

Day Surgery Unit - Friends and Family Test - May-18 to Jul-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.

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.

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.	%	%	%
May-18	5	80.0	20.0	0.0
Jun-18	29	100.0	0.0	0.0
Jul-18	18	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: Patient or 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	Patient request for anonymised comments not to be made public
1	May-18	Yes	Parent/Guardian/Carer	Very caring staff. Not too much hanging around.	Good communication between staff & patients.		Male	Under 6	White British	
2	May-18	Yes	Parent/Guardian/Carer	Very professional, friendly, polite. Excellent interaction with patient from start to finish.	As overleaf.	Nothing!	Male	9-11	White British	

3	May-18	Yes	Parent/ Guardian/Carer	Very happy, helpful & kind staff. Clean ward & toilets. Our nurse was brilliant.	All staff very lovely. Made my daughter feel comfortable.		Female	Under 6	White British	
4	May-18	Yes	Patient	Good, competent and caring throughout.		No, ideal care.	Male	56-65	White British	
5	May-18	Extremely Unlikely		Appointment was 12.45pm and still waiting to be seen at 4pm. Very hot and stuffy. Water machine stopped working! No offer of a drink!!		More staff. More communications. More money needed for the NHS. Less chatting - more work!	Male	46-55	White British	
1	Jun-18	Extremely Likely		Very well cared for, lovely staff.			Female	46-55	White British	
2	Jun-18	Extremely Likely		Staff are really friendly and helpful. Quick turnaround. They care!		No.	Male	26-35	White British	
3	Jun-18	Extremely Likely		My experience was very relaxed and comfortable. I feel very well looked after. Thank you.		All good.	Male	46-55	White British	
4	Jun-18	Extremely Likely		Good service.		World cup on TV!	Male	56-65	White British	
5	Jun-18	Extremely Likely		Very good, informative nursing staff.		Marmite for the toast!	Male	46-55	White British	
6	Jun-18	Extremely Likely		Very friendly, caring & respectful staff. Nothing was too much trouble and they certainly are in the right profession, working in difficult circumstances. Unfortunately, they are very poorly paid for		The service was excellent so no improvement needed.	Female	Over 65	White British	

				the excellent job they do. Thank you.						
7	Jun-18	Extremely Likely		The staff were kind, caring, explained the things that were going to be happening. Put you at ease before and after. Thank you all that looked after me.			Female	56-65	White British	
8	Jun-18	Extremely Likely		Very good service.			Male	46-55	White British	
9	Jun-18	Extremely Likely		I was looked after very well, everything was explained to me before my procedure. The nursing staff were brilliant, very helpful and caring. If I had to come in here again for any reason I wouldn't be worried at all.			Female	Over 65	White British	
10	Jun-18	Extremely Likely		All the staff have been extremely helpful and all have been very nice.		None.	Male	26-35	White British	
11	Jun-18	Extremely Likely		Lovely staff. Attentive. Thank you.			Male	56-65	White British	
12	Jun-18	Extremely Likely		Quality of care and the lovely staff on the ward.			Male	Over 65	White British	
13	Jun-18	Extremely Likely		Very pleasant & helpful.		Serve Gin & Tonic after op.	Male		White British	
14	Jun-18	Extremely Likely		Very friendly, not complicated, feel very at ease, good information given.			Female	Over 65	White British	
15	Jun-18	Extremely Likely		I have received attentive and						

				committed care throughout my entire stay from all doctors and nursing staff. Thank you all.						
16	Jun-18	Extremely Likely		Exemplary care provided throughout by all members of staff. Staff were kind, friendly, caring and acted with the utmost professionalism. Everything was clearly explained and any questions were answered, epitomising shared decision-making and patient-centred care. Thank you!		N/A.				
17	Jun-18	Extremely Likely		All staff were friendly and helpful. I can't praise them enough for their care. Thanks to all at NDDH! [Name withheld].		None at all. Very efficient and helpful staff gave me confidence in the whole procedure. Thanks from [name withheld].	Male	Over 65	White British	
18	Jun-18	Extremely Likely		I was treated by the staff in a friendly and professional manner.			Male	Over 65	White British	
19	Jun-18	Extremely Likely		Very friendly, happy atmosphere, even though it is a hospital. Would recommend anyone. Thank you.			Male	Over 65	White British	
20	Jun-18	Extremely Likely		Very friendly & attentive staff. Made to feel at ease &		Nothing!	Male	36-45	White British	

				comfortable.						
21	Jun-18	Extremely Likely		Polite, helpful staff, made at ease at all times. Informed of all details. Very friendly atmosphere. Happily come back but only if necessary!!! Thank you to all. x		Superb service.	Male	46-55	White British	
22	Jun-18	Extremely Likely		All very good, professional. Happy 70th.						
23	Jun-18	Extremely Likely		All staff were very attentive and made you feel comfortable at all times. Also explained procedures in a practical manner.			Male	Over 65	White British	
24	Jun-18	Extremely Likely		I have to come to day surgery every 6 months - everyone is always so efficient, kind & reassuring. Despite having this procedure every 6 months I still get scared sometimes & staff are so understanding & kind. Thank you all - surgeons, anaesthetist / anaesthetics staff & nurses & HCAs for keeping me safe. x						
25	Jun-18	Extremely Likely		Have always been looked after extremely well.		None.	Male	46-55	White British	

26	Jun-18	Extremely Likely		[Name withheld] was outstand!!			Male	56-65	White British	
27	Jun-18	Extremely Likely		Very friendly, efficient and caring! Nothing too much trouble.			Male	56-65	White British	
28	Jun-18	Likely		Staff have been caring. Happy to help.			Male	36-45	White British	
29	Jun-18	Likely		Everyone very kind and caring. Plenty of tea, toast & biscuits. Would stay again.		No, spot on.	Male	26-35	White British	
30	Jun-18	Not entered		Wonderful 5-star service. Would give it six if I could. Thank you.		No need!	Male	Over 65	White British	
31	Jun-18	Not entered	Not entered	Thank you for doing my eye operation. Thank you for my certificate that you did for me, that was very nice of you. Everyone was very friendly and made me feel less worried. I loved the play area and also watching the DVD's. Thank you so much.	The nurses and friendly staff. The playroom. The smiles, the Lego.	Nothing.		6-8	White British	
1	Jul-18	Extremely Likely		A seamless admission and a warm welcoming that was unhurried and professional, immediately putting me at my ease. Thank you.		None.	Female	56-65	White British	
2	Jul-18	Extremely Likely		Staff are lovely, can't help enough, caring & attentive. Can't praise		Nothing, happy with everything.	Male	26-35	White British	

				them enough. Staff have been amazing & very personal.						
3	Jul-18	Extremely Likely		Friendly staff. Constantly kept up to date with progress.						
4	Jul-18	Extremely Likely		All staff very kind, courteous, thoughtful and professional. Thank you for you help.		A clock in the room perhaps?	Female	46-55	White British	
5	Jul-18	Extremely Likely		Came in for a day op. but had to stay overnight. The staff were brilliant – very kind and helpful, with cheerful faces. (The applies to the day ward!)		Sometimes the staff are overwhelmed with work and the phone remains unanswered. Perhaps an (digital) answering service would help?	Male	Over 65	White British	
6	Jul-18	Yes	Parent/ Guardian/Carer	We've had fantastic service. [Name withheld] has been accommodating and amazing at making sure my daughter is feeling better. Also, a very welcoming smiley lady! Thank you.	Polite, caring staff! A good place for the kids to play (toy room).	We were very happy with our experience.	Female	6-8	White British	
7	Jul-18	Yes	Parent/ Guardian/Carer	Fantastic care, always kept informed about what's going on. Lots to keep children entertained while waiting.	See first page. Very friendly staff. Fantastic with kids. Prompt service.	Nothing I can think of.	Female	6-8	White British	
8	Jul-18	Yes	Parent/ Guardian/Carer	Everyone was very kind, caring and informed us about	They made us feel welcome and at ease, explaining everything		Male	12-15	White British	

				everything that was being done at each stage. They made our son very comfortable.	along the way.					
9	Jul-18	Yes	Parent/ Guardian/Carer				Female	12-15	White British	Do not publish
10	Jul-18	Yes	Parent/ Guardian/Carer	Very attentive!	How kind cheerful & caring the staff was!		Male	6-8	White British	
11	Jul-18	Yes	Parent/ Guardian/Carer	Very friendly, organised.	Nurses kind, snacks.		Male	6-8	White British	
12	Jul-18	Yes	Not entered	Everyone has been super-friendly, professional and awesome.	Nurses made us both feel welcome, all staff helped explain any questions we had and have been super-lovely. Thank you. P.S. enjoy your £8 million pay rise!! :)		Male	12-15	White British	
13	Jul-18	Yes	Parent/ Guardian/Carer	Very good with my son [name withheld] who has autism. Staff very friendly as well.	Very friendly, kind staff.	A quicker method of calming for gas.	Male	6-8	White British	
14	Jul-18	Yes	Patient	Everyone has been very caring.	Nice bed, happy people, lovely toast.	Different water.	Male	6-8	White British	
15	Jul-18	Yes	Parent/ Guardian/Carer					Under 6	White British	Do not publish
16	Jul-18	Yes	Parent/ Guardian/Carer	All friendly & lovely.	All friendly.	Nothing.	Female		White British	
17	Jul-18	Yes	Parent/ Guardian/Carer	Very friendly, attentive, professional staff, who kept us aware of every stage of our stay. We were informed of all of our choices and options which made everything flexible to meet our	We never felt alone.			6-8	White British	

				needs.						
18	Jul-18	Yes	Parent/ Guardian/Carer	Great with my son who was very nervous. All staff pleasant and helpful.	Very organised on the ward.	Maybe to have more than one person calling people in the morning. A letter confirming where to go on the day, no letter received.	Male	6-8	White British	