

## Southend Hospital neonatal unit- script for staff to gather feedback from families

Staff member: Hello, this is [name] calling from the neonatal unit at Southend Hospital. Am I speaking with [name of family]?

Family: Yes, this is [name of family].

Staff member: Great, thank you for taking my call today. I hope you're doing well. I'm contacting you as your baby has been supported on our neonatal units and we want to hear your experience.

In the last year we made a temporary change to the neonatal designation and we were temporarily transferring pregnant mums with babies due to be born between 27 to 32 weeks gestation to specialised neonatal units in other areas, like Basildon and Broomfield.

We would like to hear your feedback about how you've found the transfer process and care you and your baby received. This will help us to plan the transition of our neonatal unit at Southend Hospital to a special care unit.

I wanted to ask if you would be willing to be contacted by our Patient Experience Team to participate in a survey regarding your experience with the neonatal unit?

Family: Yes, we'd be happy to participate in the survey.

Staff member: Fantastic. I'll make a note of that. Alternatively, if you have any immediate concerns or if you prefer to discuss your feedback over the phone, I'm here to listen and assist you.

Family: may provide extra feedback

Staff member: You're welcome. Please don't hesitate to reach out if you need anything else. Thank you for taking the time to speak with me today.

Family: Thank you, goodbye.

## Telephone script for families not accepting patient experience team contact

Family: Actually, we prefer not to be contacted for the survey.

Staff member: That's completely understandable. If you don't mind, would you be open to answering a few questions over the phone about your experience? This way, we can still gather your insights without the need for a formal survey.

Family: Yes, we're happy to answer some questions over the phone.

Staff member: Great, I appreciate that. Firstly, can you share any specific challenges you faced during the transfer process, and how did our team support you through it?

Family: [Answer]

Staff member: Thank you for sharing that. It's valuable information. Additionally, were there aspects of your experience that stood out as particularly positive or supportive?

Family: [Answer]

Staff Member: That's wonderful to hear. Lastly, is there anything you believe we could improve on in the future, based on your experience?

Family: [Answer]

Staff member: Thank you for providing your thoughts. We truly appreciate your time and openness. If you ever have more thoughts or concerns, please feel free to reach out. Thank you for taking the time to speak with me today.

Family: Thank you, goodbye.