

## Day Surgery Unit - Friends and Family Test - Jul-17 to Aug-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.	%	%	%
Jul-17	19	100.0	0.0	0.0
Aug-17	22	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	Jul-17	Extremely Likely	Patient	Friendly, helpful, great care, very well done. Thank you!		Everything is good.	Male	36-45	Asian / Asian British	
2	Jul-17	Extremely Likely	Parent / guardian / carer	Would you mind telling us why you gave that answer?		What could we have done better?	Female	Over 65	White British	
3	Jul-17	Extremely Likely		Very helpful, nice, polite & caring. Nothing was too much trouble.		You can't please everyone. For me, it was already 10 out of 10. Many thanks.	Male	Over 65	White British	
4	Jul-17	Extremely Likely		Very good at looking after big babies. Thank you so much.						

5	Jul-17	Extremely Likely					Female	26-35	White British	
6	Jul-17	Extremely Likely					Male	Over 65	White British	
7	Jul-17	Extremely Likely		Friendly, relaxing service. Puts one at ease. Caring, hardworking staff. Very happy team.		Cannot think of any at the moment. First class service.	Male	Over 65	White British	
8	Jul-17	Extremely Likely		Everyone very friendly and attentive. Everything explained clearly. Ward very clean and peaceful. Staff attention to hygiene excellent. Cannot fault staff at any level.		Not for the service I received in Day Theatre. But water dispensers situated around hospital need attention. People (staff & public) are filling bottles from them after drinking from neck of bottle - transfer of germs from mouths to next person using dispenser - cross infection risk.	Female	Over 65	White British	
9	Jul-17	Yes	Parent/Guardian/Carer	Excellent staff giving lots of attention to children's needs, making our daughter feel relaxed and calm throughout the process.	Staff care, environment.		Female	9-11	White British	
10	Jul-17	Yes	Parent/Guardian/Carer	Staff were friendly and efficient.	Felt well looked after.	Nothing.	Male	Under 6	White British	
11	Jul-17	Yes	Parent/Guardian/Carer		Lovely, good.		Female	9-11	White British	
12	Jul-17	Yes	Parent/Guardian/Carer	Excellent, kind staff - professional.	Staff, good communication.		Female	Under 6	White British	
13	Jul-17	Yes	Parent/Guardian/Carer	Because all the staff, where very friendly and took care of the	Everything was explained and child made feel very safe.	Nothing.	Male	Under 6	White British	

				children really well.						
14	Jul-17	Yes	Parent/Guardian/ Carer	Very caring & attentive staff, particularly [names withheld]. Comfy room, plenty of chairs etc.	The staff made us feel really at ease & informed us throughout the day at every point.	No. Everyone was fantastic.	Male	6-8	White British	
15	Jul-17	Yes	Parent/Guardian/ Carer	Fully explained what was going to happen with each person involved. Plenty of opportunity to ask questions if we had any concerns. Kept us informed following the procedure.	As previously mentioned.	Nothing noted.	Male	Under 6	White British	
16	Jul-17	Yes	Parent/Guardian/ Carer	The staff are very helpful, professional and friendly. Brilliant with my stepson. Keep up the good work!	Quick, professional and friendly, making us and our son very welcome.	Nothing.	Male	6-8	White British	
17	Jul-17	Yes	Parent/Guardian/ Carer	Was very happy. All staff were wonderful, reassuring and so polite. Made our boy feel a lot more comfortable.	All the staff were so lovely and reassuring for my boy.	Nothing.	Male	6-8	White British	
18	Jul-17	Yes	Parent/Guardian/ Carer	Lovely nurses. Very kind, looked after us, made my son feel very calm.	Lovely DVD player for the kids made the stay better!	Nothing. You were all great!	Male	Under 6	White British	
19	Jul-17	Yes	Parent/Guardian/ Carer	Staff were very friendly & caring. We always felt informed with the programme of our child's operation. The aftercare support was also very good. It felt	It helped being the first case of the day as there was no hanging around. Room was clean, quiet & there was plenty of toys & DVDs to keep our child	Can't really think of anything.	Male			

				like the staff understood the needs & concerns of the parents.	entertained.					
1	Aug-17	Extremely Likely		Being kept up-to-date and staff is excellent. Cannot thank you for your help enough!		Nope!	Male	26-35	White British	
2	Aug-17	Extremely Likely		Care of staff, clerical & clinical both. People talk to you. Convenient & efficient.			Male	Over 65	White British	
3	Aug-17	Extremely Likely		Because of the excellent care given to me by everyone. Also because very efficient.		Carry on as you are.	Male	Over 65	White British	
4	Aug-17	Extremely Likely		Very attentive staff, care was extremely good, ward appeared clean and staff hand cleaning was very noticeable. All information re: operation and aftercare was excellent.		To go home with at least a couple of days of stronger pain relief than paracetamol.	Female	Over 65	White British	
5	Aug-17	Extremely Likely		All the staff here were friendly, courteous and kind, exchanging necessary information while I was waiting for surgery and then the operating staff were wonderfully skilled and kind.		It was quite a long wait (over 2 hours) so if 'through put' is predictable a more accurate appointment time would be nice, but not a very big deal.	Female	Over 65	White British	
6	Aug-17	Yes	Patient	You get treated nicely and the doctors and	Got to watch movies, play fruit ninja and	Nothing.	Male	9-11	White British	

				nurses are nice and you get drinks, yogurt and jelly.	wasn't hurt.					
7	Aug-17	Yes	Not entered	Very nice staff.	The people.	All good.	Female			
8	Aug-17	Yes	Parent/Guardian/Carer	Friendly, polite staff and made feel very welcome.	See previous comment.	Nothing.	Female	9-11	White British	
9	Aug-17	Yes	Patient	Treated very well.	Everything.	Nothing.	Male	12-15	White British	
10	Aug-17	Yes	Not entered	Everyone was nice.	Staff. Having the bigger bay at the end to be comfortable in long wait.	Things beyond feasible control, bigger bed, less time to wait.	Male	9-11	White British	
11	Aug-17	Yes	Patient	Staff are friendly.	Good staff & good room.		Female	12-15	White British	
12	Aug-17	Yes	Parent/Guardian/Carer	Brilliant. Very friendly.	Lovely staff. Very helpful.	Nothing.	Male	Under 6	White British	
13	Aug-17	Yes	Parent/Guardian/Carer	Very friendly, professional staff. Designed well for children.	Caring staff, kept us fully informed at all times which helped with our own anxiety of our child having a procedure.	Nothing you were all brilliant!	Male	Under 6	White British	
14	Aug-17	Yes	Parent/Guardian/Carer	Kind & caring and often popped in to see if my daughter & myself were alright and what could of been a scary time for my daughter she was given a lot of reassurance. Good atmosphere.	Staff were kind & reassuring and it was good she was loaned a portable DVD player until it was her time to go for surgery.	Nothing.	Female	9-11	White British	
15	Aug-17	Yes	Parent/Guardian/Carer	Lovely, friendly staff. Kind and caring towards our daughter.	Everything!!	Nothing.	Female	6-8	White British	

				Everything was explained to our daughter who was put at ease.						
16	Aug-17	Yes	Parent/Guardian/Carer	Everyone was very helpful and friendly.	Very friendly staff and very happy.		Male	6-8	White British	
17	Aug-17	Yes	Parent/Guardian/Carer	Our nurses were amazing and all of the staff we dealt with had our son's best interest at heart.	Warm welcome & good staff.	Been clearer on time we had to wait.	Male	6-8	White British	
18	Aug-17	Yes	Parent/Guardian/Carer	Because all the staff were brilliant.	All the staff being so nice.	Nothing.		6-8	White British	
19	Aug-17	Yes	Parent/Guardian/Carer	Very patient and caring.	Nothing was too much trouble.	N/A.	Male	Under 6	White British	
20	Aug-17	Yes	Parent/Guardian/Carer				Male	6-8	White British	Do not publish
21	Aug-17	Yes	Parent/Guardian/Carer	Very friendly, organised and efficient. Explained everything to us and child all the way through.	Day Surgery only. DVDs & teddy gift was a lovely way to make a scary day less scary.	No.	Male	6-8	White British	
22	Aug-17	Yes	Patient	Because when I got here everyone was friendly and caring. Also, when I was stressed they really helped me to calm down and they explained everything to me really well.	That everyone was kind, reassuring and very, very nice.	Nothing.	Female	12-15	White British	