisted you?		
8	Was there enough, accurate written information for your needs	Y/N	
9	Were you given opportunities to get involved in your baby's care? Were the following coordinated with your preferred visiting? <ul style="list-style-type: none"> • Feed times • Weighing of your baby • Nappy changes 	Y/N Y/N Y/N	
10	Were you regularly kept up to date with any changes in your baby's condition How can we improve?	Y/N	
11	Were you given enough support by the staff (including nurses, doctors, midwives, physiotherapists, dieticians etc) during your stay in the neonatal unit? What was good? What could be improved?	Y/N	
12	Were you given enough opportunity to speak to someone senior and get involved in decision making for your baby Did you feel that your views were listened to? Can you suggest any improvements?	Y/N Y/N	
13	Were you given enough support and information about your chosen method of feeding? What was good? What could be improved?	Y/N	

14	<p>Did you have as much skin to skin/kangaroo care with your baby as you would like?</p> <p>If not can suggest how this can be improved?</p>	Y/N	
15	<p>Did staff discuss any financial help with you, such as parking permit, meal vouchers, family fund grants, and help with travel expenses?</p> <p>Can we improve how we make you aware of this?</p>	Y/N	
16	<p>If you could, what improvements would you make to your neonatal unit?</p>		
17	<p>In two or three words how would you describe your care on the neonatal unit?</p>		
18	<p>Finally, was there anyone during this time that you feel particularly stood out as delivering good care, and why?</p>		
	<p>THANK YOU for completing this, your comments will help ensure we continue to provide the best possible care to babies and families and treated in the strictest confidence without identifying you or your baby.</p>		

Please return completed forms to: Mark Green, Neonatal Network Data Manager, Trust HQ (Room 248), Sunderland Royal Hospital, Kayll Road, Sunderland, SR4 7TP.