

## Day Surgery Unit - Friends and Family Test - Jun-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.	%	%	%
Jun-17	15	100.0	0.0	0.0

### Qualitative feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	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1	Extremely Likely					Male	46-55	White British	Do not publish
2	Extremely Likely		Everyone was really friendly and very helpful and caring.						
3	Yes	Parent/Guardian/Carer	Everything was as expected. Friendly, helpful staff. Thank you all.	We were kept well informed throughout by friendly staff.	A sofa!!!	Male	9-11	White British	
4	Yes	Parent/Guardian/Carer				Male		White British	Do not publish
5	Yes	Parent/Guardian/Carer	Because everyone was great.	The staff were fab - very good at making my child and me feel at ease.	Nothing!	Male	Under 6	White British	

6	Yes	Parent/Guardian/ Carer	Such excellent care by the staff. Very well prepared for children. Lovely ward. Great aftercare.	Lovely that she got a teddy to keep & certificate.	Nothing.	Female	Under 6	White British	
7	Yes	Patient				Female	9-11	White British	Do not publish
8	Yes	Patient	I gave this answer because it felt a bit like home and everyone's lovely.	I was always warned about what was happening.	I'm not sure. Parent view - more analgesia during the op to decrease immediate post op pain & distress.	Male	9-11	White British	
9	Yes	Parent/Guardian/ Carer	Because all of the staff were amazing, very kind and caring. Took fabulous care of our 4-yr old son. [Name withheld] was particularly fantastic.	Everything. Playroom was fab. Clean. Well cared for.	Absolutely nothing.	Male	Under 6	White British	
10	Yes	Parent/Guardian/ Carer	The nurse that was looking after us was very caring and great with my son. Put all of us at ease as did all of the staff that we saw. Thank you!	It's lovely as lots of toys and DVDs for them to watch. Nice, relaxing atmosphere. Staff were fantastic.		Male	Under 6	White British	
11	Yes	Parent/Guardian/ Carer	Friendly, helpful staff. Great with children and parents.	Good play area for children. DVD players - great idea. Staff - excellent service.		Male	Under 6	White British	
12	Yes	Parent/Guardian/ Carer	Friendly and informative.	All aspects.	Nothing.	Male	9-11	White British	
13	Yes	Parent/Guardian/ Carer	The staff are all amazing - so friendly and good with children.	Nurses took their time to talk to my daughter.		Female	Under 6	White British	
14	Yes	Parent/Guardian/		Lovely staff & toast.		Male	Under 6	White	

		Carer						British	
15	Yes	Parent/Guardian/ Carer	Very kind & helpful. [Name withheld], the children's nurse who looked after our son, was amazing.	Very friendly.			6-8	White British	