

## Summary of Breastfeeding Matters Post Tongue-tie Division Surveys received between April -December 2019

### **The link for my first anonymous online survey is emailed to families 2-3 weeks after their home visit and baby's tongue-tie division**

To date ( 20.12.19) I have received 25 responses from 55 invitations to complete which is a 45% response rate

#### **Here is a summary after 2-3 weeks**

- 92 % response rate from Lynn within 24 hours to their initial contact
- 100% felt they were listened to
- 100% confirmed Lynn
  - conducted a tongue function assessment
  - discussed the risks of the procedure
  - demonstrated her insurance
  - washed her hands before the procedure
- 100% felt able to ask any questions
- 88% were completely happy with the information written in the Personal Child Health Record Book ( baby's red book)
- 96% found the links of information helpful
- 100% were happy with the follow up care
- 100% would recommend Lynn to family and friends

#### **When asked about the effect on feeding after the tongue-tie division - here are all the comments**

- Feeding much more efficiently and also sleeping better for longer periods
- Very positive
- Wonderful!
- My baby now feeds perfectly! Lynn warned us of all the “worst case” issues we may face and this prepared us, although we didn't have any
- Increased comfort for baby on bottle. Vast improvement in tongue mobility. Attempted to latch on breast but was unsuccessful, however massively increased chance vs not dividing the tongue tie
- A slight improvement on the boob that's more difficult to feed from- still doesn't always feed well at every feed
- More efficient feeding and a happier baby

- Slight improvement
- It seems to have helped her move food around her mouth which is aiding in her swallowing.
- Unfortunately, she still isn't interested in breastfeeding I am preserving but not hopeful. I have however noticed a huge difference in her tongue shape and movement and she is so much happier, content and chatty since the division.
- A far more settled baby between feeds
- There has been a noticeable difference and weight gain is on the rise.
- He's had to relearn how to feed but seems better in himself. It was the best decision.
- Feeding more efficiently and less frequently. Less windy and colicky.
- Better
- Pain free feeding!!
- Less painful & better feeds. Less fussy & more efficient
- She feeds for much shorter times and has much longer breaks in between. I also have less pain when feeding.
- Has improved his tongue function and ability to move his mouth. He had prolonged jaundice that has cleared now the tongue tie has been divided. His latch is improving too.
- All issues have disappeared and she is now feeding normally
- She can now finish a bottle in about 5 mins without any dribbling
- Much happier and eating more easily
- Baby has better suck. Still clicks sometimes. Slowly getting better
- Feeding is much better and baby is much more content in general.
- Different baby !!!!

### When asked for additional feedback , here are all the comments

- Thank you so much Lynn. I was so close to giving up on breastfeeding and this has made breastfeeding a real enjoyable and bonding experience. 2019
- Lynn has been a massive support to me on my breastfeeding journey. Although it was unfortunately not meant to be, I felt Lynn supported me at every step in many ways. She was non-judgemental and professional but also very approachable and friendly which is a hard balance to strike.
- Thank you so much for all your support, you have so much knowledge and experience and have been such a great help and support to me and my baby x
- Lynn is fantastic - really impressed with our care throughout. She made us feel very at ease and was caring throughout.

- Lynn was professional and knowledgeable. She made the procedure very quick and not as daunting as I had worked it up to be in my head!
- Although unfortunately we discovered the tongue tie too late and our feeding has suffered as a result, the difference since has been incredible! The movement and shape is so different and she seems so much happier it's like she is a different baby! Can't thank Lynn enough just wish we had met her sooner
- Lynn was absolutely amazing from start to finish. She put us at ease and was incredibly knowledgeable. She gave us her time and we really felt that she cared throughout the whole process.
- Lynn was fantastic with both my son and daughter. Would always recommend her.
- Very professional and friendly. Made a distressing experience as best as it could be! Would highly recommend.
- [My baby] can't stop poking her tongue out now, thanks ;)
- Lynn made me feel very comfortable within a short time of meeting her.
- I felt that Lynn really cared and had a lot of really useful knowledge. She answered all our questions, set our expectations appropriately, made us fully aware of the risks and I felt confident about aftercare. Couldn't have asked for more than that!
- Lynn was absolutely brilliant, she is extremely knowledgeable and supportive and we would highly recommend her to anyone in the same situation as us. Being able to have the
- procedure in our own home meant that it was less stressful for us all. Lynn was here for ages as she was very thorough and we never felt as though we were rushed, the whole process was very calm which is what we all needed. Thank you for helping us so much Lynn
- Absolutely so happy with Lynn's services . She saw me very quickly and was very reassuring
- Lynn is fantastic at what she does, extremely caring and I would not hesitate to recommend her to anyone.
- Lynn, we felt like after 8 weeks of despair and being "fobbed off" several times, you were the first person to listen to us and make us feel like you actually sympathised with us. We have a different baby now and a much happier household, thank you so much.

## **The link for my second anonymous online survey is emailed to families 2-4 months s after their home visit and baby's tongue-tie division**

To date ( 20.12.19) I have received 19 responses from 34 invitations to complete which is a 56% response rate

### **Here is a summary after 2-4 months**

Of the babies exclusively breastfeeding before division 62% were still exclusively breastfeeding at 3 months

Of the babies receiving some breastmilk before division 66% were still receiving some breastmilk at 3 months

Of those mum's breastfeeding

- 69% reported more comfortable feeds
- 54% reported a more efficient breastfeeding technique

Of the parents bottle feeding

- 57% reported a more efficient bottle feeding technique

Of all babies

- 47% of parents said their babies were more settled
- 95 % of parents were completely satisfied with the overall care received during and after the tongue-tie procedure
- 74% accessed feeding support after the procedure via a number of means including email, telephone, feeding groups and follow up home visits

### **When asked for additional feedback , here are all the comments**

- Lynn is very approachable and has a lovely demeanour. If/when I have my next baby I will be accessing her support straight away so that we can breastfeed and iron out any issues such as tongue tie and latch sooner rather than later. I felt robbed of my breastfeeding experience and feel very reassured that there is a skilled and knowledgeable practitioner who will be able to help next time. Thank you Lynn. (For the question about feeding before the tongue tie division - I breastfed and formula fed for 4 weeks but too much nipple trauma and dwindling supply meant it did not continue. Lynn was our last resort to identify and divide my sons tongue tie despite

being told by multiple professionals he did not have one. Tongue tie was divided at 5/6 weeks and by then breastfeeding had ceased. Just to clarify that the division did not affect my breastfeeding journey - the delay in diagnosis did)

- Lynn tried all she could to help me and my baby with our breastfeeding journey but unfortunately it wasn't to be. She was supportive and non-judgemental (unlike a lot of her NHS peers). I am pleased I tried the tongue tie division before deciding to exclusively formula feed my baby
- Baby has CMA and reflux but our baby was able to drink the milk properly and swallow without difficulty after the division. Before he really struggled.
- Lynn was marvellous and very informative about diagnosing the tongue tie and what options were available to us. There was absolutely no pressure to get the tongue tie cut and it was all explained clearly. Lynn was very professional but also with a caring manner.
- I can't thank Lynn enough for all her help, just such a shame it wasn't discovered earlier and our breastfeeding journey ended so soon.
- Brilliant support with both my boys for what was a very stressful time (poor weight gain with my eldest) My youngest, is now following the 75th centile and feeding beautifully
- Lynn was great, prompt in responding and a God send considering NHS support was limited, confusing at times and still haven't responded to a request for tongue tie support nearly 2 months after! Lynn spent a lot of time making sure we were content before the procedure and answered all of our questions. Lynn also supported after with texts and emails. I can honestly say, if it weren't for Lynn I wouldn't be breast feeding now. Thank you!
- Thank you for helping us!
- Lynn was brilliant, it was the support after that was confusing. I received Contradicting advice and lack of attention at my local clinic. I found it better to ask friends and search the internet for help.
- Lynn was great at explaining everything to us and making us feel at ease.
- Lynn was fantastic. She explained everything very clearly so we were able to decide whether the divide was right for our baby. She kept us all calm and was so kind and caring. I wouldn't hesitate to recommend her.

- Unfortunately, our baby needed a second tongue tie division on the NHS and after two weeks of improvement after the second time, he has gone back to the same symptoms he had before. He may need a 3rd procedure.
- Lynn was excellent throughout the visit and gave a thorough assessment of the situation before carrying out the procedure. Since the tongue-tie division the pain has gone from me and my baby has less wind so we are very happy to have done it. Many thanks.