

Day Surgery Unit - 'Friends and Family Test' - Jun-15 to Jul-15

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.

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.	%	%	%
Jun-15	91	97.8	1.1	1.1
Jul-15	75	97.3	1.3	1.3

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	Jun	Extremely likely	Thanks to Mr M. and nurses.					No tick
2	Jun	Extremely likely	The staff are all so lovely, really friendly, they made L. feel at ease immediately.	No improvement needed!	Female		White British	No tick
3	Jun	Extremely likely	I have had several treatments under the North Devon Healthcare and on all occasions been treated with care and attention to my needs.		Female	over 65	White British	No tick
4	Jun	Extremely likely	Thanks you, your lovely xx.		Female		White British	No tick
5	Jun	Extremely likely	I felt really well cared for.		Female	over 65	White British	No tick
6	Jun	Extremely likely	Pleasant staff - felt totally at ease, many thanks.		Male	56-65	White British	No tick
7	Jun	Extremely likely	Everyone friendly, nice cup of tea, had op on hand!		Female	56-65	White British	No tick
8	Jun	Extremely likely	Staff very good.		Female	over 65	White British	No tick
9	Jun	Extremely likely	Lovely and understanding staff who have time to listen. Very well looked after and treated in a caring and professional manner.		Female	26-35	White British	No tick
10	Jun	Extremely likely	It seems like how a hospital should be run: I was kept informed of what was	Having / offering to have confidential conversations in private (not me, but poor	Female	26-35	White British	No tick

			happening, staff friendly + competent. Post-op I needed pain relief + this was administered quickly compared to other trusts I have been in. Well-organised + efficient system for day care.	lady in other bay had to let the world know about rectal prolapse)!				
11	Jun	Extremely likely	Excellently looked after, as always in this hospital.		Male	over 65		No tick
12	Jun	Extremely likely	Brilliant service, kind, friendly.		Male	26-35	White British	No tick
13	Jun	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
14	Jun	Extremely likely	Looked after me in a friendly, professional manner.		Male	56-65	White British	No tick
15	Jun	Extremely likely	Staff very caring, helpful and understanding.			36-45	White British	No tick
16	Jun	Extremely likely	Friendly, helpful, caring staff. Procedures etc. all fully explained. Very efficient, thank you!					No tick
17	Jun	Extremely likely	Staff very friendly and helpful, received very good care.		Female	56-65	White British	No tick
18	Jun	Extremely likely	You have been great.			over 65	White British	No tick
19	Jun	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
20	Jun	Extremely likely	All very friendly and reassuring for the help and advice ref. the op. Especially recognising my anxiety, all very calming.		Female	over 65	White British	No tick

21	Jun	Extremely likely	Staff were very professional yet very friendly and I was very well looked after.	None.	Male	over 65	White British	No tick
22	Jun	Extremely likely	Looked after very well.	No.	Female	over 65	White British	No tick
23	Jun	Extremely likely	Staff and nurses are so friendly and helpful, caring and have made my daughter's stay great. A huge thank you S. for all your care.		Male	46-55	White British	No tick
24	Jun	Extremely likely	Made me feel very comfortable during my stay in day surgery.		Male	26-35	White British	No tick
25	Jun	Extremely likely	Lovely staff, very helpful. Lovely service! Thank you.			36-45	White British	No tick
26	Jun	Extremely likely	Very helpful and friendly, thanks.					No tick
27	Jun	Extremely likely	On the day the whole team were great. Kind, caring + very professional.	Better coms when cancellations on day.		46-55	White British	No tick
28	Jun	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
29	Jun	Extremely likely	Because of the good treatment and service I have experienced.		Male	46-55	White British	No tick
30	Jun	Extremely likely	Treated first class by all levels of staff, VERY pleased, you are here when needed, your care is excellent 24-7. 10 out of 10 to all concerned.		Male	over 65	White British	No tick
31	Jun	Extremely likely	All members of staff (sorry wrong term) are lovely. They	Give everyone a pay rise they needed ages ago!!	Male	36-45	White British	No tick

			are a real credit to the NHS. They are friendly, polite, professional, super, lovely people. Thank you xxx.	(Everything else is fine).				
32	Jun	Extremely likely	Staff very friendly + couldn't do enough, thanks.					No tick
33	Jun	Extremely likely	Staff were amazing - rather too long to wait for a patient with learning disabilities.		Male	46-55	White British	No tick
34	Jun	Extremely likely	Wonderful care from staff and doctors, a very pleasant atmosphere throughout.	No.	Female	over 65	White British	No tick
35	Jun	Extremely likely	Service was excellent!!	It was perfect, thank you.	Male	46-55	White British	No tick
36	Jun	Extremely likely	All good, fantastic.	No!	Male	over 65	White British	No tick
37	Jun	Extremely likely	Efficient.	No.	Female	56-65	White British	No tick
38	Jun	Extremely likely	Friendly staff, comfortable stay.		Male	16-25	White British	No tick
39	Jun	Extremely likely	Good service once seen by Ms B.		Male	56-65	White British	No tick
40	Jun	Extremely likely	Very friendly staff, they put all the family at ease.		Female	26-35	White British	No tick
41	Jun	Extremely likely	Staff very friendly and very supportive, made the surgery less stress.	No.	Female	26-35	White British	No tick
42	Jun	Extremely likely	Such a good service for children. All staff, including doctors, friendly. The teddy on the bed was a lovely touch. DVD player was handy.		Female	36-45	White British	No tick
43	Jun	Extremely likely	Superb staff, thorough checks.	No.	Female	46-55	White British	No tick
44	Jun	Extremely likely	Very friendly, clear instructions.		Female	36-45	White British	No tick
45	Jun	Extremely likely	Very good, considerate help		Male	46-55	White British	No tick

			etc.					
46	Jun	Extremely likely	Friendly, helpful, empathetic.	No.	Male	56-65	White British	No tick
47	Jun	Extremely likely			Male	over 65	White British	No tick
48	Jun	Extremely likely	Kind, caring staff.		Male	under 16	White British	No tick
49	Jun	Extremely likely	Lovely staff, get treated extremely well, overall a lovely atmosphere.	No.	Male	16-25	White British	No tick
50	Jun	Extremely likely	The care we have experienced has been second to none! Brilliant attention from all staff. Thank you!					No tick
51	Jun	Extremely likely	Staff are very friendly and welcoming.		Female	16-25	White British	No tick
52	Jun	Extremely likely	Listening, interested in me as a patient, extremely professional throughout. Make reception n more "receptive" reception layout.		Male	over 65	White British	No tick
53	Jun	Extremely likely			Male	over 65	White British	No tick
54	Jun	Extremely likely	People where smiley and when I had the procedure everyone was very kind.		Female	over 65	White British	No tick
55	Jun	Extremely likely	Very friendly, let you know everything that's going on.		Female	46-55	White British	No tick
56	Jun	Extremely likely	Everything prompt, efficient and considerate.	Service V. Good.	Male		White British	No tick
57	Jun	Extremely likely	Staff are really friendly and helpful.	No.	Male	16-25	White British	No tick
58	Jun	Extremely likely	I received excellent surgery and nursing treatment. Everyone was so kind and caring and I am really grateful.	No, everything was so good.		over 65	White British	No tick

			Thank you.					
59	Jun	Extremely likely	Efficient. Good communication as to what was happening and when. Friendly, caring staff. 'Pleasant' environment. I felt very well cared for.	Toilet door shows red when vacant - confusing.	Female	56-65	White British	No tick
60	Jun	Extremely likely	Excellent service and very accommodating staff.		Female	36-45	Asian / Asian British	No tick
61	Jun	Extremely likely	Staff were excellent dealing with my daughter.		Female	under 16	White British	No tick
62	Jun	Extremely likely	Professional, kind and caring - the NHS at its best. Keep up the good work, many thanks.	No - loved the white bread toast with real butter!	Male	over 65	White British	No tick
63	Jun	Extremely likely	Very friendly staff.			46-55	White British	No tick
64	Jun	Extremely likely	Made welcome and comfortable. Brilliant nurses and surgeon, well happy.	No idea how to improve brilliance.	Male	over 65	White British	No tick
65	Jun	Extremely likely	Clear information and very good care all through procedure.	No - very good care.	Female	56-65	White British	No tick
66	Jun	Extremely likely			Male	over 65	White British	No tick
67	Jun	Extremely likely			Male		White British	I DO NOT wish my anonymised comments to be made public
68	Jun	Extremely likely	Excellent care. Friendly staff, thank you.					No tick
69	Jun	Extremely likely	The care, advice was excellent covering all the topics and questionnaires. Very professional and any questions I asked answered in	Not at all as all the staff were caring and very professional.	Female	over 65	White British	No tick

			full. Thank you for making the day surgery "easy".					
70	Jun	Extremely likely	All staff happy to help when I where they can. Everyone very helpful and caring.		Female	16-25	White British	No tick
71	Jun	Extremely likely	Very well looked after.		Male	over 65	White British	No tick
72	Jun	Extremely likely	All the staff were professional, helpful, informative but also very friendly which I find helps.	The service in my opinion is excellent and would not be able to recommend anything.	Male	over 65	White British	No tick
73	Jun	Extremely likely	Excellent nursing care and bright / clean wards.		Male	56-65	White British	No tick
74	Jun	Extremely likely	Everyone is so friendly and helpful.			56-65	White British	No tick
75	Jun	Extremely likely	Staff were kind, attentive and informative. Treatment was very competent and professional. I fully endorse the NHS.					No tick
76	Jun	Extremely likely	All the staff were very friendly and informative and helped to put me at ease.		Female	36-45	White British	No tick
77	Jun	Extremely likely	Staff were really good with my little boy and made him and us feel at ease. Thank you very much for all your help.		Male	26-35	White British	No tick
78	Jun	Extremely likely	Very good care. Very professional in every way.		Male	over 65	White British	No tick
79	Jun	Extremely likely	I have been on the receiving end of such kindness. Everyone has been friendly and reassuring. The wonderful surgeons have worked		Female	over 65	White British	No tick

			wonders in getting all the metal out of me.					
80	Jun	Extremely likely	Organised, planned system with caring, friendly staff from start to finish. All staff were responsive to questions or concerns.	Nil.	Male	46-55	White British	No tick
81	Jun	Extremely likely	Everyone has been wonderful, the level of care you gave to our son, myself and my partner was great, thank you.	I don't think you need to improve on anything.	Male		White British	No tick
82	Jun	Extremely likely	Prompt, friendly but professional.		Male	56-65	White British	No tick
83	Jun	Likely	It was a welcoming stay. The staff were professional and friendly. Many thanks.	Not really.	Female	26-35	White British	No tick
84	Jun	Likely			Male	36-45	White British	No tick
85	Jun	Likely	Staff were caring and informative of what was happening and what was going to happen.		Male	46-55	White British	No tick
86	Jun	Likely	Comfort and kindness.		Female	over 65	White British	No tick
87	Jun	Likely	Staff friendly, nice environment.		Female	26-35	White British	No tick
88	Jun	Likely			Male	36-45	White British	No tick
89	Jun	Likely	Friendly, relaxed, good idea to have DVDs because of long wait. (nice free! cup of coffee). All good. XOX.		Male	36-45	White British	No tick
90	Jun	Neither likely nor unlikely	Lack of communication.		Female	16-25	White British	No tick
91	Jun	Extremely unlikely			Female	46-55	White British	No tick

92	Jun	Not entered	Nurses and staff most kind. Mr W. excellent surgeon, made you feel very comfortable.	Excellent service, cannot fault service.	Male	over 65	White British	No tick
1	Jul	Extremely likely						No tick
2	Jul	Extremely likely			Male	26-35	Other ethnic group	No tick
3	Jul	Extremely likely	Very polite + friendly team, very helpful.	None.	Male	56-65	White British	No tick
4	Jul	Extremely likely	Everything done to make my stay a pleasant experience. As I was anxious after my last hernia op, the team were exceptional in the way they looked after me.		Male	over 65	White British	No tick
5	Jul	Extremely likely	All the staff are very friendly and helpful, great care.			46-55	White British	No tick
6	Jul	Extremely likely	All staff were professional, friendly and very good at their jobs!	Not if they keep up this standard.	Female	over 65	White British	No tick
7	Jul	Extremely likely	Very friendly & quick. Brought appointment forward as soon as they knew my hand was getting very painful.	All fine for me.		over 65	White British	No tick
8	Jul	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
9	Jul	Extremely likely	By the excellent care & attention I have received today.	Could not be better.		over 65	White British	No tick
10	Jul	Extremely likely	Brilliant.		Male	46-55	White British	No tick
11	Jul	Extremely likely	Everyone so kind & caring. Thank you very much.			over 65	White British	No tick

12	Jul	Extremely likely			Female	under 16	White British	I DO NOT wish my anonymised comments to be made public
13	Jul	Extremely likely	All the staff were friendly and very lovely. Well looked after.		Female	26-35	White British	No tick
14	Jul	Extremely likely	Nurses and other staff were very friendly and caring towards patients and families.		Female	16-25	White British	No tick
15	Jul	Extremely likely	Friendly + helpful.		Female	56-65	White British	No tick
16	Jul	Extremely likely	Caring, attentive staff! Thank you.					No tick
17	Jul	Extremely likely	All staff very kind and made me very at home.			26-35	White British	No tick
18	Jul	Extremely likely	5-star treatment. Friendly, kept me informed during wait for theatre.		Male	56-65	White British	No tick
19	Jul	Extremely likely	From checking in to explaining operation details and aftercare. Everyone was very friendly and nothing was too much trouble. Brilliant, thank you very much.	If everyone treated as well as I was there is not much room for improvement.	Male	over 65	White British	No tick
20	Jul	Extremely likely	Very thorough when explaining to a very anxious parent.		Male	under 16	White British	No tick
21	Jul	Extremely likely	Very happy with the care given made us feel very comfortable, surgery was quick and the aftercare given was great.		Male	under 16	White British	No tick
22	Jul	Extremely likely	Polite & informative.	No.		over 65	White British	No tick
23	Jul	Extremely likely	Staff were friendly and brilliant.		Female	26-35	White British	No tick

24	Jul	Extremely likely	What a friendly helpful informative team. Nothing was too much trouble for anyone.	Wider selection of food after op.	Female	56-65	White British	No tick
25	Jul	Extremely likely	Very friendly, v helpful nursing staff. If you have to be here at all a very good ward.	Everything okay, no need for improvements.	Female	over 65	White British	No tick
26	Jul	Extremely likely	Everyone is absolutely wonderful.		Male	over 65	White British	No tick
27	Jul	Extremely likely	All very friendly & helpful.	I feel that I could have been informed that I did not need to be in the hospital at 7.30am. I think to be in by about 10.00-10.30am would have been better timing for a 12.00pm operation.	Female	56-65	White British	No tick
28	Jul	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
29	Jul	Extremely likely	Happy, friendly staff. Very caring, nothing too much trouble.	N/A.	Female	36-45	White British	No tick
30	Jul	Extremely likely	Emily was very well looked after. Thank you!	No.	Female	36-45	White British	No tick
31	Jul	Extremely likely	I can't praise the staff enough. They were extremely helpful and looked after C. well.		Female	36-45	White British	No tick
32	Jul	Extremely likely	Ward very clean, nurses very polite friendly, made to feel comfortable.	Found that in our experience couldn't find any way of improving what is working well.	Male	under 16	White British	No tick
33	Jul	Extremely likely	Very attentive care and kept	Advice on what to bring	Male	46-55	White British	No tick

			well informed of what was happening.	would be helpful, i.e. slippers, dressing gown etc.				
34	Jul	Extremely likely	I couldn't have been given more care.	None, all perfect!	Female	over 65	White British	No tick
35	Jul	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
36	Jul	Extremely likely	All staff from doctors to nurses have been kind considerable and helpful.	No, it's perfect as is.		over 65	White British	No tick
37	Jul	Extremely likely	Staff were very friendly. Very helpful.		Female	26-35	White British	No tick
38	Jul	Extremely likely	Very kind and helpful.		Female	under 16	White British	No tick
39	Jul	Extremely likely	Extremely attentive care, everything explained very thoroughly. The procedure went very smoothly. Overall very happy. Wouldn't hesitate to recommend to others.		Female	36-45	White British	No tick
40	Jul	Extremely likely	Very accommodating, caring staff.	Shorter waiting time.	Female	36-45	Other ethnic group	No tick
41	Jul	Extremely likely		Keep it the same! Excellent.	Male	56-65	White British	No tick
42	Jul	Extremely likely						No tick
43	Jul	Extremely likely	Well-organised, good nurses + staff.			over 65	White British	No tick
44	Jul	Extremely likely	Everyone has been happy, approachable. Nothing has been too much trouble and we have felt that we could ask any question. This has been extremely important to us having our 16 month old	No. Lots of toys available which are excellent + varied. A lovely experience.	Female	under 16	White British	No tick

			having her first anaesthetic.					
45	Jul	Extremely likely	The staff were very helpful and cheerful. Thank you for a 5* service.		Female	26-35	White British	No tick
46	Jul	Extremely likely	Excellent.	More sign posting for way to hospital.	Male	56-65	White British	No tick
47	Jul	Extremely likely	The whole process was very quick & efficient. The nursing staff were fantastic and put you at ease with a smile on their faces. Whole team from reception to surgeon were lovely and made the operation pleasurable (if that's possible!!). Thank you.		Female	46-55	White British	No tick
48	Jul	Extremely likely	All staff were wonderful & so caring.		Female	under 16	White British	No tick
49	Jul	Extremely likely	The staff are so helpful and very pleasant.	Not really, everything is absolutely fine.	Female	over 65	White British	No tick
50	Jul	Extremely likely	My experience of this ward was excellent - very efficient and everyone was very kind and patient and I felt very reassured and looked after.	N/A.	Female	46-55	White British	No tick
51	Jul	Extremely likely	Everyone is friendly and the nurses will do anything to try and help!	Nope.	Male	16-25	White British	No tick
52	Jul	Extremely likely	I was treated with kindness & dedication. The treatment was good - 1st class.			over 65	White British	No tick
53	Jul	Extremely likely	Absolutely fantastic, staff real friendly, made feel good.		Male	26-35	White British	No tick
54	Jul	Extremely likely	Polite, very kind and full of	No.	Female		White British	No tick

			relevant information, my little girl knew what was happening and when. Thank you very much.					
55	Jul	Extremely likely	Good care, very clean, very caring staff.		Female	56-65	White British	No tick
56	Jul	Extremely likely	Good ward, very good staff.		Male	over 65	White British	No tick
57	Jul	Extremely likely	Staff are very friendly and caring. They looked after me really well and made me feel like I was never alone.	Nothing at all.	Male	16-25	White British	No tick
58	Jul	Extremely likely	Staff extremely good.	No, it is fine.	Male	56-65	White British	No tick
59	Jul	Extremely likely	Lovely, lovely staff. Helpful, reassuring & informative. Too many people to name, but all an asset to the ward. Thank you!	More tea & toast! Just what I needed.	Female	26-35	White British	No tick
60	Jul	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
61	Jul	Extremely likely	Prompt and friendly treatment.	In the pre-op assessment it might be helpful to be told to bring slippers and a dressing gown.	Male	56-65	White British	No tick
62	Jul	Extremely likely	All of the nursing staff are extremely caring and thoughtful. They all put you at ease a credit to the N.H.S.	No, none needed.	Female	over 65	White British	No tick
63	Jul	Extremely likely	Staff extremely helpful & friendly.					No tick
64	Jul	Extremely likely	Staff very good with my child. (M.)	N/A.	Female	26-35	White British	No tick

65	Jul	Extremely likely	You treated us amazing, we couldn't thank you all enough.	No.	Female	26-35	White British	No tick
66	Jul	Extremely likely	Everyone is very nice and kind and all goes well when your not cancelled.		Female	56-65	White British	No tick
67	Jul	Extremely likely	Caring staff (and excellent toast!)		Male	56-65	White British	No tick
68	Jul	Likely	Hopefully, my friends and family won't need day surgery. If they do I would recommend this unit because of the information that is always available and the pleasant & comforting way that it is administered.	No.	Male	over 65	White British	No tick
69	Jul	Likely	I had a very friendly team of people looking after me who were able to answer any questions I asked.	Maybe encourage more people to have their treatment under local instead of general.	Female	46-55	White British	No tick
70	Jul	Likely	'Recommend' is not something I would do but this is due to the fact that we are allocated a ward - you don't get to choose. But staff were friendly & helpful. Cup of tea was especially appreciated.	Staff to indicate to parents rationale behind order in which surgery takes place.	Male	under 16	White British	No tick
71	Jul	Likely	Very friendly & polite.	To maybe let 1 family member to sit with patient.	Female	26-35	White British	No tick
72	Jul	Likely	My child had 3 teeth extracted.	I think children should have the operation in the morning. Waiting all day with a hungry child is hard work.			Mixed / Multiple ethnic groups	No tick

73	Jul	Likely			Female	26-35	White British	No tick
74	Jul	Unlikely	The wait before surgery is too long for young children, half 7 in the morning till they go to theatre.				White British	No tick
75	Jul	Don't know			Male	46-55	White British	No tick
76	Jul	Not entered	Well done, thank you.	No, thank you all.				No tick
77	Jul	Not entered	Helpfulness, happy staff, friendly		Male	26-35	White British	No tick