

## Friends and Family Test - Day Surgery Unit - Jul-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 %
Jul-21	54	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	Very friendly staff - nothing was too much trouble for them. Was prepped and in theatre by 8.55am		
2	Patient	Very good	Thank you all for being kind and patient and helpful. Please give [name withheld] a pay rise - she deserves it. x	Perhaps less waiting but I do understand that is difficult.	
3	Patient	Very good	Staff are excellent. Looked after well.	Nothing, all G.	
4	Patient	Very good	They have all been brilliant today. Each and every one of them. God bless you all!!!	Nothing I can think of.	
5	Patient	Very good			
6	Patient	Very good		Nothing.	
7	Patient	Very good	All staff very attentive and helpful. First class. Had a good laugh.		
8	Patient	Very good			Do not publish
9	Patient	Very good	Caring, informative staff. Felt very safe		
10	Patient	Very good	Staff are very helpful and polite, they are there for your every need. You are doing an amazing job.	There is nothing else they need to do. Everything 100%.	
11	Not entered	Very good	Excellent. All staff are over and above the call of duty and very kind.		
12	Patient & Parent/Guardian	Very good	The service has been amazing throughout!! I could no thank the whole team for their care of my son and me!! Superb!!	Nothing, you were great!!	
13	Patient	Very good	Nurses and doctors all lovely. Go out of their way to assist you. Nothing is too	N/A	

			much trouble. Thank you. x		
14	Patient	Very good	Attention very good. Nothing is too much trouble.		
15	Patient	Very good	Well looked after, could not do enough for me.	Nothing.	
16	Not entered	Very good	Careful, prompt attention all the time with waiting time kept down.		
17	Patient	Very good	Faultless.	Nothing.	
18	Patient	Very good	Very helpful. Everybody is very good.		
19	Patient	Very good	Of the 4 times I've stayed in hospital, 3 of them have been at NDDH - each time the staff have been outstanding. As a senior manager in industry for 30 years, I would have been very proud if the teams I encountered had worked for me. Thank you all. Sincerely yours, [name and NHS number omitted]		
20	Patient	Very good	Friendly staff. Procedure explained well.		
21	Patient	Very good	Amazing staff and was looked after from start to finish extremely well!! Made the whole experience a good one being on the other side (patient instead of staff).	Absolutely nothing!! Thank you [name withheld] and [name withheld]. A wonderful department. xx	
22	Patient	Very good	Caring, professional and lovely people. Couldn't be in better hands. 20% pay rise for NHS if I had a say in it.	Nothing.	
23	Patient	Very good	Everyone is just so lovely and caring. Thank you.		
24	Patient	Very good	You are all amazing. So thoughtful, so caring.		
25	Not entered	Very good	All staff very friendly, understanding and efficient.		
26	Patient	Very good	It's true.		

27	Patient & Carer	Very good			
28	Parent/Guardian	Very good	Joint working of LD liaison nurse with the ward nurses, dentist and anaesthetist made for a much smoother experience. My son has ASD/LD and non-verbal - all practitioners were fully aware of how to deal with this - fantastic!		
29	Parent/Guardian	Very good	Very helpful staff and helped my daughter and myself.		
30	Patient	Very good			
31	Not entered	Very good	Because it was very good and the toast was perfect.		
32	Not entered	Very good	Wonderful care - thank you. Mr [name withheld] (surgeon), Dr [name withheld] [illegible], [name withheld] Day Surgery - just brilliant.	Nothing - excellent.	
33	Patient	Very good	Fantastic, caring staff. Procedure great success. Thank you to the whole team, including Covid testing group and phlebotomist. Thank you all.	Nothing!!	
34	Patient	Very good	All staff are very efficient, as always. I would recommend this hospital to anyone for their care and attention.	Nothing.	
35	Patient	Very good	Excellent staff, very caring.		
36	Not entered	Very good	Feel very well looked after and very comfortable.		
37	Patient	Very good			
38	Patient	Very good	Excellent care from beginning to discharge. Attentive. Nothing too much trouble, especially [name withheld] and [name withheld]. My sincere thanks.	Not a thing.	
39	Patient	Very good	I can't fault the service in Day Surgery. The staff were friendly and helpful.		

			Thank you so much.		
40	Patient	Very good			
41	Patient	Very good	Just excellent care from everyone.		
42	Carer	Very good			
43	Patient	Very good	Every aspect of procedure explained clearly and in layman's terms. Nurses caring and attentive, good humoured and ready for banter. Surgeon and consultant anaesthetist very good. Absolutely brilliant.		
44	Patient	Very good	Fantastic team, very attentive and helpful. Happy to answer any questions, soon put me at ease.		
45	Patient	Very good	Because everyone was so pleasant and nothing was too much trouble.		
46	Not entered	Very good	The staff in this hospital I will give them 110%. They all deserve it.	Being as this is my first operation I have had in over 80 years, I cannot make any comment.	
47	Parent/Guardian	Very good	Brilliant team! First class care. My daughter was very anxious and [name withheld] sorted out that I could stay with her, this made a huge difference and very thankful that I was allowed to be with her. Thank you [name withheld] and your lovely team - credit to the hospital and NHS!		
48	Patient	Very good	From the minute I arrived, I was treated brilliantly. Can't thank all the staff enough. (Sorry, post-op writing!)		
49	Parent/Guardian	Very good	Staff friendly and approachable. Offered drink etc. frequently. Attentive and caring. Chatty and made conversation. Relatable. Great ward.		

50	Patient & Parent/Guardian	Very good	Friendly, caring, approachable staff. Nothing is too much. Made us laugh.	Nothing from our visit today.	
51	Parent/Guardian	Very good	Everything was explained to both me and my child. Friendly and professional. Very welcoming and we both felt at ease all the time here.	Nothing!!! Wish you were all paid your worth. And we thank you soo much.	
52	Parent/Guardian	Very good	[Name withheld], our student nurse, was very professional and made us feel at ease the whole time. Thank you.		
53	Parent/Guardian	Very good	Really informative. Great with [name withheld]. Supportive and super-smiley.		
54	Patient	Good	Very friendly staff and I felt very well looked after.	Everything was so good, it couldn't have been any better.	