

**Petter Day Treatment Unit - 'Friends and Family Test' - Apr-15 to May-15**

**Quantitative Results**

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

	<b>Responses</b>	<b>Would recommend</b>	<b>Would not recommend</b>	<b>Neither likely nor unlikely to recommend / Don't know</b>
	<b>No.</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>Apr-15</b>	<b>12</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>
<b>May-15</b>	<b>14</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>

## Qualitative Feedback

	Month	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely	The staff are all lovely, welcoming and reassuring. Nonetheless, the atmosphere is very professional and efficient. Ample opportunity for any questions or worries. Thank you.	Maybe good to have an idea of how long you may have to wait before going in etc.	56-65	White British	No tick
2	Apr	Extremely likely	The staff were very nice - they made my daughter feel at ease and comfortable.		26-35	White British	No tick
3	Apr	Extremely likely	Approachable staff/considerate staff, clean-looking ward and facilities, calm and peaceful environment. Answered questions with confidence.		46-55	White British	No tick
4	Apr	Extremely likely	Caring staff - everything clearly explained and everything I found difficult last time I had a similar OP - cold/shivers on waking, +++pain all taken care of. Thank you.	Keep up the good work! My bay was opposite the reception area and I felt slightly 'on show' to all the people passing by from the other ward.	36-45	White British	No tick
5	Apr	Extremely likely	All of the staff were extremely helpful and kind. They all seemed very caring.		over 65	White British	No tick
6	Apr	Extremely likely	Because I cannot fault my treatment today.	No.	36-45	White British	No tick
7	Apr	Extremely likely	The staff/nurses are very helpful and jolly. Everything was done quickly and efficiently and with a smile. The		46-55	White British	No tick

			team of A, C and F are a credit to the ward. Mr B was very professional and did his part very well. I like his straight forward approach.				
8	Apr	Extremely likely	I have received excellent care by all members of the team, I felt so relaxed before and after my operation/procedure due to them being kind and caring. Doctor explained everything before and after. I'm overwhelmed with the care I have received.	None.	46-55	White British	No tick
9	Apr	Extremely likely	I felt very well looked after, lovely staff, everything explained clearly. Thank you everyone, especially A.		46-55	White British	No tick
10	Apr	Extremely likely	AM and A were brilliant in making an undignified procedure bearable, great professionalism, humour and kindness.	Give the service a bigger room to work in (Urodynamic tests).	46-55		No tick
11	Apr	Extremely likely	All the staff were extremely helpful and friendly and nothing was too much trouble. Efficiency was first class.	None.	56-65	White British	No tick
12	Apr	Extremely likely	100% happy with everything.		26-35	White British	No tick
1	May	Extremely likely	Lovely staff.		46-55	White British	No tick
2	May	Extremely likely	Fabulous team on Petter, caring, kind and professional. I would recommend to all my lady friends.	No.	46-55	White British	No tick
3	May	Extremely likely	Wonderful, kind and caring staff. Thank you so very much.	Carry on the way you are.	over 65	White British	No tick
4	May	Extremely likely	Every person I had contact with has been professional but extremely friendly, really lovely people,	None, really great.	26-35	White British	No tick

			particularly A - couldn't speak more highly of team.				
5	May	Extremely likely	I found the ward friendly and well run not too much in your face but enough to feel cared for which I found really nice and helpful. Thank you.	Carry on the way the ward is run now.	46-55	White British	No tick
6	May	Extremely likely	The staff have been amazing so friendly and helpful.		36-45	White British	No tick
7	May	Extremely likely			16-25	White British	No tick
8	May	Extremely likely	Everyone is very friendly, polite and considerate making the whole experience a lot easier and bearable.	None.	26-35	Other ethnic group	No tick
9	May	Extremely likely	The nurses were very kind and helpful and compassionate. Petter is a very tranquil and clean ward. The whole team were lovely in recovery, the anaesthetist, the OPPs everyone!!		36-45	White British	No tick
10	May	Extremely likely	All nurses and staff have on the ward been so lovely and friendly and made me feel more relaxed and at ease. Thank you.		36-45	White British	No tick
11	May	Extremely likely	Staff are very welcoming and make you feel at ease, calm atmosphere.	Maybe pop some covers on the bed - I'm a chilly person.	26-35	White British	No tick
12	May	Extremely likely	Everybody was lovely, very friendly and supportive but still professional and thorough in their jobs. Well done everybody and thank you.		36-45	White British	No tick
13	May	Extremely likely	Clean area and kind nurses.		26-35	White British	No tick
14	May	Extremely likely	Comfortable + warm + calm.				No tick