

## Day Surgery Unit - Friends and Family Test - Sep-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.	%	%	%
Sep-17	7	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	Yes	Parent/Guardian/Carer	All the staff were friendly, helpful & reassuring. Very worrying time for parents and we felt much happier with the competence of all the staff. Thank you.	The teddy bear was very thoughtful and the use of the DVD player was fab for our son to use.	Nothing staff could have done better, but it would be helpful if parents didn't eat when their children go to theatre as it is not helpful when your own child is waiting and hungry. Not good listening to other people eat.	Male	9-11	White British	
2	Yes	Parent/Guardian/Carer	Staff on ward are all excellent. Made the unpleasant experience somehow pleasurable. Very underpaid for the	Communication and reassurance, well taken care of.	Nothing.	Male	12-15	White British	

			work they do.						
3	Yes	Parent/Guardian/ Carer	All the nurses were very calm and helpful.	N/A.	Nothing.		6-8	White British	
4	Yes	Parent/Guardian/ Carer	Thank you to all the nursing staff for the excellent care we have been given.	Friendly, informative, quick.	Nothing.	Male	Under 6	White British	
5	Yes	Parent/Guardian/ Carer	Very friendly, caring staff & great playroom. Made to feel relaxed & welcome.	Toys, DVDs, caring staff (not in that order)!		Female	6-8	White British	
6	Yes	Parent/Guardian/ Carer	Staff very kind and friendly. Relaxed atmosphere.	Lovely, helpful staff.	Nothing.	Male	12-15	White British	
7	Yes	Parent/Guardian/ Carer	This is the first experience of the hospital we have had and are very impressed with every aspect. Controlled & calm atmosphere. Staff brilliant! (especially [name withheld]).	My daughter is 6. She was admitted straightaway even though there were a lot of people waiting. Staff very kind & caring. She got a teddy which instantly got her onside & DVD player. We were kept informed throughout. She was seen quickly. We had everything we needed to make the visit easier.	Nothing that I can think of. The provisions to help children are great & make such a difference.	Female	6-8	White British	