

**Day Surgery Unit - 'Friends and Family Test' - Aug-16 to Sep-16**

**Adult FFT card question:**

*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.*

**Children and young person's FFT card question:**

*We would like you to think about your stay with us here and tell us how you feel about it by answering just a few simple questions. The answers you give will help us to improve the care we offer to everyone who comes here. Would you tell your friends that this is a good unit to come to? Response options: Yes, Maybe, No, 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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

**The Trust's target 'Would recommend' score is 75%.**

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-16	29	100.0	0.0	0.0
Sep-16	24	100.0	0.0	0.0

### Qualitative Feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Month	'Friends and Family Test' Response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public / your answers ever to be made public
1	Aug	Extremely likely		Excellent care and attention all round.			Male	56-65	White British	
2	Aug	Extremely likely		Fantastic stay, staff lovely, can't complain about anything, clean ward. All staff kept me informed, theatre staff and consultant all very good. Thank you.			Female	46-55		
3	Aug	Extremely likely		Everyone very pleasant, nothing seemed too			Female	56-65	White British	

				much trouble, very understanding, makes you feel not so nervous and reassuring.						
4	Aug	Extremely likely		All the nurses are very friendly, helpful and knowledgeable. They also make good toast.						
5	Aug	Extremely likely		Very good standard of care I have received and been treated with the upmost care and respect from all staff in this day unit. Very friendly. Thank you.		Nothing to be improved on this unit.	Female	46-55	White British	
6	Aug	Extremely likely		Staff were comforting & patient, I felt calm & at ease! Very helpful with questions, attentive & quick to come when called. Thank you!!			Female	16-25	White British	
7	Aug	Extremely likely		Brilliant care given.			Male	26-35	White British	
8	Aug	Extremely likely		The team was brilliant, especially about my anxiety, helped me feel relaxed and less agitated waiting. Everyone appeared happy & friendly. Just was really made to feel comfortable.		I got put in a gown at 10.20am, didn't leave for surgery till 12pm. I felt really uncomfortable, maybe reduce this time?	Female	16-25	White British	
9	Aug	Extremely likely						over 65		

10	Aug	Extremely likely		So lovely, all the staff, very friendly. Completely put you at your ease. No complaints whatsoever. Nice experience, would not be worried in the future.		The service does not need improving.	Female	over 65	White British	
11	Aug	Extremely likely		Because all the staff cared for me well and made sure I was ok. Also, they made sure I knew exactly what was going on at all times which made me feel much more comfortable. Staff were really kind and looked after me well. Wifi & food & drink.		Nothing.	Female	16-25	White British	
12	Aug	Extremely likely		Excellent service.		None.	Male	over 65	White British	
13	Aug	Extremely likely		Very high standard of care. Friendly and caring staff.		Continue the good services you all provide. No cut back to services please.	Male	46-55	Asian / Asian British	
14	Aug	Extremely likely					Male	over 65	White British	
15	Aug	Extremely likely		Caring, friendly staff.			Female	56-65	White British	
16	Aug	Extremely likely		Care and kindness second to none. Thank you.		None.	Male	over 65	White British	
17	Aug	Extremely likely		I don't know what to say really, the service and everything else about the		Give 'em the money they deserve, pay the nurses more, channel	Male	over 65	White British	

				'Pilton Hilton' is just superb. It never ceases to amaze me how they do it, when you hear about nothing but budget cuts. Amazing place.		the money where it's needed & deserved.				
18	Aug	Likely		Calm & friendly & reassuring.		None.	Female	56-65	White British	
19	Aug	Yes	Parent / guardian / carer	Very friendly, reassuring nurses, kept my son relaxed.	Own room, DVD player, teddy bear, good clear instructions.	N/A.	Male	6-8	White British	
20	Aug	Yes		Good nursing staff / doctors very kind / helpful considerate!!	Felt very worried but nurse was very supportive.	Everything was fine.	Male	6-8	White British	
21	Aug	Yes	Parent / guardian / carer	Everyone was very friendly and easy to talk to, my son was included in conversations regarding his procedure.			Male	6-8	White British	
22	Aug	Yes	Parent / guardian / carer					under 6	White British	
23	Aug	Yes	Parent / guardian / carer	Friendly staff, informative, thorough. Room clean and comfortable.			Male	12-15	White British	
24	Aug	Yes		Amazing staff were brilliant.	Staff were friendly and informative.	Nothing.	Female	under 6	White British	
25	Aug	Yes	Parent / guardian / carer	Staff friendly, comforting setting, well looked after.	DVD player.		Female	under 6	White British	
26	Aug	Yes	Parent /	The staff are friendly and	The tea was good,		Female	6-8	White	

			guardian / carer	helpful. They took very good care of my daughter.	the jelly was great and the care was excellent!				British	
27	Aug	Yes	Parent / guardian / carer	Nurses fantastic could not do any more. Thank you.	Understanding of F. and this environment, difficult for him, love the sensory equipment.	Nothing. Thank you.	Male	6-8	White British	
28	Aug	Yes	Parent / guardian / carer	Very efficient booking in + settling of my son prior to day surgery. Very welcoming staff.	Regular checking of my son + good updates throughout his stay.		Male	12-15	White British	
29	Aug	Yes		Because the staff are friendly & helpful.	M. & the student nurse L. were really kind & looked after me (my daughter).	More understanding about my anaesthetic choice as I had a fear of the cannula.	Female	12-15	White British	
30	Aug	<b>Not entered</b>		Why would I want to recommend that friends come into hospital. Nurses great.						
1	Sep	Extremely likely		I couldn't have asked for a more positive experience. All the staff were wonderful - efficient and friendly and so very attentive. Thank you all so much.		None.	Female	36-45	White British	
2	Sep	Extremely likely		Absolutely everyone was friendly + helpful. Can't thank them enough for making the visit as calm and easy as it has been.		The video given before I came in was so reassuring and helpful, informative. It would be good to extend this	Male	over 65	White British	

						idea to other depts. if possible.				
3	Sep	Extremely likely		Looked after well (nice staff).		None.	Male	over 65	White British	
4	Sep	Extremely likely		J.D. & all the staff was brill, could not ask for better treatment, looked after me extremely well, thanks to all.			Male	over 65	White British	
5	Sep	Extremely likely		Staff really lovely and caring nothing was too much trouble. Did not judge my daughter's problems, received high level of care at all times.			Female	16-25	White British	
6	Sep	Extremely likely		All staff showed respect & empathy at all times.		No - all excellent, thank you.	Female	over 65		
7	Sep	Extremely likely					Male	over 65	White British	
8	Sep	Extremely likely		Very helpful indeed, can't do enough for you, very very nice, caring, just a nice ward, very pleased with my time spent on ward.			Male	46-55	White British	
9	Sep	Extremely likely		Extremely friendly, made you feel at home. Very nice coffee & toast, genuine good atmosphere & efficiency.		No, it is perfect.	Male	over 65	Other ethnic group	
10	Sep	Extremely likely		The staff are very friendly and helped to feel comfortable.			Male	16-25	White British	

11	Sep	Extremely likely		All staff were very kind and helpful, making for a pleasant experience.			Male	46-55	White British	
12	Sep	Extremely likely		Wonderful! All staff very helpful and kind.		Very happy with the experience.	Male	over 65	White British	
13	Sep	Extremely likely		Excellent staff.			Male	over 65	White British	
14	Sep	Extremely likely		Nursing care very good.			Male	over 65	White British	
15	Sep	Extremely likely		All staff have been professional, yet pleasant, attentive and helpful. Under different circumstances it would have been a pleasure to have been here. Thanks.		No! 5 star service. Wonderful!!	Male	over 65	White British	
16	Sep	Likely		Calm, efficient, methodical. Supportive! Re: recommendation list above, DSU is preferable to overnight or incarceration. So to be welcomed.		None.	Male	over 65	White British	
17	Sep	Yes		Because your a doctor or nurse.	The jelly.		Male	9-11	White British	
18	Sep	Yes	Parent / guardian / carer	Because they are very understanding of my son's other medical conditions when we went for surgery.	How much effort they put into keeping children calm and contented.	Vending machine close by.	Male	under 6	White British	
19	Sep	Yes	Parent / guardian / carer	Staff are brilliant with the children.	The jelly.	Nothing.	Female	6-8	White British	



20	Sep	Yes	Patient	Because I was well looked after. Everyone was kind to me.	Kind people.		Male	6-8	White British	
21	Sep	Yes	Parent / guardian / carer	We have been looked after really well. Thank you.	Play area.	Nothing.		9-11	White British	
22	Sep	Yes	Parent / guardian / carer	Lovely staff, lovely atmosphere and outstanding care x. Thank you A.	Everything.		Female	6-8	White British	
23	Sep	Yes	Parent / guardian / carer	Easy, relaxed atmosphere!	Entertainment available, if required.		Male	12-15	White British	
24	Sep	Yes	Patient	The staff were friendly and told me everything about what was happening.	The caring staff.		Male	12-15	Mixed / Multiple ethnic groups	
25	Sep	<b>Not entered</b>		Everything was absolutely great. I would never have thought that the ward used was optional though.		No, all went well. Pre-letter should say to bring dressing gown though.	Male	46-55	White British	