

Friends and Family Test - Day Surgery Unit - May-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 %
May-21	48	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	Not entered	Very good	Fantastic experience. Thank you.		
2	Patient	Very good	Lovely staff and so considerate. Well done to all and many thanks!		
3	Not entered	Very good	Everyone went the extra mile. Thank you.		
4	Patient	Very good	Everyone was kind and helpful. I was well cared for.		
5	Patient	Very good	Great service all round from anaesthetist to nurses to theatre team. Really good.		
6	Not entered	Very good	Everyone is just so nice but also professional.	Nothing. Thank you. xxx	
7	Not entered	Very good	All the staff are extremely professional and very pleasant.		
8	Patient	Very good	Looked after very well.		
9	Patient	Very good	All staff have been extremely friendly, informative and caring. Cannot fault a thing. Thank you! A very hardworking team.	None.	
10	Patient	Very good			Do not publish
11	Patient	Very good	Very good care and understanding of why and what I was having done (op).		
12	Patient	Very good	The staff here are awesome. I don't like hospitals but this one is ok. Good banter, made me smile. You have a great team here.	Nothing - it was great. Toast was great. [Name withheld] and [name withheld]. [Name withheld] was great. [Name withheld] was awesome 2.	
13	Not entered	Very good	Great toast and tea - looked after very well. Great information given.	Service top class.	
14	Patient	Very good			Do not publish

15	Patient	Very good	All the staff were brilliant. I was very well looked after, couldn't have wished for better.		
16	Patient	Very good	Very impressed, staff very helpful and informative. I felt I couldn't have been in better hands.		
17	Not entered	Very good	Everyone polite - straight in, not waiting for ages, team are lovely. Awareness of patient [illegible] and checking. [Illegible]. Absolutely brilliant.	Can't.	
18	Patient	Very good	All the staff are happy and friendly. Nothing is too much trouble.		
19	Patient	Very good	Because it was very well deserved.		
20	Patient	Very good	Staff and everybody excellent. Well looked after.		
21	Patient	Very good	From the moment I entered the ward, I felt at home and looked after. [Name withheld] put my mind at rest immediately and looked after me. The whole team are an asset to the NHS and I couldn't be more grateful. P.S. [Name withheld] makes the best toast!!!	Absolutely nothing.	
22	Patient	Very good	From Mr [name withheld], nurse [name withheld] and every member of staff that dealt with me I was treated with the most wonderful care and kindness.	Nothing.	
23	Patient	Very good	Well looked after by the staff. Thank you.		
24	Patient	Very good	Very pleasant, helpful and attentive.		
25	Patient	Very good	Attentive, positive care that generally improved my condition pre and post-surgery.		
26	Patient	Very good	All staff were lovely and caring. Couldn't have been more helpful.		

27	Not entered	Very good	Simply because I was treated with kindness, understanding and the consultant explained all to me when I was very anxious. All the nurses were excellent.	Perhaps a quieter ward where you did not have so much business and more privacy to ask questions.	
28	Patient	Very good	Difficult times but all staff cheerful and attentive. Thank you all.		
29	Patient	Very good			Do not publish
30	Patient	Very good			
31	Patient	Very good	A very good service and well looked after by everyone.	Perfect.	
32	Patient	Very good	You are all so friendly and caring. This is my second appointment and, as promised by Mr [Name withheld], I am 1st on list today. Everyone is lovely. Thank you. [Name withheld]	Sorry but, in my mind, you are already doing the best you possibly can in this awful time. You're brilliant. x	
33	Patient	Very good	Made me comfortable during my visit.		
34	Not entered	Very good	Lovely toast. Great tea. [Name withheld] was super. xxx		
35	Patient	Very good	Staff helpful and informative.		
36	Not entered	Very good	I've had wonderful service from everyone. [Name withheld].		
37	Patient	Very good	Every member of staff (including the doctors) went above and beyond and could not do enough for me. What a great team!	Nothing. You had it all covered.	
38	Patient	Very good			Do not publish
39	Not entered	Very good	Very organised and efficient.		
40	Not entered	Very good	What an amazing hospital North Devon is, the staff are so helpful, kind and informative. Barnstaple hospital is by far the best hospital I have come across.	Absolutely nothing. Best care etc. possible.	

			Having had 3 deaths in the family in [illegible], I think I am informed enough to advise.		
41	Patient	Very good	Excellent care and staff.		
42	Patient	Very good	Because I felt everyone was so helpful and kind.	Waiting time could have been better.	
43	Patient	Very good	Exceptional staff. Couldn't do enough for me.		
44	Patient	Very good	Professional, friendly staff who are very attentive and caring. I really felt well cared for between the ward and the surgery team. Super care as always, thank you!		
45	Patient	Very good	The care has been amazing as always from all members of staff. Everyone is caring and professional. The friendly approach helps to relax the patient. Thank you.		
46	Not entered	Very good	The care I received was excellent. I cannot imagine how it could have been bettered. Everyone was extremely kind and thoughtful. Thank you.		
47	Not entered	Very good	Staff on the unit were fantastic. The care before and after was out of this world. Pay rise needed.		
48	Patient	Good	All lovely nurses, very caring and kind. Mr [name withheld] was very good to me and calmed me down. Very nice, caring nurses when I had my operation - thank you. Thank you to you all. [Name withheld]		