

**Petter Day Treatment Unit - 'Friends and Family Test' - Jan-15 to Mar-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>Jan-15</b>	<b>4</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Feb-15</b>	<b>28</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Mar-15</b>	<b>10</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	Jan	Extremely likely	I experienced total professionalism, kindness and understanding from all staff members, giving me the confidence to know I was being looked after well. The staff members I would really like to thank are Dr E and his theatre team, M, A, T and receptionist S.	Could the signs for the Petter Day Unit be larger when you have entered the Ladywell unit?	56-65	White British	No tick
2	Jan	Extremely likely	Lovely, friendly staff. Very relaxed atmosphere which calms the nerves. Very professional!!		26-35	White British	No tick
3	Jan	Extremely likely	Professional, polite, really caring staff who all gave an excellent standard of care.		56-65	White British	No tick
4	Jan	Extremely likely	The staff from the moment I arrived to the moment I left were very attentive in all departments.	No.	46-55	White British	No tick
1	Feb	Extremely likely	All staff helpful, understanding and hardworking.		56-65	White British	No tick
2	Feb	Extremely likely	The nurses are brilliant and they've treated me really well bless them thank you.	More staff on duty.	46-55		No tick
3	Feb	Extremely likely	Well looked after and every consideration given to the	Already excellent.	46-55	White British	No tick

			patient at every stage of my stay.				
4	Feb	Extremely likely	Very caring care - made me feel at ease about it all. Thank you.				No tick
5	Feb	Extremely likely					No tick
6	Feb	Extremely likely	Very friendly staff, made you feel at ease and relaxed. Good atmosphere within department. Very impressed. Thank you				No tick
7	Feb	Extremely likely	Staff were fabulous - all of them right through to theatres.		36-45	White British	No tick
8	Feb	Extremely likely	Staff lovely and caring. Very efficient too!	None.	36-45	White British	No tick
9	Feb	Extremely likely	Felt very comfortable, everyone was very friendly and reassuring.	No.	26-35	White British	No tick
10	Feb	Extremely likely	Ward staff (A and M) were very kind and lovely before my surgery as I was very anxious. Also, anaesthetic team were very understanding and lovely. Thank you.		16-25	White British	No tick
11	Feb	Extremely likely	Everything was explained well. Staff including nurses and doctor were excellent. Treated me with care and were very professional. Thank you.		26-35	White British	No tick
12	Feb	Extremely likely	Working within NDDH - I had every confidence in the quality of care on Petter Day Surgery -	Staff/team recognition awards for quality services - big thanks to H, D, M and T x.			No tick

			from beginning in outpatients to post-op the whole team were professional, supportive and considerate. The care throughout has been absolutely fantastic - being on the other side is very different but the service in Petter was 1st class - (Nursing, surgeons and anaesthetics, theatres and recovery - thank you very happy).				
<b>13</b>	<b>Feb</b>	Extremely likely	Everyone is so kind and gentle and reassuring - as I was very worried.	No - just keep smiling.	46-55	White British	No tick
<b>14</b>	<b>Feb</b>	Extremely likely	The staff here are amazing and give the highest standard of care I have ever seen.		26-35	White British	No tick
<b>15</b>	<b>Feb</b>	Extremely likely	Good staff, helpful, kind.	Nil.	36-45	White British	No tick
<b>16</b>	<b>Feb</b>	Extremely likely	2nd time on this ward. Everybody is lovely and makes you very welcome, nurses put you at ease straightaway. Well done girls x.		36-45	White British	No tick
<b>17</b>	<b>Feb</b>	Extremely likely	Very caring staff.		26-35	White British	No tick
<b>18</b>	<b>Feb</b>	Extremely likely	Everybody is extremely friendly and helpful. They make you feel more at ease in a stressful situation. All details are checked and rechecked which is all re-assuring. Thank you all for your expertise. You did go the extra mile in	Think you have it all down pat and a good and well-run unit with excellent staff.	46-55	White British	No tick

			checking up with another hospital on my notes/drugs etc.				
19	Feb	Extremely likely	Lovely staff.				No tick
20	Feb	Extremely likely	Nurses and care is exceptional.				No tick
21	Feb	Extremely likely	All the staff were friendly, reassuring and helpful. Awesome cups of tea post-op and great choice of biscuits! I felt thoroughly looked after and as comfortable as I could be away from home. Thanks to the staff and doctors on Petter Ward - particularly A and A who I had the most contact with - you guys are awesome - thank you so much! Xxx.	TV in the waiting room - but to be honest wasn't there that long!	36-45	White British	No tick
22	Feb	Extremely likely	All staff very kind and tell you everything you need to know step by step. Thank you everyone.	No, everything fine.	26-35	White British	No tick
23	Feb	Extremely likely	Excellent care, friendly staff who were very professional and made to feel very comfortable at all times.	None.	26-35	White British	No tick
24	Feb	Extremely likely	Everyone was very warm and friendly. Explained everything well and very supportive.	None.	36-45	White British	No tick
25	Feb	Extremely likely	The staff have been amazing. The level of care brilliant. Thank you so much.		26-35	White British	No tick

26	Feb	Extremely likely	Very friendly. Nice to have a giggle to get rid of the nerves. Really nice staff, working as a team. Thank you x.	No, spot on!	16-25	White British	No tick
27	Feb	Extremely likely	The staff are so friendly, smiley and caring.		26-35	White British	No tick
28	Feb	Likely	Very friendly. Make sure you have everything you need.		16-25	White British	No tick
1	Mar	Extremely likely	Very friendly and helpful.	No.	26-35	Other ethnic group	No tick
2	Mar	Extremely likely	Everybody was warm and friendly.		26-35	White British	No tick
3	Mar	Extremely likely	Everyone very kind, caring and attentive.		56-65	White British	No tick
4	Mar	Extremely likely	Team are friendly and make you feel at ease, which is quite helpful when you attend on your own.		26-35	White British	No tick
5	Mar	Extremely likely	Had a fantastic experience from start to finish! Lovely C made me feel very relaxed and she was so professional, lovely care nurses before and after op. J anaesthetists helped and Mr B very reassuring. Felt very cared for. Think you all do an amazing job at this 5-star hotel! When can I come again?!	Please don't stop - you are all making a huge difference! Don't ever think this is 'just a job'. Bless you.	46-55	White British	No tick
6	Mar	Extremely likely	All staff I have had contact with have been very kind and caring. Very reassuring.		56-65	White British	No tick
7	Mar	Extremely likely	Really lovely staff, kind,		36-45	White British	No tick

			checked on me all the time and a lovely cup of tea. Thank you. I had my babies at this hospital. The same lovely experience x.				
8	Mar	Extremely likely	All the staff are friendly, knowledgeable and nothing is too much trouble. The procedure and order of what happens was explained. Likewise, any possible after effects was explained in detail. Privacy and dignity was maintained throughout.		56-65	White British	No tick
9	Mar	Extremely likely	Very kind, attentive staff and care. Explained everything made me feel at ease, gave plenty of opportunity to ask questions.		36-45	White British	No tick
10	Mar	Extremely likely			46-55	White British	No tick