

### Day Surgery Unit - 'Friends and Family Test' - Aug-15 to Sep-15

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

#### Quantitative Results

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

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.       | %               | %                   | %   |
| Aug-15 | 51        | 98.0            | 2.0                 | 0.0   |
| Sep-15 | 59        | 96.6            | 0.0                 | 3.4   |

## Qualitative Feedback - Aug-15

|    | '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  | Extremely likely                   | Staff pleasant and friendly!   |   | Male   | 46-55    | White British         | No tick   |
| 2  | Extremely likely                   | Very friendly.   |   | Male   | 26-35    | Asian / Asian British | No tick   |
| 3  | Extremely likely                   | Everyone was kind, attentive nothing too much trouble. Didn't want to go home! Kept frequently up-to-date with progress and treatment. | None.   | Female | 46-55    | White British         | No tick   |
| 4  | Extremely likely                   | Excellent, gentle care, faultless.   | None.   | Male   | 56-65    | White British         | No tick   |
| 5  | Extremely likely                   | Very helpful, friendly staff.  |   | Male   | under 16 | White British         | No tick   |
| 6  | Extremely likely                   | All staff have been caring knowledgeable and trustworthy.  |   | Female | 36-45    | White British         | No tick   |
| 7  | Extremely likely                   | All staff were very friendly and helpful. Smiling faces make a big, positive difference to the day. Thank you all.                     |   | Female | 56-65    | White British         | No tick   |
| 8  | Extremely likely                   | Helpful, very friendly staff.  | None.   | Female | 16-25    | White British         | No tick   |
| 9  | Extremely likely                   | Very friendly and thoughtful. Look after you lovely.   |   | Male   | under 16 | White British         | No tick   |
| 10 | Extremely likely                   | Everybody friendly & helpful.  |   | Male   | 46-55    | White British         | No tick   |
| 11 | Extremely likely                   | Looked after very well - as usual,   |   | Female | 56-65    | White                 | No tick   |

|    |                  |  |  |        |          |               |         |
|----|------------------|--|--|--------|----------|---------------|---------|
|    |                  | everything explained clearly.  |  |        |          | British       |         |
| 12 | Extremely likely | Excellent care provided for my son.  |  | Male   | under 16 | White British | No tick |
| 13 | Extremely likely | Friendly staff who kept me well informed. Perfect temperature. Very efficient.   |  | Female | 46-55    | White British | No tick |
| 14 | Extremely likely | The staff we dealt with were attentive, professional, friendly and a pleasure to meet. We were kept fully informed at all times and everything was explained in detail.              |  | Female | 46-55    | White British | No tick |
| 15 | Extremely likely | Staff are very friendly and keep you informed with everything that is happening. Everything is explained so that the patient and parent understand. All staff are happy and patient. |  | Female |          | White British | No tick |
| 16 | Extremely likely | Very friendly, made to feel at ease given plenty of info. before & after op. Aftercare was excellent.  |  | Female | 46-55    | White British | No tick |
| 17 | Extremely likely | A most pleasing stay.  |  | Male   | 46-55    | White British | No tick |
| 18 | Extremely likely | Everyone was great.  |  | Male   | 36-45    | White British | No tick |
| 19 | Extremely likely | Excellent care throughout the stay. Very caring + kind staff + very thorough.  |  | Female | 36-45    | White British | No tick |
| 20 | Extremely likely | Excellent care & explanations of procedures.   |  | Male   | over 65  | White British | No tick |
| 21 | Extremely likely | Caring attitude of all staff I met. Nice, friendly atmosphere. I felt well looked after post-op. Tea and toast very welcome! Everything  | More staff to take some stress off the existing staff! | Male   | 56-65    | White British | No tick |

|    |                  |  |  |        |          |                    |         |
|----|------------------|--|--|--------|----------|--------------------|---------|
|    |                  | clean and tidy. All procedures explained fully and comprehensively to me before they occurred. I think the staff do a wonderful job in a busy workplace. |  |        |          |                    |         |
| 22 | Extremely likely | Very friendly staff.   |  | Male   | 56-65    | White British      | No tick |
| 23 | Extremely likely | The staff were all very cheerful which helped me to relax.   |  | Female | over 65  | White British      | No tick |
| 24 | Extremely likely | Nursing staff so friendly and reassuring.  | Could be a little quieter - lots of children but this is not a complaint - it's not their fault. | Female | 56-65    | White British      | No tick |
| 25 | Extremely likely |  |  |        | 56-65    | White British      | No tick |
| 26 | Extremely likely | I'm really happy with care that been provided for my son. I do feel well looked after and received great service and help.                               |  | Male   | under 16 | Other ethnic group | No tick |
| 27 | Extremely likely | My experience from start to finish has been of the highest order. Every one of the staff have been 10+. Many thanks.                                     |  |        |          |                    | No tick |
| 28 | Extremely likely | All the staff where very helpful and nothing was too much trouble.   | Can't improve on excellence.   | Male   | 46-55    | White British      | No tick |
| 29 | Extremely likely | Very calm, professional and caring. J. very lovely with M. Whole process was very well-handled. Excellent team.  |  | Male   | under 16 | White British      | No tick |
| 30 | Extremely likely | Friendly staff, great service.   |  | Female | 26-35    | White British      | No tick |
| 31 | Extremely likely | Friendly, helpful & informative staff.   |  | Female | 56-65    | White British      | No tick |
| 32 | Extremely likely | The staff have gone out of their   |  | Female | 26-35    | White              | No tick |

|    |                  |   |                                |        |          |               |  |
|----|------------------|---|--------------------------------|--------|----------|---------------|--|
|    |                  | way to look after S.  |                                |        |          | British       |  |
| 33 | Extremely likely |   |                                | Male   | over 65  | White British | I DO NOT wish my anonymised comments to be made public |
| 34 | Extremely likely | Very caring, emotionally supportive, did not leave parent or child on their own. Very professional and clear about all procedures. Amazing service. Thank you for caring. | No.                            | Female | 36-45    | White British | No tick  |
| 35 | Extremely likely | Thorough, professional, friendly care.  | Keep doing what you are doing. | Male   | 56-65    | White British | No tick  |
| 36 | Extremely likely | Everyone very helpful & friendly & reassuring.  |                                |        | over 65  | White British | No tick  |
| 37 | Extremely likely | Great care given throughout.  |                                | Female | under 16 | White British | No tick  |
| 38 | Extremely likely | The care and attention was exceptional. Thank you.  |                                | Female | under 16 | White British | No tick  |
| 39 | Extremely likely | Because of the kindness, efficiency of staff & cleanliness of the hospital. Many thanks.  | I cannot think of one!         |        | over 65  | White British | No tick  |
| 40 | Extremely likely | Friendly staff, always kept up to date, not kept waiting for staff / info or requests. J. brilliant!  |                                | Female | under 16 | White British | No tick  |
| 41 | Extremely likely | Friendly, helpful staff.  |                                | Male   | 16-25    | White British | No tick  |
| 42 | Extremely likely | Excellent nursing. Kept informed. Courteous medics.   |                                | Female | 56-65    |               | No tick  |
| 43 | Extremely likely |   |                                |        |          |               | No tick  |
| 44 | Extremely likely | Very welcoming, friendly and efficient staff.   |                                |        | 46-55    | White British | No tick  |
| 45 | Extremely likely | Excellent care & great staff.   |                                | Male   | 26-35    | White         | No tick  |

|    |                    |  |                |        |          |               |  |
|----|--------------------|--|----------------|--------|----------|---------------|--|
|    |                    |  |                |        |          | British       |  |
| 46 | Extremely likely   | The general care and consideration you gave me was wonderful. The whole experience was as good as you would want it to be. Thanks all very much. | Very adequate. | Female | over 65  | White British | No tick  |
| 47 | Extremely likely   | Warm welcome - made comfortable. Kept informed of what & when was happening. All staff were friendly & reassuring. Nothing was too much trouble. |                | Female | 46-55    | White British | No tick  |
| 48 | Likely             | <i>Patient:</i> Because I was treated nicely & dvd player good idea.<br><i>Parent:</i> Looked after my wellbeing as a mother'.                   |                |        | under 16 | White British | No tick  |
| 49 | Likely             | Staff are very friendly & helpful.   |                | Female | 26-35    | White British | No tick  |
| 50 | Likely             | Been here 3 times now. Ok.   |                | Male   | 46-55    | White British | No tick  |
| 51 | Unlikely           |  |                | Male   | 36-45    | White British | I DO NOT wish my anonymised comments to be made public |
| 52 | <b>Not entered</b> | Excellent. Thank you to Mr C. and all the nurses for a first class experience. Really appreciate it.   |                | Male   |          | White British | No tick  |

## Qualitative Feedback - Sep-15

|    | '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  | Extremely likely                   | Helpful & considerate staff.   |   |        | over 65  | White British | No tick   |
| 2  | Extremely likely                   | Very friendly.   |   | Female | 36-45    | White British | No tick   |
| 3  | Extremely likely                   |  |   | Male   | 26-35    | White British | I DO NOT wish my anonymised comments to be made public                              |
| 4  | Extremely likely                   | Very kind and helpful, popping in and out all of the time.   |   | Female | over 65  | White British | No tick   |
| 5  | Extremely likely                   | Brilliant! Thank you.  |   |        |          |               | No tick   |
| 6  | Extremely likely                   | Very caring, very professional. Faultless.   |   | Male   | 56-65    | White British | No tick   |
| 7  | Extremely likely                   | The staff were very caring & compassionate to my daughter aged 5. I can't praise them enough.  | Due to my daughter's nervousness, pre-op sedation would have been better. | Female | under 16 | White British | No tick   |
| 8  | Extremely likely                   | The hospital environment can be stressful but the team in day surgery do a great job and I have been here twice recently, T. is a standout colleague and really does a fantastic job. Well done team Day Ward. |   | Male   | 36-45    | White British | No tick   |
| 9  | Extremely likely                   | I cannot say enough how utterly wonderful everyone has been in this day ward.  | None.   | Female | 56-65    | White British | No tick   |
| 10 | Extremely likely                   | The staff put you at ease.   |   | Female | 46-55    | White         | No tick   |

|    |                  |  |  |        |          |                    |         |
|----|------------------|--|--|--------|----------|--------------------|---------|
|    |                  |  |  |        |          | British            |         |
| 11 | Extremely likely |  |  | Female | 46-55    | White British      | No tick |
| 12 | Extremely likely |  |  | Male   | under 16 | Other ethnic group | No tick |
| 13 | Extremely likely | Everyone has been so lovely, considerate and kind not only to the patient but the patient's family. Did not want for anything. | Only thing I would say is to the anaesthetist upstairs to pre-warn parent that he putting medicine in to send patient to sleep rather than just do....                   | Female | 26-35    | White British      | No tick |
| 14 | Extremely likely | Exceptional staff, felt very looked after, couldn't have asked for better care.  | N/A.   | Male   | 16-25    | White British      | No tick |
| 15 | Extremely likely | Very well looked after, staff available when needed and everything explained thoroughly.                                       | None.  | Female | under 16 | White British      | No tick |
| 16 | Extremely likely | Lovely staff, friendly and patient.  |  | Female | 46-55    | White British      | No tick |
| 17 | Extremely likely | I felt I was in good hands from the start.   | A clock in the bay would be nice.  |        |          |                    | No tick |
| 18 | Extremely likely | Good treatment.  | After operation, first food is toast & drink. As patient has sore throat & is a bit dehydrated at this time bread & soup might be better unless caffeine helps recovery. | Male   | over 65  |                    | No tick |
| 19 | Extremely likely | 100% good.   |  | Male   | over 65  | White British      | No tick |
| 20 | Extremely likely | Professional, knowledgeable, supportive, empathetic, approachable, respectful and much appreciated particularly J.!            | Find a way (close the bay doors) to allow kids to cry without too much impact on the other bays.   | Female | over 65  | White British      | No tick |



|    |                  |  |   |        |          |                       |         |
|----|------------------|--|---|--------|----------|-----------------------|---------|
| 21 | Extremely likely | Friendly, comfortable for my young son. Thank you!   | More info. on procedure before, advice on how to prepare child.   | Male   | under 16 | White British         | No tick |
| 22 | Extremely likely | Excellent, personal attention from all of the staff. Very grateful.  | No.   | Male   | over 65  | White British         | No tick |
| 23 | Extremely likely | The staff are really friendly and helpful.   |   | Male   | under 16 | White British         | No tick |
| 24 | Extremely likely | All of the staff have been fantastic, explained exactly what was going to happen with my 13yr old daughter and put us at ease. We cannot fault them in any way. Thank you so much. |   | Female | under 16 | White British         | No tick |
| 25 | Extremely likely | Wonderful staff very helpful. NOTHING was too much trouble.  | None.   | Male   | 56-65    | White British         | No tick |
| 26 | Extremely likely | Very well looked after.  |   | Female | 26-35    | White British         | No tick |
| 27 | Extremely likely | Excellent nursing staff working under a lot of pressure.   |   |        |          |                       | No tick |
| 28 | Extremely likely | All the staff extremely efficient and helpful and pleasant.  | A clock.<br>Letter to include dressing gown & slippers.   | Female | 56-65    | White British         | No tick |
| 29 | Extremely likely | Staff are very friendly and polite.  | I was very pleased with the service received. The staff were so nice.   | Female | under 16 | Asian / Asian British | No tick |
| 30 | Extremely likely | I am very, very happy with my stay. You have all been fantastic.   |   |        |          |                       | No tick |
| 31 | Extremely likely | Caring staff treat you as a human being. Friendly atmosphere.  |   | Male   | over 65  | White British         | No tick |
| 32 | Extremely likely | All staff were friendly, helpful and informative & thorough. The day surgery system is a very good idea in terms of reducing time in hospital and most people just want            | There wasn't a bed available for a long time. Is there any way to reduce how long beforehand the appointment time is for? | Male   | 56-65    | White British         | No tick |

|    |                  |  |  |        |         |               |         |
|----|------------------|--|--|--------|---------|---------------|---------|
|    |                  | to get home asap.  |  |        |         |               |         |
| 33 | Extremely likely | Brilliant, caring staff. Great service nothing was too much trouble. Thank you.  |  |        |         | White British | No tick |
| 34 | Extremely likely | Excellent all round. This is my 4th visit for my bladder problem. The July 23rd visit was followed by severe infection so hope this is ok this time. |  | Male   | over 65 | White British | No tick |
| 35 | Extremely likely | Absolutely superb care, attention, information, advice and concern for me. All done with a smile, friendly & caring. Thank you.                      |  |        |         |               | No tick |
| 36 | Extremely likely |  |  |        | 56-65   | White British | No tick |
| 37 | Extremely likely | Staff very friendly and happy to help. Thanks for all your help.   |  | Male   | 36-45   | White British | No tick |
| 38 | Extremely likely |  | It's all good. Friendly & efficient staff. | Male   | 46-55   | White British | No tick |
| 39 | Extremely likely | The staff have been really friendly and made my son feel calm and at ease. Brilliant, keep up the great work.  |  | Male   | 36-45   | White British | No tick |
| 40 | Extremely likely | Helpful staff, explain everything. Very caring, look after you well. They do a very good job, can't fault them.                                      |  | Female | 26-35   | White British | No tick |
| 41 | Extremely likely | Very friendly, efficient & caring, staff very pleased with treatment received.   |  | Female | 56-65   | White British | No tick |
| 42 | Extremely likely | I have to come to the unit fairly frequently and I am always well looked after.  |  | Female | over 65 | White British | No tick |

|    |                  |   |  |        |          |               |         |
|----|------------------|---|--|--------|----------|---------------|---------|
| 43 | Extremely likely | Staff excellent - every one of them!  |  |        |          |               | No tick |
| 44 | Extremely likely |   | Was concerned to see cabinet with patient's files uncovered and opened in the waiting area as quite often the receptionist had to leave her post. Anyone could have gained access to patient's files. Data protection & patient confidentiality would be breached! | Female | 16-25    | White British | No tick |
| 45 | Extremely likely | Because the nurses are very nice. x. Oh and nice a friendly!!xx. As this is my first time in hospital to have a op.   | No.  | Female | under 16 | White British | No tick |
| 46 | Extremely likely | Could not have received better professional, friendly and efficient treatment.  | Don't change what is working so well - at least that is how it has appeared to me.   | Male   | over 65  | White British | No tick |
| 47 | Extremely likely |   |  | Male   | 26-35    | White British | No tick |
| 48 | Extremely likely | Every staff member has been very helpful - informative and caring. This includes the anaesthetic team and dental team. The nursing staff were all brilliant including S., K., M. & S. The ODA and HCA's were all really helpful, friendly & caring. Very good follow-up by medical teams. |  | Female | under 16 | White British | No tick |
| 49 | Extremely likely |   |  | Female | 36-45    | White British | No tick |
| 50 | Extremely likely | Excellent care & support. Friendly & helpful staff despite the pressure the system's under. Many thanks   |  |        | 56-65    | White British | No tick |

|    |                             |  |                 |        |          |               |         |
|----|-----------------------------|--|-----------------|--------|----------|---------------|---------|
|    |                             | to all involved.   |                 |        |          |               |         |
| 51 | Extremely likely            | The care and professionalism is superb. Very happy customer!   |                 |        |          |               | No tick |
| 52 | Extremely likely            | All staff members brilliant, caring shown. I can't thank everyone enough. Of course, thank you to the doctor.            |                 | Female | 46-55    | White British | No tick |
| 53 | Extremely likely            | Received very good treatment, kind & caring.   |                 | Female | over 65  | White British | No tick |
| 54 | Likely                      | Good service.  |                 | Female |          | White British | No tick |
| 55 | Likely                      | The staff were extremely friendly and kept me informed as to what was going to happen.                                   |                 | Female | 36-45    | White British | No tick |
| 56 | Likely                      | Staff are very friendly and welcoming. The staff are very informative towards you and give you all information you need. |                 |        |          |               | No tick |
| 57 | Likely                      | Very friendly staff.   | Less waiting?!! |        | 56-65    | White British | No tick |
| 58 | Neither likely nor unlikely |  |                 | Female | 16-25    | White British | No tick |
| 59 | Neither likely nor unlikely |  |                 | Female | under 16 | White British | No tick |