

## Day Surgery Unit - Friends and Family Test - Aug-18 to Sep-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.	%	%	%
Aug-18	11	90.9	0.0	9.1
Sep-18	8	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  Easy read FFT card completed by: Patient or Family member/ 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	Aug-18		Extremely Likely	I was welcomed and everyone was really helpful & kind - very happy that a member of the disability team came to speak to me.			Female	26-35	White British	
2	Aug-18		Extremely Likely	First class care & attention. Nothing too much trouble.			Female	46-55	White British	

3	Aug-18		Extremely Likely	Because staff is very friendly and very understanding and they go out of their way to help you with anything.						
4	Aug-18		Likely				Male	Over 65		
5	Aug-18	Parent/ Guardian/ Carer	Yes	Absolutely fabulous. Looked after both my girls really well and made them comfortable.	Amazing help.	Nothing.	Female	Under 6	White British	
6	Aug-18	Parent/ Guardian/ Carer	Yes	Very friendly & helpful. Made my son very comfortable. Nice to see there was a variety of things for the children, especially a DVD player. A thank you to all the kind staff.	Friendly, helpful staff.	Nothing.	Male			
7	Aug-18	Parent/ Guardian/ Carer	Yes	The staff were wonderful (!!) for [name withheld] and for me. Can't thank them all enough!	The staff & support.	Absolutely nothing!	Male	6-8	White British	
8	Aug-18	Parent/ Guardian/ Carer	Yes	Just amazing.	Made my girls feel so comfortable.	Nothing.	Female	6-8	White British	
9	Aug-18	Not entered	Yes	First class care & attention.	Couldn't have been better.		Female	46-55	White British	
10	Aug-18	Family member / Carer	Yes	Everyone has been really kind. A member of disability team talked to me.			Female	26-35	White British	
11	Aug-18		Neither Likely nor Unlikely	Arrived back at NDDH at 5pm. Asked about		Better coms.		46-55	White British	

				my wife and was told to pop back in 1 hour. At 6pm I returned. Nobody to ask. At 6.05pm someone asked but no reply. Sodexo janitor found out for me instead.						
1	Sep-18		Extremely Likely	After being admitted from A&E was told that NDDH had no beds on the wards. I was given a bed in the day centre along with others and the staff / nurses have all been absolutely amazing dealing with the lack of beds situation and the lack of facilities i.e. showers. The nurses are wonderful and really looked after me, nothing was too much [illegible]. Would like to say a massive thank you. xx			Female	46-55	White British	
2	Sep-18		Extremely Likely	Friendly, caring staff, very attentive & supportive. I've been on day surgery ward twice in the past 12 months & can't fault the care we been given on both occasions.			Female	36-45	White British	
3	Sep-18		Extremely Likely	The whole ENT Day Surgery team were		No suggestions to aid improvement at this	Female	46-55	White British	

				friendly, professional & caring throughout my day surgery. Their patience, understanding & excellent customer service skills should be recognised & rewarded!		time.				
4	Sep-18		Extremely Likely	Despite very difficult circumstances, all the staff, both medical & non-medical, couldn't be more pleasant, helpful & knowledgeable. Sadly, morale is low but they all rise above it to provide us patients with TLC. Of particular note is [name withheld] on the improvised ward next to day surgery. She was exceptional!!		Only the old chestnut = properly invested funds for staff on the sharp end.	Female	Over 65	White British	
5	Sep-18		Extremely Likely	After being moved to day surgery because of the lack of beds, the staff from day surgery were amazing and supportive. [Name withheld] was the best nurse ever, finding me food I could stomach. [Name withheld], the manager, was amazing on my last day,		Having a fully-fitted kitchen to aid when inpatients are needed down here.	Female	16-25	White British	

				speeding up my discharge.						
6	Sep-18		Extremely Likely	Today, I have been treated with care from everyone who I felt enjoyed their work, so courteous to both myself and husband in the theatre, great respect for my privacy and dignity also in the bay. I sincerely thank you all. From [name withheld].						
7	Sep-18		Likely	Staff helpful & approachable.		Sign to Day Surgery in main entrance. Allow family members to sit with patients in recovery ward.	Male	26-35	White British	
8	Sep-18	Patient	Yes	Very nice staff.	It was perfect.		Female	Over 65	White British	