

## Surgical Assessment Unit - Friends and Family Test - Jan-17 to Feb-17

*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.*

### 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:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

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.	%	%	%
Jan-17	11	100.0	0.0	0.0
Feb-17	5	100.0	0.0	0.0

### Qualitative feedback – Jan-17

	'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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely Likely	Everyone has been professional and courteous. Thanks.	The service has been very good.	Male	56-65	White British	
2	Extremely Likely	Attended to immediately and staff were pleasant and examination thorough.	None.	Male	36-45	White British	
3	Extremely Likely	Nurses & doctors all very helpful with excellent bedside manner. Nothing too much trouble.	No. All excellent service from local hospital - keep it open!!!	Male	Over 65	White British	
4	Extremely Likely	The NHS should be treasured and looked after.		Male	56-65	White British	
5	Extremely Likely	Very comfortable & clean with staff with good emotional intelligence.		Female	46-55	White British	
6	Extremely Likely	Nothing too much trouble. Very caring staff.		Male	Over 65	White British	
7	Extremely Likely	Friendly staff, dealt with promptly, all treatment explained.		Female	26-35	White British	
8	Extremely Likely	Because it was warm and comfortable and the food was good (and I don't have to pay for the heating)!	None.	Male	Over 65	White British	
9	Extremely Likely				26-35	White British	
10	Likely	Friendly, professional staff and a bright, cheerful ward.	N/A.	Male	46-55	White British	
11	Likely	Because everyone is so friendly & happy. The staff are very nice.			Over 65	White British	

### Qualitative feedback – Feb-17

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely Likely	Efficient staff, very friendly, no task too hard for them.					
2	Extremely Likely	Very friendly, fast with results. Excellent care.		Female	16-25	White British	
3	Extremely Likely	Friendly and efficient - nothing too much trouble.	Share your service with other hospitals.	Male	46-55	White British	
4	Extremely Likely			Female	46-55	White British	
5	Likely	Very friendly staff & helpful. A lot of waiting though.		Female	26-35	White British	