

Day Surgery Unit - Friends and Family Test - Mar-18 to Apr-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 people'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.	%	%	%
Mar-18	2	100.0	0.0	0.0
Apr-18	6	100.0	0.0	0.0

Qualitative feedback

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

	Month	Friends and Family Test response	Children and young people'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	Mar-18	Extremely Likely	Patient	The staff was fantastic & very professional. Bedside manner was so good I felt very relaxed & comfortable. So nice to see such great care. Good healthcare at its best.		None.	Male	56-65	White British	
2	Mar-18	Yes	Parent/Guardian/Carer	Amazing staff, very patient and understanding of needs, brilliant with our daughter. Thank you!!			Female	6-8	White British	

3	Mar-18	Not entered				N/A. Couldn't have had a better visit. Maybe arrive later? Arrived at 7:30am but not op till midday.	Male	16-25	White British	
1	Apr-18	Extremely Likely		All of the nurses on duty, including [names withheld], were absolutely lovely and welcoming. They would always come to check to see if I was ok, seeing if there was anything I needed and had amazing, friendly and caring personalities. They made me feel eased and relaxed. [Name withheld].						
2	Apr-18	Extremely Likely		Can't fault the treatment I have received today by all staff. Had friendly staff and service through my stay today.		Nothing.	Female	Over 65	White British	
3	Apr-18	Yes	Parent/Guardian/Carer	All the staff were very friendly.	My son liked that he could use a DVD player.	Everything was good.	Male	6-8	White British	
4	Apr-18	Yes	Parent/Guardian/Carer	Excellent team, warm, friendly reassuring, welcoming & utterly professional. [Names withheld] = all wonderful.	Explanation of what was due to happen, calm assurance throughout (of child & mother!).	Nothing.	Female	6-8	White British	
5	Apr-18	Yes	Parent/Guardian/Carer	The staff are very welcoming and	Watching DVDs, playing with toys and	More yogurt & jelly.		6-8	White British	

				friendly. My son has enjoyed his stay here for the day. [Name withheld].	eating food.					
6	Apr-18	Yes	Parent/Guardian/Carer	I was here with my 5-year old and the staff were amazing. [Name withheld] - nurse, everyone. Made it a pain-free experience.	Staff efficient & great with kids.	Nothing.	Male	Under 6	White British	