

Day Surgery Unit - Friends and Family Test - Jan-19 to Apr-19

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.	%	%	%
Jan-19	2	100.0	0.0	0.0
Feb-19	33	100.0	0.0	0.0
Mar-19	12	100.0	0.0	0.0
Apr-19	31	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?	Patient request for anonymised comments not to be made public
1	Jan-19	Extremely Likely		Fabulous care!!!		Difficult to suggest any improvement on a first class service. Many thanks to you all!!!	
2	Jan-19	Extremely Likely		Exceptionally impressive service from all staff within the		Staff nurse [name withheld] is a credit to your hospital.	

				unit. Staff nurse [name withheld]'s professional approach prompted me to think of the following words to express my admiration: empathetic, understanding, compassionate, caring, sensitive. I accompanied [name withheld] and his mother for his dental appointment today. I was unable to complete this Friends and Family Test card whilst in the hospital. I would be grateful if you would read my comments and compliment S.N. [name withheld] yourself on my behalf. Staff like S.N. [name withheld] are the backbone of the NHS and ensure that its service is unrivalled in the world. [Name withheld]		Others could learn a great deal in observing her intuitive modus operandi. Thank you for your treatment of [name withheld].	
1	Feb-19	Extremely Likely		Staff are very supportive and friendly and, under the [illegible] that they were in due to bed shortage, they dealt with the situation with the upmost professional manner.			
2	Feb-19	Extremely Likely		The staff have been brilliant, very grateful for all they have done.		Shame we were in day ward. However, staff adapted very well & we were well looked after.	
3	Feb-19	Extremely Likely		I was treated with the utmost kindness by everyone. The food was first class.			

4	Feb-19	Extremely Likely		Can't believe how the staff cope with what they do. They were excellent!!		Couldn't be better in my view.	
5	Feb-19	Extremely Likely		Everything's been done to high standard.			
6	Feb-19	Extremely Likely		Very efficient. Kind, helpful. Informative. Ward is clean & comfortable. Care is taken to make patients comfortable & minimise personal anxiety & embarrassment.		Cannot fault the staff or treatment.	
7	Feb-19	Extremely Likely		All staff lovely. Couldn't fault my experience here. Keep up the good work. You are all amazing.		Don't change anything - all good.	
8	Feb-19	Extremely Likely		The service and care given to me during my procedure has been 10/10. Thank God for the NHS and staff of N.D.H.			
9	Feb-19	Extremely Likely		I have been in N.D.H. as a inpatient for 5 days: staff, catering, catering staff, doctors and X-ray staff, 2 days on Day Surgery, I cannot express in words how I have been allowed to enjoy the experience - the people are not heroes, they are good, sometimes great, human beings!		Promote the ethos of a sense of humour.	
10	Feb-19	Extremely Likely					
11	Feb-19	Extremely Likely		Everybody very helpful.			
12	Feb-19	Extremely Likely		Staff very good, polite and helpful.			

13	Feb-19	Extremely Likely		The staff where 100% perfect, they kept me up to date the whole way through my stay.		Retain the staff. 100% credit to hospital.	
14	Feb-19	Extremely Likely		Wonderful staff. So thankful for their kindness.		None.	
15	Feb-19	Extremely Likely		I was well cared for. Everything well explained. Thank you.			
16	Feb-19	Extremely Likely		Everybody was so good & helpful.		Sorry, don't think you can improve, it was so good. Thank you.	
17	Feb-19	Extremely Likely		Lovely staff, like family.			
18	Feb-19	Extremely Likely		Both my wife and myself feel we should have been informed that I was on a list for my knee operation. My wife especially had 6.5 hours of unnecessary. This should have been explained at pre-op assessment. Otherwise, cannot fault - the day surgery is exceptional. [Name withheld]		Only more information beforehand.	
19	Feb-19	Extremely Likely		Staff are very helpful, friendly and polite. Especially the nurse [name withheld], made me feel very comfortable and made the time more enjoyable.		Keep patients more updated about accurate time of surgery so we're not waiting without knowing anything.	
20	Feb-19	Extremely Likely		Friendly, knowledgeable staff. Kind staff.			
21	Feb-19	Extremely Likely		Everyone looked after me and explained and reassured me.			
22	Feb-19	Extremely Likely		Wonderful care by all of the medical team.		None.	
23	Feb-19	Extremely Likely		Friendly staff, really attentive. Cannot praise them highly enough.			

24	Feb-19	Extremely Likely		Staff are friendly, informative and caring. The unit is clean and tidy.			
25	Feb-19	Extremely Likely		Calm, peaceful ward. Kind staff. Lots of information.			
26	Feb-19	Extremely Likely		Excellent care from everyone.			
27	Feb-19	Likely		Very helpful and patient and are quite quick with medication when you are suffering. I've felt the most comfortable on here as I didn't get as judged. I'm ill due to my liver as I'm an alcoholic and have been in hospital a lot lately as I get ill quickly no due to my cirrhosis of my liver but they been lovely here and I'm very grateful to staff.		More drinks and also fruit offered as a snack in between meals.	
28	Feb-19	Likely		Excellent service.			
29	Feb-19	Yes	Parent/ Guardian/Carer	Took very good care with my son.	Staff was very friendly and showed very good staff practice. Good communication towards ourselves when explaining procedure.	Not from our experience.	
30	Feb-19	Yes	Parent/ Guardian/Carer	The staff were very polite, courteous and respectful, patient and reassuring during the whole procedure. The staff listened to the child very well and very helpful in general.	The DVD player. [Name withheld] said waking up in the recovery area knowing it was all over and done.	No, it was all perfect from the child's point of view and the parents. Keep up the good work. Thank you.	
31	Feb-19	Yes	Parent/ Guardian/Carer	All the staff were friendly, reassuring and so helpful. Really clean as well. [Name withheld] was wonderful, thank you so much.	The staff and we were kept informed at all times, so everyone was welcoming and caring.	Nothing.	

32	Feb-19	Yes	Not entered	Friendly atmosphere from the start & always kept informed about what was going on.	Friendly staff.	N/A.	
33	Feb-19	Yes	Parent/ Guardian/Carer	Positive experience from excellent staff with great understanding of additional needs.	The attitude of the staff. The provision of extra sensory equipment. The understanding of patient & parents' needs.	N/A.	
34	Feb-19	Not entered		All I can say is - all extremely good. [Name withheld]		No, very good. The best.	
1	Mar-19	Extremely Likely		After another wonderful experience in the DSU.		Difficult improve on perfection.	
2	Mar-19	Extremely Likely		Very friendly staff, kept me informed of what was going on and all had a good sense of humour. Thank you.			
3	Mar-19	Extremely Likely		Everyone involved in the Day Surgery Unit was amazing. Professional / friendly / helpful / reassuring - absolutely brilliant - thank you!!		I thought your professional, but friendly service was outstanding!!	
4	Mar-19	Extremely Likely		Everyone so nice and friendly.			
5	Mar-19	Extremely Likely		Having had some traumatic hospital experiences before I was apprehensive re: this procedure, but need not have worried at all. Excellent service.			
6	Mar-19	Extremely Likely		Every member of staff was courteous and polite, no request was a bother for them. There was genuine care and it didn't take an age to come.			
7	Mar-19	Extremely Likely		Great, attentive service.			
8	Mar-19	Extremely Likely		The nurses were extremely nice, especially [names		No, carry on the way you are.	

				withheld] xxxx. Can they please have a pay rise, at least £12.50 per hour?			
9	Mar-19	Yes	Parent/ Guardian/Carer	Staff were very helpful.			
10	Mar-19	Yes	Parent/ Guardian/Carer	Our nurse [name withheld] and the receptionist [name withheld] were brilliant with our son [name withheld], made him feel ok about being here.	The staff are really good in the day surgery. A special thank you to [name withheld].	Nothing.	
11	Mar-19	Yes	Parent/ Guardian/Carer	All the staff were very friendly and helpful. As a parent, I was kept informed through the whole procedure.	Friendly, helpful staff & I was kept up to date with what was happening.		
12	Mar-19	Yes	Parent/ Guardian/Carer	Helped care for my 3-year old and was very patient.	Were very informative about everything that was going on.		
1	Apr-19	Extremely Likely		As enjoyable as any vasectomy could be! Thanks team!			
2	Apr-19	Extremely Likely		Very attentive and helpful staff.		None.	
3	Apr-19	Extremely Likely		Excellent staff, very attentive and friendly. Care second to none.			
4	Apr-19	Extremely Likely		I think you all do a grand job.		No.	
5	Apr-19	Extremely Likely		You are all lovely people. Thank you. [Name withheld] is a gem.		No.	
6	Apr-19	Extremely Likely		Fantastic treatment all day. A great, brilliant team. Well done! 5*			
7	Apr-19	Extremely Likely		Everyone has been lovely and very helpful. Thank you.			
8	Apr-19	Extremely Likely		All the staff are friendly, warm & reassuring. Someone checked on me regularly		Just make sure your staff know how important they all are & what a good job they do.	

				throughout my visit.		Thank you.	
9	Apr-19	Extremely Likely		Very friendly staff, obviously happy & therefore efficient!			
10	Apr-19	Extremely Likely		Everybody very good and helpful.			
11	Apr-19	Extremely Likely		All staff very friendly, caring, considerate, reassuring and helpful. Thank you very much.			
12	Apr-19	Extremely Likely		Everyone was extremely friendly & lovely. (Written on behalf of patient)			
13	Apr-19	Extremely Likely		Top care given by extremely competent, caring and humorous staff.		Cherries & berries Lucozade.	
14	Apr-19	Extremely Likely		Everyone was so caring and friendly. I was anxious and they went over and above to help me feel better about it all. Massive thank you.			
15	Apr-19	Extremely Likely		Excellent care.		None.	
16	Apr-19	Extremely Likely					
17	Apr-19	Extremely Likely		No complaints at all about anything.		No.	
18	Apr-19	Extremely Likely		Friendly staff, quiet & comfortable and a nice supply of toast & biscuits! Thank you for looking after me.		None.	
19	Apr-19	Extremely Likely		All staff have been great from the moment I got here. Nothing is too much for them to do and it's all done with smiles on their faces. Everything is explained to you so well so you understand		Just carry on doing the great job you are doing.	

				what is going on or is going to happen.			
20	Apr-19	Extremely Likely		Very informative.			
21	Apr-19	Extremely Likely		On today's experience I would be extremely likely to recommend this ward to friends & family. My last experience I got sent home without having this op, that was not so good. Staff are wonderful nevertheless.			
22	Apr-19	Likely		Friendly & reassuring.			
23	Apr-19	Likely		Friendly staff, local-based service.		Did not realise family & friends would not be able to be with me at all times. Staff very helpful. Nice when staff introduced themselves.	
24	Apr-19	Yes	Not entered	Because the staff are friendly.	The nurses are helpful and nice.		
25	Apr-19	Yes	Parent/ Guardian/Carer	Staff kind and friendly! Everyone had excellent communications skills and reduced stress enormously for all.		Nothing.	
26	Apr-19	Yes	Parent/ Guardian/Carer	You are all fantastic with my child. You are amazing.	All of it.	N/A.	
27	Apr-19	Yes	Parent/ Guardian/Carer	Because the staff that have looked after my child have done an amazing job and have checked him regularly and been very patient. Thank you.		Nothing.	
28	Apr-19	Yes	Parent/ Guardian/Carer	Made my daughter feel at ease and myself. Couldn't of asked for better care.	Friendly staff.		
29	Apr-19	Yes	Parent/	All staff were amazing, kind,	Kind, caring, explained	Couldn't do any better in any	

			Guardian/Carer	caring, helpful in explaining everything. All do a great job and, as a mum, really grateful. All staff so kind in every way. x	everything on a child's and parent's level. Great team of staff & nurses, don't get the credit you all deserve. Mrs [name withheld]	way. All great staff from reception - nurses [illegible] and all included in [name withheld]'s visit. Thank you all.	
30	Apr-19	Yes	Parent/ Guardian/Carer	Nurses and anaesthetist were great. Made me feel a bit more comfortable. Kept checking on us. Ms [name withheld] was very informative.	Friendly staff. made to feel very welcome. [Name withheld] was lovely.		
31	Apr-19	Yes	Parent/ Guardian/Carer	Great service, wonderful staff.	Everything from staff was amazing, really friendly, explained everything and looked after us really well. Thank you for taking care of my little girl.		
32	Apr-19	Not entered		Not the sort of thing to recommend. Great service. Thanks.		Clearer communication of plan for day and expected waiting times. Thanks.	