

Please return this questionnaire in the envelope provided. Alternatively, if you wish, you may post it directly to the hospital at which your baby was born at:

**Kingston Hospital Neonatal Unit**

Galsworthy Road  
Kingston  
Surrey  
KT2 7QB

**Mayday Hospital Neonatal Unit**

530 London Road  
Croydon  
Surrey  
CR7 7YE  
St George's Hospital Neonatal Unit  
Blackshaw Road  
Tooting  
London  
SW17 0QT

**St Helier Hospital Neonatal Unit**

Wrythe Lane  
Carshalton,  
Surrey  
SM5 1AA

**Epsom General Hospital Neonatal Unit**

Dorking Road  
Epsom  
Surrey  
KT18 7EG



## Parent's Questionnaire

Dear Parents,

The Neonatal Units within South West London continually strive to improve the care and services provided to babies and their parents.

In order to achieve this we need some feedback and comments from parents who have used these services. We would greatly appreciate you taking some time to fill in this questionnaire. All information given will be treated in confidence.

If you have any queries regarding the questionnaire please contact the appropriate unit as indicated below:

**St George's Hospital**

Senior Nurse Manager, Mrs. Doris Jackman,  
on 0208 672 1255 ext. 1342.

**Epsom General Hospital**

Senior Sister Nicola Hall on 01372 735 279

**St Helier Hospital**

Senior Nurse, Catherine Swanson on  
0208 296 2885

**Kingston Hospital**

Matron, Jill Hodgkinson, on 0208 974 5390

**Mayday Hospital**

Manager, Lyn Ooi, on 0208 401 3173

South West London Neonatal Network, User Group

September 2006

Parent's Questionnaire



South West London  
Neonatal Network

St George's Hospital, St Helier Hospital, Kingston Hospital,  
Mayday University Hospital, Epsom General Hospital

PLEASE PLACE A TICK ✓ IN THE APPROPRIATE BOX. THANK YOU.

**1 WAS YOUR BABY BORN AT:**

St. George's  Kingston  Mayday  St Helier  Epsom

**2 PRIOR TO DELIVERY**

Neonatal staff aim to see women whose baby is likely to need neonatal care. Were you seen prior to delivery by: (tick all that apply to you)

A Doctor from the Neonatal Unit

A Nurse from the Neonatal Unit

At that time, was the information you got from:

Doctor:  Too much  Right amount  Not enough

Nurse:  Too much  Right amount  Not enough

Was there anything else you would like to have been told?

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**ON ADMISSION**

**3 DID YOU RECEIVE AN INFORMATION BOOKLET ABOUT THE UNIT?**

YES  NO

Did this booklet give you as much information as you wanted?

YES  NO



**DURING YOUR BABY'S STAY IN THE UNIT**

**4 a THE DOCTORS**

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
Told me as much as I wanted to know.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were pleasant and empathetic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were easy to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were easily identified.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality was maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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**4 b THE NURSES**

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
Welcomed me on arrival to the nursery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Told me as much as I wanted to know when I telephoned the Unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gave me enough information when I visited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kept me informed of any change in my baby's condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involved me in my baby's care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were pleasant and empathetic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were easily identified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to speak to the nurse caring for my baby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality was maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**COMMENTS:**

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**4 c RECEPTIONISTS**

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
Were welcoming and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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**5 a SITTING ROOM**

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
Was clean, tidy and comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was well equipped	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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**5 b PARENT'S BEDROOMS**

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
Was usually available when you needed it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were able to get enough rest.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The room was kept clean and appropriate clean linen provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The room had adequate heating and ventilation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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### 6 a EXPRESSING ROOM

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
Was comfortable, clean and tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was well equipped	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was always available when you needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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### 6 b BREAST FEEDING

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
The staff on post-natal ward encouraged breast feeding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff on NNU encouraged breast feeding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room for expressing breast milk was usually available when you needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room for expressing breast milk was kept clean and tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freezer space was available for the storage of your milk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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### 6 c FORMULA FEEDING

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
The staff on post-natal ward offered support and information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff on the Neonatal Unit offered support and information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff offered choice of milk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff showed you feed preparation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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### 7 WERE THE NURSERIES

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
Welcoming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was there enough room to sit down and cuddle your baby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was quiet time observed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS:**

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## 8 VISITING HOURS

	Strongly agree	Agree	Disagree	Strongly disagree	Not Applicable
For family and friends was too long	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For family and friends was too short	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For family and friends was too restricted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There should be parents only visiting times on the Unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### COMMENTS:

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## 9 DISCHARGE PREPARATION

Were you given the written information? Yes  No

**a** Was your baby:

Discharged Home  Transferred to another hospital

**b** If your baby was discharged home – was the practical advice given on how to care for your baby at home?

TOO MUCH  RIGHT AMOUNT  NOT ENOUGH

### COMMENTS:

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**c** If your baby was transferred to another hospital – was the date, time and reason for transfer given?.

YES  NO

If Yes

**d** Did you feel you were given enough time to prepare for the transfer?

YES  NO

### COMMENTS:

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