

Friends and Family Test - Day Surgery Unit - Nov-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 %
Nov-21	35	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1	Patient	Very good			Do not publish
2	Patient	Very good			Do not publish
3	Patient	Very good	Very friendly staff. Very good info. on what was going to happen.		
4	Patient	Very good	Fantastic team. All very kind, informed and helpful.		
5	Not entered	Very good	Exemplary care from a wonderful team. Kept informed, questions answered, help offered and given when needed. I cannot fault these wonderful people, they were so kind and caring.		
6	Patient	Very good	As usual the staff were brilliant and took good care of me with a smile. Love them all. Thank you.		
7	Patient	Very good	I was a senior manager in industry for years. I would have been honoured to have managed a team of people involved in the management of the ward and the urology team. Both are excellent in every respect.		
8	Patient	Very good	Everyone kind, courteous, efficient - all explained.		
9	Patient	Very good	Everyone was so kind, they could not do anymore.	Nothing.	
10	Patient	Very good	The staff were so friendly and efficient. I was looked after really well. Thank you.		
11	Patient	Very good	Looked after amazingly. Lot better than	None.	

			at home!!!		
12	Patient	Very good	All the staff were excellent and I have every confidence in the way I have been cared for.	No complaints, as I was cared for very well.	
13	Patient	Very good	Thorough, polite, patient. Thank you!		
14	Patient	Very good	Everyone is always so kind and even though I come every [no. withheld] months and know the drill, no one ever assumes anything. Always thorough, always check if I have questions. This must be about my [no. withheld] time here now. I think this was the slickest one yet!! Best toast and coffee as ever! Thank you to everyone in day surgery, anaesthetists, urology team and recovery!	Nothing. Just keep doing what you're doing!	
15	Patient	Very good	I would like to say a big thank you to everybody in the department. When I came I was very nervous. But you lovely nurses are lovely and caring and a big thank you to the ops team. Will come back for tea and toast. Thank you again xx [Name withheld]	Ten out of ten. xxxxx	
16	Patient	Very good	Very friendly team, all welcoming, happy and chatty. Helped me stay calm through this experience.	Nothing overly comes to mind.	
17	Not entered	Very good	Everyone was exceptional.		
18	Patient	Very good	Excellent, as always.		
19	Patient	Very good	Very caring and polite, excellent service.		
20	Patient	Very good	Very kind and helpful nurses.		
21	Patient	Very good	Not only was the service efficient, but more importantly I felt I was treated with kindness and compassion by		

			everyone. Thank you so much!		
22	Patient	Very good	This is my [no. withheld] operation this year and have been looked after amazingly with utmost care etc. etc.		
23	Patient	Very good	Fantastic service.		
24	Patient	Very good	Competent, cheerful, caring attention from everybody involved, not the way one should choose to spend the day but made very much easier by the expertise and attitude of the very kind teams.		
25	Patient	Very good	Staff very efficient from arrival to departure. Superb manner and treatment from theatre to recovery and on ward. Lovely, caring people. Thank you for your care.	N/A	
26	Patient	Very good	Everyone was extremely kind, considerate of my welfare and concerns. Very willing to explain the process of the operation, without giving the impression of being rushed despite their incredible workload. Thank you all for devoting your lives to caring for others in such a selfless and positive-spirited manner.	Absolutely nothing to enter here, all aspects were outstandingly good!	
27	Patient	Very good	Nurses were very caring and checking up on me. All other staff (the anaesthetist, recovery staff and surgeon) were so caring also. Thank you!	Nothing!	
28	Patient & Carer	Very good	Thank you to everyone, shown such kindness and true care. Really could not have asked for more. Thank you again.	Nothing. Please keep just being amazing people.	
29	Patient	Very good	Very kind, helpful and friendly staff.	All good.	
30	Not entered	Very good	Everyone very helpful and care excellent, can't fault it in any way. Every effort is		

			made to make you feel safe and cared for.		
31	Patient	Very good	I had a lovely time with all the staff, they were so happy and friendly and my treatment couldn't have been better. Doctors, nurses, everybody. Thank you so much. x		
32	Patient	Very good	Everyone is so kind and helpful. I am being well looked after. The lady in the op theatre was very kind and friendly, they were all very kind.	From previous experience it would be good if the op. roster was completed around the distance patients have to travel. (i.e. furthest go first).	
33	Not entered	Good	Staff very friendly.		
34	Patient	Good	Different discharge notes to what doctor told me and what was written in other notes. So have to ring Sec on Monday.		
35	Patient	Good			