

Surgical Assessment Unit - Friends and Family Test - Jan-18 to Feb-18

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.	%	%	%
Jan-18	No data	No data	No data	No data
Feb-18	12	91.7	0.0	8.3

Qualitative feedback – Feb-18

	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	Friendly, helpful staff who efficiently dealt with the needs of the patients.		Female	56-65	White British	
2	Extremely Likely	Staff really helpful and made sure all my needs were met.					
3	Extremely Likely	Everyone was very attentive and I felt confident I was in good hands.		Female	36-45	White British	
4	Extremely Likely	Everyone is very friendly & helpful.					
5	Extremely Likely	Was excellent care by all members of staff. Couldn't have had better care even in a private hospital. Thank you.		Female	Over 65	White British	
6	Extremely Likely	The understanding, compassionate and non-judgemental approach by all staff. And, most of all, the humour keeps your spirits up even at the worst times.		Female	56-65	White British	
7	Extremely Likely	Everyone very friendly, helpful & a source of comfort, care & great humour. Thank you all!		Female	46-55		
8	Extremely Likely	The staff have been professional whilst friendly. Excellent care.		Female	46-55		
9	Extremely Likely	The staff on this ward are exceptional.		Female	56-65	White British	
10	Extremely Likely	[Names withheld] were happy		Female	56-65	White British	

		to help and explain what was happening. [Name withheld] went out of her way to make my time as comfortable as possible.					
11	Extremely Likely	Very friendly staff. The chap who took the food order was lovely, also. Lovely vibe for a not nice situation. Thank you from [name withheld].	Not at all.	Female	26-35	White British	
12	Don't Know	The nurses are very good, but the doctor I had was very unprofessional. Doctor was very rude. Also, when I was waiting for my op. I was left in a chair with no water to wet my lips for over 22 hours and was told not to come back to this hospital. Lovely way to be treated by a doctor.	Manners, politeness, from a doctor that needs educating. Lack of communication I can say. [Name withheld] who looked after me on the ward was very lovely.	Female	16-25	White British	