

Day Surgery Unit - Friends and Family Test - Nov-17 to Dec-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.

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.	%	%	%
Nov-17	7	100.0	0.0	0.0
Dec-17	11	100.0	0.0	0.0

Qualitative feedback

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

	Month	Friends and Family Test response	Children and young person's FFT card completed by:	Please can you tell us the main reason for the response you have given?	What do you think was good about your stay?	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 / your answers ever to be made public
1	Nov-17	Extremely Likely	Patient	Nurses, doctors, all very communicative & friendly. Makes one's stay relaxing. I have been many times in differing theatres & all have been wonderful. Cannot fault anything!!		No. Keep up the good work!	Male	Over 65	White British	
2	Nov-17	Extremely Likely	Parent / guardian / carer	All the staff have been fantastic. Very impressed. Very friendly.				46-55	White British	
3	Nov-17	Yes	Parent/	Everyone was very						

			Guardian/Carer	helpful and made it a nice, calming experience for child and adult, which is always needed for any kind of hospital visit Thanks.						
4	Nov-17	Yes	Parent/ Guardian/Carer	Very good & friendly with my daughter.	Good with my daughter.	Communication better.	Female	Under 6	White British	
5	Nov-17	Yes	Patient	Great, committed, friendly staff. Very professional - well done.	All of it.	No.	Male		White British	
6	Nov-17	Yes	Patient	The staff are very friendly and supportive. They take good care of you and make sure you're comfortable.	The staff were lovely, especially [name withheld] on the ward. Both anaesthetists were understanding of my fears. I had my own room.	Nothing, it's been a stress-free experience. Thank you.	Female	12-15	White British	
7	Nov-17	Yes	Parent/ Guardian/Carer	Because the nurses are really nice and helpful.	Get to watch DVDs & a teddy.		Male	6-8	White British	
1	Dec-17	Extremely Likely					Male	46-55	White British	Do not publish
2	Dec-17	Extremely Likely		Very helpful and friendly people. Thank you so much for your help! x						
3	Dec-17	Extremely Likely		Friendly, efficient staff. Clean. Tidy. No complaints.			Male	56-65	White British	
4	Dec-17	Extremely Likely		Friendly, helpful staff.		No.	Male	56-65	White British	
5	Dec-17	Extremely Likely		All staff were very friendly and efficient.		No.	Female	Over 65	White British	
6	Dec-17	Extremely Likely		I am a very nervous person and I was made			Female	56-65	White British	

				to feel a lot better. Second to none. Reception were so kind. Also, the whole experience was great.						
7	Dec-17	Extremely Likely		Very helpful staff. Plenty cold & hot drinks. Toast very welcome after the op.		Nil.	Male	Over 65	White British	
8	Dec-17	Yes	Parent/ Guardian/Carer	Staff were very informative & explained things to my grandson who is autistic. The nurses were also very good to us.	Kindness shown & informing us about everything.	Move to Exeter.	Male	12-15	White British	
9	Dec-17	Yes	Parent/ Guardian/Carer	The staff were so lovely to my son. Thank you to the anaesthetist for being so understanding and caring when it was a struggle to find a vein and for understanding the grape incident!!	Very caring staff. Loved the jelly.	Nothing - it was a very smooth run visit. Thank you. x	Male	6-8	White British	
10	Dec-17	Yes	Not entered	All staff happy, helpful & friendly.	Was all fine.	Less workmen behind wall.	Male	12-15	White British	
11	Dec-17	Yes	Parent/ Guardian/Carer	Friendly staff.	Helpful, friendly staff.		Female	6-8	White British	