

## Friends and Family Test - Day Surgery Unit - Aug-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

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

'Negative' percentage is calculated as follows:

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

The Trust's target 'Positive' score is 75%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Aug-21	44	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	Staff were friendly and attentive, making me feel at ease and comfortable.		
2	Parent/Guardian	Very good	I have been updated, looked after and treated fantastically. My son has had 1st class care, so amazing, huge thanks to everyone!!	Absolutely nothing!	
3	Patient	Very good			Do not publish
4	Patient	Very good	The staff were first class and a credit to the NHS.		
5	Not entered	Very good	Everyone is just so nice!		
6	Patient	Very good	All concerns were addressed and, besides that, the results were fantastic!		
7	Patient	Very good	The team that have looked after me have been outstanding in every way. I don't think I could thank them all enough - from when I walk in to when I went home. Thank you all so much. x	Absolutely nothing. Your all amazing and I'm very very grateful. Possibly a pay rise for them.	
8	Patient	Very good	All staff very friendly and making sure you had or needed anything. Thank you all for making my stay comfortable.	Lovely staff. Nothing else could be done.	
9	Patient	Very good	Always been good care. Always well looked after.	Nothing.	
10	Patient	Very good	Clean. Friendly staff. Well looked after.	Nothing.	
11	Patient	Very good	Very pleasant. Thank you. And helpful.		
12	Relative	Very good	Everyone was kind and professional. Thank you.	Provide a pen.	

13	Patient & Spouse/Partner	Very good	Everyone was so caring in what was to us a worrying experience.		
14	Not entered	Very good	All nurses/staff extremely caring and thorough. Made me feel safe and relaxed in these difficult Covid times. They are doing a wonderful job and I wish them a safe and healthy future.	Nothing could have been done better. Well done.	
15	Patient	Very good	All staff very helpful.	Nothing. Absolutely perfect.	
16	Patient	Very good	All staff I came to contact where polite, professional. It was a pleasure to of had my treatment here. 12/10. P.S. Also very cheery.		
17	Patient	Very good			
18	Carer	Very good	Fantastic, caring staff. Very reassuring. Thank you.		
19	Not entered	Very good	Friendly, helpful staff. Happy atmosphere. Calming and caring.		
20	Carer	Very good	Excellent pre-surgery care from [name withheld] and excellent care from Day Surgery. The patient was treated extremely well and because of this her time in Day Surgery went smoothly.	The whole experience for a first operation was amazing and nothing was missing from the patient's care before or during surgery.	
21	Patient	Very good	Friendly, attentive staff, yet still professional in their approach who made me feel very at ease at all stages of my procedure. Thank you all!!	Nothing - top rate service.	
22	Patient	Very good	Exceptional care and attention from all staff. Very reassuring to patient. They need pay rise.	Nothing. Equipment very good and up to date.	
23	Patient	Very good	Very informative, friendly and caring considering how hard they work ([name withheld] in particular!)	Nothing - all good.	
24	Patient	Very good	All the staff were extremely kind and	Can't think of a thing.	

			helpful. Best hospital I have ever been in.		
25	Patient	Very good	All nurses and doctors kind and cheerful. Everything explained clearly and any questions answered in full. Everything very clean and pleasant.	It's rather chilly today and I have been a bit cold.	
26	Patient	Very good	I received excellent care and treatment. Everybody was helpful and kind.		
27	Patient	Very good	Amazing staff.		
28	Patient	Very good	The staff were amazing, very caring and looked after me well.	Nothing.	
29	Patient	Very good	Everyone in Day Surgery was very pleasant and helpful, and nice as well, and the operating staff were very good and reassuring.		
30	Not entered	Very good	All care very good. All staff attentive and caring. Thank you. x	Nothing.	
31	Not entered	Very good	I arrived today terrified of my pending operation. Every member of staff were both professional and friendly. By the time I arrived at surgery, I knew I was in safe hands and felt a lot better. On recovery, I was well looked after and was reassured all was well. I have to come back for another op. I won't be as worried.		
32	Patient	Very good	Excellent!! All staff were excellent.	Nothing.	
33	Spouse/Partner	Very good	Very helpful and efficient.		
34	Patient	Very good	General good care.	TV to watch. Back massage! Pedicure!	
35	Patient	Very good	Everyone treats you so well. The surgeon was excellent, very professional. Apologies for the writing, I have anaesthetic in my hands.	I guess the long wait is difficult because you are under such pressure.	

36	Not entered	Very good	Because right from reception through ward, then having my procedure done, everyone was very caring and helpful.	Everything was done with care. Lovely staff, so helpful.	
37	Not entered	Very good	Just good, thoughtful treatment throughout.		
38	Patient	Very good	Excellent service and support from the team. Thank you.		
39	Patient	Very good	Everyone made me feel at ease and were very friendly.		
40	Patient	Very good	Great care. Felt well informed. Cheerful people!		
41	Not entered	Very good	Everyone very friendly and helpful. Answered all my questions. [Name withheld]		
42	Patient	Very good			
43	Patient	Very good	So caring, made me feel less anxious.		
44	Parent/Guardian	Very good	Very caring and attentive. Amazing. Thank you.		
45	Patient	Not entered	All the staff are fantastic, they could have done anymore, made my stay here very positive. Thanks to all of you. [Name withheld]	No.	