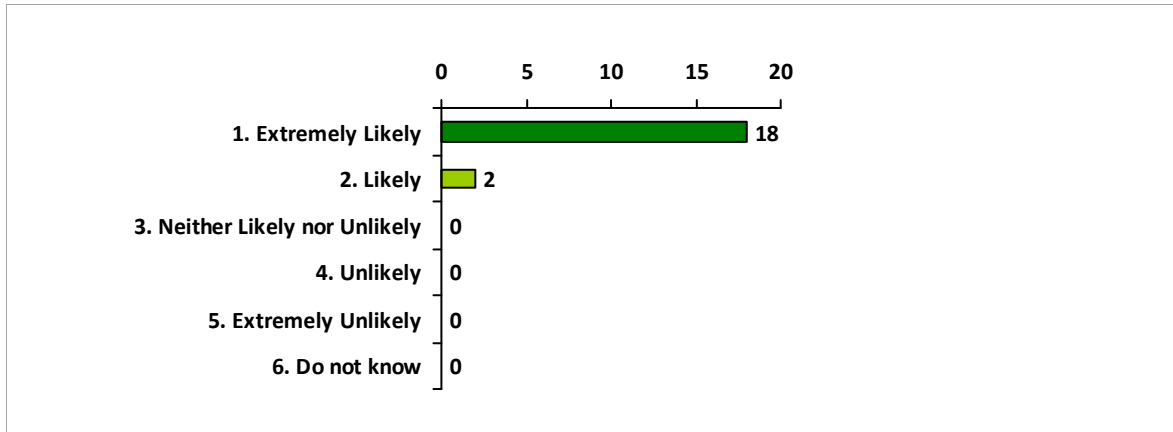


# Friends and Family Test Result

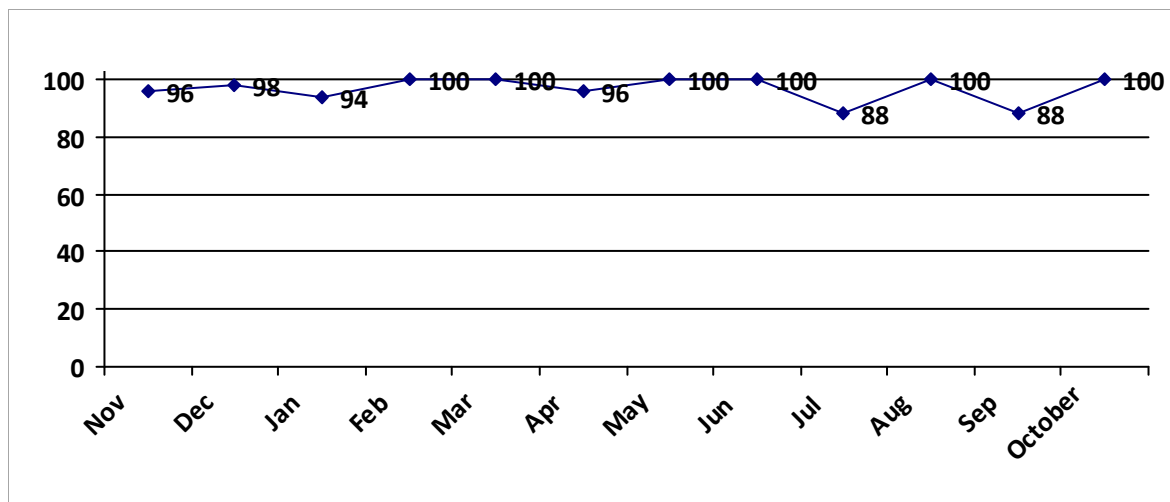
October 2015, Ward [Ward Name]

*How likely are you to recommend our ward to friends and family, if they needed similar care and treatment?*



**100%** of patients are extremely likely or likely to recommend this ward.

Percentage extremely likely or likely to recommend this ward by month:



We aim to give all patients who had an overnight stay a comment card, and to get responses from at least 40% of patients.

This month, there were **98** eligible patients, and **20** responses.

The response rate was **20%**

## Patient Comments

The table below shows what patients said about this ward in October 2015

Likelihood to recommend	Comments
Extremely Likely	Excellent treatment on both stays. Staff always cheerful and attentive to my needs. Only downside was the food, which was almost inedible in most cases.
Extremely Likely	Friendly and helpful.
Extremely Likely	Very good nursing staff and kept the bed clean and tidy. But thought the room have been cleaned better than it was.
Extremely Likely	Lovely staff and good ward facilities and cleanliness.
Extremely Likely	Excellent quality of care by all staff. Thank you.
Extremely Likely	Nurses, doctors, in fact all staff on this ward were helpful, caring and very understanding.
Extremely Likely	Quality of care is excellent. Only comment on food portion for patients who have had gastrectomy, a very small amount would suffice- often there is a lot of waste.
Extremely Likely	Quality of care is very good, very patient-centred.
Extremely Likely	The kindness and care of both surgeon and nurses. I would like to thank the Dr.
Extremely Likely	Very well cared for during my stay, quick, efficient, friendly staff, nothing too much trouble to deal with.
Extremely Likely	Professional and sympathetic attitude from all staff, night and day.
Extremely Likely	Extremely happy with all staff, polite and informative. Made me feel really relaxed.
Extremely Likely	The doctors and the staff treat me as a person and a patient. When I have stopped the doctor after he has seen me to ask a question, they have taken the time to explain what was happening and more importantly in a way I could understand.
Extremely Likely	All was excellent.
Extremely Likely	I have been treated as a person, and all the staff and doctors have been very respectful, thank you.
Extremely Likely	Very helpful and friendly staff and doctors, many thanks.
Extremely Likely	I've been very well looked after. The doctor and nurses are very nice and caring.
Likely	The care and attention by everyone to help you on the road to recovery, thank you.
Likely	The staff are very welcoming and polite. They introduced themselves and explained every procedure they carried out. They work as a team and they are very organised. They attended to any person as soon as they could.

## Patient Comment Themes

The table below shows the themes from the above comments in October 2015

<b>Comment Theme</b>	<b>Positive Comments</b>	<b>Negative Comments</b>
Staff	13	0
Communication between staff	0	0
Involving family/carers	0	0
Cleanliness	1	1
Food / Catering	0	2
Information	2	0
Facilities	1	0
Environment	0	0
Comfortable	0	0
Waiting / Delays	0	0
After stay follow-up care	0	0
Involvement in care decisions	0	0
Medicines	0	0
Privacy	0	0
Disability-related	0	0
Pain control	0	0
Admission	0	0
Moving Wards etc	0	0
Discharge	0	0
Administration	0	0
Noise	0	0
Parking	0	0
TV	0	0
Staffing levels	0	0
Nursing Care	1	0
General Quality of Care	8	0