

Day Surgery Unit - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	33	100.0	0.0	0.0
Apr-17	31	93.5	3.2	3.2

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	Mar-17	Extremely Likely	Patient	Kind, caring people, explained what was happening and checked on me regularly.			Female	36-45	White British	
2	Mar-17	Extremely Likely	Parent / guardian / carer	The nurses were very efficient and friendly.		No.	Male	Over 65	White British	
3	Mar-17	Extremely Likely		Staff warm, reassuring and take time to explain procedures and calm jittery nerves. Wonderful people. Procedures all went			Female	Over 65	White British	

				smoothly & well.						
4	Mar-17	Extremely Likely		Wonderful staff, outstanding in duty of care, so well looked after. Where would we be without the whole team? Customer service - brilliant!!						
5	Mar-17	Extremely Likely		Very informative on the day. Also, staff very helpful in all areas.			Male	Over 65	White British	
6	Mar-17	Extremely Likely		I felt like the staff have gone above and beyond. They have been so friendly and caring. Nothing has been too much trouble.		None at all.		26-35	White British	
7	Mar-17	Extremely Likely		Fantastic people & service - brilliant!!!		None.	Male	Over 65	White British	
8	Mar-17	Extremely Likely		Always friendly, helpful & professional.		No.	Male	56-65	White British	
9	Mar-17	Extremely Likely		All the staff have been fantastic. Friendly but professional, attentive and caring. Surgeon & anaesthetist were great too. Just an all-round good experience. Thanks to all.		No!	Female	46-55	White British	
10	Mar-17	Extremely Likely		First class treatment.			Male	56-65	White British	
11	Mar-17	Yes	Parent/Guardian/Carer	Amazing staff. Very understanding to my concerns as a parent. Brilliant with my son.	DVD player!! Nice nurses & doctors.	Nothing.	Male	6-8	White British	

				Kind & caring with how they treated him.						
12	Mar-17	Yes	Parent/Guardian/Carer	The staff were extremely helpful and accommodating to my son's needs, minimising what could of been a traumatic experience for him.	Everyone that had contact with H. were very good with him and made it all go smoothly. The staff nurse was amazing. Thank you J.	Nothing could have been done better. We were very well treated. We are very thankful.	Male	Under 6	White British	
13	Mar-17	Yes	Parent/Guardian/Carer	Friendly staff, DVDs, certs. etc. very good.	See previous answer.		Female	6-8	White British	
14	Mar-17	Yes	Parent/Guardian/Carer		Staff were brilliant.	Nothing.	Female	12-15	White British	
15	Mar-17	Yes	Parent/Guardian/Carer	It was very good for my S. for the first time.			Female	Under 6	White British	
16	Mar-17	Yes	Parent/Guardian/Carer	Because the nurses are really nice.	It was short.	Nothing.	Male	Under 6	White British	
17	Mar-17	Yes	Parent/Guardian/Carer	Staff made the children feel calm & relaxed. Good toy / book / DVD room. Great to have [illegible] DVDs.	All of my previous answers.	Can't think of anything.	Female	6-8	White British	
18	Mar-17	Yes	Parent/Guardian/Carer	Great staff mostly.	Staff brilliant with my child and at their jobs.		Male	6-8	White British	
19	Mar-17	Yes		Amazing care, loyal team of jolly staff who really care. Constant checking on my daughter and me as her worried mum.	Friendly team of nurses & other professionals. Fantastic communication.	Nothing.	Female	9-11	White British	
20	Mar-17	Yes	Parent/Guardian/Carer	The staff were lovely - gave us everything we needed. Very polite. Also, the ward was very clean.	The staff were fantastic.	I don't feel anything, we had a lovely stay.		Under 6	White British	
21	Mar-17	Yes	Parent/Guardian/Carer	Friendly staff.	Kind, helpful & informative staff.	Nothing.	Female	Under 6	White British	

					Working well with the patient to gain her trust.					
22	Mar-17	Yes	Parent/Guardian/Carer	Staff all very kind & helpful. Everything was well explained to us every step of the way. Couldn't fault it!	Everyone's kindness. It was my daughter's first operation but you all put us at our ease.	Nothing! Thank you for the coffee - most welcome (mother of patient).	Female	12-15	White British	
23	Mar-17	Yes	Parent/Guardian/Carer	Very friendly & professional. Explained everything clearly.	Pleasant, relaxed, lots for kids to do.	Offered a few more drinks. Kept informed about waiting times.				
24	Mar-17	Yes	Parent/Guardian/Carer	Good patient care - listened to needs of patient.	Staff.	Time - was a long wait.	Male	9-11	White British	
25	Mar-17	Yes	Patient	Nurses very friendly - S. & C.	Being cared for. C. & S. very welcoming & friendly.		Male	12-15	White British	
26	Mar-17	Yes	Parent/Guardian/Carer	Our daughter's care was excellent and we were listened to regarding our knowledge of our daughter who has autism. Everything went smoothly and we couldn't be happier with our daughter's treatment. Thank you all very much.	All good.	Nothing to say here.	Female	12-15	White British	
27	Mar-17	Yes	Parent/Guardian/Carer	All staff were amazing, very supportive of us worried parents & great with our son N. before & after his eye operation. Thank you all so much!	Everything you did!	Nothing. Lovely team.	Male	Under 6	White British	
28	Mar-17	Yes	Parent/Guardian/Carer	Very friendly and	Nothing felt rushed,	The only thing I can think	Male	Under 6	White	

			Carer	professional staff. We had S. as our nurse, she was amazing with our son. E. the anaesthetist was also very reassuring when we went into theatre. Everyone has been very kind to us all.	lots of toys to keep our little boy occupied whilst we waited.	of is maybe some magazines to read for parents to be occupied whilst waiting. However, there is a shop for that so not really a problem!			British	
29	Mar-17	Yes	Parent/Guardian/Carer	The staff were very friendly and helpful and gave some good information which made J.'s stay more comfortable.	Friendly helpful staff. That looked after my son and I very well.	Nothing.	Male	6-8	Mixed / Multiple ethnic groups	
30	Mar-17	Yes	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
31	Mar-17	Yes	Parent/Guardian/Carer	Staff friendly and caring.			Male	12-15	White British	
32	Mar-17	Yes	Parent/Guardian/Carer	Brilliant care from all staff. Thank you.	Great communication. Everything explained really well.		Male	Under 6	White British	
33	Mar-17	Yes	Patient	Because it didn't hurt and it was good.	Jelly and people (nurses & doctors etc.).	Nothing.	Male	12-15	White British	
1	Apr-17	Extremely Likely		All very efficient & caring treatment. Thank you.			Male	56-65	White British	
2	Apr-17	Extremely Likely		It's very simple. It's not possible to fault anything. Extremely friendly staff, everything explained in detail and so helpful.			Male	46-55	White British	
3	Apr-17	Extremely Likely					Female	Over 65	White British	
4	Apr-17	Extremely Likely		Quickly seen by nurses & surgical team.			Female	26-35	White British	

				Everyone friendly.						
5	Apr-17	Extremely Likely		Brilliant staff.			Male	46-55	White British	
6	Apr-17	Extremely Likely		I was looked after and cared for in a most professional and polite manner throughout my brief stay by all levels of staff.		No.	Male	56-65	White British	
7	Apr-17	Extremely Likely		Very well cared for.			Male	46-55	White British	
8	Apr-17	Extremely Likely		Good communication. Kind & caring staff with a ready smile. A willingness to make sure deadlines are kept to. Good listening skills.			Female	46-55	White British	
9	Apr-17	Extremely Likely		Nothing but praise for all!				Over 65		
10	Apr-17	Extremely Likely						Over 65	White British	
11	Apr-17	Extremely Likely		Very polite, friendly and helpful.		N/A.	Male	16-25	White British	
12	Apr-17	Extremely Likely		Very friendly attentive staff. Keep you informed of what's happening. Lots of opportunities to ask staff questions about procedures.		No.	Female	26-35	White British	
13	Apr-17	Extremely Likely					Female	16-25	White British	
14	Apr-17	Likely		Very friendly & could not fault the care.			Male	16-25	White British	
15	Apr-17	Yes	Parent/Guardian/	Everyone my daughter	The staff.	Nothing.	Female	Under 6	White	

			Carer	and I met were very friendly and helpful. Things were explained well and my daughter was exceptionally well looked after.					British	
16	Apr-17	Yes	Parent/Guardian/Carer	Everyone has been very kind and welcoming. R. has been looked after well. Very happy, thank you.	Friendly staff. Lovely playroom.		Male	6-8	White British	
17	Apr-17	Yes	Parent/Guardian/Carer	The nurses and surgeon were really supportive of her needs and were very kind and empathetic. The nurses on DSU made her feel very welcome and even provided a teddy which was a lovely gesture. Her anxieties were managed very well.	Her mental health needs were well provided for and the single room was very much appreciated.	Nothing!	Female	16-18	White British	
18	Apr-17	Yes	Parent/Guardian/Carer	Staff could not do enough to help and were great entertaining the patient.		Nothing.	Male	Under 6	White British	
19	Apr-17	Yes			The people.	Have wifi.	Female	12-15	White British	
20	Apr-17	Yes	Parent/Guardian/Carer				Female	12-15	White British	
21	Apr-17	Yes	Parent/Guardian/Carer	Everyone was very helpful & friendly & made our son feel at home.	Attentive staff made everyone feel at ease.	Very happy with the whole experience.	Male	6-8	White British	
22	Apr-17	Yes	Patient	The people are really	Getting wheeled on	Nothing. M. was happy	Male	9-11	White	

				kind.	the bed to theatre.	with everything.			British	
23	Apr-17	Yes	Parent/Guardian/ Carer	F. liked coming here because they gave him toast & jelly.	The food and the teddy.	The wait. He was last on the list but we understand that can't be helped.	Male	6-8	White British	
24	Apr-17	Yes	Parent/Guardian/ Carer	Everyone was so patient and kind. Thank you x.	H. said he enjoyed being pushed around in the trolley!	Nothing.	Male	6-8	White British	
25	Apr-17	Yes	Parent/Guardian/ Carer	Very welcoming, informative. Great individual care given. Good communication skills.	Everyone has been really kind & great at explaining what's going to happen. Put the little ones minds at rest.		Female	6-8	White British	
26	Apr-17	Yes	Parent/Guardian/ Carer	Everyone very friendly and helpful. Made to feel reassured at all times.			Male	Under 6	White British	
27	Apr-17	Yes	Patient	Friendly staff.	Explained very well what was going to happen to me.		Male	12-15	White British	
28	Apr-17	Yes	Patient	Because all staff are friendly, very knowledgeable and caring and made me feel comfortable.	Everybody looked after me to ensure I was ok.	Nothing.	Female	9-11	White British	
29	Apr-17	Yes	Parent/Guardian/ Carer	Staff are very friendly, helpful & reassuring.	Efficiency & helpfulness of the staff.	Nothing.	Female	6-8	White British	
30	Apr-17	Maybe		Coz it's fun.	Eating & nurses.	More toast!	Male	6-8	White British	
31	Apr-17	Extremely Unlikely		I was told when I got to the clinic by the nurse dealing with me that I was first down to surgery due to a 'no		Either stick to a list (and not lie to people) or just do nothing as this is better than the way it's run at the moment!!!	Male	56-65	White British	

				show'. Also, by the anaesthetist I was told I would be first down. This is 5.5hrs later, still not been down. Told by duty nurse that the consultant changes his list when he likes (not happy - horrendous way to run a unit).							
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