

Petter Day Treatment Unit - ‘Friends and Family Test’ - Dec-15 to Jan-16

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.

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.	%	%	%
Dec-15	2	100.0	0.0	0.0
Jan-16	10	100.0	0.0	0.0

Qualitative Feedback - Dec-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?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	Fantastic staff, efficient, friendly.		46-55	White British	No tick
2	Extremely likely	The nurses are so lovely. Very attentive. Nothing is too much trouble. They are cheery and fun. Thank you Very Much All x.		46-55	White British	No tick

Qualitative Feedback - Jan-16

	'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	Extremely likely			46-55		I DO NOT wish my anonymised comments to be made public
2	Extremely likely	All staff friendly and efficient. I felt very secure and in very capable hands.		46-55	White British	No tick
3	Extremely likely	All the staff have been lovely and was made to feel very comfortable.		16-25	White British	No tick
4	Extremely likely	Brilliant nurses and patient care!				No tick
5	Extremely likely	Kind staff.		26-35	White British	No tick
6	Extremely likely	Couldn't have asked for more as the care given to me was excellent. Most appreciated. Cannot thank enough.	Everyone doing their very best so no room for suggestions.	46-55	Other ethnic group	No tick

7	Extremely likely	Everyone was very friendly and put me at ease the whole time.	None as I was well looked after.	56-65	White British	No tick
8	Extremely likely	Lovely staff. I was terrified of my procedure. Staff helped me lots. P.S. thank you for keeping me safe.		26-35	White British	No tick
9	Extremely likely	The staff are an absolute credit to the NHS. Silly to say, but welcoming, they relax you, nothing too much trouble and always a smile which helps in these circumstances my absolute unbelief was the warmth & concern of my anaesthetist - A. - what a wonderful man.	Have all your staff take a note of Petter Ward staff & for A. Thank you. Your concern has made me a relaxed & worry-free 2016 (hopefully). THE STAFF OF PETTER A CREDIT TO ALL.	46-55	White British	No tick
10	Extremely likely	The whole team was very welcoming and friendly and efficient and helped to alleviate any nerves. I would not have any worries to come here again. Lovely ladies. Thank you x.	None at all.	over 65	White British	No tick