

Day Surgery Unit - 'Friends and Family Test' - Jun-16 to Jul-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.	%	%	%
Jun-16	36	100.0	0.0	0.0
Jul-16	43	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: 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	Jun	Extremely likely		Staff very helpful and professional, did everything possible to help. J.D. very good at her job, professional, feel like she went the extra mile.		No.	Male	26-35	White British	
2	Jun	Extremely likely					Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
3	Jun	Extremely		Everybody are so nice, do		None really -	Male	26-35	White	

		likely		everything to help, so kind, and all good at making you feel calm.		everybody are so nice, really helpful.			British	
4	Jun	Extremely likely		Because M. was great and everyone else.			Male	36-45	White British	
5	Jun	Extremely likely		Very happy. Looked after [illegible] well.			Male	36-45	White British	
6	Jun	Extremely likely		Just wanted to say how kind cheerful and supportive the staff were. They put my mind at ease so thank u so so much.		None, the staff were great start to finish thank u!!!	Male	46-55	White British	
7	Jun	Extremely likely		Lovely nurses very kind + helpful. Great staff. 1st class hospital. Many thanks to S. (nurse).			Female	46-55	White British	
8	Jun	Extremely likely		All staff very helpful, kept pain to minimum. Even catered for gluten-free. Thanks.			Female	46-55	White British	
9	Jun	Extremely likely		Very attentive nursing.			Male	56-65		
10	Jun	Extremely likely		For surgery it's been a remarkably nice and painless procedure.			Male	56-65	White British	
11	Jun	Extremely likely		Friendliness & efficiency of all staff.			Male	56-65	White British	
12	Jun	Extremely likely					Male	56-65	White British	
13	Jun	Extremely likely		Caring, friendly staff.			Female	56-65	White British	
14	Jun	Extremely likely		The atmosphere and the staff.		Very pleased with the service & it was a	Male	over 65	White British	

						pleasant experience due to all the staff I met.				
15	Jun	Extremely likely		By the care and consideration shown to me by all the members of staff.		No.	Male	over 65	White British	
16	Jun	Extremely likely		Constant attention from very pleasant and knowledgeable staff. Comfortable beds & environment.			Male	over 65	White British	
17	Jun	Extremely likely		The level of care has been amazing. Thank you.			Male	over 65	White British	
18	Jun	Extremely likely		Lovely, wonderful, friendly staff, very pleased with my treatment.		No.	Female	over 65	White British	
19	Jun	Extremely likely		The care was very good from the nurses through to Mr W. I couldn't fault the care.			Female	over 65		
20	Jun	Extremely likely		I have found everyone very helpful, friendly and have had excellent care.			Female	over 65	White British	
21	Jun	Extremely likely		Professional and friendly care - felt confident of good care and safe.			Female	over 65	White British	
22	Jun	Extremely likely		Amazing staff, good care.			Male	over 65	White British	
23	Jun	Extremely likely		Excellent service, right through from reception to discharge. Thank you.						

24	Jun	Extremely likely		J. + O. were fantastic. The discharge information was brilliant. Thank you for everything x.						
25	Jun	Extremely likely		Treatment excellent, as it has been many times before. We must save any services going from this hospital.		No.				
26	Jun	Yes	Patient	Because they are very helpful.	Fabulous and they check you lots so nothing happens.	A free sweet machine! (Child) A file or book in the room for children to show in pictures / simple words what is going to happen to reassure while waiting for operation - what to expect pictures etc. to refer to while waiting + doctors / nurses give the book could have feedback pictures of children who are fine / well etc. after surgery with their quotes etc.	Female	6-8	White British	
27	Jun	Yes		Everyone was so caring, took the time to explain everything to my son. Included him in conversation. Checked on him often and were all so lovely! Thank you for all you do, it's very much appreciated.		Nope!	Male	6-8	White British	

28	Jun	Yes	Parent / guardian / carer	Because of the toys.	The staff were really friendly.	Nothing.	Female	6-8	White British	
29	Jun	Yes	Parent / guardian / carer	Staff very friendly and helpful, kept informed of things happening, children nurse.	Made children feel welcome putting teddy bear on bed and the supply of a DVD player to keep them occupied.		Male	9-11	White British	
30	Jun	Yes	Parent / guardian / carer	Staff very welcoming and caring. Very attentive, nice, comfortable.	Everything.	Nothing.	Female	9-11	White British	
31	Jun	Yes	Parent / guardian / carer	Because of all the lovely staff.	The staff.	Everything was fine - thank you.	Male	12-15	White British	
32	Jun	Yes	Parent / guardian / carer	Very good care. Excellent communication, clean, tidy and very helpful, very impressive.	V. good.		Male	under 6	White British	
33	Jun	Yes		Such lovely, kind + friendly staff! Things for children to do whilst waiting - play area.		N/A.	Female	under 6	White British	
34	Jun	Yes	Parent / guardian / carer	Very friendly staff & lots of information given pre & post operation. A very welcoming & warm atmosphere. Thank you!	Well-equipped for children, staff were super! Surgery was quick.	Getting medicine from the pharmacy took ages.	Male	under 6	White British	
35	Jun	Yes	Parent / guardian / carer	The staff (nurses) were amazing with my little one. There is plenty to do for the children too.	Everyone was very helpful and made my little one feel very comfortable.		Male	under 6	White British	
36	Jun	Yes	Parent /	I thought that the idea of			Male	under 6	White	

			guardian / carer	giving a superhero courage certificate was brilliant, perfect for young patients.					British	
1	Jul	Extremely likely		Very helpful & friendly staff. My first experience of anaesthetic & I was made to feel very at ease, especially by anaesthetist & Mr H.		No - already a great service!	Female	36-45	White British	
2	Jul	Extremely likely		Great experience, felt cared for, listened to and human! Was kept informed at all steps. Thank you! X.			Male	36-45	White British	
3	Jul	Extremely likely		Please can you supply Marmite. Other than that service was outstanding. Many thanks. M.C.		Just supply Marmite.	Male	46-55	White British	
4	Jul	Extremely likely		Fantastic care given from start to finish. Kind, caring, attentive. Wonderful staff.		None.	Female	46-55	White British	
5	Jul	Extremely likely		Very good care + attentive on the day surgery ward.			Female	46-55	White British	
6	Jul	Extremely likely		Everyone was so helpful, lovely, pity op. was cancelled!			Female	46-55	White British	
7	Jul	Extremely likely		Good service.			Male	46-55	White British	
8	Jul	Extremely likely		Helpful, cheerful & lovely staff.			Female	46-55	White British	

9	Jul	Extremely likely		Good service.		None.	Male	56-65	White British	
10	Jul	Extremely likely					Male	56-65	White British	
11	Jul	Extremely likely		Caring, friendly treatment, all round, well done!		Improvements not needed.	Male	56-65	White British	
12	Jul	Extremely likely		Staff were all helpful & friendly.		Comfortable chairs would help, while waiting.	Male	56-65	White British	
13	Jul	Extremely likely		Always had a good experience at NDDH. The staff are kind and look after you well. No complaints. Thank you very much all.			Female	56-65	White British	
14	Jul	Extremely likely		I have been looked after extremely well. The staff have been kind, courteous & very efficient.			Male	over 65	White British	
15	Jul	Extremely likely		I was very impressed with the kindness and helpfulness I was given whilst I was in day surgery unit. The staff that were attending to me on Thursday 7th July were J., carers K., G. students R. & O. Thank you so much from a nervous patient. From L.			Female	over 65	White British	
16	Jul	Extremely		Excellent treatment &			Male	over 65	White	

		likely		service.					British	
17	Jul	Extremely likely		I was treated with kindness, everyone was so helpful.		No.	Female	over 65	White British	
18	Jul	Extremely likely		All the staff were extremely helpful & reassuring. It gave me peace of mind.		No.	Male	over 65	White British	
19	Jul	Extremely likely		For the wonderful care & attention with friendliness shown throughout.		From my experience, great as it is.	Female	over 65	White British	
20	Jul	Extremely likely		All staff very helpful, couldn't do enough for me, very pleasant & very helpful (brilliant).						
21	Jul	Likely		Attentive staff and caring. Also not too far from my home.		A clock in the bay.	Male	46-55	White British	
22	Jul	Likely		I would like to pass on my positive experience of the day surgery unit in order to reassure other people who may also be in my position.		I can't think of anything but it might be helpful to have two groups (patients) split into morning or afternoon.	Female	56-65	Other ethnic group	
23	Jul	Likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
24	Jul	Likely		While we found all staff extremely understanding and helpful in every way, the long delay before the		Not really, because we were very aware that the staff did all they could for us. Perhaps	Female	over 65	White British	

				procedure (well over 7 hours!) wore both of us down. My husband aged 83 was confined to the ward in his theatre gown for the whole duration since arrival.		it would be helpful to allow the patient to remain dressed a little longer!				
25	Jul	Likely		Excellent care. Friendly staff.		It would be helpful to know the time of the app. to cut down on waiting time.	Female	over 65	White British	
26	Jul	Yes	Parent / guardian / carer	All staff friendly and kind.	I think the teddy bear is a lovely touch and comforting for the children.		Female	6-8	White British	
27	Jul	Yes	Parent / guardian / carer	All the nurses are kind and tell you what they are going to do.	They gave me a teddy bear what I can keep.	Nothing.	Female	6-8	White British	
28	Jul	Yes	Parent / guardian / carer	The staff are lovely and caring, making my son feel as comfortable as possible. They made a hard situation better.	The staff!	The anaesthetic process could have been smoother i.e. start with the gas. Nurses were fantastic around this process.	Male	6-8	White British	
29	Jul	Yes	Patient	Because it's nice.	Staff were nice to me.	Nothing.	Male	6-8	White British	
30	Jul	Yes	Parent / guardian / carer	The staff are very good with dealing with my son's sensory issues / behaviours. Very reassuring and patient.	Friendly staff. Choice of side room to help my son who is anxious.	The doctor to be more patient and clear with a child with a disability.	Male	9-11	White British	
31	Jul	Yes	Patient				Male	9-11	White British	I DO NOT wish my anonymised

										comments to be made public
32	Jul	Yes	Parent / guardian / carer	The nurse put smiley face on back of hand and made us smile.	The staff has been really good.	Nothing.	Male	9-11	White British	
33	Jul	Yes		Very friendly, make sure child understands what is happening. Very reassuring.	The friendly staff.		Male	12-15	White British	
34	Jul	Yes	Parent / guardian / carer	Everyone is very friendly and helpful.	The atmosphere and staff were friendly.		Male	12-15	White British	
35	Jul	Yes	Patient Parent / guardian / carer	Patient: My treatment was outstanding, the staff are comforting and kind. Parent / guardian / carer: I agree! Everyone friendly and polite.	The staff, kindness and support.	Patient: N/A. Parent / guardian / carer: Cooked breakfast for starving child?!!!	Male	12-15	White British	
36	Jul	Yes	Patient	The care I got here was excellent, they explained stuff in a calming way.			Male	12-15	White British	
37	Jul	Yes	Patient				Female	12-15	White British	I DO NOT wish my anonymised comments to be made public
38	Jul	Yes	Parent / guardian / carer	First class, fantastic with my little one explained it all to my little one. Many thanks.	Very kind.	I don't think you could do any better.	Female	under 6	White British	
39	Jul	Yes	Parent / guardian / carer	I was 45 minutes late for my appointment and was still fitted in. My son, who was having the op, was	Very well prepared. No waiting time. Lots of care taken to ensure my son was	The consultant seemed a bit rushed, unlike everyone else who was calm and	Male	under 6	White British	

				included in all conversations.	comfortable.	friendly.				
40	Jul	Yes	Parent / guardian / carer	Lovely staff. S. was brilliant. Lots of toys etc. to entertain.	Toys / lovely staff.	Nothing.	Male	under 6	White British	
41	Jul	Yes	Parent / guardian / carer						White British	I DO NOT wish my anonymised comments to be made public
42	Jul	Yes	Parent / guardian / carer	Absolutely lovely patient care. Reassured by all staff. No problem at all. Brilliant care.	The kindness and being so thoughtful. Super staff.	Nothing really, all good.	Female		White British	
43	Jul	Yes	Parent / guardian / carer	We was well looked after and the staff was nice.	The way the staff look after us.		Male		White British	