

Surgical Assessment Unit - Friends and Family Test - Sep-17 to Oct-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.	%	%	%
Sep-17	7	100.0	0.0	0.0
Oct-17	7	100.0	0.0	0.0

Qualitative feedback – Sep-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	Really friendly staff. Thanks to everyone. Feel in excellent hands.		Male	46-55	White British	
2	Extremely Likely	Very good service - friendly, helpful and always there to help.		Female	Over 65	White British	
3	Extremely Likely	Staff & nurses very kind & helpful.		Female	Over 65	White British	
4	Extremely Likely	All staff attentive to any requirements. Spouse offered & given food as a long day in. Thank you.		Female	Over 65	White British	
5	Extremely Likely	Fantastic from everyone involved in the care shown to my partner. Everything has been explained thoroughly. Excellent care all round.		Female	46-55	White British	
6	Extremely Likely	Clean. Staff are very friendly & helpful.		Female	36-45	White British	
7	Likely		Increase nursing staff numbers.	Female	36-45	White British	

Qualitative feedback – Oct-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	Prompt assessment. Friendly & efficient staff. Lunch & tea provided.		Female	Over 65	Other ethnic group	
2	Extremely Likely			Male	46-55	White British	
3	Extremely Likely	The staff are extremely welcoming and helpful. They explained everything from start to finish.		Female	46-55	White British	
4	Extremely Likely			Female	26-35	White British	
5	Extremely Likely	Staff treated me with respect, privacy and kept me informed of what treatment I would be expecting and what time my scan would be.		Female	16-25	White British	
6	Likely			Female	26-35	White British	Do not publish
7	Likely	Staff are really helpful, nice and caring.		Female	16-25	White British	
8	<i>Not entered</i>	Top marks for timely notification of information.		Male	Over 65	White British	