

## Surgical Assessment Unit - Friends and Family Test - Mar-17 to Apr-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.       | %               | %                   | %   |
| Mar-17 | 20        | 100.0           | 0.0                 | 0.0   |
| Apr-17 | 9         | 100.0           | 0.0                 | 0.0   |

### Qualitative feedback – Mar-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                   | From the moment my husband and I entered the ward we were greeted by very friendly staff and made to feel at ease, nothing was too much trouble. Congratulations and well done to everyone. Thank you. | We did have a long wait before my husband got to his ward but appreciate the difficulty you have. | Male   | Over 65 | White British                               |   |
| 2  | Extremely Likely                   | Consideration and friendly care.   |   |        |         |   |   |
| 3  | Extremely Likely                   | The staff have been very helpful.  |   |        |         |   |   |
| 4  | Extremely Likely                   |  |   | Male   | 16-25   | Black / African / Caribbean / Black British | Do not publish  |
| 5  | Extremely Likely                   | Everyone all very friendly.  |   | Male   | Over 65 | White British                               |   |
| 6  | Extremely Likely                   | Attended to quickly. Everything explained thoroughly. Caring, kind staff. Well looked after and 100% care.   | Pillows?  | Female | 46-55   | White British                               |   |
| 7  | Extremely Likely                   | Friendly staff. Kept informed. Talked everything through. Seems clean.   |   | Female | 26-35   | White British                               |   |
| 8  | Extremely Likely                   | Went to see my GP in Bradworthy at midday. 2 hours later I'm in a ward being attended to. Can't ask for more!  | No - it's all good.   | Male   | 56-65   | White British                               |   |
| 9  | Extremely Likely                   |  |   | Male   | 46-55   | White British                               |   |
| 10 | Extremely Likely                   | Staff were very helpful & friendly. Ward is very clean & well-decorated.   |   | Female | Over 65 | White British                               |   |

|    |                    |  |  |        |         |                    |  |
|----|--------------------|--|--|--------|---------|--------------------|--|
| 11 | Extremely Likely   | Doctors, nurses and ward staff very professional and always available for questions.   |  | Female | 46-55   | Other ethnic group |  |
| 12 | Extremely Likely   | Everything catered for, no problems at any time.   | None.  | Male   | Over 65 | White British      |  |
| 13 | Extremely Likely   | I have been really looked after here during my time of being here.   | Nope - none at all.  | Female | 16-25   | White British      |  |
| 14 | Extremely Likely   | I found all staff to be interested in me as a service-user & my condition. Friendly, approachable staff.                                     | Porters to push wheelchairs forwards.                                      | Male   | 46-55   | White British      |  |
| 15 | Extremely Likely   |  |  | Female | 26-35   | White British      |  |
| 16 | Extremely Likely   | Kind and helpful treatment by all staff.   |  |        |         |                    |  |
| 17 | Extremely Likely   | Quality of care, professionalism of all staff & gentle caring approach. Attention to all needs & privacy.                                    | Leave things as they are & continue the good quality of care. Many thanks. | Male   | Over 65 | White British      |  |
| 18 | Extremely Likely   | Everyone has been wonderful to myself & my 2-year old. Thank you.  |  |        | 26-35   | White British      |  |
| 19 | Extremely Likely   | Looked after really well. Friendly staff. 5-star care.   |  | Male   | 56-65   | White British      |  |
| 20 | Likely             | We came into A&E at 3.30am. A long time waiting around - 12 hours. I know that they are busy but my dad was in pain (it's just the waiting). |  |        |         |                    |  |
| 21 | <b>Not entered</b> | A positive attitude to welcome doctors. Thanks.  |  | Male   | Over 65 | White British      |  |

### Qualitative feedback – Apr-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                   | Staff very pleasant & caring. Explanation good.  |  | Female | Over 65 | White British                               |   |
| 2 | Extremely Likely                   | I had to wait a long time for the blood tests. The staff were wonderful attentive & caring. It's the best hospital I know.   | I think the time waiting (5hrs) for tests & to see the doctor could've been shortened. | Female | 56-65   | White British                               |   |
| 3 | Extremely Likely                   | I have had great care from the wonderful & committed nurses all day. My physical & emotional wellbeing was catered for. The nurses are extremely committed to their jobs, watching them interact with other patients & myself was [illegible] warming.                   | No - this is fantastic service with dedicated staff.                                   | Female | 46-55   | Black / African / Caribbean / Black British |   |
| 4 | Extremely Likely                   |  |  | Male   | Over 65 | White British                               |   |
| 5 | Extremely Likely                   | 1. The staff were very supportive in all they did and I felt more like a member of the family. 2. If assistance was required, this was given with a very cheery attitude. 3. My daughter & I were here on holiday and it was comforting to have her nearby at all times. | No, because I was pleased with my attention.   | Male   | Over 65 | White British                               |   |
| 6 | Extremely Likely                   | Lovely staff, very friendly.   |  | Female | 36-45   | White British                               |   |
| 7 | Extremely Likely                   | 2 hours wait for tablets is totally unacceptable. Ward attendance is excellent.  | Change method of pharmacy supplying medicine.  | Male   | Over 65 | White British                               |   |

|   |                  |  |  |        |       |               |  |
|---|------------------|--|--|--------|-------|---------------|--|
| 8 | Extremely Likely | Lovely friendly staff who put you at ease. |  | Female | 36-45 | White British |  |
| 9 | Likely           | Good team work. Always happy to help.      |  | Female | 46-55 | White British |  |