

Friends and Family Test - Day Surgery Unit - Jun-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 %
Jun-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	Patient	Very good	Nurses and staff were very kind and attentive at all times. Very professional and a credit to the NHS and Eye Dept, NDDH. Thank you.	N/A	
2	Relative	Very good	All the staff were amazing, kind and caring, understanding and at the same time professional. But the anaesthetist could really do with learning how to talk to people.		
3	Patient	Very good	Excellent services.	100% fine.	
4	Patient	Very good	All the staff were very caring and attentive and friendly. Thank you all so much.		
5	Patient	Very good	Staff were all wonderful and attentive. I really don't like needles and they were so great at keeping me calm. Thank you everyone!	N/A. Keep up the fab work. I love how you treat every patient like family!	
6	Patient	Very good	All went as planned and cannot fault the way I was looked after during and after my recovery.	Nothing I could add. Thank you all.	
7	Patient	Very good	Kind, considerate, compassionate. I was worried. My nurses reassured me and gave me confidence. Thank you, especially [name withheld] and [name withheld].		
8	Patient	Very good	Everything went smoothly and efficiently, [illegible] care was very good.		

9	Not entered	Very good	Very nice, friendly and informative. Also, very efficient.		
10	Patient	Very good	Everyone has been very kind and helpful and couldn't do enough for you.	Nothing. Everything did well and understood everything. Nothing was too much for the staff. They were all lovely.	
11	Relative	Very good	Very very helpful.		
12	Not entered	Very good	Everyone was very kind, helpful and reassuring.		
13	Patient	Very good	Every staff member could not have been more helpful and sympathetic. Excellent care before and after operation. Everything explained. What could have been a worrying experience has been a very positive one.	The whole experience could not have been bettered by all staff.	
14	Patient	Very good	Staff very attentive. Everything explained well. Toast and butter post-op is tops!	Nothing I can think of.	
15	Not entered	Very good	Everyone was very kind, reassuring and helpful. I can't thank them enough for all the care.		
16	Patient	Very good	Professional, kind, caring attitude of staff. A credit to the NHS.		
17	Patient	Very good	Excellent. You are all a credit to the NHS. Thank you again.	All was great. Thank you.	
18	Patient	Very good			Do not publish
19	Patient	Very good	Could not ask for better care. NHS best care anywhere!		
20	Patient	Very good	First class service from everyone. A great team!!		
21	Patient	Very good	Nurses and doctors very helpful.		
22	Patient	Very good	Everyone has been amazing, so friendly, reassuring and caring. Lovely to see so many happy faces while in recovery. Your all amazing!		

23	Patient	Very good	While clearly all were under great pressure, everyone was helpful, friendly and caring.		
24	Patient	Very good	Everyone was really lovely, didn't have to wait very long at all. Operation went really well. Thank you so much.		
25	Not entered	Very good	I was very well looked after and staff really earned top marks. My sincere thanks to them all.		
26	Patient	Very good	Kept informed on what was happening by caring people all the time.		
27	Patient	Very good	V. friendly and efficient.		
28	Not entered	Very good	Excellent. I haven't ever been as well treated and looked after as well in Day Surgery as I have here. The staff have been caring, understanding, can see your difficulties and pre-empt them. They've been kind, listened and taken an interest in every patient I've seen today, including myself. I'm so grateful.	You couldn't have been better. It was my first time in hospital since my mother died and you made me feel at ease.	
29	Patient	Very good	My first experience but all the staff were excellent in explanation, support but, above all, care. Put me at ease in an unfamiliar experience. Many thanks!	Nothing!	
30	Patient	Very good	Everything went well!		
31	Patient	Very good	Because your good at your job.	Nothing.	
32	Patient	Very good	Because everyone was kind and very pleasant and so thoughtful, and gave the impression they couldn't do enough for you. Lovely staff. Thank you.	Nothing needs changing.	
33	Patient	Very good	Made to feel at ease. Staff very friendly and professional.		
34	Not entered	Very good	Excellent treatment, as always. Would		

			recommend if you have to come in, you couldn't be in better hands.		
35	Not entered	Very good	Mr [name withheld] and his [illegible] were so kind. I was put at ease all the time, chatting and having [illegible] lessons. I was put at ease as I came in. I thank you all very much.	Nothing at all. Everyone was lovely.	
36	Patient	Very good			Do not publish
37	Parent/Guardian	Very good	I think the staff are all incredible and was so helpful. We couldn't ask for a better service. We was also very happy with [name withheld], our nurse looking after us - lovely lady, nothing was too much trouble and looked after my son amazingly. Thank you so much.		
38	Patient	Very good	Excellent. The staff has been welcoming, showed compassion and were willing to listen and help in any way. This applies to the day unit nurses, the doctors and the anaesthetists. It was calm and almost enjoyable experience. Thank you all so very much.	Very little as Covid prevents a lot of 'everyday' comforts i.e. tissues.	
39	Parent/Guardian	Very good	Polite and thoughtful staff for both patient and parent.	N/A	
40	Patient	Very good	Smiling faces and making you feel at ease. Very helpful staff, nothing too much trouble.		
41	Patient	Very good	Supportive and helpful team from admission to discharge.		
42	Patient	Very good	Helpful, friendly, ultra-efficient staff. Explained everything thoroughly.	Absolutely nothing could have been done better.	
43	Relative	Very good	My mother was treated exceptionally well and we were kept informed at all		

			times by a very helpful team.		
44	Patient	Very good	The staff were professional, caring and eager to reassure prior to the procedure. A friendly, well-organised team who obviously care and is determined to maintain high standards.	Nothing.	
45	Patient & Parent/Guardian	Very good	Parent/Guardian: They were all really kind to [name withheld] and this helped her to be calm and make the experience go well. Patient: They were kind and they helped me and supported me. Thank you.		
46	Parent/Guardian	Very good	[Name withheld] was put at ease by nurses and doctors, and so was mum. Thank you.		
47	Spouse/Partner	Good	Staff excellent and helpful.		
48	Patient	Good	Because the nurses were very nice.		