

**Petter Day Treatment Unit - ‘Friends and Family Test’ - Aug-15 to Sep-15**

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don’t know.*

**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%.**

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-15	13	100.0	0.0	0.0
Sep-15	8	100.0	0.0	0.0

### Qualitative Feedback - Aug-15

	'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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	Nurses all really friendly and caring.			16-25	White British	No tick
2	Extremely likely	Very friendly.					No tick
3	Extremely likely		All very good.		26-35	Other ethnic group	No tick
4	Extremely likely	Lovely, friendly, helpful staff.	N/A.		36-45	White British	No tick
5	Extremely likely	Felt really looked after in a relaxed, friendly atmosphere.			26-35	White British	No tick
6	Extremely likely	Because they was all very nice and friendly.			26-35	White British	No tick
7	Extremely likely	Very friendly and professional staff.	No, everything was fine.	Female	36-45	White British	No tick
8	Extremely likely	Very efficient & caring staff who made me feel totally relaxed. Thank you.			56-65	White British	No tick
9	Extremely likely	Looked after so well from start to finish, everything explained fully & kept very comfortable. Fantastic staff!			36-45	White British	No tick
10	Extremely likely	Excellent staff care, kind & reassuring yet completely professional at all times. I couldn't recommend the care and professionalism of the staff & the efficiency more highly.	No.		46-55	White British	No tick
11	Extremely likely	Very helpful and very friendly, welcoming nurses. A. & H. were			26-35	White British	No tick

		spot on.					
12	Extremely likely	All the staff were so caring and attentive, helpful and polite. Special thanks to C., M. and A.	When doctors or consultants come into the room they should introduce themselves as they do not have name badges.		26-35	White British	No tick
13	Extremely likely	Our nurse M. was so helpful & made G. feel very comfortable. G. struggles with anxiety & panic attacks - these needs were met fantastically. All staff were lovely.	All needs met.		26-35	White British	No tick

### **Qualitative Feedback - Sep-15**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Lovely staff, very friendly & helpful. Thank you xxx.			26-35	White British	No tick
2	Extremely likely	All the staff were brilliant, so kind and friendly. Thank you very much.			36-45	White British	No tick
3	Extremely likely	Friendly staff and very helpful.					No tick
4	Extremely likely	Lovely staff. Lovely ward.					No tick
5	Extremely likely	Everyone was very helpful - I was given the information I needed and supported throughout the day.	No, the nurses and whole team were great!		56-65	White British	No tick
6	Extremely likely	Cleanliness of ward. Friendly staff & very helpful. Very positive day in PDTU.			36-45	Other ethnic group	No tick

7	Extremely likely	Not that I hope to come back again but wouldn't worry if I had to. Everyone extremely pleasant, helpful & professional. Thank you for looking after me.	None - all good.		36-45	White British	No tick
8	Extremely likely	I have been so impressed with NDH. The staff are without exception, friendly non-judgemental & professional. The care I received today has been outstanding & the staff should be proud of themselves. Special mentions for N., K., M., staff in colonoscopy room. Thanks also to Miss C. - lovely lady!	Keep doing what you are doing!	Female	56-65	White British	No tick