

Day Surgery Unit - Friends and Family Test - Jan-18 to Feb-18

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.	%	%	%
Jan-18	8	100.0	0.0	0.0
Feb-18	7	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	Jan-18	Extremely Likely	Patient	I was called in to Day Surgery earlier than planned. I was seen fairly quickly and staff nurse [name withheld] made me feel happy and confident about being in Day Surgery. She is a smiling asset to the Day Surgery Unit.		Maybe for the Day Surgery Unit reception to be a little more organised. As booking in was a bit to slow.	Female	26-35	White British	
2	Jan-18	Extremely Likely	Parent / guardian / carer	I was brought down from KGV and cannot thought the care and			Female	Over 65	White British	

				attention I got. They were all very helpful even though there one night and 1/2 day.						
3	Jan-18	Extremely Likely		Nurses were excellent.		No.	Male	36-45	White British	
4	Jan-18	Extremely Likely		Staff extremely helpful even though very busy.		More staff as they are too stretched.	Female	26-35	White British	
5	Jan-18	Extremely Likely		Because the nursing staff were great and doctors.			Male	Over 65	White British	
6	Jan-18	Extremely Likely		Very good for time and quick in the way the day ward works in all aspects of surgery. Very well run unit.		None.	Male	56-65	White British	
7	Jan-18	Likely		Staff very helpful.			Female	Over 65	White British	
8	Jan-18	Yes	Not entered	The staff were brilliant! They had a lovely nursing and child-friendly approach. Thank you for a super service and making my littler solider at ease having his procedure.	Wonderful child-friendly, light-hearted and personal approach to the patient.	I feel that the ward cubicle should be closed off on return as it can make other patients & young children even more anxious than they potentially are.	Male	9-11	White British	
1	Feb-18	Extremely Likely		Excellent care and attention by all staff. Very friendly & approachable. Support & advice - excellent. Very impressed. Thank you!		N/A.	Female	Over 65	White British	
2	Feb-18	Yes	Patient				Male	6-8	White British	Do not publish
3	Feb-18	Yes	Parent/Guardian/Carer	Great welcoming team. Nothing an issue -		Wifi throughout building!	Female	Under 6	White British	

				catered really well for young patient.						
4	Feb-18	Yes	Parent/Guardian/Carer	Staff made us feel at ease and looked after us well. DVD player, toys, books were lovely idea to keep my daughter occupied. And teddy on bed was lovely too!	As previous answer. Staff kept us well informed.		Female		White British	
5	Feb-18	Yes	Parent/Guardian/Carer	Treated very well, made to feel welcome and safe.		Nothing.	Female	Under 6	White British	
6	Feb-18	Yes	Patient				Female	12-15	White British	Do not publish
7	Feb-18	Yes	Parent/Guardian/Carer	Because the nursing staff made my children feel at ease.	The staff.		Male	12-15	White British	