Design/Methods: On 3/09, 3 experts in the field (Drs. P Thureen, CL Berseth and J Higuera) and 100 neonatologists from 25 countries were invited to participate.

Guidelines for consensus process, literature search and future preparation of educational material and authorship were developed, reviewed and agreed by all. Participants from different countries were distributed in 12 groups, which interacted and worked together for 5 months to answer 3-5 questions of clinical/physiological relevance, reviewing all global literature and local factors. Answers were received, collated and reviewed by 2 coordinators and the 3 experts. On 9/09 participants and experts met in Cusco, Peru for 6 hours (with lectures by experts, presentations by groups, discussion, and all literature available)

Results: 49 neonatologists participated. Presentations by each group and general discussion in a collaborative forum were used to develop a consensus regarding nutritional management of the newborn and to recommend strategies. The final consensus summary will be published, posted on the web and circulated through thousands of units in Iberoamerica.

Conclusions: This 3rd SIBEN Consensus Group of Iberoamerican neonatologists led to an innovative interaction of physicians from 18 countries of the region, improved education of all participants and ended with a consensus on clinical approaches to nutritional management of the newborn. Furthermore, it could become valuable as a model to decrease disparity in care and to improve outcomes in this and other regions.

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PARENT SATISFACTION SURVEY IN PAEDIATRIC INTENSIVE CARE UNIT: CURRENT PERSPECTIVE OF PARENTAL EXPECTATIONS

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Background: In PICU, most children are unable to express their needs and to reflect on care received. The parental satisfaction is essential to assess quality of services and is an important outcome issue. The satisfaction surveys need to have a clear

link to action and be tested for their reliability and validity.

This survey was aimed to develop and implement an easy to use parent satisfaction survey specifically for PICU that could be administered before discharge.

Methods:

- A parental satisfaction survey was designed including 53 items that were identified from literature review and discussion with consultants.—
- The **Likert scale** was used to record responses.—
- This was an anonymous postal survey sent after the discharge to the parents of children admitted in PICU (Newcastle General Hospital, Newcastle UK) from Jan-Jun 09.

Results:

- 110 surveys were sent out in total and 40 (37%) were received back.
- More than 75% of parents either strongly agreed/agreed that they were satisfied with the quality of the service they received except in the areas related to accommodation and siblings where the satisfaction was about 40-50%.
- Pain assessment by medical staff, stricter infection control policies, better discharge planning and communication regarding the planned procedures were the major areas of concerns from the parents.

Conclusion: The audits should be performed to assess the pain management (assessment, analgesia) and consenting issues in PICU. A survey should be designed with the involvement of parents that could be completed just after discharge.

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LANGUAGE BARRIERS TO PAEDIATRICIANS: A PROSPECTIVE NATIONAL SURVEY

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Introduction: World wide migration has led paediatricians to come in increasing contact with