

Day Surgery Unit - 'Friends and Family Test' - Dec-15 to Jan-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 score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Dec-15	37	97.3	0.0	2.7
Jan-16	55	100.0	0.0	0.0

Qualitative Feedback - Dec-15 - Adult FFT card responses

	'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	Very friendly and supportive staff & clean environment. Kept me informed at all times and also my partner. M. (staff nurse) even went out of his way to fetch my dinner from another ward. Simply a First Class experience. Thank you.	One thing - I am 6'3" & didn't really fit in the bed (because I was staying overnight). Once I got onto the ward they extended the bed & it may be that the day surgery staff are unaware that the beds can be extended.	Male	46-55	White British	No tick
2	Extremely likely			Female	36-45	White British	No tick
3	Extremely likely	Very helpful.					No tick
4	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
5	Extremely likely	Everyone is so kind and nothing is		Female	56-65	White	No tick

		too much trouble. Wards very clean.				British	
6	Extremely likely	Many thanks.					No tick
7	Extremely likely	Thorough. Sense of humour. Helpful.		Male	56-65	White British	No tick
8	Extremely likely	Very friendly, very polite from start to finish. Very impressed. Thank you very much. Have a good Christmas. A well-organised team.		Male	56-65	Asian / Asian British	No tick
9	Extremely likely	Caring, attentive staff. Lovely toast!	More toast!		56-65	White British	No tick
10	Extremely likely	Fantastic help and support from all members of staff that I came into contact with. Everything was explained so it could be understood and I was constantly asked if I understood or had any questions. Adaptions were given where needed.	N/A - keep up the good work!!!	Female	16-25	White British	No tick
11	Extremely likely	Very kind, friendly staff. Put me at ease, very attentive. Many thanks for your care.		Female	36-45	White British	No tick
12	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
13	Extremely likely	Warm, friendly & welcoming staff.	Everything as far as it could be.	Female	16-25	Other ethnic group	No tick
14	Extremely likely	All members of staff were very efficient, informative, warm & friendly. All procedures were undertaken by advising details of		Female	56-65	White British	No tick

		the procedure that was going to take place and any questions were answered in an easy to understand manner.					
15	Extremely likely	Very helpful & pleasant staff.	No.	Male	56-65	White British	No tick
16	Extremely likely	Not sure this question makes sense recommend a ward for removal of tumours or any procedure, come to THAT? Haven't management got better ways to earn their keep?		Male	46-55	White British	No tick
17	Extremely likely	Care & treatment couldn't have been better.		Female	over 65	White British	No tick
18	Extremely likely	Very friendly and helpful staff.		Female	over 65	White British	No tick
19	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
20	Extremely likely	All the staff are very attentive & explain things well.	No.		56-65	White British	No tick
21	Extremely likely	Very good service - the best.		Male	over 65	White British	No tick
22	Extremely likely			Female	56-65	White British	No tick
23	Extremely likely	Very friendly staff. Excellent service and 'a home from home'.		Male	56-65	Other ethnic group	No tick
24	Extremely likely	Caring, considerate, thoroughly efficient staff.		Male	over 65	White British	No tick
25	Extremely likely	A brilliant team; friendly and authoritative! Excellent.					No tick
26	Extremely likely	Fantastic staff. Very caring and give		Female	26-35	White	No tick

		useful advice!				British	
27	Extremely likely	Everyone was lovely, efficient and helpful.		Female	46-55	White British	No tick
28	Extremely likely						No tick
29	Likely	Long wait but otherwise all fine.		Female	over 65	White British	No tick
30	Likely			Male	16-25	White British	No tick
31	Don't know	I would happily recommend the hospital to friends & family for excellent care from staff on all levels BUT the catering let me down badly. My surgeon recommended a FAT FREE DIET for my gallstones but it seems such a thing does not exist in hospitals and NO effort was made by the kitchens to help - I lived on dry toast and sugar free marmalade.	Have contingencies for people like myself to get the diet we need (mine was made worse by my diabetes). Hospitals are supposed to be healthy - promote healthy eating & fight obesity - could they start soon please??	Female	56-65	White British	No tick

Qualitative Feedback - Dec-15 - Children and young person's FFT card responses

	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your stay?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Parent / guardian / carer	Yes	Caring, helpful staff. Nice playroom and DVD player! Thank you!	See above.	Nothing - all good!	Male	6-8		No tick

2	Parent / guardian / carer	Yes	Because everyone is very nice and friendly especially J.	Being looked after.	Nothing.	Male	12-15	White British	No tick
3	Parent / guardian / carer	Yes	Friendly staff.	All staff welcoming & friendly, explained everything well to child.			6-8	White British	No tick
4	Parent / guardian / carer	Yes	They gave my son a DVD player to watch his favourite DVD.	The staff were all very kind and friendly and made my son feel happy.	Nothing.	Male	6-8	White British	No tick
5	Patient	Yes				Female	12-15	White British	I DO NOT wish my anonymised comments to be made public
6	Parent / guardian / carer	Yes	Very friendly people made us feel very welcome and they were brilliant with my son Thank you x.						No tick

Qualitative Feedback - Jan-16 - Adult FFT card responses

	'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	A high level of care from very attentive staff. Thank you.		Male	26-35		No tick
2	Extremely likely	Treated with kindness, courtesy &		Female	over 65	White	No tick

		patience. Thank you.				British	
3	Extremely likely	Excellent care & attention.		Female	56-65	White British	No tick
4	Extremely likely	Lovely, friendly staff.	If your at the end of the list give you the option to go away & come back a few hours later as I was waiting 8 hours before I even put on a gown on.	Female	26-35	White British	No tick
5	Extremely likely	All the ladies and men are absolutely lovely - cannot thank them enough. Great team - very polite and friendly. Thank you so much.		Female	16-25	White British	No tick
6	Extremely likely	Very happy with all staff - very good.	None needed - keep up good work. Thank you very much.	Male	46-55	White British	No tick
7	Extremely likely	Everyone was so caring and attentive, made me feel at ease - all good!!!		Female	46-55	White British	No tick
8	Extremely likely	Very friendly atmosphere and dealt with professionally & everything explained and all questions answered.	N/A.	Male	36-45	White British	No tick
9	Extremely likely	All the nurses were amazing! G. took really good care of me! Thank you very much to all!	No.	Female	16-25	White British	No tick
10	Extremely likely	All the staff were very kind and thoughtful.					No tick
11	Extremely likely	All staff that I have been in contact with have been very polite and helpful. The staff made sure I was comfortable and kept me informed about what was happening. Thank you all!		Male	36-45	White British	No tick

12	Extremely likely	Lovely staff that put you at ease.			46-55	White British	No tick
13	Extremely likely	Good service.		Male	56-65	White British	No tick
14	Extremely likely	All staff are very pleasant and helpful right from booking clinic to discharge tonight. No problems at all.			over 65	White British	No tick
15	Extremely likely	All the staff I came across were very friendly and reassuring. I felt that I mattered.			over 65	White British	No tick
16	Extremely likely	So kind & thoughtful, quick & efficient, best stay in hospital I've had. Thank you so much!	No!	Female	over 65	White British	No tick
17	Extremely likely	Excellent, efficient and friendly service.		Male		White British	No tick
18	Extremely likely	Thorough explanations. Friendly.		Female	56-65	White British	No tick
19	Extremely likely			Female	46-55	Other ethnic group	I DO NOT wish my anonymised comments to be made public
20	Extremely likely	Can't improve perfection.	No. Service is ex.		over 65	White British	No tick
21	Extremely likely	Extremely accommodating and friendly - very helpful. Thank you all.		Male	46-55	White British	No tick
22	Extremely likely	Wonderful staff. Doctors, nurses etc. Very professional in their field of work. Also, kind & caring. Made me feel at ease & relaxed.	What more could there be!!	Female	over 65	White British	No tick
23	Extremely likely	Friendly staff. Not been in hospital before. V impressed. V		Male	36-45	White British	No tick

		professional. Many thanks.					
24	Extremely likely	I was well informed by professional, friendly staff. Thank you.		Female	over 65	White British	No tick
25	Extremely likely	Happy with the service received.		Male	over 65	White British	No tick
26	Extremely likely	Excellent care and friendly staff.	No.	Female	56-65	White British	No tick
27	Extremely likely	Good care & friendly, helpful staff, explained what procedures were going to happen & made me feel more relaxed.		Female	56-65	White British	No tick
28	Extremely likely	Staff very attentive and kind.		Male	over 65	White British	No tick
29	Extremely likely	Very satisfied to the hospital doctors, nurses & staff and very comfortable.		Male	over 65	White British	No tick
30	Extremely likely	All staff very friendly and helpful, explain everything very well, make you feel at ease.					No tick
31	Extremely likely	Wonderful service, lovely friendly people all through - right from the initial bookings 2 weeks ago to the tea & toast today. Thanks very much.	No.	Male	over 65	White British	No tick
32	Extremely likely	Everyone so nice & kind & friendly & easy to talk to. Thank you all so much for every good care that was given & taken. x.					No tick
33	Extremely likely	Wonderful care! Thank you.			56-65	White British	No tick
34	Extremely likely	Every one really nice. Thank you.		Male	56-65	White British	No tick

35	Extremely likely			Male	56-65	White British	No tick
36	Extremely likely			Female	46-55	White British	No tick
37	Extremely likely	Lovely, jolly, kind staff. Well looked after.					No tick
38	Extremely likely	Had very good aftercare following my operation.		Male	46-55	White British	No tick
39	Extremely likely	Very pleasant staff made my short stay comfortable. Took my anxiety into consideration.		Female	over 65	White British	No tick
40	Extremely likely	All the good care given to me by all the staff.		Female	over 65	White British	No tick
41	Extremely likely	I work at this hospital.		Male	56-65	White British	No tick
42	Extremely likely	The staff are great, I was treated with great care and respect.		Male	over 65	White British	No tick
43	Extremely likely	Constant, cheerful attention.	No.	Male	over 65	White British	No tick
44	Extremely likely	Been here 3 times now and all my experiences have been good.	All good.		46-55	Other ethnic group	No tick
45	Extremely likely	Fantastic care. Everyone I met was talkative. Sympathetic & caring. Also, the cup of tea was the best thing to wake up to.		Female	16-25	White British	No tick
46	Extremely likely			Male	over 65	White British	No tick
47	Likely	Everyone was professional + polite + caring.	Just not to be kept hanging around so long.	Female	56-65	White British	No tick
48	Not entered		Very kind, excellent.		over 65	White British	No tick

Qualitative Feedback - Jan-16 - Children and young person's FFT card responses

	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your stay?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Parent / guardian / carer	Yes	Staff very kind to both parents & our son & professional. Explained the procedure step by step & clarified to ensure complete understanding. Having 'hospital bear' really helped our son. A really lovely thing to do!!	Friendly staff. Clean surroundings. Good for aftercare & additional information.	Nothing - an excellent service very lucky to live near a wonderful hospital & staff. Thank you all so much!!	Male	under 6	White British	No tick
2	Parent / guardian / carer	Yes	Very friendly staff, they all made my young son feel very comfortable.	The staff & all the facilities set up for children.	Higher bedside chairs!!!	Male	under 6	White British	No tick
3	Parent / guardian / carer	Yes	Because my son was always checked by the nurses and they explained what was going to happen to him so he wasn't nervous. He had a DVD player to occupy his mind, the unit's clean and everyone's so friendly. I would only have	My son was comfortable, we were kept informed at every stage, the staff were friendly.	I honestly can't think of anything!	Male	9-11	White British	No tick

			positive things to say about the staff + unit!						
4	Patient	Yes				Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
5	Parent / guardian / carer	Yes	Best ward in hospital. Brilliant staff. Thank you.	Brilliant.	Nothing.	Male	12-15	White British	No tick
6	Patient	Yes		I think the doctors were really kind to me and helped when I was in pain.		Female	12-15	White British	No tick
7	Parent / guardian / carer	Yes	Very helpful, friendly, caring, funny x.	Nothing was too much trouble. The teddy bear - wonderful.		Female	12-15	White British	No tick
8	Parent / guardian / carer	Yes	Very polite and friendly staff.	It was very nice.	Nothing.	Female	12-15	White British	No tick