

## Day Surgery Unit - 'Friends and Family Test' - Feb-16 to May-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:

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

**(Yes)**  
**(Yes + Maybe + No + Don't know)**

'Would not recommend' percentage is calculated as follows:

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

**(No)**  
**(Yes + Maybe + No + Don't know)**

**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.	%	%	%
Feb-16	54	100.0	0.0	0.0
Mar-16	53	100.0	0.0	0.0
Apr-16	44	100.0	0.0	0.0
May-16	32	93.8	0.0	6.3

### 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	Feb	Extremely likely		The staff are extremely informative and friendly. The ward is very clean.			Female	over 65	White British	No tick
2	Feb	Extremely likely		Excellent treatment, very caring, friendly		I have received the most excellent service	Male	over 65	White British	No tick

				attentive staff.		and I am sorry to say I can't really think of ways to improve. If it ain't broke don't fix it! Many thanks.				
3	Feb	Extremely likely		Exceptionally good care. Friendly and helpful staff. Made my stay a pleasure. Thank you.		Don't change anything!	Female	36-45	White British	No tick
4	Feb	Extremely likely		Nothing was too much trouble.		Cut down the waiting time. With all the paperwork before you have the op.	Male	over 65	White British	No tick
5	Feb	Extremely likely		Nice, smiling faces & very helpful.				56-65	White British	No tick
6	Feb	Extremely likely		All staff throughout my stay were outstanding.			Male	46-55	White British	No tick
7	Feb	Extremely likely		Everyone efficient and friendly.			Female	over 65	White British	No tick
8	Feb	Extremely likely		All staff are extremely competent and kind, the operation staff also. The whole experience was a pleasant one.						No tick
9	Feb	Extremely likely		Friendly, supportive, helpful staff.			Male	over 65	White British	No tick
10	Feb	Extremely likely		The good care I received all day.				over 65	White British	No tick
11	Feb	Extremely likely		Friendly, considerate, professional staff. Kept informed through stay, would happily come again if the situation			Male	over 65	White British	No tick

				arose.						
12	Feb	Extremely likely		Staff very friendly. Also great making me feel safe & secure before & after my operation.			Female	56-65	White British	No tick
13	Feb	Extremely likely		Staff were kind and courteous. Ward was clean and tidy. All was 100%.			Male	over 65	White British	No tick
14	Feb	Extremely likely		Friendly & caring.			Female	over 65	White British	No tick
15	Feb	Extremely likely		Excellent care.			Male	over 65	White British	No tick
16	Feb	Extremely likely		Very kind & caring. All my needs were met. Made to feel comfortable, even more so as being staff myself they helped reduce the embarrassment of this. Thank you very much. xx.						No tick
17	Feb	Extremely likely		Very good staff, most efficient and friendly.			Female	46-55	White British	No tick
18	Feb	Extremely likely		Everyone was so helpful and kind.		None.	Male	46-55	White British	No tick
19	Feb	Extremely likely		The nurses always smile.			Male	16-25	White British	No tick
20	Feb	Extremely likely		Helpful, smiling people, put me at my ease.			Male	over 65	White British	No tick
21	Feb	Extremely likely		From experience.		None.	Female	over 65	White British	No tick
22	Feb	Extremely		The staff were very				over 65		No tick

		likely		friendly and helpful towards my stay.						
23	Feb	Extremely likely		Staff were very kind and professional and made me feel very relaxed.		No.	Female	46-55	White British	No tick
24	Feb	Extremely likely		Care & attention 100%. Staff - brilliant & considerate.		No.		over 65	White British	No tick
25	Feb	Extremely likely		You can have a good laugh with all the nurses. It eases any worries you have.		Piped music could help as you can be here for hours.		56-65	White British	No tick
26	Feb	Extremely likely		Every experience I've had with NDDH has been brilliant. Friendly, reassuring, efficient team. Thank you for looking after me so well!		N/A.	Female	26-35	White British	No tick
27	Feb	Extremely likely		The care I have received has been exceptional. Everyone who has seen to me has been brilliant.		None - keep up the good work.	Male	16-25	White British	No tick
28	Feb	Extremely likely		Extremely friendly and helpful team.		No.	Male	36-45	White British	No tick
29	Feb	Extremely likely		The quality of service was excellent. I was very happy with my quality of care.			Male	56-65	White British	No tick
30	Feb	Extremely likely		Fab team - very professional, caring. Excellent xx.			Female	46-55	White British	No tick
31	Feb	Extremely		Nurses are very good		Ye - pay the nurses	Male	56-65	White	No tick

		likely		with the patients and extremely polite.		more they do a very good job + doctors.			British	
32	Feb	Extremely likely		Everyone extremely caring & helpful.			Female	56-65	White British	No tick
33	Feb	Extremely likely		Everyone so kind, helpful and happy to me. Nurses & doctors. Everyone works very hard to make this such a good unit. Can't praise it enough. I have been here before.			Female	over 65	White British	No tick
34	Feb	Extremely likely		Well looked after.			Male	56-65	White British	No tick
35	Feb	Extremely likely		Everyone was kind and helpful and eager to be sure I was comfortable, they were very thorough and put me very much at ease.				over 65	White British	No tick
36	Feb	Extremely likely		This team are superb - a credit to this hospital.		Keep up this great work.		46-55	White British	No tick
37	Feb	Extremely likely		Overall care was very good, made to feel very comfortable & relaxed before & after operation.			Male	46-55	White British	No tick
38	Feb	Extremely likely		Friendly people, efficient, despite a long wait it felt like everything went smoothly. Reassurance from people in the unit.			Female	16-25	White British	No tick

39	Feb	Likely		All staff lovely - cheerful, friendly and efficient.			Female	over 65	White British	No tick
40	Feb	Likely					Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
41	Feb	Likely		Happy go lucky.			Male	56-65	White British	No tick
42	Feb	Yes	Parent / guardian / carer	As a parent, I am kept informed constantly. All staff really fantastic with my little boy, playroom is great too!	Being kept informed about my son's care, lots of entertainment for children, playroom, DVD player. Great help!		Male	6-8	White British	No tick
43	Feb	Yes	Parent / guardian / carer	Everyone has been really helpful and friendly and looked after our daughter very well.	The level of care.	Nothing.	Female	under 6	White British	No tick
44	Feb	Yes	Patient	Because the staff is great.	People look after you. I also got a teddy.	Nothing.	Female	6-8	White British	No tick
45	Feb	Yes	Parent / guardian / carer	'They are kind people'. 'They make sure nothing hurts'.	Caring & friendly staff.		Male			No tick
46	Feb	Yes	Patient	Friendly, supportive staff. Clean, tidy. Can't say thank you enough, amazing support for parents.	All of it amazing.	Nothing - it was perfect. (Thank you to all the staff. Dad)	Female	12-15	White British	No tick
47	Feb	Yes	Parent / guardian / carer	All of the staff have been very professional and put my son at ease.	Everybody gave names and talked to my son at a level he could	Nothing.	Male	under 6	White British	No tick

					understand.					
48	Feb	Yes	Patient				Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
49	Feb	Yes	Parent / guardian / carer	Very caring staff - took time to explain things clearly and thoroughly. Very kind to patient and parents. Understanding and patient. Thank you.	All very well organised. Lovely staff - caring and kind.		Female	under 6	White British	No tick
50	Feb	Yes	Parent / guardian / carer		Getting a new teddy, Jelly! Lovely staff.		Female	9-11	White British	No tick
51	Feb	Yes	Parent / guardian / carer				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
52	Feb	Yes	Parent / guardian / carer				Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
53	Feb	Yes	Parent / guardian / carer	Really friendly staff, made my daughter feel comfortable.	Staff, all welcoming, friendly.	Nothing.	Female	under 6	White British	No tick
54	Feb	Yes	Parent / guardian / carer	Everyone was very friendly + helpful!			Female		White British	No tick
1	Mar	Extremely likely		Friendly, instructive & professional.			Male	over 65	White British	No tick
2	Mar	Extremely likely				TV.	Male	over 65	White British	No tick
3	Mar	Extremely					Male	16-25	White	I DO NOT wish



		likely						British	my anonymised comments to be made public	
4	Mar	Extremely likely		The treatment I have received here has been 1st class, from start to finish, it has been a very positive experience and thorough procedure.			Male	46-55	White British	No tick
5	Mar	Extremely likely		All the staff including the doctors were helpful and explained everything very clearly.			Female	56-65	White British	No tick
6	Mar	Extremely likely		Excellent care and information.		Brown toast.	Male	over 65	White British	No tick
7	Mar	Extremely likely		All staff have been brilliant! Very patient, lovely people who have really helped to put me at ease. Thank you all! x.			Female	26-35	White British	No tick
8	Mar	Extremely likely		Very friendly and gave me time to recover.						No tick
9	Mar	Extremely likely		Looked after well - arrangements made quickly when no bed available in Lundy. Reassured at all times & had explanations. Patient had tea / coffee & food during day. Very pleasant staff at all times.			Male	over 65	White British	No tick

10	Mar	Extremely likely						over 65	White British	I DO NOT wish my anonymised comments to be made public
11	Mar	Extremely likely		Staff were very helpful & attentive.			Male	over 65	White British	No tick
12	Mar	Extremely likely		Very well cared for.			Male	over 65	White British	No tick
13	Mar	Extremely likely		Very friendly, approachable & efficient.		Clock!	Male	56-65	White British	No tick
14	Mar	Extremely likely		Excellent care received from the whole team. It was a very busy day and I felt like I was the most important person in the unit. Nothing was too much trouble.			Male	46-55	White British	No tick
15	Mar	Extremely likely		Staff all helpful & pleasant.			Female	over 65	White British	No tick
16	Mar	Extremely likely		Staff wonderful. Lovely cup of coffee. Hot toast + butter. Very efficient with their work.		Radio (quiet) before operation.	Female	46-55	White British	No tick
17	Mar	Extremely likely		Good service, good team.		Better than the dentist.	Male	over 65	White British	No tick
18	Mar	Extremely likely		Care & toast / tea.			Male	over 65	White British	No tick
19	Mar	Extremely likely		Very well looked after.						No tick
20	Mar	Extremely likely		Everyone was really friendly & professional.		Top level as it is.	Male	over 65	White British	No tick
21	Mar	Extremely		Considerate staff, full		Only suggestion	Male	over 65	White	No tick

		likely		explanations of procedures given, friendly and helpful environment.		(criticism): thought to be given in ways to help relatives waiting so long while procedure in progress.			British	
22	Mar	Extremely likely		The nurses are extremely friendly, helpful + polite. They answered all my questions and helped me a lot. Thank you.			Female	16-25	White British	No tick
23	Mar	Extremely likely		Friendly helpful staff, very well run ward, very professional.				56-65	White British	No tick
24	Mar	Extremely likely		Effective organisation – friendly, efficient staff.			Male	56-65	White British	No tick
25	Mar	Extremely likely		Attention to care, advice and detail - best hospital NDDH.		It's brilliant already! Accept + keep acting with love + care.	Female	56-65	White British	No tick
26	Mar	Extremely likely		I've been well looked after! Great staff - friendly & caring.		No.	Male	36-45	White British	No tick
27	Mar	Extremely likely		Everyone was so kind and helpful. Excellent care. Thank you.			Female	56-65	White British	No tick
28	Mar	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
29	Mar	Extremely likely		First class service, can't fault anything.			Male	56-65	White British	No tick
30	Mar	Extremely likely		Helpful + friendly staff also lovely toast.				over 65	White British	No tick

31	Mar	Extremely likely		I came in and had angioplasty. I cannot fault any of the staff who cared for me before and after the procedure. They were all very caring, ready with a caring nature, smiles and words of reassurance. Many thanks one + all.		As far as I am concerned you cannot improve on something that is already 1st class.	Female	56-65	White British	No tick
32	Mar	Extremely likely		Wonderful attributes of the staff. Thank you.		Thank you have it right.		over 65	White British	No tick
33	Mar	Extremely likely		Extremely professional and very caring with plenty of tea.			Male	over 65	White British	No tick
34	Mar	Extremely likely		I was made to feel very comfortable which put me at ease before my surgery.			Female	16-25	White British	No tick
35	Mar	Extremely likely		Thorough - relaxed - friendly - excellent cup of tea.				56-65	White British	No tick
36	Mar	Extremely likely		There fantastic all round.				56-65		No tick
37	Mar	Extremely likely		Friendly, efficient service.			Male	over 65	White British	No tick
38	Mar	Extremely likely		Excellent care, friendly team, couldn't ask for better care. Thank you to all x.		None.	Female	36-45	White British	No tick
39	Mar	Likely		The many (3.5) hours I had to wait for a five		Try to keep to a tighter schedule.	Female	over 65	White British	No tick

				minute procedure! Can't fault the nurses though. They were very kind.		Husband also waited in waiting room as too far to go home and back.				
40	Mar	Likely		Friendly and efficient staff.		More money from the government.	Male	56-65	White British	No tick
41	Mar	Likely								No tick
42	Mar	Yes	Parent / guardian / carer	Very good, caring and the ladies are lovely.	All the girls are lovely, very caring.	Nothing - it was all good.	Female	9-11	White British	No tick
43	Mar	Yes		All staff very helpful.	Very good.		Female	6-8	White British	No tick
44	Mar	Yes	Parent / guardian / carer	Staff very friendly and helpful. Explained everything that was happening simply making us all feel at ease.	Everything.	Nothing.	Female		White British	No tick
45	Mar	Yes	Parent / guardian / carer	All the staff have been very helpful + informative - seems like a really good team. Cannot thank you all enough.	My son was treated very well.	Absolutely nothing.	Male	6-8	White British	No tick
46	Mar	Yes	Parent / guardian / carer	Friendly + helpful, very reassuring especially with my 5 year old!	I felt very comfortable & reassured by all the staff!	Nothing.	Female	under 6	Other ethnic group	No tick
47	Mar	Yes	Parent / guardian / carer	Friendly and helpful staff.	Nice, caring staff giving lots of attention.		Female	under 6	White British	No tick
48	Mar	Yes	Parent / guardian / carer	It's friendly and inviting, we were kept fully informed and very well	Staff kept us well informed and timings were brilliant.		Male	12-15	White British	No tick

				cared for.						
49	Mar	Yes		It's a very nice place & people comfort you. They also support you when you're in doubt & scared (A. aged 10). Excellent care throughout, makes something that could be traumatic, smooth & easy (mother & grandma).	Excellent care & amazing staff. Very nice experience (A. aged 10).	Nothing!		9-11	Mixed / Multiple ethnic groups	No tick
50	Mar	Yes	Parent / guardian / carer	The staff have been attentive, informative and constantly reassuring.	We have been treated like royalty and feel very cared for.	Nothing - it's a lovely experience.	Female	6-8	White British	No tick
51	Mar	Yes	Parent / guardian / carer	Everyone has been very caring and kind and really helped with her needs. Thank you very much.	Everything.	Nothing.	Female	12-15	White British	No tick
52	Mar	Yes	Parent / guardian / carer	Everyone on the ward is friendly + helpful. Nothing is too much trouble either.	Everyone friendly + helpful.	Everyone is very professional, can't fault them.	Male	12-15	White British	No tick
53	Mar	Yes	Parent / guardian / carer				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
1	Apr	Extremely likely		Very good service.		None.	Male	56-65	White British	No tick
2	Apr	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised

										comments to be made public
3	Apr	Extremely likely					Female	36-45	White British	No tick
4	Apr	Extremely likely		You have all been wonderful. 'Proper Job'.			Male	46-55	White British	No tick
5	Apr	Extremely likely		The staff are very good and can't do enough for you.				56-65	White British	No tick
6	Apr	Extremely likely		Friendly, attentive staff.						No tick
7	Apr	Extremely likely		The attitude and behaviour of the staff.						No tick
8	Apr	Extremely likely		From the moment I entered the hospital I was treated with the greatest care + professionalism + with kindness Thank you all.		If it continues like my treatment today nobody is justified the smallest criticism.		over 65	White British	No tick
9	Apr	Extremely likely		Excellent care by all the staff involved. Procedures carefully explained.		Nothing to suggest.	Male	56-65	White British	No tick
10	Apr	Extremely likely		Very good care + information.			Male	56-65	White British	No tick
11	Apr	Extremely likely		Coz it was ok, most staff are lovely. Brake down in communications! Finally getting my treatment. Thank you!		The lady shouldn't have shouted.	Female	16-25	White British	No tick
12	Apr	Extremely likely		Everyone has been extremely friendly, helpful and efficient.		None.	Male	over 65	White British	No tick

				Care was taken to ensure I understood everything and I felt I was in really competent and good hands!!						
13	Apr	Extremely likely		Wonderful care from everyone.			Female	over 65	White British	No tick
14	Apr	Extremely likely		Efficient, friendly, professional, compassionate. Thank you! Support the junior doctors. Save the NHS!!			Male	46-55	White British	No tick
15	Apr	Extremely likely		They was all lovely and couldn't be any more helpful.						No tick
16	Apr	Extremely likely		All staff dealing with me today have been respectful, patient and pleasant. I have been given lots of information and advice.				56-65	White British	No tick
17	Apr	Extremely likely		I was well looked after and the staff were very friendly. Nothing was too much trouble.		No - service was 100%.		over 65	White British	No tick
18	Apr	Extremely likely		Because the nurse, doctor and all the other staff are all so kind and caring, nothing is too much trouble for any of them, they all deserve a pay rise.			Female	56-65	White British	No tick
19	Apr	Extremely		All staff who dealt with			Female	56-65	White	No tick



		likely		me (from ward to theatre) were friendly and kept me calm!! Thank you.					British	
20	Apr	Extremely likely					Female	over 65	White British	No tick
21	Apr	Extremely likely		Very helpful, answered all questions, all very nice and polite.		No.	Female	16-25	White British	No tick
22	Apr	Extremely likely		Well looked after, the staff very friendly and explained everything to me.			Female	56-65	White British	No tick
23	Apr	Extremely likely		Wonderful care from all involved. Many thanks.			Male	46-55	White British	No tick
24	Apr	Extremely likely		Everybody friendly and so efficient.						No tick
25	Apr	Extremely likely					Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
26	Apr	Extremely likely		Kind & helpful.			Female	46-55	White British	No tick
27	Apr	Extremely likely		Everyone has been kind, nice & supportive. G., M., M., S., S. and many more. Thank you.			Female	26-35	White British	No tick
28	Apr	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
29	Apr	Extremely likely		Very attentive staff - a credit to the NHS.		A bit of background music would be nice.	Male	over 65	White British	No tick

30	Apr	Likely		Pleasant staff, quite friendly.				over 65	White British	No tick
31	Apr	Likely		Treated so well, very caring nurses: made by stay stress-free. Excellent patient service + aftercare.			Female	46-55	White British	No tick
32	Apr	Likely		Excellent care from all the nurses made me feel as comfortable as possible.			Male	26-35	White British	No tick
33	Apr	Yes	Parent / guardian / carer	Very friendly.	A wonderful, friendly environment.		Male	under 6	White British	No tick
34	Apr	Yes	Parent / guardian / carer	All the staff involved in my son's care today were brilliant, compassionate, caring and responsible.	Very well looked after. Made my son feel very safe and calm.	Nothing.	Male	6-8	White British	No tick
35	Apr	Yes	Parent / guardian / carer	Everyone is really kind, helpful and informative.	Efficient, quick and caring.	Nothing.	Male	12-15	White British	No tick
36	Apr	Yes	Parent / guardian / carer	Very helpful and accommodating.	The before and after care and the use of sensory equipment.	Nothing.	Male	6-8	White British	No tick
37	Apr	Yes	Parent / guardian / carer				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
38	Apr	Yes	Parent / guardian / carer	Staff are very friendly, kept telling me updates on how my child [illegible].	Treated with respect, very helpful.	We did have to wait a while for a drink, we wasn't offered one until my child had	Female		White British	No tick

						gone to theatre.				
39	Apr	Yes	Parent / guardian / carer		Everything, lovely staff, great service. Really pleased!		Male	under 6	Mixed / Multiple ethnic groups	No tick
40	Apr	Yes		Because it was quick and I liked the people.	When I got my teddy because it was cute.	No - it was good.	Female	6-8	White British	No tick
41	Apr	Yes	Parent / guardian / carer	Efficient & clear procedures.			Male	under 6	White British	No tick
42	Apr	Yes	Parent / guardian / carer	Everyone was very kind and helpful and did everything and more for my son when he had his teeth out. Many thanks.	Everyone was amazing.	N/A.	Male	6-8	White British	No tick
43	Apr	Yes	Patient	The nurses are funny.	Jelly.	Nothing.	Female	under 6	White British	No tick
44	Apr	Yes	Parent / guardian / carer	Lovely members of staff.	The bear that was on the bed.		Male	under 6	White British	No tick
1	May	Extremely likely		Thoughtfulness and care shown by all staff.		It couldn't be any better!	Male	over 65	White British	No tick
2	May	Extremely likely		The standard of care and friendship has been exemplary. Everyone has been very professional. Thank you very much, and you make the best toast in North Devon.						No tick
3	May	Extremely likely		All the staff I encountered with my quick stay were		None.	Female	over 65	White British	No tick

				extremely polite and helpful and very caring. From the receptionist, nursing staff, theatre, specialist, 10/10.						
4	May	Extremely likely		Excellent care by all nurses + doctors, especially J. & O. Many thanks, wonderful service.						No tick
5	May	Extremely likely		Extremely pleased with the care & attention I have received. Thank you so much.			Female	over 65	White British	No tick
6	May	Extremely likely		Excellent care and consideration by all staff. Unit was exceptionally clean & bright.		Nothing noted.		56-65	White British	No tick
7	May	Extremely likely		Everyone has been so lovely, friendly and caring! I cannot fault the care at all! Thank you so much! xx.		No, none.		26-35	White British	No tick
8	May	Extremely likely		Staff excellent, kept informed on everything, really made to feel relaxed.		Look after all NHS staff, not only financially, but treat them well.	Male	over 65	White British	No tick
9	May	Extremely likely		Several operations over a long period of time have made me thankful for the skills and professional status at all		Be led by patient care. Constant technical advances for all medical research. Always.	Male	over 65	White British	No tick

				levels. Care, attention and meals most appreciated.						
10	May	Extremely likely		Excellent, excellent, excellent.			Male	over 65		No tick
11	May	Extremely likely		Everyone was extremely kind, caring & professional. Their professionalism put my nerves at ease. I felt v. safe in their hands.		No.	Female	56-65	White British	No tick
12	May	Extremely likely		First class staff care [illegible]. I'd come again (if I had to!).						No tick
13	May	Extremely likely		You are kind, efficient and effective. Thanks!			Male	over 65	White British	No tick
14	May	Extremely likely		Very pleased with all staff and service.			Male	over 65	White British	No tick
15	May	Extremely likely		The care and kindness shown by all staff was fantastic. Well done and thanks to everyone!				over 65	White British	No tick
16	May	Extremely likely		Many thanks to everyone who cared for me - especially S., K. and Dr M. Everyone made me feel comfortable and never wanted for anything. Thank you.			Male	26-35	White British	No tick
17	May	Extremely likely		Attention to care. Informed me every step of the way. Friendly and professional staff.		None.	Male	46-55	White British	No tick

18	May	Extremely likely		Very caring, helpful, and listen. A very stress-less experience.				36-45	White British	No tick
19	May	Extremely likely		Super staff. Thanks to everyone.			Male	over 65	White British	No tick
20	May	Extremely likely		Helpful, friendly, efficient & caring, thank you			Male	over 65	White British	No tick
21	May	Extremely likely		Really helpful and informative staff. Friendly and accommodating.		N/A.	Male	36-45	White British	No tick
22	May	Extremely likely		All staff helpful, friendly and informative. The procedure to be undertaken was explained carefully. The theatre staff were equally helpful and considerate.			Male	over 65	White British	No tick
23	May	Extremely likely		Staff very special, from the time I came in to when I went home. Would recommend everybody on a wonderful service. Thanks very much.			Male	over 65	White British	No tick
24	May	Extremely likely								No tick
25	May	Likely					Male	56-65	White British	No tick
26	May	Yes	Patient	Because all of the staff were very friendly and	I always felt safe - people were jokey &	Nothing x.	Male	12-15	White British	No tick

				made me feel well cared for.	chatty.					
27	May	Yes	Parent / guardian / carer	Everybody has been so kind and good to us. Thank you.	As good a service as we could have had.	Nothing. All fabulous.	Female	6-8	White British	No tick
28	May	Yes	Parent / guardian / carer	Attended with my son. Team were very welcoming, informative and provided a calm environment.	Extremely organised and knowledgeable about our procedure.	Keep up the brilliant work.	Male	12-15	White British	No tick
29	May	Yes	Patient	The nurses are very nice & helpful.	Playroom was great.		Female	6-8	White British	No tick
30	May	Yes	Parent / guardian / carer	The staff are very friendly, they keep everything calm and are very helpful. There are so many things for children to do to keep them happy.		I don't think the staff could do anymore then they are. They are amazing.	Female	under 6	White British	No tick
31	May	Maybe		We have not had a drink the whole time - been here about 3 hours, patient or parent.	Food x.	Offer a drink.	Male	under 6	White British	No tick
32	May	Maybe	Patient	Because you get to watch a film but you have to wait quite long to get an operation done.	Films.	Less of a wait.	Male	12-15	White British	No tick