

Day Surgery Unit - Friends and Family Test - Oct-17

Adult FFT card question:

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.

Children and young person's FFT card question:

We would like you to think about your stay with us here and tell us how you feel about it by answering just a few simple questions. The answers you give will help us to improve the care we offer to everyone who comes here. Would you tell your friends that this is a good unit to come to? Response options: Yes, Maybe, No, Don't know.

Easy read FFT card question: *Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, 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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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.	%	%	%
Oct-17	13	100.0	0.0	0.0

Qualitative feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Friends and Family Test response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public / your answers ever to be made public
1	Extremely Likely		[Name withheld] has a learning disability. 100% happy with the care we have both received today. A really positive experience after many bad ones! (Not here). Staff!!! Person-centred care. Amazing.		Nothing. Your staff could of done better!	Female	16-25	White British	
2	Extremely Likely		Excellent customer service. Very compassionate & caring in a professional manner. Thanks.			Female	56-65	White British	

3	Yes	Parent/Guardian/ Carer	Really friendly staff, clean hospital.	Friendly staff towards my son and made him feel at home and fed him his favourite food, toast!	Nothing.	Male	9-11	White British	
4	Yes	Parent/Guardian/ Carer	Thank you for all your support & care, very personal approach.	The care given.	Nothing.	Female	12-15	White British	
5	Yes		Lovely, friendly staff. Great, relaxed atmosphere.	Made to feel welcome & comfortable.	All good.	Male	Under 6	White British	
6	Yes	Parent/Guardian/ Carer	All the nurses were lovely and looked after me as well as my son. It's very clean and well- staffed.	Nurses made us welcome and made sure we felt at ease about everything.	Nothing.	Male	Under 6	White British	
7	Yes	Parent/Guardian/ Carer	Great communication. Monitored pain extensively. Calm environment. Nice welcome from ward clerk. Everyone friendly. [Name withheld] enjoyed his ice cream/jelly. Informative. Professional.	Portable DVD players - brilliant. Everything. Thank you.		Male	Under 6	White British	
8	Yes	Parent/Guardian/ Carer	Friendly, kind & helpful staff from front desk to surgeons. Great aftercare. 100% happy, kid & mummy.	Again, the staff & time for wait.	Nothing.	Male	6-8	White British	
9	Yes	Parent/Guardian/ Carer	Excellent care.	Everything, so kind.	No.	Male	9-11	White British	
10	Yes	Patient	The staff are lovely.	Well-organised.		Male	9-11	White British	
11	Yes		They were very kind &	The DVD player. The	Could have had ice	Female	Under 6	White	

			caring.	food.	cream.			British	
12	Yes	Parent/Guardian/ Carer	Because all of the staff are fantastic, caring, kind and thoughtful, I know my son is in the safest hands. Not even private healthcare could do as much as these guys.	The comfort and care.	Absolutely nothing.		9-11	White British	
13	Yes (Easy read FFT card)	Patient	Excellent service.		Very good.	Male	Over 65	White British	