

Day Surgery Unit - Friends and Family Test - Oct-18 to Dec-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.	%	%	%
Oct-18	6	100.0	0.0	0.0
Nov-18	2	100.0	0.0	0.0
Dec-18	No data	No data	No data	No data

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	Oct-18	Extremely Likely		Everyone made you feel so at ease, explained everything well. Great team.						
2	Oct-18	Extremely Likely		10/10.			Male	Over 65	White British	
3	Oct-18	Extremely		Everyone is just so		Everything was just	Male	Over 65	White	

		Likely		caring and reassuring. I could not have hoped for better care. Thank you all so very much.		perfect.			British	
4	Oct-18	Yes	Patient	All staff were pleasant and efficient.						
5	Oct-18	Yes	Parent/Guardian/Carer	All of the staff were excellent, extremely professional and caring. [Name withheld], (patient), said 'all of the nurses and doctors were really kind and made her feel less nervous'.	Completely informed about everything from start to going home. We were made at ease and totally cared for.	Nothing at all. Thank you all so much.	Female	12-15	White British	
6	Oct-18	Yes	Patient				Male	Over 65	White British	
1	Nov-18	Extremely Likely		Friendly staff. Professional approach to whole experience. Good aftercare information.			Female	Over 65	White British	
2	Nov-18	Extremely Likely		Very efficient, friendly, caring staff.			Male	56-65	White British	