

## Day Surgery Unit - Friends and Family Test - Jan-17 to Feb-17

### 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.	%	%	%
Jan-17	14	100.0	0.0	0.0
Feb-17	17	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:	Please can you tell us the main reason for the response you have given?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service you have received?	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	Jan-17	Extremely Likely	Patient	Everyone was so reassuring, friendly and helpful. Thank you all.		No.	Female	Over 65	White British	
2	Jan-17	Extremely Likely	Parent / guardian / carer	The standard of care given to my son was amazing. He wasn't frightened and was relaxed from admission to discharge.		Service was already 100%.	Male	16-25	White British	
3	Jan-17	Extremely Likely		Kind & efficient staff with ready smiles. Thank you all.			Female	Over 65	White British	

4	Jan-17	Extremely Likely		Everyone has been extremely kind & helpful. Nothing is too much trouble, staff were absolutely lovely.			Female	36-45	White British	
5	Jan-17	Extremely Likely		Frequent checks in a very cheerful manner. Help given when required.		None come immediately to mind except a spoon / stirrer for my own sweetener to the coffee.	Female	Over 65	White British	
6	Jan-17	Extremely Likely		Well looked after.		No.	Male	36-45	White British	
7	Jan-17	Extremely Likely		1st class service & most helpful.			Male	Over 65	White British	
8	Jan-17	Extremely Likely		Super staff.		N/A.	Male	36-45	White British	
9	Jan-17	Extremely Likely		DSU staff are the best! Staff are all amazing. So caring and attentive. The theatre staff are very professional and deserve every penny they earn. Dealt with A&E dept. who are also wonderful. How lucky we are in North Devon for NDDH!			Female	46-55	White British	
10	Jan-17	Extremely Likely		It's a great unit!						
11	Jan-17	Extremely Likely		I cannot fault the quality of care offered. Everyone is so polite and considerate.		Perhaps a TV for those who have a fairly long wait?	Female	56-65	White British	
12	Jan-17	Extremely Likely		Staff were very helpful, kind & friendly and theatre staff were thorough and		Toilet roll holder in toilet is too far away. Apart from that, keep up the good work. Thank you.	Female	56-65	White British	

				explained everything.						
13	Jan-17	<b>Not entered</b>		Firstly, because I was asked to by a nurse! Then, it's always good to encourage people in the job they do.			Female	56-65	White British	
14	Jan-17	Yes	Parent/Guardian/Carer	Friendly & helpful staff, efficient at all aspects of J.'s care.	The care my son received & myself as a parent.		Male	Under 6	White British	
15	Jan-17	Yes	Patient	Very friendly / caring.	Own your own room.	Nothing.	Male	12-15	White British	
1	Feb-17	Extremely Likely		Full on care & attention. If I have to come back again I will be quite happy to come to this ward.						
2	Feb-17	Extremely Likely		Everyone from the lady who gave me toast to the surgeon and all the nurses in between were efficient & effective but, more than that, they were kind, caring & compassionate. It took away all my fear. Thank you!		No. The service was perfect. A big thank you.	Female	46-55	Mixed / Multiple ethnic groups	
3	Feb-17	Extremely Likely		Excellent care. Friendly nurses. Just an overall lovely experience.		No.		56-65	White British	
4	Feb-17	Extremely Likely		Moved from KGV ward late one evening due to bed shortages. H. looked after me very well during the night & J. & D. were brilliant explaining my			Female	36-45	White British	

				medication & helping me out of bed! Only criticism - too hot!!						
5	Feb-17	Yes	Parent/Guardian/Carer	Very friendly and kind nurses. Nothing was too much to ask.	Nurses & staff very polite and warm towards both my son & us as parents.	Nothing. All perfect. Very attentive.	Female	6-8	White British	
6	Feb-17	Yes	Parent/Guardian/Carer	Very friendly & S. was great with my son & all the doctor to.	Was look after well.		Male	Under 6	White British	
7	Feb-17	Yes	Patient	Because of the treatment and hospitality. They told me all about my treatment and what was going to happen.	The staff.	Nothing. Actually, free wifi.	Male	12-15	White British	
8	Feb-17	Yes	Parent/Guardian/Carer	Yes. All staff were great with the children and parents.	Everyone kept you up-to-date.		Female	Under 6	White British	
9	Feb-17	Yes	Parent/Guardian/Carer	Very friendly and attentive staff have made our experience so easy and relaxed.	The facilities for patients (teddy & DVD player)! Happy, friendly staff. Comfortable bed area. Great cup of tea!	Nothing.	Male	Under 6	White British	
10	Feb-17	Yes	Parent/Guardian/Carer	With our son's complex needs the nurse called before to discuss what could be done to make his visit calm and relaxed.	The nurse (S.) & her team went above and beyond the normal care we have received for H. in the past. Sensory light system, side room and listening to our opinions & concerns.	Nothing. The level of care that has been given to H. was amazing.	Male	9-11	White British	
11	Feb-17	Yes		Staff are very polite - explained everything to my daughter &	That the children have activities to do. It was a very nice, relaxing		Female	12-15	White British	

				made her feel at ease. Thank you!	environment.					
12	Feb-17	Yes	Parent/Guardian/ Carer	The team today were marvellous, really supportive.	Everything.	Nothing.	Male	6-8	White British	
13	Feb-17	Yes	Patient							
14	Feb-17	Yes	Parent/Guardian/ Carer	Efficient administration despite staff shortage. Friendly & caring staff.	Very quick & efficient.		Male	Under 6	White British	
15	Feb-17	Yes	Parent/Guardian/ Carer	All staff were great and supported us all, including my daughter who has had her operation.	Felt informed and cared for at all times.	Nothing!	Female	6-8	White British	
16	Feb-17	Yes	Parent/Guardian/ Carer	Initially, quite a long wait but once on ward our nurse was fantastic. Kept us informed of every step. Incredibly patient with our son.			Male	6-8	White British	
17	Feb-17	Yes	Parent/Guardian/ Carer	Staff were very pleasing and reassuring.	Politeness of staff.		Female	6-8	White British	