

Vanguard Unit - 'Friends and Family Test' - Oct-15 to Nov-15

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 score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-15	9	100.0	0.0	0.0
Nov-15	13	100.0	0.0	0.0

Qualitative Feedback - Oct-15

	'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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	Extremely likely	Staff so kind & caring.		Female	over 65	White British	No tick
3	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Extremely likely	All the team are friendly, put you at ease, couldn't be treated any better. Thanks to all the team.	Can't think of anything, service is excellent.	Female	over 65	White British	No tick
5	Extremely likely	Staff very welcoming and made everyone feel relaxed. Clear, concise information given at all times. Operating staff excellent.	If times could be staggered it would save on lengthy waits i.e. from 7.30am till 11.30am is a long time!!	Female	over 65	White British	No tick
6	Extremely likely			Male	over 65	White British	No tick
7	Extremely likely	Good care.		Female	over 65	White British	No tick
8	Extremely likely			Male	over 65	White British	No tick
9	Extremely likely						No tick

Qualitative Feedback - Nov-15

	'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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	Excellent staff. Reassurance all the way through surgery.	None.	Female	36-45	Asian / Asian British	No tick
2	Extremely likely	At all times, I was treated with complete respect, dignity, and kindness.		Male	56-65	White British	No tick
3	Extremely likely	My 91yr old mother-in-law with marked dementia needed day surgery - the care was EXCELLENT. I couldn't have asked for a better experience. Small & friendly but great expertise & skill at every point from all the staff & medics. Thank you! J. & D. were fantastic!!	Can't think of any. It's great as it is.	Female	over 65	White British	No tick
4	Extremely likely	Very friendly and helpful staff.	No - it does not need improving. Brilliant service.	Female	over 65	White British	No tick
5	Extremely likely	Good work from the team. Thanks.		Male	over 65	White British	No tick
6	Extremely likely	The staff put me at ease straight away. It was as pleasant an experience as could be.		Male	over 65	White British	No tick
7	Extremely likely	Very caring staff.	No.	Female	over 65	White British	No tick
8	Extremely likely	Confidence-boosting staff. Cheerful + friendly. Excellent treatment in every way. Once the injection was given I quite enjoyed the		Female	over 65	White British	No tick

		experience. Many thanks to everyone. Thanks for staying with the NHS!					
9	Extremely likely	Efficient and friendly.		Male	over 65	White British	No tick
10	Extremely likely	Excellent atmosphere. Put at ease by the staff & doctors and identity check were often.		Female	over 65	White British	No tick
11	Extremely likely	A really friendly reception & a very caring experience.	It is difficult to improve on excellence.	Female	over 65	White British	No tick
12	Extremely likely	Very helpful & kind during my visit.		Female	over 65	White British	No tick
13	Extremely likely	Nice and relaxed. Staff make you feel at ease.		Male	over 65	White British	No tick