

Day Surgery Unit - 'Friends and Family Test' - Jan-15 to Mar-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.	%	%	%
Jan-15	1	100.0	0.0	0.0
Feb-15	1	100.0	0.0	0.0
Mar-15	93	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	Jan	Extremely likely	The NHS staff need more publicity for the good they do i.e. polite, efficient, cleanliness etc. Well done.	No.	Female	over 65	White British	No tick
1	Feb	Extremely likely	Good pain relief, the nurses have been lovely and Dr B was great too. I've been very happy with the treatment received.	Ice-cream! (my daughter, the patients , comments).	Female	under 16	White British	No tick
1	Mar	Extremely likely	All staff ever so accommodating and friendly. If you're poorly the place to go!	A bar would be nice!	Male	46-55	White British	No tick
2	Mar	Extremely likely	nhsfeedback.com-USER/feedback-PASS/effects464		Male	over 65	White British	No tick
3	Mar	Extremely likely	Very helpful on the ward, up-to-date on how things are going. Always check on time. J very lovely. Welcomes you and very helpful.		Female	26-35	White British	No tick
4	Mar	Extremely likely	Fantastic nursing staff who not only reassure the children but also the parents 10/10. J - staff nurse was exceptional. Thank you for	N/A.	Female	36-45	White British	No tick

			making an unpleasant experience bearable.					
5	Mar	Extremely likely	Lovely people. Under staffed but all working with a smile on their face.		Male	36-45	White British	No tick
6	Mar	Extremely likely	Staff are really friendly and helpful. There is a delay but I feel that is understandable due to the pressure the NHS is under.					No tick
7	Mar	Extremely likely	The staff are very friendly , polite and caring.		Female	over 65	White British	No tick
8	Mar	Extremely likely	Very friendly, excellent service, very, very nice place to be. Thank you very much.	TV to watch the rugby please.	Male	36-45	White British	No tick
9	Mar	Extremely likely	The standard of care provided to me today by all staff, was excellent. They couldn't have been kinder or more professional. I'm very grateful for the support that I've received. My named nurse, J, was particularly brilliant and caring. Thank you so much.	None whatsoever.	Female	46-55	White British	No tick
10	Mar	Extremely likely	Very pleased with all the staff.		Female		White British	No tick
11	Mar	Extremely likely	Good, very good service. Good.	None, okay as it is. Thank you very much.	Male	over 65	White British	No tick
12	Mar	Extremely likely	Care and consideration by all staff, and such a friendly atmosphere and all spotless.	Bar and smoking lounge. (No - all amazing).	Female	46-55	White British	No tick
13	Mar	Extremely likely	Professional, welcoming,		Male	46-55	White British	No tick

			hardworking staff.					
14	Mar	Extremely likely	Great care and fast waiting time.	No.	Male		White British	No tick
15	Mar	Extremely likely	Friendly, helpful staff.		Female	16-25	White British	No tick
16	Mar	Extremely likely	Warm, approachable, efficient.	Didn't mention about dressing gown and slippers in letter but asked if I had brought them so letter needs to say that maybe.	Female	36-45	White British	No tick
17	Mar	Extremely likely	I was made to feel at ease and comfortable, treated very well by all staff who were polite and friendly.		Female	56-65	White British	No tick
18	Mar	Extremely likely	I mean my response wholeheartedly. All the staff I encountered during my stay have made me feel so comfortable and happy, encouraging me to feel positive and supplying me with all information needed to feel safe when I leave.	To be honest no. The last time I was in hospital it was five years ago and the progress and improvement since then is outstanding.	Female	16-25	White British	No tick
19	Mar	Extremely likely	Care provided by the whole team could not be faulted.	Fillet steak and Shiraz instead of tea and toast!	Male	46-55	White British	No tick
20	Mar	Extremely likely	Excellent work x.	No need. Great surgeon and staff before and after treatment. Thanks.		56-65	White British	No tick
21	Mar	Extremely likely	Because the staff are extremely helpful and friendly and have made our and our son's hospital experience a very comfortable one. Thank you	No, not at all. The whole service has been first class.	Female	36-45	White British	No tick

22	Mar	Extremely likely	Really great service and care.		Male	26-35	White British	No tick
23	Mar	Extremely likely	Very friendly and professional staff.		Male	56-65	White British	No tick
24	Mar	Extremely likely	Fantastic staff, extremely caring and supportive and really felt safe - people were so kind and across the board. Doctors, nurse and recovery staff, amazing. Thank you so much from mum and others.	None - done it 1st!	Male	under 16	Mixed / Multiple ethnic groups	No tick
25	Mar	Extremely likely	Very friendly staff - make you feel at ease.	None.	Female	46-55	White British	No tick
26	Mar	Extremely likely	Informed at all stages on entry. Nice comfortable surroundings. Patient nursing staff.	None.	Female	46-55	White British	No tick
27	Mar	Extremely likely	Professional, no - nonsense care. Could find no fault in any for the care given.		Male	56-65	White British	No tick
28	Mar	Extremely likely	Well-staffed, clean, friendly, efficient - and if you need treatment, you need treatment!	None pre-op.	Female	46-55	White British	No tick
29	Mar	Extremely likely	Staff are very attentive, kind and organised. The nursing staff explain everything to you so you know what to expect as did the anaesthetist and consultant, Dr A.	Very good service from all staff involved with my care/operation.	Female	46-55	White British	No tick
30	Mar	Extremely likely	Great care, very friendly and professional.		Female	26-35	White British	No tick
31	Mar	Extremely likely	All staff were lovely.		Female	16-25	White British	No tick

			Explained everything. Caring.					
32	Mar	Extremely likely	To show support for the helpful staff of the ward.	Pay more wages as they earn it.	Male	46-55	White British	No tick
33	Mar	Extremely likely	Very relaxed, lovely staff.	Waiting - I came in at 12:45 and wasn't operated on until 5:30, maybe staggered admission times??	Female	26-35	White British	No tick
34	Mar	Extremely likely	All staff very helpful.	No.	Female	56-65	White British	No tick
35	Mar	Extremely likely	All the staff were so helpful, caring and amazing at your job. Mr M ensured me that I was fully aware and happy by what was happening. The DVD issued before OP was extremely helpful. The whole experience was made easier by the dedicated staff in all departments, especially S.	The press is quick to focus on the negative at the NHS, but you have shown how amazing and essential it is to this country – THANK YOU ALL VERY MUCH.	Female	46-55	White British	No tick
36	Mar	Extremely likely	The staff and anaesthetist team were absolutely superb with my 6yr old son. They put him at ease and made him laugh - I couldn't have asked for more. Amazing! Excellent communication and explanation of procedures to children. Thank you Thank you Thank you.		Female	26-35	White British	No tick
37	Mar	Extremely likely	I am very pleased with the treatment I received from Daycare Unit, particularly J and S.		Female	16-25	White British	No tick

38	Mar	Extremely likely	Fab care all around. Everyone has been lovely and helpful. Thank you.		Female	26-35	White British	No tick
39	Mar	Extremely likely	The whole team was friendly and informative. They took great pains to explain everything clearly and made sure that any questions I had were answered fully. Although obviously very busy, they had time for me.		Female	over 65	White British	No tick
40	Mar	Extremely likely	Very good. The staff are kind, friendly and helpful.	You cannot improve it. It is the best.	Female	56-65	White British	No tick
41	Mar	Extremely likely	Good care by staff, well looked after, always get treated well.		Male	56-65	White British	No tick
42	Mar	Extremely likely	Nursing staff and recovery room staff and anaesthetist all very attentive. Kept fully informed throughout.	Husband would like to have stayed by me!	Female	56-65	White British	No tick
43	Mar	Extremely likely	All the staff are extremely pleasant and very efficient. A credit to the NHS.		Male	over 65	White British	No tick
44	Mar	Extremely likely	Friendly staff always available throughout the day. Made the day more bearable. Big thank you for all the advice and support given.					No tick
45	Mar	Extremely likely	Pre-treatment staff all excellent and attentive. The theatre experience was excellent too - I like to know	The 'in-between time' I did feel a little isolated but understood the staff were busy.		56-65	White British	No tick

			what is being done to me - explanation all the way. The team were great and made the whole experience 'enjoyable'. With my thanks.					
46	Mar	Extremely likely	Everyone has been so friendly and helpful. Very impressed with the whole experience from start to finish.		Female	36-45	White British	No tick
47	Mar	Extremely likely	Friendly and reassuring staff.	No - spot on.	Male	16-25	White British	No tick
48	Mar	Extremely likely	Very child-friendly. Lovely friendly staff. Thank you.					No tick
49	Mar	Extremely likely	Kind, caring and very professional staff. Nothing too much trouble.		Male	over 65	White British	No tick
50	Mar	Extremely likely	We are happy.					No tick
51	Mar	Extremely likely	Had to wait around for a bit before the OP but after the OP could not have done more for me.		Male	56-65	White British	No tick
52	Mar	Extremely likely	Good care, friendly staff, plenty of explanations.	No.	Female	over 65	White British	No tick
53	Mar	Extremely likely	Staff very helpful.					No tick
54	Mar	Extremely likely	Friendly staff.	None.	Male	36-45	White British	No tick
55	Mar	Extremely likely	All of the staff were very friendly, nothing was too much trouble.		Female	16-25	White British	No tick
56	Mar	Extremely likely	Staff brilliant. No complaints whatsoever.	The service is great.	Male	over 65	White British	No tick
57	Mar	Extremely likely	Very nice staff. Good explanation.		Male	26-35	Other ethnic group	No tick
58	Mar	Extremely likely	Staff very pleasant and	N/A.	Male	26-35	White British	No tick

			helpful.					
59	Mar	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
60	Mar	Extremely likely			Female	26-35	White British	No tick
61	Mar	Extremely likely	Everyone has been helpful and kind and explained everything that was going to happen.		Female	46-55	White British	No tick
62	Mar	Extremely likely	Combination of friendly service and a general impression of competence.					No tick
63	Mar	Extremely likely	Staff on ward are very friendly and polite and helpful. Nothing too much trouble, theatre staff and surgeon fantastic, kept telling what to expect put me at my ease, I had started to panic at this point, so they did a good job.		Female	56-65	White British	No tick
64	Mar	Extremely likely	Staff extremely caring and can't do enough for patients and family.		Female	36-45	White British	No tick
65	Mar	Extremely likely	Fantastic staff very friendly.					No tick
66	Mar	Extremely likely	Visit several times with my partner and care etc. was amazing. The quickness of getting my OP done excellent. OP done now and feel amazing.	No, none. Just want to say thanks.	Male	over 65	White British	No tick
67	Mar	Extremely likely	The staff has been lovely,		Female	36-45	White British	No tick

			warm and caring. Thank you for making us feel at ease.					
68	Mar	Extremely likely	The staff were incredibly accommodating. The anaesthetist and surgeon gave an excellent brief prior to going into theatre. All in all, a very comfortable stay!	N/A.	Male	26-35	White British	No tick
69	Mar	Extremely likely	Very polite staff made me feel relaxed and safe!		Male	36-45	White British	No tick
70	Mar	Extremely likely	Staff are very kind friendly and can't do enough for you.			over 65	White British	No tick
71	Mar	Extremely likely	The staff were absolutely wonderful. Very caring and concerned for my comfort and dignity, as well as my medical care.	Absolutely perfect.	Female	56-65	White British	No tick
72	Mar	Extremely likely	Everyone really helpful and friendly. Couldn't do enough for you.		Female	56-65	White British	No tick
73	Mar	Extremely likely	I recommend the day unit, the staff are wonderful.		Female	36-45	White British	No tick
74	Mar	Extremely likely	The service and care provided was brilliant, and all information explained clearly and slowly. This ward is staffed with the best.					No tick
75	Mar	Extremely likely	Could not fault the service given to me.		Male	56-65	White British	No tick
76	Mar	Extremely likely	Very satisfied.		Male	over 65	White British	No tick
77	Mar	Extremely likely			Female	36-45	White British	No tick
78	Mar	Extremely likely	Care and service second to none!		Female	over 65	White British	No tick

79	Mar	Extremely likely	Pleasant, top experience.		Female	over 65	White British	No tick
80	Mar	Extremely likely	Friendly staff.		Female	36-45	White British	No tick
81	Mar	Extremely likely	Very helpful and friendly staff.		Male	16-25	White British	No tick
82	Mar	Extremely likely	Very well cared for.					No tick
83	Mar	Extremely likely	Very helpful and kind staff!		Male	46-55	White British	No tick
84	Mar	Extremely likely			Male	over 65	White British	No tick
85	Mar	Extremely likely				56-65	White British	No tick
86	Mar	Likely			Male	56-65	White British	No tick
87	Mar	Likely	Staff were very friendly.		Female	over 65	White British	No tick
88	Mar	Likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
89	Mar	Likely	The staff (particularly the nurses) were perfect, very kind and kept checking on me to make sure I was ok.		Male	16-25	White British	No tick
90	Mar	Likely			Male	over 65	White British	No tick
91	Mar	Likely	The nurses/staff are very friendly and made sure my daughter was as comfortable as possible.		Female	16-25	White British	No tick
92	Mar	Likely	Very good care, extremely friendly.		Female	56-65	White British	No tick
93	Mar	Likely	Friendly staff.	Verbal updates if delayed.	Male	26-35	White British	No tick