

Friends and Family Test - Day Surgery Unit - Oct-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 %
Oct-21	16	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	Loving concern by all the staff, with clear explanations of everything.	Nothing.	
2	Not entered	Very good	Friendly, helpful, patient staff. I was kept very well informed about what was going on. Reassured me when I was feeling anxious.		
3	Patient	Very good	Couldn't have asked for anything more. Calmed me down when I was nervous. Identified anxiety and did everything to reassure me. Thank you.	Nope.	
4	Not entered	Very good	Very friendly, very helpful, and warm welcome.		
5	Patient	Very good	Very helpful and friendly staff.		
6	Patient	Very good	Could not be happier with the care I received today. Everyone was so kind and attentive. Thank you very much. x		
7	Patient	Very good	As always the care and attention I have been given by all the staff has been first class. Many thanks to you all. [Name withheld]		
8	Relative	Very good	My brother has special needs and everyone who came into contact with him was friendly and very patient. Many thanks.		
9	Not entered	Very good	All staff were wonderfully kind and caring, and nothing was too much trouble. They all went the extra mile.	Nothing.	

			Thank you. [Name withheld]		
10	Patient	Very good	I was extremely anxious about the procedure due to previous experience. Very understanding about things. I felt heard and responded to.		
11	Patient	Very good	Thank you so much for all your care whilst I was here. Keep up the fantastic job you do, it's much appreciated.	Couldn't improve on anything.	
12	Patient	Very good	Everyone has been so kind and helpful, cannot fault the service. Many thanks. [Name withheld]		
13	Not entered	Very good	Very efficient and friendly, really helpful.		
14	Patient	Very good	I think it is important to record the excellent care shown by all the medical care teams at NDDH. Thank you.		
15	Patient	Very good	Very caring staff.		
16	Patient	Very good	Everyone was kind, helpful and very efficient. I could not fault it. Thank you.	Nothing to improve, perfect.	