

## Day Surgery Unit - Friends and Family Test - May-19 to Sep-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.	%	%	%
May-19	52	100.0	0.0	0.0
Jun-19	15	100.0	0.0	0.0
Jul-19	15	100.0	0.0	0.0
Aug-19	11	100.0	0.0	0.0
Sep-19	10	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	May-19	Extremely Likely		Lovely, friendly receptionist, felt welcome from the start. All nurses so lovely & caring, couldn't fault any of them.			

				Anaesthetics team lovely, esp. the man who came to check upon me after. Thanks for all you do! xx			
2	May-19	Extremely Likely		Helpful at all times and very caring.			
3	May-19	Extremely Likely		Friendly staff - [name withheld].			
4	May-19	Extremely Likely		Everyone was very friendly and caring during my visit. Can't fault a single thing, thank you very much guys. x		No, everyone was great. Thank you.	
5	May-19	Extremely Likely		Very helpful staff who make sure your ok all the time throughout time in ward.		Anaesthetist was difficult to understand and hurt my arm with the band when inserting needle.	
6	May-19	Extremely Likely		The staff were really accommodating as my daughter, who was having the procedure, suffers from anxiety attacks. When the symptoms of this started, they moved us to a side ward & made sure she went for the surgery as soon as possible - heartfelt thanks.		Just keep up the good work!	
7	May-19	Extremely Likely		Everyone very friendly and helpful, everywhere seems very clean.			
8	May-19	Extremely Likely		Well looked after, thank you very much. x		None. Lovely service. Thank you, ladies. x	
9	May-19	Extremely Likely		Good treatment. Excellent staff, very friendly.		Could do with a bit more meat on menu for non-vegetarians.	
10	May-19	Extremely Likely		Excellent care, lovely friendly staff. Fantastic overall care. Thank you.			

11	May-19	Extremely Likely		Very caring, friendly nurses/doctors.			
12	May-19	Extremely Likely		Staff are all friendly, respectful and professional. Always choose N.D. Hospital when I need healthcare.			
13	May-19	Extremely Likely		Staff nurse [name withheld] & her team have been extremely helpful and professional. Very friendly with a sense of humour which puts you at ease.		None, from what I have experienced all is running well and professionally.	
14	May-19	Extremely Likely		Excellent staff. Op went well, terrific service from all. Thank you.		Would like to know how long one must wait before op.	
15	May-19	Extremely Likely		Efficient and helpful staff. Good organisation.			
16	May-19	Extremely Likely		All explained very well, made to feel good, privacy respected. Many thanks.		None all good.	
17	May-19	Extremely Likely		Kind, caring people. Very efficient.			
18	May-19	Extremely Likely		All the staff were very friendly and kept me informed of what was happening which helped me to relax. Thank you very much [name withheld].		Considering the amount of pressure everyone is under the atmosphere and service is excellent.	
19	May-19	Extremely Likely		Staff are caring. Friendly staff.			
20	May-19	Extremely Likely		All staff have been very caring whilst I have been here. I feel I have had good all round service from the Day Surgery team.		No.	
21	May-19	Extremely Likely		Good staff.			
22	May-19	Extremely Likely		Everything fine.		No.	
23	May-19	Extremely Likely		The staff are brilliant, I was		Brilliant service.	

				treated quickly and efficiently once I got an appointment. Thank you very much.			
24	May-19	Extremely Likely		Very happy about the care I have been given today.			
25	May-19	Extremely Likely		The staff.			
26	May-19	Extremely Likely		Friendly, staff, area nice & clean.			
27	May-19	Extremely Likely		Great care. Great attitude. Very friendly.			
28	May-19	Extremely Likely		Professionalism showed by all staff. Environment clean & tidy, evidence of cleaning happening. Privacy & dignity maintained at all times. Friendly, helpful staff. Excellent communication, thorough & approachable.		No. Keep on doing what you are doing. Excellent. 11/10.	
29	May-19	Extremely Likely		Everyone very friendly and helpful.			
30	May-19	Extremely Likely		What other option is there?		All is good.	
31	May-19	Extremely Likely		Absolutely faultless.		As stated - faultless, perfect.	
32	May-19	Extremely Likely		Was well looked after!		N/A.	
33	May-19	Extremely Likely		The staff were so kind and caring and nothing was too much trouble.			
34	May-19	Extremely Likely		Very friendly and caring staff, as always.			
35	May-19	Extremely Likely		Felt at ease while I was here for my operation. All staff were excellent.			
36	May-19	Extremely Likely		Excellent all-round service. [Name withheld]			
37	May-19	Extremely Likely		First class treatment & TLC.			
38	May-19	Extremely Likely		Unfortunately, I've had reason			

				to spend a lot of time in other hospitals (sick parents) over the last 18 months. The care received here is far superior.			
39	May-19	Extremely Likely		A very caring and friendly atmosphere. The care I had from all the staff was excellent and much appreciated. They were all very caring and couldn't do enough for me.			
40	May-19	Extremely Likely		I have to come for a stent change every 6 months & have been doing so for 10 years now - despite me 'knowing the ropes' everyone always explains everything and gives me all the support & explanation I need. Thank you to every member of staff involved in caring for me from the booking office staff, pre-op clinic receptionists, HCAs, RNs, OPDs, anaesthetists, theatre staff, urologists. I am so grateful for all the kindness & professionalism you all show.		No - just keep on doing what you're doing, and thanks again!	
41	May-19	Likely		Helpful staff.			
42	May-19	Likely				No, very good.	
43	May-19	Likely					
44	May-19	Likely		Very friendly, caring. Explained everything that was going to occur. Tea & toast most welcome. Many thanks.		No, not without going over the top.	
45	May-19	Yes	Not entered	Staff were reassuring &			

				friendly all day, clam and patient with my scared child.			
46	May-19	Yes	Not entered	Because they are very kind & helpful.	I trusted them.	Nothing.	
47	May-19	Yes	Parent/Guardian/Carer	The staff were lovely. My sons nurse [name withheld] was an absolute angel. Nothing was too much trouble. Staff have obviously had training etc. and were able to communicate and knew when to step in and when to back off. My son had a care plan in place thanks to lots of hard work from [name withheld]. A massive thank you to her!	See before.	Just make all staff aware of different conditions, learning difficulties etc. from nursing staff through to consultants and especially anaesthetists!!	
48	May-19	Yes	Parent/Guardian/Carer	Clean, tidy and professional staff. Felt welcome and valued. 10/10.			
49	May-19	Yes	Parent/Guardian/Carer	Well explained by all staff involved.	Very informative staff, pleasant & helpful.		
50	May-19	Yes	Parent/Guardian/Carer	All the staff have been really helpful and friendly.	The friendliness of the staff.		
51	May-19	Yes	Parent/Guardian/Carer	The staff were absolutely lovely and very supportive.			
52	May-19	Yes	Parent/Guardian/Carer	Care was fab. Nice and friendly, and kept us up to date what was going on.	Friendly and try to make my child laugh even though he was very upset.	Nothing.	
53	May-19	Not entered		The care is excellent. A big thank you to [names withheld] for looking after me. Outstanding. Big thanks to the NHS.			
54	May-19	Not entered		100 plus happy [illegible].		100 plus the best. [Name withheld]	
1	Jun-19	Extremely Likely		Because [name withheld] made me feel relaxed and all		You feel better if someone is kind. [Name withheld] is just	

				my anxiety went away after I met her. Very kind lady.		right for her job, and kind and caring.	
2	Jun-19	Extremely Likely		Nice, relaxed atmosphere. All staff friendly & attentive.			
3	Jun-19	Extremely Likely		I have felt so safe & looked after. Staff are amazing!!		None, it was perfect.	
4	Jun-19	Extremely Likely		All staff were very helpful, comforting, friendly etc. Didn't feel worried or concerned in any way about my op. Many thanks.		Maybe not come in so early i.e. 7.30am.	
5	Jun-19	Extremely Likely		Very happy with my care after surgery.			
6	Jun-19	Extremely Likely		[Name withheld] at reception (no name badge, had to ask name) very good, smiled and made me feel at ease. [Name withheld] & all the staff good.			
7	Jun-19	Extremely Likely		All of the nurses were kind & caring. I felt professionally cared for but with a very personal touch. Thank you all so much.			
8	Jun-19	Likely		Everyone has been very friendly & considerate. Very kind.			
9	Jun-19	Likely					Do not publish
10	Jun-19	Yes	Patient	It was amazing because everyone was really nice and supportive. A great experience and very reassuring staff.			
11	Jun-19	Yes	Parent/Guardian/Carer	Lovely, friendly staff! Everyone very welcoming, lady on main reception on arrival at 7.15am was lovely	Everything from the minute we arrived.	Nothing at all.	

				too! Fab job, guys!			
12	Jun-19	Yes	Patient	That everyone was really friendly, nice and funny.	I enjoyed watching movies, eating toast and jelly and colouring.		
13	Jun-19	Yes	Patient	Everyone was very nice and made me feel extremely comfortable. Everything was explained well and I was spoken to like an adult.	The staff were really lovely & caring. Everyone was very attentive and put me at my ease.	Nothing.	
14	Jun-19	Yes	Patient				Do not publish
15	Jun-19	Yes	Patient	Because everyone was very nice and I got biscuits, juice and a movie.	I got nice things and a teddy bear.	Told us what to take off: wrist bands, jewellery and nail polish.	
1	Jul-19	Extremely Likely		I have received wonderful care from all the staff on this ward. My surgeon Mr [name withheld] is an amazing man. A big thank you for all that you've done for me. [Name withheld]			
2	Jul-19	Extremely Likely					
3	Jul-19	Extremely Likely		Fast, efficient, very friendly.		No.	
4	Jul-19	Extremely Likely		They could not do enough to help me. I could not of asked for anything more (great ward).		None.	
5	Jul-19	Extremely Likely		Surgeon and all nurses very pleasant and informative.		No, everything absolutely fine.	
6	Jul-19	Extremely Likely		Very efficient, friendly & helpful staff, all of whom inspire confidence. Clean environment. Thank you for your care & attention.			
7	Jul-19	Extremely Likely		All nursing staff have been extremely efficient and caring. I am in admiration of our NHS.			

8	Jul-19	Likely		I believe it's fair to say the nurses are good.		I believe we should have a family member / close partner of husband / wife be allowed to sit with you in the Day Surgery while you are waiting.	
9	Jul-19	Yes	Parent/Guardian/Carer	Every single member of staff we came across today couldn't have been friendlier. Nothing was too much trouble. Really lovely people. Thank you so much.	Everything.	Nothing!	
10	Jul-19	Yes	Parent/Guardian/Carer	My son's operation went smoothly. Everything was done in an efficient manner. Kept up to date regularly. Friendly, helpful staff.	The efficiency of everyone & the procedure.		
11	Jul-19	Yes	Patient	They let me have gas because I didn't want a needle.			
12	Jul-19	Yes	Parent/Guardian/Carer	Everyone welcoming and friendly, everything explained well.	Helpful staff, very clean & tidy, very attentive.		
13	Jul-19	Yes	Parent/Guardian/Carer				Do not publish
14	Jul-19	Yes	Parent/Guardian/Carer	We felt welcomed. My child felt cared for. Staff were friendly and calm. My child was continually told in advance what was going to happen. I felt confident in the ability & knowledge of staff.	Giving my child a DVD player helped with the wait & took her mind off the procedure.	N/A.	
15	Jul-19	Yes	Parent/Guardian/Carer	Very thorough and kept well informed of what was happening.	Toffee, yogurt & nurses.	Food for daddies.	
1	Aug-19	Extremely Likely		Excellent communication, everything checked, detailed & explained x2. Although busy, no one rushed us, every		No - the attention to detail was excellent & end care. Extra pillows & blankets for warmth & comfort available.	

				care was taken. All staff caring, helpful, reassuring & very kind which is important. Competent staff who gave me confidence. All areas spotlessly clean.		Great improvement to walk to theatre.	
2	Aug-19	Extremely Likely		Such lovely staff - so kind and reassuring with an air of professionalism that is a credit to them. Thank you.		Not at all.	
3	Aug-19	Extremely Likely		Very nice people. Very attentive. Would say they are caring and do a good job. Well done!		None at all.	
4	Aug-19	Yes	Patient	The staff are friendly and nice when I felt scared.	See overleaf.	Reduce the waiting time.	
5	Aug-19	Yes	Not entered	[Name withheld] felt very well looked after. All members of staff were kind, helpful and attentive. Thank you for your care - especially [names withheld] (on recovery Day Surgery).	As before.	Discharged sooner, although I do appreciate that this is a busy place and more important issues may prevent this / hold the process up.	
6	Aug-19	Yes	Not entered	Everyone is so friendly and polite and helpful. Nothing is too much. Everything is explained clearly. It's clean, tidy. Nurses are lovely, friendly. All staff, cannot fault anyone.	The DVD on the bed was a nice touch. My daughter [name withheld] loved that, it made her less anxious. The nurses made us feel really welcome. They are really friendly and lovely - [name withheld] was super-lovely.	Nothing.	
7	Aug-19	Yes	Parent/Guardian/Carer	Excellent service today. Staff were so patient and supportive towards my 9-year old son. Really put him at ease pre and post-operatively.	Staff friendliness and efficiency. Great at keeping family up to date on progress of operation and aftercare.	Nothing.	

				Special thanks to [names withheld].			
8	Aug-19	Yes	Parent/Guardian/Carer	Supportive, friendly, professional staff. Great care shown to our son and to us. Thank you.			
9	Aug-19	Yes	Not entered	Because the people were very friendly and calm.	The people were very nice and friendly.	Nothing.	
10	Aug-19	Yes	Parent/Guardian/Carer				Do not publish
11	Aug-19	Yes	Parent/Guardian/Carer	Staff incredible, attentive & reassuring.	Teddies, toys & lovely staff.	Nothing.	
12	Aug-19	Not entered	Not entered		Everything was excellent service from start to [illegible]. Excellent work by all.		
1	Sep-19	Extremely Likely		The staff have fallen over themselves to be helpful and reassuring at all stages of the visit. I felt I was in the hands of a well-trained team who enjoy working together and have pride in their unit.		In the prelim paperwork could wife information be included together with an explanation that normal service is not available for phones within the unit.	
2	Sep-19	Extremely Likely		In what is a stressful environment (well for me!!), all staff were courteous, friendly and sympathetic. In an alien environment, they created a cosy, reassuring and calming atmosphere for all. Whereas it is not where one wants to be, the ward offers the best possible experience.		Not really. It is difficult when the bar has been set so high.	
3	Sep-19	Extremely Likely		All staff were extremely friendly & professional in the way I was looked after.			

4	Sep-19	Yes	Parent/Guardian/ Carer	My son was given top care and made to feel comfortable at all times by friendly, helpful staff.	Everything.	Nothing.	
5	Sep-19	Yes	Not entered				Do not publish
6	Sep-19	Yes	Parent/Guardian/ Carer	Well cared for! Not just our daughter, as the patient, but us parents too!	Everything! Very friendly, helpful and able to answer all questions.		
7	Sep-19	Yes	Parent/Guardian/ Carer	We experienced amazing service from the team at this unit. All of the staff looked after our daughter very well and helped her to stay calm and positive.	Everyone was polite, friendly and eager to help in any way possible.	N/A.	
8	Sep-19	Yes	Parent/Guardian/ Carer	Amazing staff, made us feel at ease. Told us everything and made us aware of everything that was happening.	The staff made so much effort.	Nothing.	
9	Sep-19	Yes	Parent/Guardian/ Carer	Been amazing with my little girl who was very nervous, made her at ease and was very patient with her. Thank you so much.	The staff were so friendly and put my little girl at ease.	Nothing.	
10	Sep-19	Yes	Not entered	It is very efficient (my son's words), did the job. Such a lovely bunch of caring people made a very anxious child really calm and relaxed - we were so well looked after.	The staff, the cleanliness of the ward. The pre-assessment work with the passport - the staff were excellent.		