

Petter Day Treatment Unit - 'Friends and Family Test' - Feb-16 to May-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 'Would recommend' score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Feb-16	15	100.0	0.0	0.0
Mar-16	13	100.0	0.0	0.0

Apr-16	30	100.0	0.0	0.0
May-16	15	100.0	0.0	0.0

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	Feb	Extremely likely	Friendly staff, helpful and made to feel at ease.		36-45	White British	No tick
2	Feb	Extremely likely	Excellent nursing staff.		36-45	White British	No tick
3	Feb	Extremely likely	Everyone was extremely lovely and caring, helpful.	No - everything was perfect.	16-25	White British	No tick
4	Feb	Extremely likely	Everyone was very friendly.		over 65	White British	No tick
5	Feb	Extremely likely	Friendly staff + all very helpful. Credit to the NHS.	N/A.	36-45	White British	No tick
6	Feb	Extremely likely	All staff very friendly.				No tick
7	Feb	Extremely likely	Fantastic staff.		26-35	White British	No tick
8	Feb	Extremely likely	Very friendly and helpful nurses.	Happy with everything.	56-65	White British	No tick
9	Feb	Extremely likely	Excellent care, very kind staff. Lovely people.		56-65	White British	No tick
10	Feb	Extremely likely	Lovely staff - everybody. Thank you.		46-55	White British	No tick
11	Feb	Extremely likely	Everybody is lovely here. What a wonderful team you have. I feel well informed and have been put at ease.	No - keep up the good work!	26-35	White British	No tick

12	Feb	Extremely likely	Friendly and caring. Made me feel relaxed.				No tick
13	Feb	Extremely likely			26-35	White British	No tick
14	Feb	Extremely likely	They are a great team!	No.	26-35	White British	No tick
15	Feb	Likely	The nurses and all other staff were friendly and helpful with information, especially the most welcome cups of tea!	I understand the double / triple checking of [illegible] the info they require but maybe a saving could be made in this area.	56-65	White British	No tick
1	Mar	Extremely likely	Wonderful care and friendly helpful nurses and doctors. Nothing was too much trouble and everyone was so kind.		26-35	White British	No tick
2	Mar	Extremely likely	Excellent staff and very well looked after. Thank you.		46-55	White British	No tick
3	Mar	Extremely likely	All the staff have been so kind and friendly. Very much appreciated.	N/A.	36-45	White British	No tick
4	Mar	Extremely likely	Very friendly, professional, caring staff.	Nurses should be paid more! They are all amazing people and it's not the anaesthetic talk.	26-35	Other ethnic group	No tick
5	Mar	Extremely likely	Friendly & helpful & put me at ease.		36-45	White British	No tick
6	Mar	Extremely likely	Very friendly + smiley. Personalised service. They cared about the sandwich I wanted and that I was cold and appreciated my feelings when I was fed up.		36-45	White British	No tick
7	Mar	Extremely likely	Very kind & caring nurses. Everything was explained clearly.		46-55	White British	No tick
8	Mar	Extremely likely	Nurses have helped and explained everything as procedures went along. I had no concerns at all. Thank you.		56-65	White British	No tick

9	Mar	Extremely likely	Really friendly and bubbly staff. Everything was explained fully to me. All round a good experience.	Nope.	46-55	White British	No tick
10	Mar	Extremely likely	All staff very helpful and kind.		46-55	White British	No tick
11	Mar	Extremely likely	Staff very pleasant.		46-55	White British	No tick
12	Mar	Extremely likely	Staff wonderful, put me at ease.		56-65	White British	No tick
13	Mar	Likely	Kind and friendly staff who explained procedures and made sure I was comfortable.		46-55	White British	No tick
1	Apr	Extremely likely	Everyone was superbly friendly + informative, making a stressful situation stress-free! Fantastic staff all round.		36-45	White British	No tick
2	Apr	Extremely likely	Caring, kind, thorough, attentive & made to feel nothing is too much trouble for your required needs.	N/A.	36-45	White British	No tick
3	Apr	Extremely likely		The girl next to me had a man there, made me upset that I had no support and was told it was a ward with no men, no visitors.	26-35	White British	No tick
4	Apr	Extremely likely	Very kind and comforting staff.	No. The unit seems to run very efficiently.	over 65	White British	No tick
5	Apr	Extremely likely	Everyone puts you at ease, is friendly and extremely helpful & supportive. Fantastic people.	No.	36-45	White British	No tick
6	Apr	Extremely likely	Caring & efficient staff.	No.	46-55	White British	No tick
7	Apr	Extremely likely	All the staff have been fantastic, sensitive and understanding. Thank you.		26-35	White British	No tick
8	Apr	Extremely likely	Wonderfully caring staff. Would like to say a big thank you to everyone. Nothing too much	N/A.	over 65	White British	No tick

			trouble. Thank you again.				
9	Apr	Extremely likely	Staff friendly and helpful, everything explained clearly.		36-45	White British	No tick
10	Apr	Extremely likely	Staff very caring and very efficient in their work Thanks for being kind.		56-65	White British	No tick
11	Apr	Extremely likely	Staff were lovely.		26-35	White British	No tick
12	Apr	Extremely likely	Friendly + caring.		26-35	White British	No tick
13	Apr	Extremely likely	Wonderful staff 5* treatment.	More wages for staff.	over 65	White British	No tick
14	Apr	Extremely likely	The staff are very professional and very nice & friendly.	No, all good.	36-45	White British	No tick
15	Apr	Extremely likely	All of the staff were friendly and made my time here fly by, the staff made me feel happy being here & the cup of tea was lovely.		26-35	White British	No tick
16	Apr	Extremely likely	Very caring + professional staff, especially A., staff nurse, + C. Felt very safe + all questions answered with clarity + caring. We are lucky to have staff like this @ NDDH.	Keep up the really good work.	46-55	White British	No tick
17	Apr	Extremely likely	Lovely staff.		16-25	White British	No tick
18	Apr	Extremely likely	All staff are amazing, caring and welcoming. Very pleased. Thank you. xxx				No tick
19	Apr	Extremely likely			46-55	White British	No tick
20	Apr	Extremely likely	Everyone was so kind, I really appreciate how lovely I was made to feel.	N/A.	26-35	White British	No tick
21	Apr	Extremely likely	I was looked after really well + everything was explained brilliantly.		36-45	White British	No tick

22	Apr	Extremely likely	Helpful, patience, friendly.	I thought they were 100%.	56-65		No tick
23	Apr	Extremely likely	Very friendly staff and also very helpful and put you at rest.		26-35	White British	No tick
24	Apr	Extremely likely	Very organised.	No.	16-25	White British	No tick
25	Apr	Extremely likely	Staff is really friendly, very caring and they explain everything very clearly.		46-55	Mixed / Multiple ethnic groups	No tick
26	Apr	Extremely likely	Excellent care by all the staff, from start to finish.		36-45	White British	No tick
27	Apr	Extremely likely	Pre & post care very good, made me feel relaxed, everyone is very helpful.		26-35	White British	No tick
28	Apr	Likely	I've only ticked 'Likely' because I got told by reception lady that I was going to theatre at 12 but didn't till 3:15 (approx.) I think communication should be worked on.				No tick
29	Apr	Likely	Informative. Regular checks. Gave me the time I need to 'come round'.	Rich tea biscuits.			No tick
30	Apr	Likely	They were very good.		36-45	White British	No tick
1	May	Extremely likely	Very pleasant staff, very well looked after.	N/A.	36-45	White British	No tick
2	May	Extremely likely	The staff are very friendly and welcoming. Explaining everything they are doing and require me to do. The experience on there is very positive.		over 65	White British	No tick
3	May	Extremely likely	All the ladies were fab!!				No tick
4	May	Extremely likely	The staff were excellent - very attentive, knowledgeable and		46-55	White British	No tick

			caring. The ward was calm and relaxing. The ward was very clean. Thank you to all the staff in Petter recovery.				
5	May	Extremely likely			over 65	White British	No tick
6	May	Extremely likely	What a wonderful bunch of nurses. After many visits, this has to be the friendliest, most professional yet friendly & efficient dept. in the whole hospital! Thank you - this dept. has renewed my faith in NDDH nursing care - great team!	None in this dept.	36-45	White British	No tick
7	May	Extremely likely	Very friendly staff who looked after me extremely well.		56-65	White British	No tick
8	May	Extremely likely	Patient care very good. Friendly, attentive, they were very good with nervous patients - put them at ease.	Not at the moment.	46-55	White British	No tick
9	May	Extremely likely	You all been amazing. You made me feel so good and relax. C look after me and will never forget that amazing experience of professionals.	No - you are brilliant.	26-35	Other ethnic group	No tick
10	May	Extremely likely	Excellent care by friendly staff. I was treated with dignity + respect and put at ease. Everything was explained to me, and all the staff were very professional.				No tick
11	May	Extremely likely	All the staff were very caring, patient and informative, felt very well looked after and made to feel at ease. A lovely team of		46-55	White British	No tick

			people who are good at their jobs.				
12	May	Extremely likely	I can't praise the staff enough. Wonderful, professional and caring.		36-45	White British	No tick
13	May	Extremely likely	All the staff involved were very respectful, very informative, very caring and full dignity given.	I had a delightful 6 hours stay. I had been given all the information needed before and after and the care was excellent. Cannot think of any improvement.	46-55	White British	No tick
14	May	Extremely likely	This is my second admission to the Petter day treatment unit. The unit is welcoming, bright & cheerful. All staff are cheery, professional & caring. A very big thank you to L., A., C., C., M., Dr D., the anaesthetists & all the theatre staff. Thank you again.		56-65	White British	No tick
15	May	Extremely likely	Everyone has been very, very kind and helpful.		36-45	White British	No tick