

Friends and Family Test - Day Surgery Unit - Dec-20 to Feb-21

Thinking about your time on this unit... Overall, how was your experience of our service?

Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know

Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Dec-20	1	100.0	0.0	0.0
Jan-21	No data	No data	No data	No data
Feb-21	3	100.0	0.0	0.0

Qualitative feedback

	Month	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Dec-20	Patient	Very good	All staff calm and very reassuring, especially designated nurse [name withheld]. At all times I was kept informed as to what happened next and invited to ask any questions. Very calming atmosphere, gentle and caring.		
1	Feb-21	Patient	Very good	Everyone has been exceptional. I came in feeling very anxious and everyone I spoke to went out of their way to reassure me. I am truly grateful for how I have been looked after.		
2	Feb-21	Not entered	Very good			Do not publish
3	Feb-21	Parent/Guardian	Very good	Amazing staff who made the experience of coming into hospital and undergoing surgery bearable and fun for a little girl who was terrified. Thank you all.		