

Background

Parental lived experience in the neonatal unit is key to improve services within the ethos of Family Integrated Care (FICare) [1]. Embedding the five principles of FICare (Fig. 1) into the delivery of care on neonatal units enable the growth of FICare philosophy [2].

[1] BLISS Baby Charter, <http://bliss.org.uk>

[2] Family Integrated Care: A Framework for Practice, BAPM 2021

Aim

Aim - to contemporaneously collect and analyze qualitative data on parental lived experience in Neonatal Units of Imperial College Healthcare NHS Foundation Trust covering aspects of Family Integrated Care by designing and using a digital survey tool on Microsoft Forms.



Fig. 1 The model of FICare [2]

Methodology

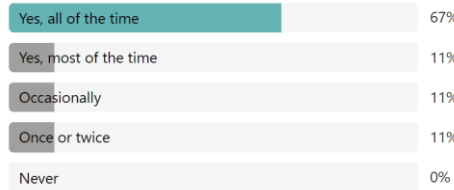
Digital parent experience survey was set up on Microsoft Forms platform. Parents are able to complete it anonymously via QR code. The survey was launched in July 2023. The questionnaire has been translated to multiple languages and accessible as a drop down choice to facilitate feedback from English as additional language (EAL) families.

Conclusions

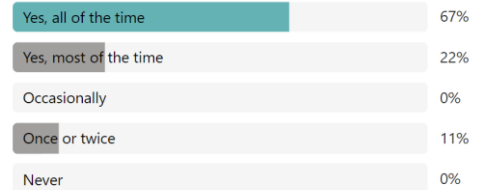
We have set up an online interactive survey with real time feedback and received 9 responses in one month. We received generally good/very good feedback on all survey domains. Free-text feedback has shown emphasis on communication. We will aim for effective sharing of the survey by medical, outreach and nursing teams to increase response rates. Also, QR code will be integrated into the Neonatal Units' Discharge Booklet. Survey results will be reviewed in real time and on quarterly basis. Feedback will be used to improve care and patient experience.

Results (n=9)

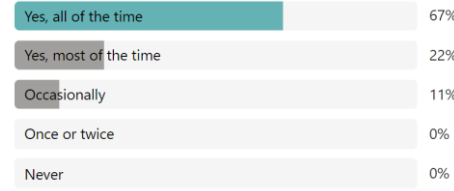
Were you able to participate in ward rounds and talk to staff on the unit about your questions and concerns?



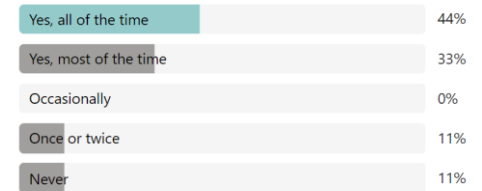
Did the environment and facilities in the neonatal unit help you to be with your baby as much as you wanted?



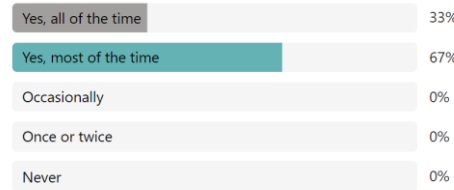
Did the neonatal staff include you in decisions about your baby's care and treatment?



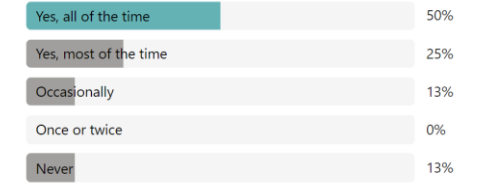
If you asked questions about your baby's condition and treatment, did you get clear answers you could understand?



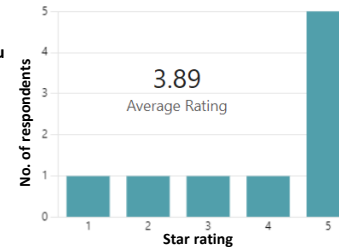
Were you involved in the day-to-day care of your baby, such as nappy changing and feeding?



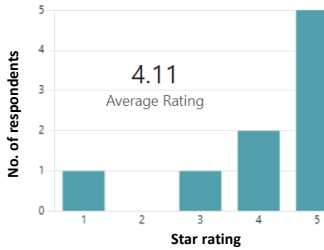
Do you think our staff treated you as equal partners in caring for your baby?



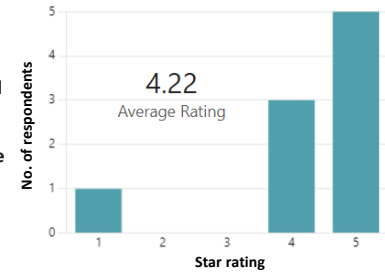
Did we welcome you and did you receive an orientation on the unit after your baby's admission?



Overall, did staff help you feel confident in caring for your baby?



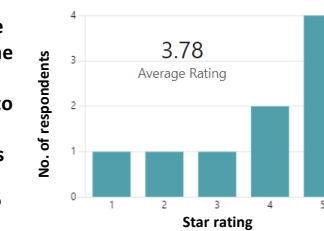
Did you feel prepared for your baby's discharge from neonatal care?



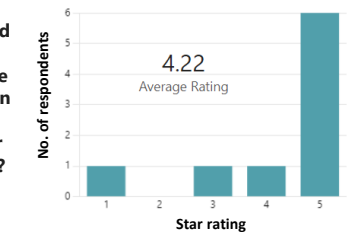
How can we improve care for your baby and your family? Would you like to add any other comments?



Were the staff on the unit sensitive to your emotions and feelings?



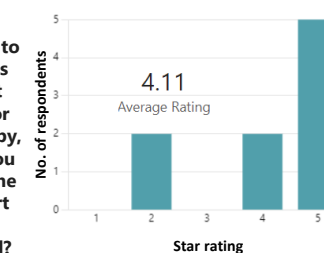
Overall, did you have confidence and trust in the staff caring for your baby?



Did you have as much skin-to-skin contact with your baby as you wanted?



If you wanted to express breast milk for your baby, were you given the support you needed?



Depending on your feeding preference (breastfeeding /bottle feeding), were you given enough support to do this from neonatal staff?

