

Neonatal Unit Discharge Survey

Thank you for completing this survey relating to your experience on the Neonatal Unit at Liverpool Women's Hospital. This information is valuable for us as we seek to continually improve our services to the babies we care for and their families.

* Required

A little bit about you

Information about you and your baby/babies

1. How many weeks into pregnancy was your baby/babies delivered? *

23 weeks

24 weeks

25 weeks

26 weeks

27 weeks

28 weeks

29 weeks

30 weeks

31 weeks

32 weeks

33 weeks

34 weeks

35 weeks

37 weeks

38 weeks

39 weeks

40 weeks

41 weeks

42 weeks

2. Are you the... *

Mother of the baby / babies?

Father of the baby / babies?

Other parent of the baby / babies?

Other

During your pregnancy

3. Did you receive any of your Antenatal (Pregnancy) Care at Liverpool Women's Hospital or under the community midwives linked to the Liverpool Women's Hospital? *

Yes

No

4. Did you meet any of the neonatal team prior to the birth of your baby/babies? *

Yes

No

5. If yes, did you find this useful? *

Yes

No

6. Were you shown around the Neonatal unit prior to the birth of your baby/babies? *

Yes

No

7. Did you feel you were able to ask questions to the Neonatal team prior to the birth of your baby/babies? *

Yes

No

Unsure

8. Do you feel you were given enough support prior to the birth of your baby/babies? *

Yes

No

9. Is there anything else the Neonatal unit team could have done for your family to support you prior to the birth of your baby/babies? (please provide comments) *

The Birth of your baby/babies

10. Was your baby/babies born at Liverpool Women's Hospital? *

- Yes
- No they were transferred after birth

11. Were the Neonatal Team present at your delivery? *

- Yes
- No
- Unsure

12. Did the Neonatal Team introduce themselves at the delivery? *

- Yes
- No
- Unsure

13. Did you have the opportunity for a cuddle after your baby was born, before they were transferred to the neonatal unit? *

- Yes
 - No
 -
- Other

14. At what point was your baby/babies transferred to the neonatal unit? *

Straight after birth (e.g from theatre/delivery suite or midwifery led unit)

From the postnatal ward

Other

15. Were you updated by a member of the neonatal team before they transferred your baby to the neonatal unit? *

Yes

No

Unsure

16. Is there anything that we could have done to make this experience better for you?
(please comment below) *

Arriving on the Neonatal unit

17. When you first came to the neonatal unit were you given an admission pack? *

- Yes
- No
- Unsure

18. Were you given a tour of the neonatal unit? *

- Yes
- No
- Unsure

19. Were you provided with information about 'little baby steps' achievement cards? *

- Yes
- No
- Unsure

20. Did you use the 'little baby steps' cards during your baby/babies admission? *

- Yes
- No

21. Our 'little baby steps' cards are new to the unit, and we would be grateful for any feedback you have on these. *

22. Were you given a 'Journey Box' for your baby (or each of your babies?) *

Yes

No

23. Were you provided with a feeding information pack (containing information on expressing your milk and syringes for collecting it) ? *

Yes

No

Unsure

24. Were you given 'bonding squares' to swap between you and your baby/babies? *

Yes

No

Unsure

During your Neonatal stay

25. Did you find the neonatal unit welcoming? (where 1 is not welcoming and 5 is very welcoming) *

- 1 2 3 4 5

26. Did your baby/babies have an 'all about me' sheet for you to complete and display on the incubator? *

- Yes
 No
 Unsure

27. Were you offered support to express your milk whilst your baby was on the neonatal unit? *

- Yes
 No

Other

28. Were you provided with practical information eg carparking, accommodation and parent facilities? *

- Yes
 No

Other

29. Did you feel food and drink facilities were adequate on the neonatal unit? *

Yes

No

30. If no, please explain *

31. Did you feel food and drink facilities were adequate in the hospital? *

Yes

No

32. If no, please explain *

33. Did you use the accommodation provided to parents on the neonatal unit? *

Yes

No

34. If yes, was it adequate for your needs *

Yes

No

35. Did you attend ward rounds whilst your baby/babies were on the neonatal unit? *

- Yes regularly
- Yes sometimes
- No

36. Were there any barriers to you attending ward rounds regularly? *

37. Did you receive regular updates about your baby/babies care during their admission? *

- Yes
- No
- Unsure

38. Were you were given opportunities to ask questions to the medical and nursing teams? *

- Yes
- No

39. Were you given information about ways to provide feedback on your experiences on the Neonatal unit? *

- Yes
- No

40. Were you provided with information prior to your baby/babies moving rooms on the neonatal unit? *

- Yes
- No
- My baby/babies did not move rooms

41. Did you feel well prepared for the transition between different levels of care (eg from high dependency to low dependency) *

- Yes
- No
- Unsure
- My baby/babies did not move from high dependency care to low dependency care on the neonatal unit

42. Did you feel empowered to care for your baby whilst on the neonatal unit? *

- Yes
- No

43. Please Explain your answer to 'Did you feel empowered to care for your baby whilst on the neonatal unit?' *

Support for you

44. Did you attend any 'Parent Support Sessions' during your baby's stay on the neonatal unit? (eg. Developmental Care, Discharge from the neonatal unit) *

Yes

No

45. Did you find the parent support sessions useful? *

Yes

No

46. If you did not attend the parent support sessions please tell us why? *

47. Are there other topics you would have like to have been included in the parent support sessions?

48. Do you think regular social events on the neonatal unit for parents would be beneficial?

Yes

No

Unsure

49. Did you meet with the peer supporters on the Neonatal unit at any point during your stay? *

Yes

No

Unsure

50. Did you find the support provided by the peer support team helpful? Please provide comments below. *

51. Have you joined the Liverpool Women's Neonatal Unit Facebook group? *

Yes

No

52. If no, what was your reason? *

53. Did you feel visiting restrictions were acceptable? *

Yes

No

54. If No, please provide feedback *

55. Were there any members of staff who stood out to you in enabling you to be involved in all aspect of your babies care?

Leaving Liverpool Women's Neonatal unit

56. Where is your baby/babies being discharged to from the Neonatal unit? *

Discharged home

Transferred to another hospital

Other

57. Have you attended the information session on being discharged from the neonatal unit? *

Yes

No

58. Did you find the information sessions on being discharged from the neonatal unit useful? *

Yes

No

59. Have you been provided with information and teaching on medication administration and discharge medication? *

Yes

No

60. Have you had the opportunity to read your baby/babies discharge letter(s) before discharge? *

Yes

No

61. Have you been given information about ongoing follow-up for your baby? *

Yes

No

62. Do you feel you were well prepared for discharge? *

Yes

No

63. Finally, Please add any comments relating to any of the questions in this survey or, your wider experience of caring for your baby on the neonatal unit, and let us know where we are getting it right and what we need to do to improve.

Thank you for your time in completing this survey

64. **Cheshire & Merseyside Parent Advisory Group**

The Parent advisory group is made up of former neonatal unit parents who represent the views and experiences of neonatal families. They work in partnerships with the North West Neonatal Network to drive forwards improvements in neonatal care.

If you would be interested in joining, please contact

cheshireandmerseysidepag@gmail.com

(<mailto:cheshireandmerseysidepag@gmail.com>) or connect with them on Facebook @CheshireandMerseysidePAG

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