

Phototherapy at Home

Parent's Satisfaction Survey

Now that your baby has completed their period of phototherapy at home, we would be grateful if you would give us your feedback on your experience so we can improve the service we provide.

- Do you think the staff explained sufficiently how the equipment was to be used at home whilst you were still in hospital? Please circle your answer.

Yes

No

Or please give us your thoughts on this _____

-
- When you eventually got home did you find the equipment easy to use?

Yes

No

Alternatively, please give us your thoughts: _____

-
- Did you encounter any difficulties with the phototherapy at home service?

Yes

No

Or please provide a full response _____

-
- Did your baby settle on the phototherapy unit well enough not to require you to pick him/her up frequently to settle him/her?

Yes

No

Or please provide a fuller written response: _____

-
- Did the outreach team contact you or visit you each day your baby was receiving phototherapy at home and the day after phototherapy was stopped?

Yes

No

Or please provide a full written response : _____

- What was your overall experience of having phototherapy at home? _____

- After your recent experience, if you had the time all over again, would you still choose to let your baby have phototherapy at home rather than in hospital? _____

- What would you say were the main advantages of letting your baby have phototherapy at home?

- Were there any disadvantages to having phototherapy at home? _____

- Do you have any comments to make about the neonatal outreach team? _____

- Do you have any other comments you wish to make about any other aspects of the care you or your baby received? _____

- Please give an overall rating of your experience of the Home Phototherapy Service on a scale of one to five. Please circle one of the following options:

Poor	Fair	Above average	Good	Excellent
1	2	3	4	5

Thank you for your comments; we really appreciate the time you have taken to give us your feedback on this service we are offering.