

Day Surgery Unit - 'Friends and Family Test' - Oct-16 to Dec-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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'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.	%	%	%
Oct-16	32	96.9	3.1	0.0
Nov-16	28	100.0	0.0	0.0
Dec-16	31	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:	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?	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	Oct	Extremely Likely	Patient Parent / guardian / carer	Would you mind telling us why you gave that answer? Everyone was so friendly & professional. They looked after me exceptionally well & made sure I had cups of tea, sandwiches etc. Nothing was too much trouble despite being busy & I had to stay on day surgery waiting for		No.	Female	56-65	White British	

				a bed on KGV. Their staff also very kind & helpful - good experience!!!!						
2	Oct	Extremely Likely					Female	Over 65		Do not publish
3	Oct	Extremely Likely		Brilliant service, well organised, lovely people, caring and hardworking. Thanks to everyone!			Male	46-55		
4	Oct	Extremely Likely		Good bedside manner. Meticulous explanations, friendly & helpful.			Male	Over 65	White British	
5	Oct	Extremely Likely		First class attention. A relaxed atmosphere.						
6	Oct	Extremely Likely		Staff are lovely, kind helpful and try to put you at ease.			Female	56-65	White British	
7	Oct	Extremely Likely		All staff were very professional and very kind.		Please pay everybody more money.	Female	46-55	White British	
8	Oct	Extremely Likely		Everything was explained very well. There were no problems, the staff were all very nice and helpful. I couldn't have wished for any better care. Thank you.		None. It was all good.	Male	Over 65	White British	
9	Oct	Extremely Likely		The excellent care, dedication of the nursing staff. They were all wonderful and made my stay a pleasant one. Thank			Female	46-55	White British	

				you very much for all their hard work and dedication.						
10	Oct	Extremely Likely		Attentive staff, environment as good as it could be. Kept well informed of treatment.			Female	56-65	White British	
11	Oct	Extremely Likely		The nurses & staff have been wonderful. Very attentive, reassuring & caring. They have kept me informed of what is happening & about to happen every step of the way.		No.	Male	46-55	White British	
12	Oct	Extremely Likely		The staff from the receptionist to Mr A. were both courteous and helpful and very understanding.						
13	Oct	Extremely Likely		Great care, very attentive, well looked after. Thank you.			Male	36-45	White British	
14	Oct	Extremely Likely					Male	56-65		
15	Oct	Extremely Likely		Understanding, courteous and genuine care of needs.			Male	Over 65	White British	
16	Oct	Extremely Likely		No problems experienced - staff were all polite and friendly and the procedure seems to have gone very well.		I was initially advised on the planned schedule, which later changed without me being told - so improvement to communication would be possible here.	Male	26-35	White British	
17	Oct	Extremely		Friendly, caring staff.		Not needed.	Female	26-35	White	

		Likely							British	
18	Oct	Extremely Likely		Excellent care, very well looked after. Thank you.		None.	Male	46-55	White British	
19	Oct	Extremely Likely		Kind concern. Very helpful. Plenty of information and advice. Took my questions seriously and answered fully. Thank you very much.		Higher bedside chair would be a great advantage.		Over 65	White British	
20	Oct	Extremely Likely		Excellent, run like clockwork, great team service by all involved in my op.				56-65	White British	
21	Oct	Extremely Likely		Everybody was wonderful. Very cheerful. Had a good experience.		No. All very good.	Female	Over 65	White British	
22	Oct	Extremely Likely		Excellent service & staff. Many thanks.			Male	56-65	White British	
23	Oct	Extremely Likely		Efficient & professional care, friendly, kind & caring staff - pleasant environment. Felt safe & confident in relation to my procedure & care - felt like a person and not just a number! Thank you.		I feel the pre-op & day-care service has been exemplary. Thank you.	Female	56-65	White British	
24	Oct	Extremely Likely		My son was extremely well looked after. Everyone was very caring. He wasn't rushed into doing anything (due to his anxiety). Aftercare was		Not really. Difficult being in side room and hearing confidential things at desk.	Male	16-25	White British	

				very attentive too (by S). The S.N. S. was lovely also.						
25	Oct	Extremely Likely		Lovely staff, very welcoming.			Female	46-55	White British	
26	Oct	Extremely Likely		Careful attention to detail, cheerful attention to personal comfort.			Male	Over 65	White British	
27	Oct	Extremely Likely		All staff superb. As was treatment.			Female	56-65	White British	
28	Oct	Unlikely		Surgeon was rude when he found out about my religious beliefs.			Female	36-45	White British	
29	Oct	Not entered					Male	Over 65	White British	
30	Oct	Yes	Parent/Guardian/Carer	Because they were very helpful and kind and caring and had my son's interest at heart.	The way they reassured us whilst the operation was happening.		Male	Under 6	White British	
31	Oct	Yes	Parent/Guardian/Carer	All the nurses were so caring and very kind, had time to explain to my daughter what was going to happen.	Very clean and all our needs were catered for! Happy nurses and the offer of a portable DVD player was amazing.	Nothing. I don't think I was worried about my visit with my daughter having a day surgery but was kept well informed, many thanks.	Female	16-18	White British	
32	Oct	Yes	Parent/Guardian/Carer	Staff are amazing, so kind and thoughtful. J. says it's his best day ever!!	Everything.	Nothing! Keep up the great work.	Male	6-8	White British	
33	Oct	Yes					Male	12-15	White British	Do not publish
1	Nov	Extremely Likely		Felt looked after and friendly.			Female	26-35	White British	
2	Nov	Extremely Likely		Very positive experience, I was		No.	Male	36-45	White British	

				looked after. Asked plenty of questions about wellbeing etc. Allowed to rest – toast/tea never tasted so good!						
3	Nov	Extremely Likely		Friendly & helpful staff.		Please make sure information is sent to patients regarding bringing their own slippers, dressing gowns.	Female	56-65	White British	
4	Nov	Extremely Likely		Staff very friendly.		Keep doing what they are doing.	Female	36-45	White British	
5	Nov	Extremely Likely		All staff really friendly & helpful.		None.	Female	36-45	White British	
6	Nov	Extremely Likely		Welcome & warm reception, nursing staff / surgeon made you feel like a person and not a NHS statistic.		No.		Over 65	White British	
7	Nov	Extremely Likely		Everyone has been so kind and attentive it has been amazing. Thank you to them all.		None whatsoever.	Female	Over 65	White British	
8	Nov	Extremely Likely		Kind, considerate, informative. Been here before. Each time super service. Thank you.			Female	56-65	White British	
9	Nov	Extremely Likely		By the experience when taking my wife here. Extremely helpful. My wife more than satisfied.		None.	Female		White British	
10	Nov	Extremely Likely		It's all about the staff!		Cull the managers and pay the actually working staff properly.	Male	Over 65	White British	

11	Nov	Extremely Likely		I was well looked after by kind and caring staff. Thank you.		As far as I'm concerned, you could not top the service.	Female	Over 65	White British	
12	Nov	Extremely Likely		Very friendly, kind and efficient staff, they could not have been nicer. A big thank you to everyone.			Female	46-55	White British	
13	Nov	Extremely Likely		Excellent service very friendly.			Male	56-65	White British	
14	Nov	Extremely Likely		Everyone has been so nice & helpful. Even had a giggle before being put out.			Female	46-55	White British	
15	Nov	Extremely Likely		C and J have been brilliant. Thank you to the team.			Female	46-55	White British	
16	Nov	Extremely Likely		Good service & friendly staff.			Male	Over 65	White British	
17	Nov	Extremely Likely		Much better to be admitted shortly before procedure time than waiting for hours beforehand (as previously). Doesn't block up beds and less waiting time for patient.		Keep waiting time to a minimum by having admission time close to procedure time (i.e. admission 3pm - procedure 4pm).	Female	56-65	White British	
18	Nov	Not entered		The surgeon & staff were excellent, I felt very assured. 100% to them all.		None. Excellent service 100%.	Male	Over 65	White British	
19	Nov	Yes	Parent/Guardian/Carer	Fantastic!! Many thanks to all involved in making child's and our stay as easy as possible. Great care	Excellent care. Very friendly staff.	Absolutely nothing!!!	Female	6-8	White British	

				and very attentive.						
20	Nov	Yes	Parent/Guardian/ Carer	Amazing, caring staff. Keep informed of procedures. Nothing too much trouble.	Approachable, looked after well, took time with questions / answers. Much appreciated.	Happy with everything.	Female	12-15	White British	
21	Nov	Yes	Parent/Guardian/ Carer	Very friendly helpful staff.			Male	9-11	White British	
22	Nov	Yes	Patient	Because you get cookies and they're nice!	I got a teddy - called Penny. The people are nice.	Nothing.	Female	6-8	White British	
23	Nov	Yes		Amazing with my 6yr old son who had to have 4 teeth out. Brilliant staff. You all do a wonderful job x.	Fantastic from beginning to end, couldn't of ask for more.	Nothing.	Male	6-8	White British	
24	Nov	Yes	Parent/Guardian/ Carer	Really friendly environment. Amazing support for both patient and parents. Always someone available if need to ask questions. Staff helped us as parents to stay calm and feel that our child is in great hands - safe!	Friendly staff. Clean environment. Felt very supported.	N/A.	Male	Under 6	White British	
25	Nov	Yes	Parent/Guardian/ Carer	All staff were fantastic and extremely caring & helpful. (Mother).	Because I was able to watch films (patient age 9).	Everything was perfect!	Male	9-11	White British	
26	Nov	Yes	Parent/Guardian/ Carer	The staff were great.	The staff looked after my little girl and me so well. The day surgery unit team are the best.	Nothing.	Female	Under 6	White British	
27	Nov	Yes	Parent/Guardian/ Carer	Very friendly staff.			Male	6-8	White British	

28	Nov	Yes	Parent/Guardian/ Carer	Very friendly, very helpful, very caring.	Excellent, attentive care. We were all put at our ease throughout our day.	We don't know.	Male	6-8	White British	
29	Nov	Yes	Patient	Cause it's got good beds.	Food, beds and the staff.	Nothing.	Male	12-15	White British	
1	Dec	Extremely Likely		Everyone was very helpful during my stay. The nurses were fantastic. They answered any questions I had and helped me feel comfortable and relaxed. Thank you for your hard work!			Female	26-35	White British	
2	Dec	Extremely Likely		Been treated outstandingly by all members of staff. A credit to the NHS.		Keep up the fantastic work.	Male	56-65	White British	
3	Dec	Extremely Likely		Everyone was amazing. Kind and thoughtful. Excellent treatment. J really took wonderful care of me.			Female	Over 65	White British	
4	Dec	Extremely Likely		Good all round attentive staff, a good caring attitude by all and an efficiently run system.		No.	Male	Over 65	White British	
5	Dec	Extremely Likely		Cos they all lovely people.		A McDonald's strawberry milkshake machine in recovery.	Male	56-65	White British	
6	Dec	Extremely Likely		Very well cared for, staff helpful and cheery.			Female	Over 65	White British	
7	Dec	Extremely		I found it to be a warm			Female	Over 65	White	

		Likely		and welcoming, relaxing environment. Staff were attentive, friendly and reassuring at all times. Would not hesitate to recommend this DSU.					British	
8	Dec	Extremely Likely		The doctor & his staff were very kind & professional, (thoughtful).			Male	Over 65	Asian / Asian British	
9	Dec	Extremely Likely		Very caring & attentive! Nothing was too much trouble.		Faultless!	Male	Over 65	White British	
10	Dec	Extremely Likely		First rate care and support.				Over 65	White British	
11	Dec	Extremely Likely		Everybody is kind, compassionate & caring, attentive & friendly and above all they are always smiling & happy. The best hospital in Devon.		None, stay as you are - superb!	Female	Over 65	White British	
12	Dec	Extremely Likely					Male	46-55	White British	
13	Dec	Extremely Likely		Spent most of the time on ward but all the staff were very helpful and kept coming to see if I was alright [illegible] on ward [illegible] time was because operation was in afternoon. F.			Female	Over 65	White British	
14	Dec	Extremely Likely		Very attentive and understanding staff. Professional and caring			Male	56-65	White British	

				approach.						
15	Dec	Extremely Likely		Always checking up on you.				56-65	White British	
16	Dec	Extremely Likely		Knowledgeable and helpful staff. Comfortable surroundings. Incredibly caring staff making it a stress-free experience.		None at all.	Female	56-65	White British	
17	Dec	Extremely Likely		Great staff. Nothing too much of a problem. Made to feel comfortable and genuinely cared for. Wild horses would not drag me to Derriford!			Male	46-55	White British	
18	Dec	Likely		Helpful & friendly staff. Very efficient.			Male	Over 65	White British	
19	Dec	Yes	Parent/Guardian/Carer	Always excellent care and lovely staff. So helpful and calm us with our little monkeys. And our nearest special care 45 mins away.	Very kind staff, [illegible] to keep little ones amused. Lovely ward and seen quickly, with a plan of action.	Nothing! Always been happy with my little girls care. (Maybe closer to home).	Female	Under 6	White British	
20	Dec	Yes	Parent/Guardian/Carer		It was very relaxed and friendly.		Female		White British	
21	Dec	Yes	Patient	They were all lovely and looked after me really well.	Getting my teeth out and getting my teddy bear. My nanny said she had a lovely cup of tea.	Nothing, everything was good. Thank you everyone xxx.	Female	6-8	Mixed / Multiple ethnic groups	
22	Dec	Yes	Parent/Guardian/Carer	Really lovely, friendly staff. Made my daughter feel relaxed.	Brilliant care from beginning to end.	Nothing.	Female	12-15	White British	

23	Dec	Yes	Parent/Guardian/ Carer	Staff are fab. Thank you x.	Staff.	Nothing.	Female	12-15	White British	
24	Dec	Yes						6-8	White British	
25	Dec	Yes	Patient	Because the staff here are really kind and help you a lot. The facilities are great too.	Kind people looking after me.	Nothing!	Female	9-11	White British	
26	Dec	Yes	Parent/Guardian/ Carer	All the staff have been so friendly & kind to L, explaining everything really well.	The staff.	Nothing.	Male	6-8	White British	
27	Dec	Yes	Parent/Guardian/ Carer	Lovely, friendly staff. We were well looked after!	Staff making it as stress-free as possible for my son (and for me!)	Nothing.	Male	Under 6	White British	
28	Dec	Yes	Parent/Guardian/ Carer	All the staff are kind, friendly and helpful.	Staff.	Nothing.	Male	6-8	White British	
29	Dec	Yes	Parent/Guardian/ Carer	Staff been excellent.	Treated very well. Good communication.		Male	Under 6	White British	
30	Dec	Yes	Patient				Male	6-8	White British	Do not publish
31	Dec	Yes		Because all the staff are amazing & caring.	Being looked after by all the lovely staff.	Nothing.	Female	12-15	White British	