

## Friends and Family Test - Day Surgery Unit - Apr-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 %
Apr-21	22	100	0.0	0.0

## Qualitative feedback

	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	Patient	Very good	Because the care you gave me was first class, thank you.		
2	Patient	Very good	The staff were all so friendly and very respectful of my privacy and dignity, so very kind. They kept me informed of all procedures and timings. I could not have received better care. Also, I felt everyone works really well as a team. Thank you so much.	Nothing at all.	
3	Not entered	Very good	Faultless service. Everyone is so kind and thoughtful. 10 out of 10.		
4	Patient	Very good	All the staff were very, very kind and helpful. 10/10. x		
5	Patient	Very good	Very caring, considerate staff, anaesthetist, surgeon. Especially helpful for patient with severe head injury.	As good as can be.	
6	Not entered	Very good	All the staff were very helpful, polite and very kind. And they make the best toast and marmite and tea. Thanks to everyone. xx		
7	Patient	Very good	Lovely people. Thank you.		
8	Patient	Very good	Everyone so friendly and caring throughout the day. Thanks so much. Toast was amazing ([name withheld]).	Nothing, all good.	
9	Patient	Very good	I had really brilliant care. Everyone was so caring. Thank you so much.	You couldn't have anything better.	
10	Not entered	Very good	You're all lovely. Absolutely brilliant	Absolutely nothing! Don't change a thing.	

			experience. I was quite anxious about coming in but right from arrival everyone was really caring, cannot fault anything. Thank you everyone for looking after me and making me feel safe. Best toast I've ever had, [name withheld]. 100% in every way.		
11	Patient	Very good	The staff are all wonderful. Everything they do is done with a smile, nothing is too much trouble. Mr [name withheld] was brilliant, as were everyone in theatre. Overall care was 'simply the best'.		
12	Patient	Very good	Staff amazing, friendly. Thanks.		
13	Patient	Very good	From A&E to fracture clinic to day surgery, everyone has been so friendly, caring, helpful and informative. Can't thank you enough.	N/A	
14	Patient	Very good	Pleasant, polite, efficient. Made me very welcome. Very professional.		
15	Patient	Very good			Do not publish
16	Patient	Very good	You are all so attentive and caring and cheerful! Thank you. [Name of hospital withheld] is good but you win! Definitely recommend you all.		
17	Patient	Very good	Very friendly. Very attentive. Excellent from start to finish.		
18	Patient	Very good			
19	Patient	Very good	Very efficient and caring staff. Cheerful and helpful. Brilliant staff. [Name withheld] makes a good cup of tea and toast. x		
20	Patient	Very good	Top notch care/service from start to		

			finish!! Thank you!!		
21	Patient	Very good			
22	Not entered	Very good	Everyone was as kind, helpful, efficient and professional as ever. Thank you to all in day surgery today and anaesthetists, theatre staff, [illegible] team, [illegible] lists. I'm a 'frequent flier' - the consistency in this service is so impressive. Thank you!!	Nothing. Don't change.	
23	Patient	Not entered	Everyone was friendly, professional, helpful - a good experience. Thank you.	Nothing. Slightly long wait but I didn't have anything else to do.	