

Day Surgery Unit - 'Friends and Family Test' - Apr-15 to May-15

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-15	102	100.0	0.0	0.0
May-15	81	100.0	0.0	0.0

Qualitative Feedback

	Month	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely	I received fantastic care from the whole team in Day Surgery! A special mention for C and C - thank you! And T!	On today's performance - no!	Male	46-55	White British	No tick
2	Apr	Extremely likely	Amazingly friendly staff! Very efficient service. Great toast!		Male	36-45	White British	No tick
3	Apr	Extremely likely	The care and attention given me was excellent at all stages of the procedure and most appreciated. Thank you.	No.	Male	over 65	White British	No tick
4	Apr	Extremely likely	Great team. Happy and very helpful, explained everything clearly. Up the NHS!!	More of the same.	Male	46-55	White British	No tick
5	Apr	Extremely likely	I was not kept waiting long and the service was very friendly. Everyone was very pleasant.			over 65	White British	No tick
6	Apr	Extremely likely	Everyone very helpful and friendly but professional, keeping me informed continually.					No tick
7	Apr	Extremely likely	MT was very efficient, when I went for my Pre-op and	It would help if patients for day surgery could advise those	Male	over 65	White British	No tick

			made clear what happens. All the staff were polite, reassuring, helpful and efficient, throughout the procedure. I felt very well looked after and in safe hands.	collecting them of at least 'not before time of collect' on arrival.				
8	Apr	Extremely likely	Very pleased with my care, staff pleasant and friendly. Some confusion when arranging collection.	Photographic ID to confirm the correct patient.	Male	56-65	White British	No tick
9	Apr	Extremely likely	Just good.		Female	56-65	White British	No tick
10	Apr	Extremely likely	First class care from wonderful bunch of nurses and doctors. This applying to all departments that I have been treated in in the past as well as today. Many thanks.		Male	over 65	White British	No tick
11	Apr	Extremely likely	Organized, friendliness, and humanity.		Male	over 65	White British	No tick
12	Apr	Extremely likely	Very nice people and staff, very friendly, even the cleaning staff were friendly.		Female	over 65	White British	No tick
13	Apr	Extremely likely	Lovely people, good experience. Thank you.		Female	46-55	White British	No tick
14	Apr	Extremely likely	Very well looked after. Thank you.			over 65	White British	No tick
15	Apr	Extremely likely	My 14yr old daughter was well cared for. The staff were brilliant, especially S.	No.	Female	56-65	White British	No tick
16	Apr	Extremely likely	Very well looked after.	No.	Male	56-65	White British	No tick
17	Apr	Extremely likely	Staff attentive and professional. Excellent	None.	Male	56-65	White British	No tick

			service.					
18	Apr	Extremely likely			Male	56-65	White British	No tick
19	Apr	Extremely likely	Friendly care from all staff.		Male	26-35	White British	No tick
20	Apr	Extremely likely	Excellent pre and post care from the whole team. Thank you.		Male	36-45	White British	No tick
21	Apr	Extremely likely	Friendly staff. Happy in their work. Questions answered, I asked about.	No.	Female	over 65	White British	No tick
22	Apr	Extremely likely	All medical and nursing staff very supportive and friendly. As the patient, a general feel of a well-organised and calm environment. Access to any information I needed and opportunity to ask questions. All the above instilled me with confidence!!		Female	56-65	White British	No tick
23	Apr	Extremely likely	Been friendly, helpful staff who always ensure you're okay.					No tick
24	Apr	Extremely likely	FAB.					No tick
25	Apr	Extremely likely	Well looked after, very good all round, would recommend this hospital.			46-55	White British	No tick
26	Apr	Extremely likely	First class treatment and care from the whole Day Surgery team - sorry to leave!	A coat hook would be handy!	Male	over 65	White British	No tick
27	Apr	Extremely likely			Male	over 65	White British	No tick
28	Apr	Extremely likely	Wonderful staff, lovely hospital, care and quality of		Female	56-65	White British	No tick

			care wonderful as usual. I've had 10 operations in 10yrs at Barnstaple Hospital, I'm thankful for all the wonderful care I've received.					
29	Apr	Extremely likely	Great staff!!		Male	56-65	White British	No tick
30	Apr	Extremely likely	Extremely friendly and helpful.		Male	46-55	White British	No tick
31	Apr	Extremely likely	Brilliant!!	No.	Female	over 65	White British	No tick
32	Apr	Extremely likely	Great team as always.	No - all good.	Male	over 65	White British	No tick
33	Apr	Extremely likely	Calm friendly atmosphere despite rapid throughput of patients. I also like being able to see and hear what is going on - I think that not feeling isolated and potentially forgotten while waiting is more important than privacy.		Female	56-65	White British	No tick
34	Apr	Extremely likely	Very friendly staff.		Female	56-65	White British	No tick
35	Apr	Extremely likely	Quick effort and well looked after. Very friendly polite and well informed of procedure. All in all very impressed.	Nope - very happy with everything.	Male	36-45	White British	No tick
36	Apr	Extremely likely	All staff very helpful.	No.	Male	56-65	White British	No tick
37	Apr	Extremely likely	Always friendly and staff helpful. Finding the time no matter how busy they are.		Female	56-65	White British	No tick
38	Apr	Extremely likely	From admission to discharge the care and attention was first class.		Female	over 65	White British	No tick
39	Apr	Extremely likely	Care was excellent, staff		Female	46-55	White British	No tick

			friendly and caring.					
40	Apr	Extremely likely	Perfect, friendly, efficient service.		Male	over 65	White British	No tick
41	Apr	Extremely likely	I felt completely at ease and confident about my stay and treatment. The staff are all friendly, helpful, and efficient at all times. I am extremely grateful for a successful and most impressive operation and recovery. Thank you.	Feedback from patients in hospital to GPs to be given to others in similar circumstances for insight and reassurance.	Female	56-65	White British	No tick
42	Apr	Extremely likely	Very helpful staff and nothing too much trouble. Good service.	I came at 7.30am as no-one rang me to tell me to come later. This was very frustrating - not complaining. Just commenting!				No tick
43	Apr	Extremely likely	I have received good amounts of attention when needed and left to sleep when needed! Several cups of tea, toast and a couple of biscuits, all very welcome indeed. Thank you for looking after me.	No - all good today and a lot better than my last visit.	Female	56-65	White British	No tick
44	Apr	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
45	Apr	Extremely likely	Excellent care. Lovely staff. Very different to previous experiences in other hospitals.	So impressed with all the care I have received so far at NDDH.	Female	46-55	White British	No tick

46	Apr	Extremely likely	Very friendly, helpful staff. Make you feel very at ease before and after surgery. I'm very happy with my care. Thank you!	None.	Female	26-35	White British	No tick
47	Apr	Extremely likely	The staff were excellent, nothing was too much trouble. They explained what was happening and the reasons why.	None.		56-65	White British	No tick
48	Apr	Extremely likely	Excellent service, very patient, friendly and couldn't of done anymore to help my little boy. Thank you so much.		Female	26-35	White British	No tick
49	Apr	Extremely likely	All the staff were very helpful, especially the children's nurses. Thank you.	N/A.	Male	26-35	White British	No tick
50	Apr	Extremely likely	All staff I have encountered have been very friendly and helpful. Nothing has been too much trouble!		Female	46-55	White British	No tick
51	Apr	Extremely likely	Very helpful team from the beginning to end and explained my operation fully to me. 10/10.	No - perfect.	Male	56-65	White British	No tick
52	Apr	Extremely likely	I cannot fault any of the care and treatment I have had. Thank you.	More jelly.		56-65	White British	No tick
53	Apr	Extremely likely	I have received great care from the staff, even though they were extremely busy. The service was great from		Female	36-45	White British	No tick

			start to finish.					
54	Apr	Extremely likely	My first time in hospital since I was a child. Everyone was so friendly, made me feel safe, thanks to Z for looking after me and bringing me toast and tea. Thanks to everyone on the Day Surgery Unit! x	So professional. Keep doing what your doing! x	Male	26-35	White British	No tick
55	Apr	Extremely likely	Efficient procedure and all staff were brilliant in their service. Thank you.		Female	46-55	White British	No tick
56	Apr	Extremely likely	Kind, helpful and efficient staff.	Full English breakfast after morning surgery! Ham, egg and chips after afternoon surgery!	Male	56-65	White British	No tick
57	Apr	Extremely likely	Absolutely fantastic service, staff all very very helpful.		Female	36-45	White British	No tick
58	Apr	Extremely likely	Kept very well informed. Quality of care 100%.	Just keep doing what your doing.	Male	over 65	White British	No tick
59	Apr	Extremely likely	Wonderful, friendly staff. Looked after really well.	No.	Female	56-65	White British	No tick
60	Apr	Extremely likely	Very friendly, helpful, patient.		Female	over 65	White British	No tick
61	Apr	Extremely likely	Professional staff. Mr W. 10/10 and team.			46-55	White British	No tick
62	Apr	Extremely likely	Very impressed with treatment and care given.	No.	Male	over 65	White British	No tick
63	Apr	Extremely likely	Very friendly and helpful staff.		Female	56-65	White British	No tick
64	Apr	Extremely likely	Excellent care given. Thank you.		Female	46-55	White British	No tick
65	Apr	Extremely likely	Very helpful and very	TV room.		46-55	White British	No tick

			friendly.					
66	Apr	Extremely likely	Very helpful.		Male	36-45	White British	No tick
67	Apr	Extremely likely		No.	Male	over 65	White British	No tick
68	Apr	Extremely likely		All good.	Male	26-35	White British	No tick
69	Apr	Extremely likely			Female	56-65		No tick
70	Apr	Extremely likely	Understanding care and support from day team. Attentive, professional and responsive. Highly commend Mr L for his intervention, wit and care.	None.	Female	36-45	White British	No tick
71	Apr	Extremely likely	I have to come to day surgery every 6 months and everyone here is always so kind. Sometimes I feel more frightened than others and I really appreciate how reassuring everyone is. Thank you all so much.	No-one needs to do anything differently but one day maybe will have new anaesthetic rooms!!	Female	46-55	White British	No tick
72	Apr	Extremely likely	I can honestly say I have had the best care that I could ever have. I have been treated with respect and nothing is too much trouble. We are very lucky in North Devon to have a hospital with such dedicated nurses and doctors. I feel very privileged to have been a patient at this hospital. A big thank you to all the staff.		Female	56-65	White British	No tick
73	Apr	Extremely likely	The standard of care was exemplary but the key thing	It was slightly off-putting to arrive at 7.20am and be	Male	56-65	White British	No tick

			is that everyone treated me as an individual. Nothing was too much trouble and the people were so thoughtful. Thank you all!	directed to a waiting area with no lights on and no light switch. A wonderfully, caring, considerate group of people. Thank you.				
74	Apr	Extremely likely	J, my nurse, made me feel happy and comfortable about the procedure and along with the other staff has cared for me 100%.			over 65	White British	No tick
75	Apr	Extremely likely	First class people and well looked after. Superb treatment from arriving to leaving.		Male	56-65	White British	No tick
76	Apr	Extremely likely	Very friendly, helpful staff, Drs and consultants. Wards very clean and comfortable!! What more can I say!		Female	46-55	White British	No tick
77	Apr	Extremely likely	Friendly and efficient staff, nurses and doctors making an uncomfortable experience bearable, if not enjoyable! Thank you.		Male	over 65	White British	No tick
78	Apr	Extremely likely	Everything has been so lovely for our little boy! And a great touch with the teddy!! A massive thank you to everyone!!	No, it's brilliant.	Female	16-25	White British	No tick
79	Apr	Extremely likely	Everyone was very caring, friendly, professional and with a sense of humour. Our NHS is brilliant.		Male	56-65	White British	No tick
80	Apr	Extremely likely	Staff were very polite,		Male	56-65	White British	No tick

			helpful and explained everything fully.					
81	Apr	Extremely likely	All the staff have been very helpful and pleasant. Thank you.		Male	46-55	White British	No tick
82	Apr	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
83	Apr	Extremely likely	The care was very good and everyone was very helpful. Thanks.					No tick
84	Apr	Extremely likely	Well-briefed and cared for in a pleasant atmosphere.					No tick
85	Apr	Extremely likely	Very friendly and helpful staff.					No tick
86	Apr	Extremely likely	Very friendly and helpful staff.		Male	36-45	White British	No tick
87	Apr	Extremely likely	Very helpful, kind and caring staff.		Female	26-35	White British	No tick
88	Apr	Extremely likely	1. Kindness and care. 2. Understanding.		Female	over 65	White British	No tick
89	Apr	Extremely likely	Everyone was efficient, welcoming, cheerful and caring.		Male	over 65	White British	No tick
90	Apr	Extremely likely	Good care and attention. Pretty nurse.					No tick
91	Apr	Extremely likely	You were just brilliant.	You can't improve perfection.	Male	over 65	White British	No tick
92	Apr	Extremely likely	Extremely good info/care.		Male	46-55	White British	No tick
93	Apr	Extremely likely			Female	over 65	White British	No tick
94	Apr	Extremely likely			Male	over 65	White British	No tick
95	Apr	Likely	Friendly, team-orientated atmosphere. Good	Check before you offer me coffee and toast!	Male	46-55	White British	No tick

			communication. Prompt care and processes. Courtesy call the day before to delay my admission to save lengthy wait on the day was helpful.					
96	Apr	Likely	Very friendly staff, so helpful and caring.	None.	Male	46-55	White British	No tick
97	Apr	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
98	Apr	Likely	Expense of early morning taxis or cost / inconvenience of leaving car or motorcycle in car park for some days.	A later permitted arrival time of 7.45am or 8.00am would be much more patient-friendly allowing use of buses for arrival from surrounding area.	Male	over 65		No tick
99	Apr	Likely	Nursing staff very polite and caring.		Female	36-45	White British	No tick
100	Apr	Likely	Pretty much everyone was really helpful and friendly, but it is very confusing when one nurse tells you to be up and moving then another tells you to be sitting and it is also a bit awkward when you are given tea and toast then someone else tells you you must get up and get dressed.	To maybe have a little more communication before speaking to the patient so as not to cause confusion. That said near enough everyone was friendly and helpful.	Male	26-35	White British	No tick
101	Apr	Likely	Very good staff and service.					No tick
102	Apr	Likely			Male	over 65	White British	No tick
1	May	Extremely likely	General care and complete dedication by staff making the patient feel at ease for		Male	56-65	White British	No tick

			the procedure.					
2	May	Extremely likely	Fantastic nurses, great with my daughter, very kind. Many thanks.		Female	36-45	White British	No tick
3	May	Extremely likely	All staff are very pleasant and helpful... made my son and I very comfortable ... (makes lovely tea) thanks S!!		Male	36-45	White British	No tick
4	May	Extremely likely	Excellent group of staff. Very friendly, helpful and understanding, faultless.	None.	Female	26-35	White British	No tick
5	May	Extremely likely	Amazing care, very friendly and professional, couldn't have asked for better care.		Female	26-35	White British	No tick
6	May	Extremely likely	Good nurses and doctors who know their jobs. Lovely Job.		Male	over 65	White British	No tick
7	May	Extremely likely	Very helpful and friendly staff. Attention was First Class. I could not fault it!		Male	over 65	White British	No tick
8	May	Extremely likely	Excellent patient care, lovely, friendly staff. Everything explained.		Female	36-45	White British	No tick
9	May	Extremely likely	Good service, felt well looked after.		Male	56-65	White British	No tick
10	May	Extremely likely	Excellent care and advice - thank you.	Ok as you are!	Male	56-65	White British	No tick
11	May	Extremely likely	Excellent after care, considerate and very professional.		Female	46-55	White British	No tick
12	May	Extremely likely	Friendly staff.		Male	46-55	White British	No tick
13	May	Extremely likely	Staff are pleasant and kind.		Male	26-35	White British	No tick
14	May	Extremely likely	Completely satisfied with	Difficult to find ways of	Male	over 65	White British	No tick

			attitude of staff and attention given.	improvement, perhaps a pay rise for the staff!!				
15	May	Extremely likely	Very efficient and friendly.	None.	Male	46-55	White British	No tick
16	May	Extremely likely	I was looked after well I was for a few days.		Female	over 65	White British	No tick
17	May	Extremely likely	Everyone has been so friendly and a sense of humour which made me feel at ease.	No.	Male	over 65	White British	No tick
18	May	Extremely likely	Everyone was wonderfully helpful, thank you so much. My previous experience wasn't quite the same and the improvements are truly noticeable.	Keep doing what your doing.	Female	56-65	White British	No tick
19	May	Extremely likely	Friendly, efficient and cheerful. Keen.	No.	Male	over 65	White British	No tick
20	May	Extremely likely	The treatment and attention was perfect - nothing seems too much trouble. They are a great team, a hug. Thank you to all!!		Male	over 65	White British	No tick
21	May	Extremely likely	Care from everybody was excellent and very thoughtful, also advice on after surgery care was very helpful.	When appointment letter is sent it would be helpful to be advised to bring a dressing gown and slippers.	Female	over 65	White British	No tick
22	May	Extremely likely	Staff very nice.		Female	over 65	White British	No tick
23	May	Extremely likely	Very friendly and informative staff.	Please mention on a letter to bring dressing gown and slippers.	Female	56-65	White British	No tick
24	May	Extremely likely	Staff were friendly and informative, very		Female	26-35	White British	No tick

			professional.					
25	May	Extremely likely	Caring kind and professional.		Male	56-65	White British	No tick
26	May	Extremely likely	All staff seem so happy and relaxed.		Male	56-65	White British	No tick
27	May	Extremely likely	Everyone was very helpful and friendly.					No tick
28	May	Extremely likely	The staff were friendly and cheerful nothing too much trouble. Good to get the operation done after two previous cancellations.		Male	over 65	White British	No tick
29	May	Extremely likely	Staff put you at ease.		Male	56-65	White British	No tick
30	May	Extremely likely	Friendly staff, very calming and helpful.		Female	16-25	White British	No tick
31	May	Extremely likely	All the team / medical staff were helpful, friendly and attentive.	Probably impossible / impractical but more accurate operations times would be helpful.	Male	56-65	White British	No tick
32	May	Extremely likely			Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
33	May	Extremely likely	Excellent care and relaxed, easy-going attitude from staff. All to time and we were kept informed at all times.		Female	46-55	White British	No tick
34	May	Extremely likely	Everything was run smoothly and everyone was lovely.		Female	36-45	White British	No tick
35	May	Extremely likely	Well looked after.		Male	over 65	White British	No tick
36	May	Extremely likely	Excellent care, no problems, many thanks.		Male	over 65	White British	No tick
37	May	Extremely likely	The staff are amazing!!	None.	Female	36-45	White British	No tick

			Getting a free teddy and being able to keep teddies on the bed. Well-equipped room.					
38	May	Extremely likely	Very happy with the service from start to finish.	Everything very good.	Male	over 65	White British	No tick
39	May	Extremely likely	J, the children's nurse, was amazing! Very understanding, same goes for everyone in the theatre!		Female	16-25	White British	No tick
40	May	Extremely likely	Happy, friendly staff.			36-45	White British	No tick
41	May	Extremely likely	Staff were wonderful, especially K.		Female	56-65	White British	No tick
42	May	Extremely likely	Friendly staff!!!		Male	36-45	White British	No tick
43	May	Extremely likely	Everyone very friendly and helpful.		Female	26-35	White British	No tick
44	May	Extremely likely	Excellent care.		Male	over 65	White British	No tick
45	May	Extremely likely			Female	36-45	White British	No tick
46	May	Extremely likely	Everything was explained very well and I felt my child was made very comfortable. Well looked after and enjoyed meeting the staff here, thank you all.	I didn't ask but somewhere I could have made a cup of tea would be nice otherwise, no, very happy with the service.			White British	No tick
47	May	Extremely likely	Excellent care and surgery. Couldn't recommend more highly.	None.	Female	56-65	Other ethnic group	No tick
48	May	Extremely likely	Extremely attentive and informative - at ease during the entire process.		Male	over 65	White British	No tick
49	May	Extremely likely	Very good all round.	No.	Male	over 65	White British	No tick
50	May	Extremely likely	Lovely, friendly staff. Especially the student nurse	No.	Female	36-45	White British	No tick

			who looked after me before and after my op.					
51	May	Extremely likely	All the staff were most caring and attentive and did everything to put me at my ease. Excellent care, a big thank you to everyone.	Doing an excellent job.	Female	over 65	White British	No tick
52	May	Extremely likely	Extremely attentive to detail and comfort of not just myself but to all the other patients around and their individual needs, many thanks.					No tick
53	May	Extremely likely	Very good staff - great.			over 65	White British	No tick
54	May	Extremely likely	First class service from first class staff. The NHS 'Rocks'.		Male	46-55	White British	No tick
55	May	Extremely likely	Friendly, caring and efficient service.		Male	over 65	White British	No tick
56	May	Extremely likely	Everybody so kind, many thanks to you all.		Female	over 65	White British	No tick
57	May	Extremely likely	The NHS gets a lot of bad press but I can honestly say that I have always been looked after perfectly, I wouldn't change a thing, a credit to the nursing professional. Thank you.	None at all.	Male	over 65	White British	No tick
58	May	Extremely likely	Good care, friendly staff, thank you.		Male	36-45	White British	No tick
59	May	Extremely likely	Everyone was very kind and helpful. It was nice for H to see J who knew her from Caroline Thorpe Ward.		Female		White British	No tick

60	May	Extremely likely	1st class service.					No tick
61	May	Extremely likely	Excellent nursing care, friendly, helpful staff.	When admitting patients ensure privacy - hard to do but I knew about all the other patients in the ward.	Female	46-55	White British	No tick
62	May	Extremely likely	Cheery staff helped me relax and made the whole experience better than I feared.		Male	56-65	White British	No tick
63	May	Extremely likely	Wonderful, caring nurses!					No tick
64	May	Extremely likely	Very helpful and friendly staff.					No tick
65	May	Extremely likely	Wonderful, wonderful staff and care. Says it all - nothing was too much trouble. I felt so valued (and so did my partner) plus the knowledge base and experience was very evident. Thank you.		Female	46-55	White British	No tick
66	May	Extremely likely	Treated with dignity and respect and felt like I was the one who mattered.	Cannot fault service.	Male	56-65	White British	No tick
67	May	Extremely likely	Children's nurse outstanding.				White British	No tick
68	May	Extremely likely	Very efficient, kind, friendly staff that kept us well informed and well looked after at all times. Absolutely fantastic care and attention.		Female	46-55	White British	No tick
69	May	Extremely likely	Very friendly, efficient, informative and ready to help you if needed. Nothing is too much trouble even		Female	56-65	White British	No tick

			though they are very busy.					
70	May	Extremely likely	The whole experience has been great as it was my daughter's first operation.	No - all absolutely fab!	Female		White British	No tick
71	May	Extremely likely			Female	46-55	White British	No tick
72	May	Extremely likely	Everyone has been so kind. Thanks especially to B who has made me feel looked after and made the best cup of tea! Mr W and his team have been so caring and re-assuring and I feel I am in the best hands.		Female	56-65	White British	No tick
73	May	Extremely likely	First time as a patient, staff very friendly and helpful.					No tick
74	May	Likely	Lovely staff, efficient care. Took time to explain exactly what was going to happen.		Female	over 65	White British	No tick
75	May	Likely	Have always been treated well and had what was being done well informed.		Female	56-65	White British	No tick
76	May	Likely	Helpful and friendly.		Male	16-25	White British	No tick
77	May	Likely			Female	36-45	White British	No tick
78	May	Likely	Staff are very attentive and lovely. I would have put 'extremely likely' if I did not have to wait for two hours from 7.30am only to be told that I was not needed until 12.45pm. Only reason given was 'tried calling yesterday'.	Leave message / text when day surgery changed -people do work and cannot take calls during working hours.	Male	46-55	White British	No tick
79	May	Likely	No issues, no problems, staff very friendly.		Male	36-45	White British	No tick

80	May	Likely	Staff were friendly and kept us informed about the delay but it would have been nice to have more! Beds were very short in numbers so delays.	More beds, less cancellations.	Male	over 65	White British	No tick
81	May	Likely			Male	under 16	White British	No tick
82	May	Not answered	I've been treated very well, the staff are very caring, nothing too much trouble for them, thanks a lot.		Female	over 65	White British	No tick