

Surgical Assessment Unit - Friends and Family Test - May-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.	%	%	%
May-17	8	100.0	0.0	0.0

Qualitative feedback – May-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	My present visit has been to the same high standards as previous visits, especially the care & consideration given by R., S. and D. I could not ask for more.		Male	Over 65	White British	
2	Extremely Likely	Most friendly and respectful.	No - perfect.	Male	Over 65	White British	
3	Extremely Likely	Excellent service and care. Everybody very friendly.		Male	56-65	White British	
4	Extremely Likely	Everyone is very helpful.		Male	Over 65	White British	
5	Extremely Likely	Good, hardworking staff.	Pay them more. Get reliable IT systems.	Male	46-55	White British	
6	Extremely Likely	SAU were quick and efficient at all stages of my stay from porter to consultant. Thank you.					
7	Extremely Likely	Very caring, helpful, thoughtful staff throughout the unit. Anything I asked was seen to straightaway.		Female	26-35	White British	
8	Likely	Gentle care & thoughtful. Lovely staff.	More explanation to the action being taken.	Female	26-35	White British	