

Day Surgery Unit - 'Friends and Family Test' - Oct-15 to Nov-15

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 score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-15	94	98.9	0.0	1.1
Nov-15	61	100.0	0.0	0.0

Qualitative Feedback - Oct-15 - Adult FFT card

	'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	Extremely likely	Very friendly and efficient staff. Wonderful people, thank you.		Female	16-25	White British	No tick
2	Extremely likely	Very friendly, kind, professional. Well-organised. Managed to give me my own room!		Female	16-25	White British	No tick
3	Extremely likely	Because you get looked after very well and it was a lot better than I hoped it would be.			16-25	White British	No tick
4	Extremely likely	All members of staff were so kind, caring & friendly. When I woke after my op, the gentleman who looked after me on recovery was so good, made me feel at ease. The nurses & HCA's are brilliant. Thank you so much.	No improvements necessary. All fantastic!	Female	16-25	White British	No tick
5	Extremely likely	Lovely, friendly staff. Made me feel at ease.		Female	26-35	White British	No tick

6	Extremely likely	Very friendly and caring staff.		Female	26-35	White British	No tick
7	Extremely likely	Very friendly and attentive staff. Fast response time to requests and surgery completed quickly. Thank you.		Male	36-45	White British	No tick
8	Extremely likely	Excellent, efficient, great service + wonderful staff.	None.	Female	36-45	White British	No tick
9	Extremely likely	Great service. Kind, considerate, friendly.		Male	36-45	White British	No tick
10	Extremely likely	Very helpful. Very nice. Felt safe.		Female	36-45	White British	No tick
11	Extremely likely	Excellent staff. Friendly & efficient.		Female	36-45	White British	No tick
12	Extremely likely	Very cared for from admission to discharge. Thanks very much.		Female	36-45	White British	No tick
13	Extremely likely			Male	46-55	Other ethnic group	No tick
14	Extremely likely	Have been given good care & attention. Excellent help.		Female	46-55	White British	No tick
15	Extremely likely	Friendly, caring & professional.		Male	46-55	White British	No tick
16	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
17	Extremely likely	Friendly, helpful, efficient staff. K. has issues re: anxiety and everyone has helped her to feel as relaxed as possible, ensuring less issues on discharge for K. Thank you.		Female	46-55	White British	No tick
18	Extremely likely	Could not fault care.		Male	46-55	White	No tick

						British	
19	Extremely likely	Everyone was really lovely. I was scared of this operation & staff supported me through that. Thank you.			46-55	White British	No tick
20	Extremely likely	The staff from bottom 2 top & not in that order are & were compassionate, understanding, reassuring & most of all polite at all time. Well done.	A hotel near the hospital or overnight b4 & or after care!!	Female	46-55	White British	No tick
21	Extremely likely	Lovely, friendly efficient staff. Tea & toast lovely. Thank you x.			46-55	White British	No tick
22	Extremely likely	I'm not a fan of hospitals due to spending as much time in one when I was younger visiting me dad who was dying of cancer. However, today I have found everyone so helpful & cheery. Everything regarding me op was explained in detail and I felt confident and relaxed because of it. A big big thank you to all the staff for making me stay as comfortable as possible.		Male	46-55	White British	No tick
23	Extremely likely	Friendly & welcoming staff.		Female	46-55	White British	No tick
24	Extremely likely	1. Systems worked perfectly. 2. Staff so kind, helpful - nothing was too much trouble. 3. Consultant was friendly & approachable. 4. Staff administering Anaesthetic very reassuring. Thank you.	Everything was really good - thank you to all the lovely staff. Keep on doing what you're doing.	Female	56-65	White British	No tick
25	Extremely likely	All members of staff were very	No - all was satisfactory.		56-65	White	No tick

		informative and polite, they all put me at my ease from the moment I arrived on the ward. Extremely efficient and professional, exemplary service. I couldn't be happier with the care I received today. Many thanks.				British	
26	Extremely likely	Friendly, very helpful staff.		Male	56-65	White British	No tick
27	Extremely likely	First rate nursing care, continually kept informed of procedures by nursing staff & surgeon & anaesthetic. Very well looked after before & after op.		Male	56-65	White British	No tick
28	Extremely likely	The friendliness of all the staff - also caring and efficient.		Female	56-65	White British	No tick
29	Extremely likely	First class service.	Less paperwork for the staff.		56-65	White British	No tick
30	Extremely likely	You are all very nice and kind.	No.	Male	56-65	White British	No tick
31	Extremely likely	All the staff in day surgery have been amazing and provided a superb service. I would definitely recommend having an operation in this unit. I have had no pain and no sickness. It's like staying in a 5* luxury hotel! Many thanks to everyone.		Male	56-65	White British	No tick
32	Extremely likely	All grades of staff were friendly, helpful & professional. The area was clean & also the staff in recovery were very good.			56-65	White British	No tick
33	Extremely likely	Had two appointments booked and			over 65	White	No tick

		it was no trouble. Staff arranged everything. Thank you.				British	
34	Extremely likely	Fantastic service & all staff very pleasant & friendly.		Female	over 65	White British	No tick
35	Extremely likely	Their care & cheerfulness is exemplary.		Female	over 65	White British	No tick
36	Extremely likely	If people had to pay for your wonderful service that you provide in this hospital they might stop grumbling about the NHS.		Male	over 65		No tick
37	Extremely likely	Treatment excellent. Staff great.	Perfect as is.	Male	over 65	White British	No tick
38	Extremely likely	Very friendly, informative. Great care.		Female	over 65	White British	No tick
39	Extremely likely	On time as agreed. Friendly staff.		Male	over 65	White British	No tick
40	Extremely likely	Very grateful to all the staff (nurses, sister, anaesthetist & surgeon) for the care & kindness shown to me in the Day Surgery ward during the stay I had over my small 'op', hernia repair. Most appreciative also for the time taken in explaining what was happening during my stay and time allowed to sleep & fully recover.	Publicise the 'excellent' service here widely e.g. a 'testimony' from one of the staff about the rewards (& difficulties?) of working Day Surgery team.	Male	over 65	White British	No tick
41	Extremely likely	Just a very pleasant experience, the staff are amazing.		Male	over 65	White British	No tick
42	Extremely likely	Everybody is so helpful & considerate.			over 65	White British	No tick
43	Extremely likely	Very well looked after!		Male	over 65	White British	No tick
44	Extremely likely	This is not our first visit to day		Male	over 65	White	No tick

		patients' surgery. It was nice to see and recognise the staff, they are always friendly, helpful & caring.				British	
45	Extremely likely	Very good caring people.		Female	over 65	White British	No tick
46	Extremely likely	Excellent. Very friendly.	None. All good.	Male	over 65	White British	No tick
47	Extremely likely	Friendly, attentive care from start to finish.	A lot of repetition in questions - perhaps a bit over the top!!	Male	over 65	White British	No tick
48	Extremely likely	I was looked after very well and nothing was too much for them. Thank you very much.	Don't get me started on the TV.	Male	over 65	White British	No tick
49	Extremely likely	The attention by the staff, especially C. & T.	Reception staff need to appreciate distances travelled & absences of mobile phone signals in many areas.	Male	over 65	White British	No tick
50	Extremely likely	I was seen by a nurse when arrived who was very courteous, who asked questions in a polite manner and was very satisfied so far.		Male	over 65	White British	No tick
51	Extremely likely	Wonderful care. So very grateful if poorly.	None.	Male	over 65	White British	No tick
52	Extremely likely	Such caring care by everyone I was in contact with. Nothing was too much trouble.			over 65	White British	No tick
53	Extremely likely	We were impressed with the calm & caring manner with which we treated and by the happy and professional way that our needs were catered for. Thank you to you all.	A very smooth and well-organised unit.		over 65	White British	No tick
54	Extremely likely	Because the nurse / doctor were extremely kind and motivating me	No.		under 16	White British	No tick

		in a good way.					
55	Extremely likely	The help and care given during my stay has been wonderful (can't wait to come again).					No tick
56	Extremely likely	All very nice.					No tick
57	Extremely likely	Everyone was very friendly and helpful.					No tick
58	Extremely likely	The kindness shown to me was wonderful.					No tick
59	Extremely likely	Everyone was very helpful & friendly.					No tick
60	Extremely likely	Everyone is always so kind & efficient & also because it's the best ever coffee & toast in the world!	Maybe a clock in the bay? No other ideas - it's fine!!!				No tick
61	Likely	Everyone was there to assist me when I needed it and also very helpful.		Male	16-25	White British	No tick
62	Likely	Everything is relaxed and calm. Surroundings very clean, all staff exceptionally helpful and caring.	Decent gowns please!	Female	56-65	White British	No tick
63	<i>Not entered</i>	Very good care. Excellent, many thanks.			over 65		No tick

Qualitative Feedback - Oct-15 - Children and young person's FFT card

	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your stay?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Parent / guardian / carer	Yes	Nice, bright, clean ward, friendly, helpful staff. Was kept informed at every stage of my son's treatment.	The entertainment for kids, how kind & helpful staff was and kept my son informed not just me.		Male	6-8	White British	No tick
2	Parent / guardian / carer	Yes	Very friendly and helpful.	The staff were very accommodating.		Male	6-8	White British	No tick
3	Parent / guardian / carer	Yes	Children's nurses, doctors & dentist were all lovely. Made my daughter feel very comfortable & really calmed her down when she woke up from her op.	Great! Thank you for everything.	Nothing!	Female	6-8	White British	No tick
4	Parent / guardian / carer	Yes	Excellent staff very good with children.	Kept informed about everything.		Female	6-8	White British	No tick
5	Parent / guardian / carer	Yes	Friendly environment, lovely caring nurses. Nice playroom.	The playroom & DVD.	Nothing.	Female	6-8	White British	No tick
6	Parent / guardian /	Yes	Lovely staff. Clean bright and comfortable	Friendly, informative staff.	Just the waiting time from	Female	6-8	White British	No tick

	carer		surroundings. Wonderful care.		admission to surgery - 7.30am - 12 at a young age, difficult to keep happy about awaiting surgery.				
7	Parent / guardian / carer	Yes	All staff are very nice and caring towards patients and carers.	Seen promptly and the teddy bear was a nice touch for my daughter and a lovely cup of coffee for mum.	N/A.	Female	9-11	White British	No tick
8	Parent / guardian / carer	Yes	The staff have made a stressful situation go with ease, thank you.	The attention from the staff and reassurance, thank you.		Female	9-11	White British	No tick
9	Parent / guardian / carer	Yes	Fantastic. M. has extreme anxieties and all the staff have been so very patient and caring. Absolutely wonderful - couldn't do any better!	Very, very friendly - very positive, couldn't have asked for better!	There could not be! Marvellous care - very, very good indeed.	Female	9-11	White British	No tick
10	Parent / guardian / carer	Yes	Because the operation went well and the staff here very helpful and caring.	Given lots of info so we knew what was happening & why. Private room. Caring staff. Glad that operation was quick & easy. Plenty of time to recover & didn't feel forced to go home before		Female	9-11	White British	No tick

				ready.					
11	Parent / guardian / carer	Yes	Staff very friendly, helpful & informative.	Clean environment. Good facilities to keep amused while waiting.	Nothing.	Male	9-11	White British	No tick
12	Parent / guardian / carer	Yes	Very friendly and calm staff, made A. feel very reassured.	The staff were amazing.		Female	9-11	White British	No tick
13	Parent / guardian / carer	Yes	Lovely, friendly staff, quick service.	Everything.	Nothing.	Female	12-15	White British	No tick
14	Parent / guardian / carer	Yes	Very helpful, kind and considerate staff that put my son at ease and me too.	Everything was thoroughly explained which helped very much with putting my son at ease. The DVD player was also very welcomed.	Nothing.		12-15	White British	No tick
15	Parent / guardian / carer	Yes	Really impressed with A's needs were dealt with and how his special needs were taken into account.	Made A. feel at ease.		Male	12-15	White British	No tick
16	Parent / guardian / carer	Yes	Because all the staff were nice and everything was clean and mostly because they will help our son to hear better and hopefully improve his speech.	DVD player was much appreciated.	Provide slippers, tea / coffee, chocolate hob nobs!?	Male	under 6	White British	No tick
17	Parent / guardian /	Yes	Polite staff. Welcoming atmosphere. Being kept	Kind, polite and informative staff.		Male	under 6	White British	No tick

	carer		informed.						
18	Parent / guardian / carer	Yes	Friendly staff - great with my daughter!	Very caring staff.	Nothing.	Female	under 6	White British	No tick
19	Parent / guardian / carer	Yes				Female	under 6	White British	No tick
20	Parent / guardian / carer	Yes	Coz you get jelly.	All the toys.	Nothing.	Male	under 6	White British	No tick
21	Parent / guardian / carer	Yes				Female	under 6	White British	No tick
22	Parent / guardian / carer	Yes	Brilliant staff from start to finish. Explained everything thoroughly.	Reassuring staff.	Nothing.	Male	under 6	White British	No tick
23	Parent / guardian / carer	Yes	Fantastic level of care given.	Everything!	Nothing!	Male	under 6	White British	No tick
24	Parent / guardian / carer	Yes	Staff really friendly, helpful & understanding. Thank you x.	Making children at ease with everything & the DVD player.		Female	under 6	White British	No tick
25	Parent / guardian / carer	Yes	The unit is lovely and clean. Well set out and all the staff were friendly and helpful.	We were offered a portable DVD player pretty much on arrival and offered DVD's if required. I was offered drinks and the staff were friendly and approachable.	Nothing at all. This is a great unit.	Female		White British	No tick
26	Parent /	Yes						Other	No tick

	guardian / carer							ethnic group	
27	Parent / guardian / carer	Yes	Awareness of patient needs. Regular monitoring. Clean & friendly. Clear sense of 'patient first'. Staff address emotional & physical needs.	Patient, parent & staff liaison.		Female		White British	No tick
28	Parent / guardian / carer	Yes				Male			I DO NOT wish my anonymised answers ever to be made public
29	Patient	Yes					6-8	White British	I DO NOT wish my anonymised answers ever to be made public
30	Patient	Yes	Because nothing went wrong.	The fact I didn't feel it.	Nothing.	Male	12-15	White British	No tick
31	<i>Not entered</i>	Yes	All the staff are amazing.	I liked the teddy bear that was waiting for me on the bed.	Nothing.	Female	under 6	White British	No tick
32	Patient	Maybe	Because I left with a sore mouth. Apart from that, I really liked it here.	DVD player & jelly.		Female	under 6	White British	No tick

Qualitative Feedback - Nov-15 - Adult FFT card

	'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	Extremely likely	Very friendly people. Very nice.		Female	16-25	White British	No tick
2	Extremely likely	The day surgery team are amazing and make you feel so welcome.	Don't think any improvements need to be made. Very happy with my care. Thank you.	Female	16-25	White British	No tick
3	Extremely likely	Nurses were very polite and helpful. Thank you. Made me smile.			26-35	White British	No tick
4	Extremely likely	Very kind staff.		Female	26-35	White British	No tick
5	Extremely likely	Everyone was so nice.		Female	26-35	White British	No tick
6	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
7	Extremely likely	Very pleasant + happy staff who couldn't be more helpful. Proper!!		Male	36-45	White British	No tick
8	Extremely likely	The nurses & anaesthetist were HUGHELY professional, explained everything to me & were very reassuring throughout. This was my 1st GA & was very nervous. The surgeon is clearly a brilliant man but perhaps he might care to remember that what is routine for him is far from routine for his	As overleaf. The rest was superb & thank you sincerely for looking after me.	Female	36-45	White British	No tick

		patients. Apparently I was challenging for the anaesthetist during the op: hardly deliberate on my part.					
9	Extremely likely	Felt really cared for.	N/A.		36-45	White British	No tick
10	Extremely likely	All the nurses & doctors were lovely.	No.	Female	46-55	White British	No tick
11	Extremely likely	Excellent care all day and observed excellent care.	Difficult not to hear lots of information about other patients.	Female	46-55	White British	No tick
12	Extremely likely	Very friendly, staff made it a pleasant experience.		Male	46-55	White British	No tick
13	Extremely likely	All the staff are very friendly and excellent at their jobs.		Male	46-55	White British	No tick
14	Extremely likely	Very welcoming & happy staff. Everything explained & felt well looked after. Theatre staff very calm + friendly.	No, excellent service.	Female	46-55	White British	No tick
15	Extremely likely	Really well-organised + everyone was lovely. Totally positive experience.	No.	Female	46-55	White British	No tick
16	Extremely likely	Everyone relaxed and friendly. Helpful and kind throughout. Thank you.	Less duplication!	Female	56-65	White British	No tick
17	Extremely likely	High anxiety due to the unpleasant aspects of my procedure - staff calm and efficient - very professional. Helped to allay fears - Recovery room - bedside nursing. Attentive but not intrusive. THANK YOU!!!		Male	56-65	White British	No tick
18	Extremely likely	Everyone has been so kind,		Female	56-65	White	No tick

		informative & caring. Thank you very much!				British	
19	Extremely likely	Very professional service, excellent care.		Male	56-65	White British	No tick
20	Extremely likely	Team were very caring, kind & thoughtful, nothing was too much trouble. I was put at ease as soon as I arrived.	You cannot improve on perfection.		over 65	White British	No tick
21	Extremely likely	Staff very polite, very helpful and made my stay wonderful. God bless the staff.	Does not need improving.		over 65	White British	No tick
22	Extremely likely	First class care. 200%.		Male	over 65	White British	No tick
23	Extremely likely	Good, cheerful staff care.	We are encouraged to not bring valuables (watches, phones) so a wall clock would be very useful.	Male	over 65	White British	No tick
24	Extremely likely	If you could have a wonderful experience before, during and after an operation this was one. The surgeon was brilliant and the nursing staff were fantastic, nothing was too much.	None.	Male	over 65	White British	No tick
25	Extremely likely	Everyone was so kind & helpful, I really appreciated you all. Thank you.			over 65	White British	No tick
26	Extremely likely	All the nursing staff were fantastic. Very caring and attentive.		Male	over 65	White British	No tick
27	Extremely likely	Kind, caring, bright cheerful, polite and professional making surgery an almost pleasant experience.		Female	over 65	White British	No tick
28	Extremely likely	Efficient & friendly care & treatment.		Male	over 65	White British	No tick

29	Extremely likely	Wonderful care.	No - all excellent.	Female	over 65	White British	No tick
30	Extremely likely	Relaxed, friendly atmosphere, no stress.	None - perfect as it is.		over 65	White British	No tick
31	Extremely likely	Staff very professional and caring. Nothing was too much trouble. Excellent.		Male	over 65	White British	No tick
32	Extremely likely	What a great day. It was worth coming in for the entertainment with the girls. Top marks.	None. Keep it as it is.	Male	over 65	White British	No tick
33	Extremely likely	Very good.	None.	Male		White British	No tick
34	Extremely likely	The staff are so friendly and attentive.					No tick
35	Extremely likely	Good care & treatment.					No tick
36	Extremely likely	Very good, I felt very well cared for. The experience couldn't have been better.					No tick
37	Extremely likely	I have been well looked after throughout the day. All the staff have been reassuring and friendly. Thank you for excellent treatment.					No tick
38	Extremely likely	Incredible service. C., G. + the rest of the team were fantastic. Should be on stage. Trip advisor 5/5! Thank you!					No tick
39	Extremely likely	Pleasant staff & swiftly dealt with.					No tick
40	Extremely likely	Care, consideration and efficiency.		Female		White British	No tick
41	Extremely likely	Lovely people.					No tick
42	Likely	All the staff were lovely!	Bedhead lights to show who called for assistance.	Male	36-45	White British	No tick

Qualitative Feedback - Nov-15 - Children and young person's FFT card

	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your stay?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Parent / guardian / carer	Yes	The staff were great with my son and myself. Very friendly and accommodating.	Pleasant atmosphere.		Male	6-8	White British	No tick
2	Parent / guardian / carer	Yes	The whole team were friendly, professional and very reassuring, especially J.D. She obviously loved her job and was very caring.	What an excellent service. We are very lucky to have the wonderful NHS.	Nothing.	Male	6-8	Mixed / Multiple ethnic groups	No tick
3	Parent / guardian / carer	Yes	Very caring, informative, efficient, excellent staff throughout procedure.	Everything.	Nothing.	Male	9-11	White British	No tick
4	Parent / guardian / carer	Yes	Wonderful care, considerate, friendly, informative & caring - fab!		No!	Male	9-11	White British	No tick
5	Parent / guardian / carer	Yes	The staff are very friendly & explained the procedure well.	The friendly staff and very informative. Operation was quick & surgeon was really nice.	No.	Male	12-15	White British	No tick
6	Parent / guardian /	Yes	Very friendly and put the patient at ease.	Being kept informed all the way.	Nothing.	Male	12-15	White British	No tick

	carer								
7	Parent / guardian / carer	Yes	Well looked after.	Good information and care.		Female	12-15	White British	No tick
8	Parent / guardian / carer	Yes	Very kind and attentive staff. Clean & good facilities.	The helpfulness & attentiveness from the staff & good explanations given.	Nothing.	Female	12-15	White British	No tick
9	Parent / guardian / carer	Yes	All the staff are very friendly & welcoming.	How positive everyone is and how reassuring they are.	Fans in the bay - ward was very hot.	Male	under 6	White British	No tick
10	Parent / guardian / carer	Yes				Male	under 6	White British	I DO NOT wish my anonymised answers ever to be made public
11	Parent / guardian / carer	Yes	The staff are friendly and fantastic. They explained everything clearly in a way both my 12yr old and we could understand. So impressed.	From the start when the staff had provided a DVD player - it showed they had thought of everything. Nothing was too much trouble, very caring.				White British	No tick
12	Parent / guardian / carer	Yes				Female		White British	I DO NOT wish my anonymised answers ever to be made public
13	Patient	Yes				Female	6-8	White British	I DO NOT wish my

									anonymised answers ever to be made public
14	Patient	Yes	Because everybody was nice to me. They made me feel better.	The jelly was nice.	Nothing.	Male	6-8	White British	No tick
15	Patient	Yes	Staff were very kind. Watching DVD.	The staff being kind & helpful.	Nothing. Thank you.		6-8	White British	No tick
16	Patient	Yes	Friendly staff. Very good at looking after me and made mum a cup of tea!	Helpful staff + jelly.	Nothing.	Female	12-15	White British	No tick
17	Patient	Yes	The staff are very good, kind hearted.	That I got a teddy bear.		Female	12-15	White British	No tick
18	<i>Not entered</i>	Yes	Everyone was very friendly and helpful. Kept me well informed of what was happening. Also, looked after us very well.	Friendly, attentive after care.	Nothing.	Male	9-11	White British	No tick
19	<i>Not entered</i>	Yes	Because the staff were so helpful and friendly and put us all at ease.		Nothing.	Female	12-15	White British	No tick