

Day Surgery Unit - Friends and Family Test - Oct-19 to Mar-20

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-19	13	100.0	0.0	0.0
Nov-19	18	94.4	0.0	5.6
Dec-19	53	98.1	0.0	1.9
Jan-20	54	100.0	0.0	0.0
Feb-20	58	100.0	0.0	0.0
Mar-20	24	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?	Patient request for anonymised comments not to be made public
1	Oct-19	Extremely likely	Easy read FFT card completed by: Patient or Family member/Carer	Thank you very much, very good day!			

2	Oct-19	Extremely likely		All the staff were very welcoming and kind. The staff.		Nothing.	
3	Oct-19	Extremely likely		All staff were hardworking & attentive with nothing too much trouble. [Name withheld] brought a positivity to the ward & I can imagine may lighten the mood particularly with apprehensive patients.		Metal spoons.	
4	Oct-19	Extremely likely		Caring and compassionate care from reception to nursing staff. Dignity preserved at all times by friendly staff. 10/10 - thanks! Kept up to date throughout too!		None.	
5	Oct-19	Extremely likely		The staff are most helpful and the treatment second to none.		None.	
6	Oct-19	Likely					Do not publish
7	Oct-19	Yes	Parent/Guardian/Carer	Staff very friendly & helpful. Efficient & well organised. Good level of care.	Friendly, clean, efficient. Well organised.	Nothing - everything was very good.	
8	Oct-19	Yes	Parent/Guardian/Carer	Staff were so good with my autistic daughter. Staff were brilliant with her, could not ask for more. Thank you.			
9	Oct-19	Yes	Parent/Guardian/Carer	Staff are friendly and attentive. Nothing is too much trouble and all questions answered.	[Name withheld] had never had an anaesthetic and the staff were very reassuring to her.	Nothing, it was fab.	
10	Oct-19	Yes	Patient	Cannot fault care & attention.			
11	Oct-19	Yes	Patient	Excellent care.			
12	Oct-19	Yes	Family member /	Person-centred care, friendly,		Better communication and	

			Carer	accommodating, flexible, caring.		timings on arrival, especially as visit had to be so structured due to patient's needs.	
13	Oct-19	Yes	Family member / Carer	All the staff have been absolutely brilliant looking after me and my son. Everybody who we have met has been informative & kind. [Name withheld] (nurse) and [name withheld] (HCA) have been fantastic all day looking after [name withheld], nothing has been too much trouble. From what could have been a stressful experience has been made much easier by all the staff involved in his care.			
1	Nov-19	Extremely likely		Everyone in the Day Unit has been great. Thank you all.			
2	Nov-19	Extremely likely		Lovely staff, thorough, thoughtful & caring. Surgeon took time to talk me through everything & had a great sense of humour. Thank you to you all.		Fruit available in ward for patients after op an option in addition to toast & biscuits (staff phoned kitchens for me).	
3	Nov-19	Extremely likely		The staff are very caring & helpful. Wonderful attention from all concerned as usual. Having been here for surgery on several occasions it has always been first class.		Admin needs to improve.	
4	Nov-19	Extremely likely		Great staff from start to finish. Nothing too much trouble. Many thanks especially to [names withheld]! [Name withheld].		No!	

5	Nov-19	Yes		My son feels all the staff were very kind and nice. He felt comfortable and had a good amount of attention. Thank you to everyone.	As previous - very kind, considerate and nice.	Nothing.	
6	Nov-19	Yes	Parent/Guardian/Carer	Everyone is 'super-kind'.	The teddy bear & the lovely staff.	Nothing!	
7	Nov-19	Yes	Parent/Guardian/Carer	Fantastic, made my daughter feel relaxed and safe. Big thank you to all the staff.	Making my daughter feel relaxed and calm.	Nothing.	
8	Nov-19	Yes		As it helped me.	The staff are kind and friendly.	Nothing.	
9	Nov-19	Yes	Parent/Guardian/Carer	Staff very friendly & helpful.	Cheerful, reassuring staff.	Nothing.	
10	Nov-19	Yes	Parent/Guardian/Carer	Very attentive & friendly staff. Everything explained well for me & my daughter. Thank you!	As over.		
11	Nov-19	Yes		Very friendly and supportive staff. Totally understanding of my child's additional needs. Cannot thank everyone enough.	The staff both on the day and in the conversations we had in the lead up and planning of our trip in.	Slightly more comfortable chairs for parents/company.	
12	Nov-19	Yes	Parent/Guardian/Carer	The staff were very kind and informative. They took great care of us. Thank you.	Everything was very calm and the staff were helpful and caring.	No improvement needed.	
13	Nov-19	Yes	Patient	Everyone is lovely, helped me worry less.	Eating.	Nothing.	
14	Nov-19	Yes	Parent/Guardian/Carer	Staff are very friendly and regularly check to see if you and your child are ok. Very supportive & very efficient. Very happy with the service today. Thank you for all your help.	The staff are just lovely and there to support you often when needed & check in.		
15	Nov-19	Yes	Parent/Guardian/Carer	Brilliant beautiful knowledgeable trained staff,	A fantastic team - know their patients' needs.	Absolutely nothing - amazing patient care. Brilliant.	

				putting you at the heart of your experience & reassuring you every step of the way.			
16	Nov-19	Yes	Parent/Guardian/Carer	Everyone was very friendly & they kept checking on my daughter to make sure she was recovering well.	Friendly staff & informative. [Name withheld] was extremely helpful.	Nothing!	
17	Nov-19	Yes		Staff are very friendly and caring.			
18	Nov-19	Neither likely nor unlikely		Some small improvements would help family & friends.		When waiting several hours for your relatives & although this is understandable it would be good to be given more information at regular intervals.	
1	Dec-19	Extremely likely		Everyone on the ward has been very helpful and very friendly.			
2	Dec-19	Extremely likely		Great team, can't fault them, excellent.		None.	
3	Dec-19	Extremely likely					
4	Dec-19	Extremely likely		All staff very friendly. Great sense of humour! Even though surgery was delayed, all efforts were made to make sure I was informed and times were chased up! Keep up the hard work everyone.			
5	Dec-19	Extremely likely		Friendly & helpful staff.		Unsure how it is decided who goes into surgery first but as I had the furthest to travel I wondered if this could have been considered.	
6	Dec-19	Extremely likely		All staff, friendly & reassuring & keeping me informed.			
7	Dec-19	Extremely likely					Do not publish

8	Dec-19	Extremely likely		Very helpful, friendly and looked after me really well. Thank you.			
9	Dec-19	Extremely likely		Everyone I met was so thoughtful & helpful. You couldn't ask for better treatment or care. Very much appreciated. Thank you - it was excellent.		No. No improvement needed.	
10	Dec-19	Extremely likely					
11	Dec-19	Extremely likely		Very friendly & efficient staff throughout my stay. Thanks one & all!		None I can think of.	
12	Dec-19	Extremely likely		Friendly staff, everything explained very clearly. Not too much discomfort with the procedure. Thank you for the caring approach. [Name withheld]			
13	Dec-19	Extremely likely		Friendly, excellent service with a smile, put me completely at ease. Our NHS is the best in the world and the envy of other nations. Keep it up and thanks.		None.	
14	Dec-19	Extremely likely		Friendly and reassuring atmosphere but professional treatment, first class.			
15	Dec-19	Extremely likely		All staff I dealt with and looked after me were amazing, they couldn't do enough to help but especially [name withheld] & [name withheld] who were looking after me. They were so lovely and amazing!			

16	Dec-19	Extremely likely		Everyone has been so lovely to me. It really is appreciated. Thank you. What more could I ask for? Wishing you all a very Happy Christmas & 2020. Thank you. xx			
17	Dec-19	Extremely likely		Everyone is always so kind and even though I come here every 6 months everyone explains it all, checks I'm ok and are so professional and supportive. Thank you (best coffee & toast in the world!)		No, none! Please say thank you to everyone in theatres for me & thank you again to you all in Day Surgery.	
18	Dec-19	Extremely likely		Informative, warm, friendly staff from start to finish - thank you. 10/10.		Small TV whilst waiting? Help to keep BP down - probably expecting far too much!	
19	Dec-19	Extremely likely		Healthcare team / nurses / doctor - all brilliant. No [illegible] visit - couldn't have been looked after any better.		After coming round from the anaesthetic say 'it's all done' (or equivalent) as I was anxious I was not anaesthetised - it had already been done!	
20	Dec-19	Extremely likely		Really kind staff.			
21	Dec-19	Extremely likely		Such a wonderful team. Very friendly, caring and happy. Thank you. x			
22	Dec-19	Extremely likely		Everyone has been brilliant all day, my operation was explained well. The nurses have been great, [name withheld] in recovery was excellent. Thank you all.			
23	Dec-19	Extremely likely					
24	Dec-19	Extremely likely		I couldn't have had any better treatment from everyone I met.			

25	Dec-19	Extremely likely		Everyone was great, very friendly. Great professionally, wonderful. The staff here are top notch, the best!		You were great in every aspect.	
26	Dec-19	Extremely likely		Everyone extremely courteous & caring - a wonderful team.			
27	Dec-19	Extremely likely		Because I was looked after by a very good team. Thank you.			
28	Dec-19	Extremely likely		Friendly, helpful.			
29	Dec-19	Extremely likely		All the staff were very attentive.			
30	Dec-19	Extremely likely		Thought it was all very professional. Thank you.		All seemed very good to me.	
31	Dec-19	Extremely likely		The staff are very friendly and make you feel at home and all staff are very professional.			
32	Dec-19	Extremely likely		Very well looked after, great staff.			
33	Dec-19	Extremely likely		A good all-round service.			
34	Dec-19	Extremely likely					Do not publish
35	Dec-19	Extremely likely		Cannot fault anything!			
36	Dec-19	Extremely likely		On arrival I was dealt with professionally, everything was explained and I was put at ease. The procedure went well, aftercare was explained and I was discharged the same day. Well done to all.			
37	Dec-19	Extremely likely		Fantastic staff, felt very welcome, very lucky, thank you.		Everything's first class.	
38	Dec-19	Extremely likely		Pleasant, helpful staff who look after their patients in a caring professional way. Special thanks to [name			

				withheld].			
39	Dec-19	Extremely likely		All the staff I was treated by were professional, informative and kind. At this stage in my recovery I cannot fault the treatment I have been given. A credit to the NHS!		Improve the phone signal - would be nice, but by no means essential.	
40	Dec-19	Extremely likely		Everyone was friendly and kind and very reassuring. The procedure was painless and over quick. Everyone was lovely. Thank you.		All good for me.	
41	Dec-19	Extremely likely		Excellent care - very good. Thank you to everyone. Thank you to Mr [name withheld].		None.	
42	Dec-19	Extremely likely					Do not publish
43	Dec-19	Yes	Patient	Nice people made me feel happy and calm.	Lovely staff.		
44	Dec-19	Yes	Parent/Guardian/Carer	Friendly staff, always making sure you were ok. Making my child feel settled.	The staff.		
45	Dec-19	Yes	Parent/Guardian/Carer	Felt well looked after and informed and reassured.	Child felt at ease as she could with the whole process.		
46	Dec-19	Yes	Parent/Guardian/Carer	Staff have all been so kind and helpful and very efficient.	Lovely, friendly staff, smooth running. Made us feel very comfortable. Kept us informed at all times.		
47	Dec-19	Yes	Patient	Very friendly and reassuring. I felt very welcomed as soon as I got here.	The doctors & nurses were nice. I was comfortable in my room. Your all amazing at your jobs.	Nothing.	
48	Dec-19	Yes	Parent/Guardian	A nurse from Day Surgery rang to discuss a care plan for [name withheld] (ASD), this	As we discussed on the phone, everybody was relaxed, quiet & included	Nothing - everything was perfect. Thank you.	

				was fantastic and gave [name withheld] the information he needed. A pack was sent in the post which included a mask, photos & app - fantastic.	[name withheld] in what was going on. The care has been fantastic from start to finish. A big thumbs up for the sensory trolley.		
49	Dec-19	Yes	Patient	Super care, efficient and friendly staff.	Super care, including singing. Going the extra mile e.g. teddy.		
50	Dec-19	Yes		All the staff at NDDH are wonderful, always helpful & happy.	It's not always good to attend hospital, however all the staff make you feel easier and comfortable.	Nothing.	
51	Dec-19	Yes	Parent/Guardian/Carer	Because the staff are kind & friendly and helped the procedure run as smoothly as possible.	Patient care, staff taking time to explain the procedure, feeling looked after.	More sedative to make the experience more relaxed and less traumatic.	
52	Dec-19	Yes	Parent/Guardian/Carer	Very helpful & smiley staff, thank you.	Amazing staff.	Thank you.	
53	Dec-19	Neither likely nor unlikely		Long waiting time - with little to do other than wait!			
1	Jan-20	Extremely likely		Fantastic staff here, as in all the hospital, love them all.			
2	Jan-20	Extremely likely		Excellent, professional, polite & lovely smiles. Very happy, great service.		None.	
3	Jan-20	Extremely likely		Staff very helpful and good on checking in.			
4	Jan-20	Extremely likely		Nurses wonderful, especially [name withheld]. Everything good/kind.			
5	Jan-20	Extremely likely		Great support/care from all staff. Positive attitude & good communication.		None.	
6	Jan-20	Extremely likely					
7	Jan-20	Extremely likely		The treatment I received from			

				my initial referral to my surgery was excellent. All staff were friendly, polite and professional. Very caring & put my mind at ease.			
8	Jan-20	Extremely likely		Everyone extremely professional. Excellent care from [name withheld] - thank you.			
9	Jan-20	Extremely likely		The professionalism and care, everyone cheerful, is second to none. Dr [name withheld] an amazing surgeon.			
10	Jan-20	Extremely likely		All personal particulars were taken down and I see surgeon anaesthetist within 1.5 hours. The only wait I had was for the [illegible] to arrive.		Yes, that the parts needed for operation are in place for surgeon to proceed.	
11	Jan-20	Extremely likely		Very nice and caring people.			
12	Jan-20	Extremely likely		Staff are very helpful & make you feel you are in good hands. Such lovely people.			
13	Jan-20	Extremely likely		Brilliant staff & excellent care!			
14	Jan-20	Extremely likely		Professional, caring service.			
15	Jan-20	Extremely likely		Very friendly and helpful staff. Thanks.			
16	Jan-20	Extremely likely		To let you know how everyone has been so kind to me. Mr [name withheld], my surgeon, has repaired my hernia. I didn't have to suffer with pain, relief was given.		No.	
17	Jan-20	Extremely likely		Kindness and patience.			
18	Jan-20	Extremely likely		Staff friendly and approachable.			

19	Jan-20	Extremely likely		Superb staff, very friendly and attentive.			
20	Jan-20	Extremely likely		They were brill, good banter.			
21	Jan-20	Extremely likely		Friendly, kind, informative & helpful. Excellent! (and efficient!)		It was all good! But when you could drink before the op had not got through to everyone because of new guidelines.	
22	Jan-20	Extremely likely		It's all about the staff! Staff nurse [name withheld] was brilliant, made me feel relaxed, safe and comfortable, could not have done any more. Many thanks. [Name withheld] x			
23	Jan-20	Extremely likely		Personable / efficient.		No.	
24	Jan-20	Extremely likely		From the time entering department, was made to feel welcome and relaxed. Great staff, an asset to the NHS. No one could have done anymore to help. Very happy.			
25	Jan-20	Extremely likely		Everyone has been so lovely, attentive, supportive and caring since I walked through the door. I feel extremely well looked after and all the staff were very professional and compassionate throughout the whole process. Thank you so much for your kindness.		Perhaps, you could advise patients to bring a dressing gown and slippers if they wish on the admission / appointment letter.	
26	Jan-20	Extremely likely		Friendly, efficient staff.			
27	Jan-20	Extremely likely		Care of the staff is excellent.			
28	Jan-20	Extremely likely		Everyone so friendly, helpful and explained the procedure thoroughly.			
29	Jan-20	Extremely likely		Delightful people everywhere.		None.	

				Apols for writing - forgot my specs!!			
30	Jan-20	Extremely likely		The care I have been given has been second to none. Staff very friendly and caring and wanted for nothing. Staff very attentive. Thank you very much.		No. Service was tip top.	
31	Jan-20	Extremely likely		Everyone was wonderful.			
32	Jan-20	Extremely likely		Very long wait, but all the staff have been very caring and wonderful in every way. Many, many thanks to you all. [Name withheld]			
33	Jan-20	Extremely likely		Really lovely accommodating staff. Very helpful and understanding. Very good.		None!	
34	Jan-20	Extremely likely		Nice kind and caring people.		Nope, it was great.	
35	Jan-20	Extremely likely		Great team, no complaints at all, so very kind.		None whatsoever.	
36	Jan-20	Extremely likely					Do not publish
37	Jan-20	Extremely likely		All very pleasant and professional.			
38	Jan-20	Extremely likely		Helpful, kind and efficient. Thank you!			
39	Jan-20	Extremely likely		[Name withheld] was great.			
40	Jan-20	Extremely likely		I have found that all the staff were very attentive with a happy demeanour. Always very efficient & helpful.			
41	Jan-20	Extremely likely		As the hospital staff have been amazing from start to finish. Felt really looked after, especially [name withheld] who was absolutely fabulous, felt informed and really liked		No - everything was 10/10.	

				the antiseptic guy in theatre.			
42	Jan-20	Extremely likely		[Name withheld] was really friendly & explained everything well & made me feel at ease.		No.	
43	Jan-20	Extremely likely		Friendly, informative & caring staff!			
44	Jan-20	Extremely likely		Excellent care from reception to [illegible] was caring nurses and doctors, kept me informed what was going on. Thank you to all.			
45	Jan-20	Extremely likely		Nurse [name withheld].			
46	Jan-20	Extremely likely		Excellent care by nurses. Could not improve on anything.			
47	Jan-20	Extremely likely		A friendly, professional crew! Supportive & informative. I felt in safe hands.		My mobile wouldn't work!	
48	Jan-20	Yes		All the staff are very friendly and reassuring. The facility is clean and well presented. My son age [omitted] is having the procedure and he was made to feel as relaxed as possible. [Name withheld]			
49	Jan-20	Yes	Parent/Guardian/Carer	Staff friendly, helpful & caring. Facilities clean & welcoming. Swift check in & discharge. The care received was great.	The care from the nurses & staff, [name withheld] particularly, & [name withheld], both fab!	Maybe have more jelly on the ward.	
50	Jan-20	Yes	Parent/Guardian/Carer	Very friendly staff and always explaining what is going on.	Very comfortable and very friendly staff.	Nothing.	
51	Jan-20	Yes	Parent/Guardian/Carer	Kind and caring staff. Relaxed. Amazing sensory equipment for our daughter.	Quiet room, sensory machine, caring staff.	Nothing.	

52	Jan-20	Yes	Parent/Guardian/ Carer	All the staff were very caring and considerate.			
53	Jan-20	Yes	Parent/Guardian/ Carer	All staff were highly attentive, very welcoming and amazing with my 4-yr old daughter. Nothing was ever too much for anyone.	The knowledge & care from all staff was second to none. Made me, as a parent, feel at ease, knowing that my daughter was in such capable hands. Cannot fault any aspect! Keep up the good work! Thank you!		
54	Jan-20	Yes	Parent/Guardian/ Carer	Staff made me feel comfortable, helpful answering questions. Made me feel calm, nice jelly & Lucozade!	Comfortable bed, my own room.	Nothing really.	
1	Feb-20	Extremely likely		Excellent care by all staff, cannot speak highly enough about the care/help. Lucky to live in N. Devon with NDDH.			
2	Feb-20	Extremely likely		Fantastic staff.			
3	Feb-20	Extremely likely		Felt very comfortable & reassured by the excellent staff who were friendly and supplied detailed information on each procedure performed.			
4	Feb-20	Extremely likely		The staff are very helpful & friendly, nothing is too much trouble.		Cooked breakfast (just kidding).	
5	Feb-20	Extremely likely		The staff were great, very friendly and communicated well so I was always put at ease.		Staggered arrival times to save waiting too long.	
6	Feb-20	Extremely likely		I have always found the staff most considerate, patient and helpful. Thank you.			

7	Feb-20	Extremely likely		Friendly & caring staff. Very helpful.			
8	Feb-20	Extremely likely		Blooming marvellous service by lovely, smiley people.		None at all, it was perfect.	
9	Feb-20	Extremely likely		All of the staff were very good.			
10	Feb-20	Extremely likely		Everyone has been so kind and caring. Treated like royalty!			
11	Feb-20	Extremely likely		Very friendly, efficient staff.			
12	Feb-20	Extremely likely		Lovely staff, great care. Thank you.			
13	Feb-20	Extremely likely		I was treated very well and with respect.			
14	Feb-20	Extremely likely		Excellent staff. Smooth surgery.		No. All very good.	
15	Feb-20	Extremely likely		Both pre-op & day care staff so friendly, professional & efficient. Everywhere clean, good communication even on reception at 7.30am!		No.	
16	Feb-20	Extremely likely		Friendly, caring staff.		Tell patients to bring in slippers & dressing gowns.	
17	Feb-20	Extremely likely		Fantastic and caring team. Couldn't fault them! Thank you. A*		No, not one.	
18	Feb-20	Extremely likely		Care, clarity, concern, comfort.			
19	Feb-20	Extremely likely		Staff really friendly & reassuring, as always. Thank you to all who were involved, keep smiling you do a fab job!			
20	Feb-20	Extremely likely		The staff were really helpful. They were really nice.		No.	
21	Feb-20	Extremely likely		Professional staff, courtesy.			
22	Feb-20	Extremely likely		Kind, attentive, good routine			

				(protocols in place). Reassuring from ward to theatre. Thorough.			
23	Feb-20	Extremely likely		Everyone is so caring and kind. Thank you.			
24	Feb-20	Extremely likely		Staff all very friendly and helpful. Hospital very clean. Very peaceful and hassle free. Thank you.		I think it would be useful to warn patients in the appointment letter that despite being here at 7.30am there could be a very long wait. I could have brought work with me rather than sitting for hours doing nothing.	
25	Feb-20	Extremely likely		All staff were extremely friendly and helpful. A big thank you to all of them.			
26	Feb-20	Extremely likely		Was very happy with nurses and treatment that I received. Thanks very much.			
27	Feb-20	Extremely likely		Can't fault the staff.		None. Great service.	
28	Feb-20	Extremely likely		Friendly, supportive staff explained everything.		Sadly, the position of inpatients within DSU has impacted on the list this morning & of course chairs etc. unavailable.	
29	Feb-20	Extremely likely		Very attentive & caring & nothing too much trouble. Explained everything & even had a giggle which cheered me up & put me at ease. Thank you everyone, especially [names withheld].		No, keep doing what you do!	
30	Feb-20	Extremely likely		Treatment, staff, cleanliness cannot fault, all superb. All staff, consultants, nurses, receptionist couldn't be more helpful, was even given cup of		None whatsoever.	

				coffee after treatment. Brilliant service.			
31	Feb-20	Extremely likely		All staff were extremely friendly and helpful. 10 out of 10.		Would be nice if the anaesthetist could have smiled a little.	
32	Feb-20	Extremely likely		All staff very caring and helpful.		None whatsoever.	
33	Feb-20	Extremely likely		All of the day staff have been amazing, especially [name withheld]! Thank you. The surgery team with Mr [name withheld] have been brilliant, Mr [name withheld]'s bedside manner deserves some recognition, again thank you all!		Absolutely none, everyone has been brilliant, a truly positive experience.	
34	Feb-20	Extremely likely		Wonderful treatment. Nothing too much trouble.			
35	Feb-20	Extremely likely		All the staff were very helpful.			
36	Feb-20	Extremely likely		Everyone very friendly and helpful.			
37	Feb-20	Extremely likely		The staff were very friendly & helpful, could not have had better care.			
38	Feb-20	Extremely likely		Friendly, approachable staff where nothing is too much trouble. Lovely people who work really hard & can still smile & be kind. Amazing! Thanks.			
39	Feb-20	Extremely likely		Everyone is so friendly, felt safe.			
40	Feb-20	Extremely likely		Excellent care, especially after operations.			
41	Feb-20	Extremely likely		Staff cares, work together and display empathy. Excellent		Improve toast bread.	

				anticipation of patient needs.			
42	Feb-20	Extremely likely		The staff and doctors were very friendly.			
43	Feb-20	Extremely likely		Professional, courteous & friendly.		Give the NHS more money and staff.	
44	Feb-20	Extremely likely		I have been on a few wards in this hospital and this has been the most welcoming and relaxed ward by far. Everyone has been lovely and caring and plenty of cups of tea, thank you so much!			
45	Feb-20	Extremely likely					Do not publish
46	Feb-20	Extremely likely					Do not publish
47	Feb-20	Extremely likely		Very caring staff, clean, quiet.			
48	Feb-20	Extremely likely		All staff were extremely helpful and smiled loads. Everyone inspires confidence and I have nothing but praise for everyone in the ward.			
49	Feb-20	Likely		Overall looked after very well during my stay, staff friendly and polite, also efficient in their duties.		Perhaps a table with some reading material in the ward, for anyone who forgot to bring any reading material.	
50	Feb-20	Likely		Very pleased with the attention to detail with staff & surgery.		Not at this stage.	
51	Feb-20	Likely		Great care and attention from staff.			
52	Feb-20	Yes	Parent/Guardian/Carer	Everyone has been very helpful and caring.	That parents can be present when the anaesthetic is administered. The provision of DVD players is great.	The only negative was that we had to wait 2hrs longer, which isn't great with kids who are nil by mouth.	
53	Feb-20	Yes	Parent/Guardian/Carer	All the staff have been so helpful and looked after my son so well, made him feel at	How the staff looked after us.	Nothing.	

				ease.			
54	Feb-20	Yes	Parent/Guardian/ Carer	Looked after wonderfully by all the staff. Daughter was put at ease by all the staff.	Level of care.		
55	Feb-20	Yes	Parent/Guardian/ Carer	Nurses, support worker. All the staff were kind and caring and nothing was too much trouble. 5* all round!!	Staff.		
56	Feb-20	Yes	Parent/Guardian/ Carer	Very helpful, accommodating, kind, thoughtful, understanding.	The way everyone catered to our little boy's needs. So kind.	Nothing!	
57	Feb-20	Yes	Parent/Guardian/ Carer	Lovely, friendly staff. Very welcoming on arrival. Always checking if we have any questions. Very reassuring. Nurses absolutely brilliant with the children at a nerve-racking time for them.	Everything. Super work guys. Thank you.	Nothing at all.	
58	Feb-20	Yes	Parent/Guardian/ Carer	Very efficient, friendly staff. Clean environment. Settled child. Plenty of room. Quiet ward. Parents could stay.	No delays, liked the bleeper service whilst waiting for relative to come out of surgery.	If you're here for an operation for a minor (paed) then parking shouldn't be charged.	
1	Mar-20	Extremely likely		Care. Consideration. I could fault nothing.		No.	
2	Mar-20	Extremely likely		All good.			
3	Mar-20	Extremely likely		Very friendly, polite & kind staff.			
4	Mar-20	Extremely likely		Kind, friendly & informative staff.		All good.	
5	Mar-20	Extremely likely		Excellent care and support during my stay on the ward. Staff very attentive and wonderful cares throughout. Reduced my anxiety about my procedure immediately. Thank you very much.			

6	Mar-20	Extremely likely		Amazing, helpful and caring staff. Worked so well as a team. Made an unpleasant op (investigatory) very comforting. Could not have been better cared for. Thank you all.		None, every area of care covered.	
7	Mar-20	Extremely likely		Wonderful, caring staff. So well looked after before, during & after op. Thank you.			
8	Mar-20	Extremely likely					Do not publish
9	Mar-20	Extremely likely		Could not have been better, thanks to you all. [Name withheld]			
10	Mar-20	Extremely likely		Friendly & helpful colleagues.			
11	Mar-20	Extremely likely		All the staff were lovely, felt very well looked after.		Nothing I can think of.	
12	Mar-20	Extremely likely		All staff have been truly exceptional. They are an absolute credit to the NHS. Thank you so much for all your help and support.			
13	Mar-20	Extremely likely		Caring, confident staff. Very friendly.		None.	
14	Mar-20	Extremely likely		Absolutely all the staff have been so caring & helpful - they don't get the recognition (& remuneration!) they deserve. Thank you. [Name withheld]			
15	Mar-20	Extremely likely		Staff friendly & helpful I was looked after very well.			
16	Mar-20	Extremely likely		Excellent care throughout. Especially [name withheld], took care of everything.		No improvement required.	
17	Mar-20	Extremely likely		Excellent care. Very good		Fans.	

				explanations. Can't fault care at all. Brilliant team work.			
18	Mar-20	Extremely likely		Staff have been wonderful. Gentle and caring. Have kept me well informed throughout.		Keep up the good work!	
19	Mar-20	Extremely likely		Everyone was very helpful. Could not ask for better service. Very well looked after. 5-star.			
20	Mar-20	Yes	Patient	The nurses are all so nice and supportive.	The food and comfort. The medical team were very professional and respectful.	Nothing.	
21	Mar-20	Yes	Parent/Guardian/Carer	[Names withheld] made us feel totally at home. We were welcomed really well and looked after the whole time we were here, much appreciated. [Name withheld]	The teddy was a fantastic touch. x	Nothing. Everything was spot on. Thank you. x	
22	Mar-20	Yes	Parent/Guardian/Carer	The staff have been so welcoming & caring and have looked after us all very well.	The lovely nurses and nice having options of DVD players & toys to distract and a teddy!		
23	Mar-20	Yes	Parent/Guardian/Carer	Everyone is so friendly, helpful and informative.	Everything went according to what they said and having kind, friendly staff made it easier.	Nothing.	
24	Mar-20	Yes	Patient	Good hospitality, all my questions answered. Looked after well.	Made comfy and mum given lots of tea. [Name withheld] was very helpful.	Nothing.	