

#	RESPONSES	DATE
1	staff wearing face masks was essential and although reduced the more personal side of parental care was essential to safety of staff and babies - very happy with the care and communication throughout our time with the NICU teams	8/21/2020 2:18 AM
2	We appreciate all you are doing to keep everyone especially our baby safe and know it's hard on you all too! The vcreate is fantastic and love the updates!	8/11/2020 3:47 PM
3	I think less visitors in general is the way forward, women get more time to get the hang of breastfeeding and concentrate on recovery. There is less chance of people bringing illnesses into the hospital. Visitors don't interrupt all the vital work that the midwives etc are trying to do. Hoping there will be a change to less visitors / visiting hours when this is over.	8/11/2020 3:46 PM
4	The policy changed on 15/05 and dads can now visit too. The two hour limit remains.	8/11/2020 3:46 PM
5	I understand restrictions are for safety of the infants , just wish me and my wife could visit at the same time	8/11/2020 3:40 PM
6	We were discharged end of April. We were in NicU when the restrictions were implemented. Only one parent at a time could visit and this really affected my relationship as we both couldn't be with our daughter at the same time. Although restrictive, it was for the best of everyone especially the babies so we were very patient.	8/11/2020 3:39 PM
7	- restrictions are too much - allow both biological parents to visit at the same time	8/11/2020 3:39 PM
8	Did not understand why parents needed weekly covid swab, while staff didn't.	8/11/2020 3:35 PM
9	2 hrs a day not enough for dads to visit ad bond with triplets	8/11/2020 3:34 PM
10	maybe its time to let siblings visit for short period of time, or one or 2 family members. Or even just both parents be allowed together. Also i feel i understand why masks are needed but are they so beneficial that it should effect babies bonding and development?	8/11/2020 3:32 PM
11	I understand the importance of wearing PPE and feel like my babies are protected well. Restriction on grandparents not visiting is difficult, perhaps one visit would be helpful.	8/11/2020 10:45 AM
12	We should find a way to allow the baby to see parents face safely	8/11/2020 9:31 AM
13	i understand the restrictions because of COVID but feel unable to fully help.	8/6/2020 9:41 AM
14	I felt that the hospital achieved a sensible, practical balance between the safety of all concerned and the importance of bonding & being there for your sick baby.	8/5/2020 10:13 AM
15	Restrictions to nicu caused may issues when taking our baby home. Missing out on vital care for our baby ment when are baby came home we were not ready. We were also unable to room in at the nicu which again effected are experience of taking our baby home.	8/1/2020 2:59 PM
16	I'm currently in the Transitional Care unit on the Joan Brooker ward, and as such our visitation restrictions are in line with those of the ward, not NICU. This means we are allowed no visitors at all, no partners or children. On one hand this is understandable as it would not be fair to the other mothers on the ward with no visitors. However, the mothers on the ward do not appear to be on the ward for longer than a few days (of course there are always exceptions), whereas I've been here for almost two weeks with no direct contact with my husband or 22 month old son. It is looking likely that my newborn and I shall remain in the unit for another 3/4 days, which is necessary for his health, but I am missing my family dreadfully. I am lucky that my premature son is healthy and with me, instead of me having limited access to him in NICU, and I was given a choice after delivery as to what I would rather do - being in TC was the more beneficial option for my newborn -but having the option of having visitors would relieve some of the stress and upset of being separated from my family.	8/1/2020 2:58 PM
17	If mother is staying in the hospital to breast feed the infant, support for her via partner should be allowed by them staying at the hospital to assist with care of their baby and reduce the workload on the mother. There cannot be much additional risk by the father staying at the hospital if they have been to visit for the 2 hour period when tested, found negative for the virus. Perhaps after negative result fathers can stay for the duration required if possible they would have no contact outside the hospital and minimize risk?	8/1/2020 2:57 PM
18	To allow just family bubble to visit there brother his now 9 weeks And has never met his sisters only by video call	8/1/2020 2:56 PM

19	we are so blessed/ loving nurses who truly love what they do! your hard work doesnt go unnoticed	7/30/2020 1:58 PM
20	As much as the restrictions were so hard on parents and bonding, especially when our daughter was severely ill and we could only spend 3 hours a day with her - I would like to say a massive heartfelt thank you to all the amazing staff. Working in those restrictions was clearly no pic nic for them and they did their absolute best to try and make parents feel part of the babies care when we were there. Also the photos that were took, the diary kept, the NICU drs coming to visit me on the postnatal ward as I was not well, so they were updating me on my daughter's condition as often as possible. There will never be enough thank you's. It's a funny world to have anyone in hospital right now, but you are doing an amazing job. And quite rightly you put the safety of the babies and staff first.	7/28/2020 9:05 AM
21	I was very happy to be able to visit our boy with almost no restrictions. It helped me bond with y baby and my partner at a very difficult time.	7/27/2020 9:24 AM
22	Wearing masks into and around the hospital made sense but it was nice to take them off in the NICU. Hand gel and hand washing also good.	7/26/2020 12:54 PM
23	Generally amazing care at St Mikes Bristol but sometimes HDU staff (without realising it) staff undermine dads role. They were more likely to insist on supervising their involvement (insisting they watch a nappy change for dad but not mum) or suggesting he should leave so mum can breastfeed (mum was addressing her own health needs) to avoid them having to warm milk when busy. Felt so unfair & unsupportive at a difficult time it made us both cry.	7/25/2020 6:24 PM
24	both parents should be allowed to jointly participate in child care to strengthen family bond and increase baby recognition of both parents	7/25/2020 4:10 PM
25	N/A	7/25/2020 4:05 PM
26	As above, face masks would have been a good idea for visiting parents. And also someone making sure any visitors wash their hands properly and use hand sanitizer. Perhaps temperature check for visitors too. When it comes to the safety and wellbeing of the children and staff in nicu, anything that can be done to make everyone safe, while still allowing bonding, should be done.	7/25/2020 7:27 AM
27	As a first-time parent, it would be nice to see the baby together however we totally understand	7/25/2020 3:49 AM
28	Parents should have access to the hospital all the time. A visitation ID to access the NICU will be helpful	7/25/2020 3:27 AM
29	1- I think both parents should be here at the same time as long as they are wearing mask correctly, there is no point of waiting for one parent to leave and let the other in 2- I think my baby can't recognize me as a mom because everyone is wearing a mask	7/25/2020 3:09 AM
30	Nurse didn't take good care of my baby or neither did the Dr they didn't care worse hospital ever to delivery at	7/23/2020 2:04 PM
31	Having only one visitor at a time has discouraged my husband from wanting to come visit the baby with me. I am having to drive myself to the hospital while still on pain meds from my c-section, since he is unwilling to sit in the lobby for an hour while I breastfeed and hold my baby.	7/22/2020 10:39 PM
32	due to the language barrier and also my wife does not feel comfortable visiting alone, I think parents with language barrier should be allowed to visit together, this way they will get the same information and prevent miscommunications	7/22/2020 7:16 PM
33	I feel both parents should be allowed to be with their child together	7/22/2020 7:12 PM
34	letting siblings see babies!! our other children are only with us for the summer and it is very unfortunate they can not meet the babies	7/22/2020 7:10 PM
35	Text update system with verification code	7/22/2020 7:07 PM
36	my overall experience was great, all nurses are amazing	7/22/2020 7:03 PM
37	NA	7/22/2020 6:59 PM
38	understanding the safety measures and how sensitive baby is but the bonding issue for babies in NICU for more than a week as the baby is not able to see parents entire face until they get	7/21/2020 8:35 PM

	them home	
39	My husband and I had a great NICU experience! The nurses were amazing and very helpful. As a RN, I was very impressed and pleased with the level of care my twins received.	7/21/2020 8:34 PM
40	I feel like these restrictions/policies keep my baby safe and healthy	7/21/2020 7:15 PM
41	I feel like Video streaming should be in practice. I feel also when doctors are making rounds, updates should be given over the phone	7/21/2020 7:14 PM
42	Baylor Scott & White is an amazing facility with amazing doctors and nurses	7/21/2020 7:06 PM
43	Parents especially if married and living together should be able to visit together	7/21/2020 6:28 PM
44	None	7/21/2020 6:07 PM
45	would allow 2 people in, so parents can bond together with baby	7/21/2020 6:05 PM
46	Really wish we could have other family able to visit with the same restrictions as parents	7/21/2020 6:03 PM
47	Non-parents should be able to visit subject to the same rules as the parents wish the hospital here has video like other hospitals	7/21/2020 6:01 PM
48	I think the policy is just fine	7/21/2020 5:56 PM
49	I want my family to come visit her when they can, like my brother, it kills me that he can not be on the visiting list and only one person can come in at a time because I live in another city and I have to share time just to make it back home at a good time	7/21/2020 5:55 PM
50	NA	7/21/2020 5:46 PM
51	Having to split time when parent, grandparents live in another city and have to get back home at a descent time	7/21/2020 5:45 PM
52	I believe the preventive measures taken to be appropriate	7/21/2020 5:07 PM
53	Great communication between Dr`s and nurses and I	7/21/2020 5:03 PM
54	I think 1 person in the NICU @ 1 time is a bit too restrictive. if both parents are wearing masks and do not have COVID symptoms, they should both be allowed to visit the baby at the same time	7/21/2020 4:58 PM
55	I hope 2 parents can visit the baby at the same time for some situations (how to bath the baby, how to take care of the baby, ask the doctor a question). In those situations if both parents are present, the parents get more info and learn more so they can take better care of the baby when go back home.	7/21/2020 4:50 PM
56	The only other comment I would add is that we didn't fully understand the point of the restriction - one parent at a time but we can come and go as we please - that still puts both of us coming in and out, does not restrict our presence in the room, but does take away from our time as a family.	7/21/2020 4:33 PM
57	4 v creates asked for and missed BUT great when received	7/21/2020 8:19 AM
58	For the short time that our daughter was in NICU we found the staff to be fantastic and incredibly friendly. The medical care she received was second to none.	7/21/2020 4:01 AM
59	With one twin at home and one in NICU my heart has been torn in two. I have experienced periods of blackout because of the extreme stress and the separation. Finally being able to stay in a bedroom in NICU, after 3 months, has been life changing and I feel so much better.	7/20/2020 3:35 AM
60	I feel the current restrictions are well justified and respectfully and compassionately enforced by staff who really understand how hard it is for the parents of children on this unit.	7/15/2020 3:29 PM
61	When there is a clear "why" for the restrictions we can go along with them. Sometimes the restrictions feel like over zealous caution that is not really making a tangible difference, but is virtue signalling and designed to give the appearance of 'taking this seriously.'	6/29/2020 2:01 PM
62	This may have always been in place, but the fact that there is no water allowed is very frustrating for mothers who are breastfeeding and needing to wear masks.	6/29/2020 1:52 PM
63	Understand restrictions to protect baby,, made mom spend more individual time with baby so	6/28/2020 12:00 PM

	bonded more than baby bonded with dad, hard to not be with baby as a family, milestones were not be able to be celebrated as a family	
64	No comments	6/26/2020 3:18 PM
65	I dont like personel using gloves and touch everything at the same time, so it is contaminated. I prefer they wash their hands each time they will touch him	6/26/2020 3:16 PM
66	Absolutely wonderful support and rules are good and understandable. Thankyou for everything	6/24/2020 1:44 AM
67	Home life is different at the moment but our 6 year old is struggling with the fact he can't see his brother which makes him upset. It would help us as a family if he could just visit if only for a little bit. Staff wearing facemasks - sometimes hard to hear what they say.	6/23/2020 9:28 PM
68	set one rule and keep it, rule change every day is confusing	6/23/2020 1:41 PM
69	set one rulr and keep it, rules change every day its confusing	6/23/2020 1:37 PM
70	Given we are swabbed weekly and temperature checked daily, it seems unnecessary to make us wear masks when it's only us and our baby and no staff are within two meters.	6/21/2020 8:14 AM
71	please allow mom and dad to visit together	6/19/2020 2:00 PM
72	all safety precautions that have been put in place are all welcome if it means keeping my baby, others babys and staff all safe, The staff are all friendly and helpful so the masks have not affected the standard of care or even the relationships with parents	6/13/2020 11:30 AM
73	please allow both parents to visit bedside together	6/12/2020 9:36 PM
74	Both parents once screened and wearing masks should be able to see their baby together	6/12/2020 7:01 PM
75	both parents must visit together	6/12/2020 6:59 PM
76	The staff have been immeasurably helpful and supportive at St.Michael's Maternitu Hospital in Bristol, UK. Every single member of staff has been wonderful. The only slight upset is that I cannot get to know our baby with my partner in the high dependency ward, but can in the NICU, itself. Other than that, they have provided a wonderful experience, and in would recommend this Maternity hospital to anyone considering there options.	6/12/2020 2:19 PM
77	Anyone who passes health screening should not need a mask	6/12/2020 12:30 AM
78	Thank you very much for your care.	6/12/2020 12:27 AM
79	Policy should have been made much clearer from the start to parents and staff. As restrictions are in place more effort should be made to call parents to give updates.	6/11/2020 6:05 AM
80	my mum was my biggest support throughout my pregnancy as my husband left me during, it breaks my heart that she can't see her granddaughter as well as him	6/8/2020 6:07 AM
81	I honestly felt it was too far for mums and dads to not see their child . More welfare support should be given for mums . Also I only had 4 photos/videos in 2 weeks and not allowed my phone for photos etc . Whilst only one mum could be on one side of the room they didn't seem much Social Distancing in the staff . Sometimes it felt like I was the one they were protecting themselves from rather than everyone being precautionary. Some nurses were excellent. Really relaxed you . Others too clinical and made you feel in the way . The doctors however were fab. Poor dad of my daughter had to weight 3 weeks to see his daughter madness ! The labour rules introduced also are madness. Girls I spoke to on the ward were devastated to be doing it on their own until 5cm dilated . Again little support from Midwives .	6/7/2020 7:08 AM
82	I have found the visiting restrictions very tough and would love for nothing more than myself and my partner to be able to see our child together. It has been an extremely tough few weeks emotionally and I wish we could support each other in NICU together.	6/1/2020 11:18 AM
83	After care for me on Blakeny ward was very sub par. I felt rushed out the hospital to use the beds for other patients was left too long without basics such as pressure socks and two hour wait for pain relief. Rushed out the room to be cleaned. But the family liason team have been amazing at accommodating with extra info and videos and the voice recording devices are brilliant. The team in NICU are amazing!	5/26/2020 8:37 AM
84	It was hard to be alone with baby with no partner allowed. I barely slept that week and was exhausted and stressed. I believe it impacted my BP and my mental health. I still feel like	5/22/2020 4:34 AM

crying my heart out when i hear him cry. I struggle to calm him down as my heart is racing remembering when he was crying under lamps due to jaundice. Otherwise the midwives were amazing just unable to cuddle was a bit sad.

85	I can completely understand why visiting it's restricted and am aware that it's just a bad situation in the middle of a pandemic. The family liaison team were really helpful. It felt really odd being only allowed to see my baby for 2 hours a day. One day was readmitted to the delivery suite so my partner went and I was literally across the corridor but unable to see my poorly baby which emotionally is just very challenging. I am extremely grateful of the care give to my son by a highly skilled and dedicated bunch of professionals.	5/21/2020 4:08 AM
86	Whilst I understand why to a certain degree the longer term impact of this on my mental health has been extraordinary. I get to see my baby 1 time every 48 hours, how can anyone say that is a reasonable response to a virus that can be managed with appropriate PPE? I will remember this for the rest of my life. I will also remember the kindness of the staff but at 18 hours old I was told my baby might die and I had to beg to see him because I had already had my 2 hours. How is that ok???	5/17/2020 3:43 AM
87	Whilst I hate leaving my babies each day, I have no doubt that they are receiving the best care and that the hospital are doing everything to connect us to our babies.	5/16/2020 11:12 AM
88	To allow both parents in NiCu a day at different times so the parents can do most of the feeding and cares.	5/15/2020 9:37 AM
89	We think having 2 hours perhaps where both parents could visit would be helpful. No slot allocations as takes away personalisation and we feel is too much when it's our baby. 4 hour slots can be too much, prefer the 2 hour, one parent per day	5/15/2020 9:33 AM
90	Maybe consider both parents visiting for a booked time slot maybe 1-2 times a week.	5/15/2020 9:21 AM
91	I find it hard to comment on the policies in place as my baby was born during COVID19 so I don't know any different. I find it hard being restricted to 2 hours but also as my partner struggles to visit his son, I have little support as other family members can't come. I also feel it is effecting my children's bond with their brother. It is paramount to keep these NICU babies safe	5/14/2020 7:00 AM