

Petter Day Treatment Unit - Friends and Family Test - Jan-17 to Feb-17

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.	%	%	%
Jan-17	14	100.0	0.0	0.0
Feb-17	13	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 you have received?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jan-17	Extremely Likely	Everyone was so caring and kind.		56-65	White British	
2	Jan-17	Extremely Likely	I was kept waiting from my appointment at 2pm until after 3pm but the staff came out and explained why. That made all the difference. I cannot speak highly enough of staff nurse A. and her colleague D. It was not a pleasant procedure but they made it more than bearable, dignified, kind and as caring as possible. Many thanks.		Over 65	White British	
3	Jan-17	Extremely Likely	I would definitely recommend that my friends & family attend Petter Treatment Unit if they required similar care / treatment. An excellent service where you were well informed every step of the way during treatment & post treatment. The service is a real asset to NDDH in this time of cutbacks.	It was very hard to find where the service could be improved, other than possibly having TV as a distraction whilst you are waiting for surgery?	56-65	White British	
4	Jan-17	Extremely Likely	The nurses down here are extremely friendly. Couldn't ask for better care! They have made me feel very calm about everything. Very good at calming people down who have hospital anxiety!		16-25	White British	
5	Jan-17	Extremely Likely	Staff extremely friendly, informative and helpful (nursing staff). Did not find the surgeon particularly approachable		56-65	White British	

			or informative. Reluctant to discuss further treatment etc.				
6	Jan-17	Extremely Likely	I was very anxious about having a mid-urethral sling op. but I was soon put at my ease by the team on 3rd January 2017 on the PDT unit. The staff were very professional and caring, explaining everything as we went along. Consequently, having met everyone (including Mr E.) when I was taken in to have my anaesthetic there were no strange faces. I would also like to say that although the PDT unit has only six beds at no time did I feel my privacy was compromised.		Over 65	White British	
7	Jan-17	Extremely Likely			Over 65	White British	Do not publish
8	Jan-17	Extremely Likely	Staff very helpful, friendly & professional. High level of care provided.	No, all good. Thank you.	46-55	White British	
9	Jan-17	Extremely Likely	Treatment efficient & caring.	Savoury snack rather than just sweet biscuits?	46-55	White British	
10	Jan-17	Extremely Likely	Lovely staff. Really looked after me when I felt a little unwell after my operation.		36-45	White British	
11	Jan-17	Extremely Likely	Extremely friendly, caring staff.		26-35	White British	
12	Jan-17	Extremely Likely	Very well looked after. Nurses & doctors all excellent.		26-35	White British	
13	Jan-17	Extremely Likely	Staff very helpful & friendly.		46-55	White British	
14	Jan-17	Likely	Very kind and friendly.		16-25	White British	
1	Feb-17	Extremely Likely	Local, efficient, convenient, friendly. Didn't have to hang around long. Emergency treatment for [illegible].	No.	36-45	White British	
2	Feb-17	Extremely Likely	Everyone very helpful.		46-55	White British	
3	Feb-17	Extremely Likely	Everyone was very kind and professional. I felt that nothing was		36-45	White British	

			too much for them.				
4	Feb-17	Extremely Likely	Everything was explained clearly by all members of staff. Very attentive. Very clean. I felt really assured every step of the way.		46-55	White British	
5	Feb-17	Extremely Likely	Such kind people. Thank you x.		26-35	White British	
6	Feb-17	Extremely Likely	Fab staff - really caring & understanding.	Let a loved one stay whilst waiting - would ease anxiousness.	36-45	White British	
7	Feb-17	Extremely Likely	Staff in all areas have been extremely kind & caring. Nothing has been too much trouble. I have been kept informed as to what will happen & when. Thank you all very much for making my stay as pleasant as possible. P.S. the builders tea was most welcome!!		56-65	White British	
8	Feb-17	Extremely Likely	Everything was perfect. Most kind.	No.	Over 65	White British	
9	Feb-17	Extremely Likely	The staff were so friendly. Nothing was too much trouble and they worked very professionally and efficiently. Thank you so much for my care.	No. The service was excellent!!		White British	
10	Feb-17	Extremely Likely	Fantastic staff from HCA to consultants. Certainly from a bed perspective, the whole place seems to gel well & be both professional & friendly & capable.	None. Maybe ask the staff if they need any additional resources to make their lives easier.	46-55	White British	
11	Feb-17	Extremely Likely	Everyone friendly and helpful. Been well looked after.		46-55	White British	
12	Feb-17	Extremely Likely	Great staff. Made less nervous. Lovely care from everyone.		46-55	White British	
13	Feb-17	Extremely Likely	Very good experience!		46-55	White British	