

Day Surgery Unit - Friends and Family Test - May-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.	%	%	%
May-17	20	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: 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 you have received? 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	Extremely Likely		Everyone has been amazingly kind and caring and so professional. It was the best it could be (for a nine hour wait!) and the staff should be proud of themselves.		Not get here so early for an afternoon appointment!	Female	36-45	White British	
2	Extremely Likely		The staff have been extremely kind & reassuring. The ward is spotlessly clean. I was very nervous but my mind was put at rest and I couldn't of been		N/A.	Female	26-35	White British	

			looked after any better.						
3	Extremely Likely		The nursing staff and ward staff were amazing.			Female	46-55	White British	
4	Extremely Likely		Looked after very well. Kept informed of state of play. Friendly staff. Most knew part of my family.		All situations seem fully covered.	Male	Over 65	White British	
5	Extremely Likely		Very professional, efficient & customer-friendly.						
6	Extremely Likely		Very efficient treatment. Very friendly and experienced staff.		None.	Female	56-65	White British	
7	Extremely Likely		The staff here are brilliant - so friendly, made you feel at ease. Thank you so much. You are fantastic.		Keep doing what you do best.	Male	46-55	White British	
8	Extremely Likely		Very friendly, responded to everything I needed and lovely people. Thank you.		No.	Female	16-25	White British	
9	Likely		Staff very helpful & friendly. Ward looks clean & fresh. Only thing did not like was hanging around all day for operation 7.30am to 4.30pm - not nice!!		Found it very difficult to wait around all day. Coming in at 7.30am - then operation after 4pm. Gave me time to get very nervous & anxious. Not nice experience.	Female	46-55	White British	
10	Likely		I have been looked after carefully. The						

			ward is pleasant & clean.						
11	Yes	Patient	I was really well looked after by all the staff.	The care I was given.	I would have liked to be with older children, as the younger ones can be quite noisy.	Female	12-15	White British	
12	Yes	Patient	Because they looked after me & mummy & daddy. They gave me juice & jelly! There was a teddy to greet me on my bed.	It was easy to find in the hospital & staff were very friendly.	Our own cubical - distressed child next door upset ours - but we understand it wasn't possible & A.'s stay was ok.	Female	6-8	White British	
13	Yes	Parent/Guardian/Carer	Staff are lovely, especially J.	C. says having his teeth out and blowing the Dentinox balloon up.	Nothing.	Male	6-8	White British	
14	Yes	Patient	Because the nurses were very kind and helpful. Also, no-one made me feel uncomfortable and ask how I was whilst checking up on me.	I was cared for and looked after well.		Female	12-15	White British	
15	Yes	Parent/Guardian/Carer	Friendly, helpful staff from beginning to end. Open, approachable and answered all my questions and gave us plenty of time throughout the experience. Thorough, caring, professional service. Thank you.	See previous.	No complaints.	Female	Under 6	White British	
16	Yes	Parent/Guardian/Carer	Everyone is so friendly and great staff. Also, clean & tidy.	Our free teddy and the yummy jelly.	Nothing - is all good.	Male	12-15	White British	
17	Yes	Parent/Guardian/Carer	Fantastic staff, brilliant with my son, friendly	My son felt at ease.	N/A.	Male	Under 6	White British	

			and caring. Asset to NHS.						
18	Yes	Parent/Guardian/Carer	The nurses are very kind and put my mind at rest. I was told lots of good information. I liked the DVD player! I can wear my own clothes during the operation.	I note why on previous question.	Can't think of anything.	Male	12-15	White British	
19	Yes	Parent/Guardian/Carer	A very good service & care provided.	The care.		Male	Under 6	White British	
20	Yes	Parent/Guardian/Carer	Everyone was very kind and caring. They explained everything really clearly.	Very kind staff. Thoughtful touches such as teddy, DVD player and cup of tea for worried mum!		Female	9-11	White British	