

Friends and Family Test - Day Surgery Unit - Sep-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 %
Sep-21	40	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1	Patient	Very good			Do not publish
2	Patient	Very good	10/10. Great team, was looked after well. No waiting, went straight in for op. Was looked after really well too, thanks.		
3	Patient	Very good	All round excellent care. Attentive and helpful. Answered all questions, and made me feel very comfortable.	N/A	
4	Patient	Very good	All the staff have been awesome. Couldn't have been [illegible] or more professional. Great team of people. Everything was fully explained to me, and nothing was too much trouble. Thank you all.	Nothing at all. Top notch. Thank you all.	
5	Not entered	Very good	All the staff were excellent. Nurses, Drs. all made me feel relaxed etc. Also, all had a sense of humour and were very kind, and kept me relaxed. My thanks go to all of them.		
6	Patient	Very good	Brilliant care! Thank you.		
7	Patient	Very good	Can't fault any of the staff/surgeons etc. All been fabulous.		
8	Patient	Very good	Caring and efficient.		
9	Not entered	Very good	Caring, friendly, helpful staff. I was well looked after.		
10	Patient	Very good	Efficient and caring service. Almost a pleasure to come here!	No.	

11	Patient	Very good	Everyone is caring and lovely.		
12	Patient	Very good	Everyone who cared for me did so with such overwhelming kindness, caring and compassion and efficient professionalism. I can't thank them enough for everything they've done for me, incl. all the discharge info and care. They are all totally wonderful. Being able to have my dietary needs met also was just incredible and made all the difference. Thank you so much for everything.	Nothing could be improved upon.	
13	Patient	Very good	Excellent. Kind, considerate, caring and very reassuring staff.		
14	Patient	Very good	Excellent staff. Excellent service.	Not a thing (sardines on toast).	
15	Not entered	Very good	Fantastic care. Thank you very much.	Nothing.	
16	Patient	Very good	Friendly and caring.	Rather a long waiting time.	
17	Not entered	Very good	Friendly, attentive nurses. Extremely clean. Kept informed at all times.		
18	Patient	Very good	Friendly, efficient, and highly skilled.	Steak and chips instead of toast and tea.	
19	Patient	Very good	From receptionists to the surgeon, I was treated with courtesy and kindness. Questions were answered and explanations were given by all the staff. The nurses were just so lovely. My concerns were fully addressed by all staff. I'm very grateful to the anaesthetists who took particular note of my problems with post-anaesthetic headaches. No headache this time!! Wonderful!!		
20	Not entered	Very good	Great staff, great experience. Was looked after very well. Thank you.	Nothing.	

21	Patient	Very good	I have been to Day Surgery many times before and every time always outstanding care from each and every one. So helpful, caring and nothing is too much trouble. Always happy with the care I receive. Thank you for making it a better experience.	Nothing.	
22	Patient	Very good	I was looked after very well here.		
23	Patient	Very good	Kind, friendly staff. Put me at ease.		
24	Patient	Very good	Kind, helpful, professional. Went out of their way for me. Thank you so much.	Nothing.	
25	Not entered	Very good	Kindness, efficiency. Nothing to complain about even if I wanted to, which I certainly don't.		
26	Patient	Very good	Lovely, kind and very caring. Made my stay easier. Nurses and surgeon.	Nothing, absolutely perfect.	
27	Not entered	Very good	Lovely nurse, very kind, needs a pay rise!!		
28	Patient	Very good	[Name withheld] and [name withheld] took brilliant care of me today. I can't remember the other names of staff. But they all work hard and took proper care of me.	Nothing, as it's all top notch.	
29	Patient	Very good	My fears were put to rest. Great theatre [illegible] [name withheld] [illegible] - Trojan Horse [illegible] 'A thing oft dreaded is nothing in the doing.' Much good humour. Great care from [name withheld] and [name withheld] as well.	Brown bread as well as white for choice!	
30	Patient	Very good	Professional and friendly staff. Good explanations and guidance. Plenty of coffee, lovely toast!		
31	Patient	Very good	Really friendly, helpful staff.		

32	Not entered	Very good	Second to none.		
33	Patient	Very good	Superb from start to finish. Very attentive staff. Thank you for looking after me. Appreciated the Lucozade.		
34	Patient	Very good	The care was excellent and I felt really listened to by the team. Thank you for being sensitive and kind and warm. It goes without saying, but you are all truly wonderful at what you do.		
35	Patient	Very good	The staff were amazing. [Name withheld] the doctor and [name withheld] the staff nurse were fantastic. Very informative and caring.		
36	Patient	Very good	Very friendly and professional care. Excellent service.		
37	Patient	Very good	Very kind and helpful.		
38	Not entered	Very good	Very welcome, very pleased with the staff. Thank you. [Name withheld]		
39	Not entered	Very good			
40	Patient	Good			