

Petter Day Treatment Unit - Friends and Family Test - Jul-17 to Aug-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.	%	%	%
Jul-17	11	100.0	0.0	0.0
Aug-17	22	95.5	4.5	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	Jul-17	Extremely Likely	Compassionate and very efficient.	Just maintain standards.	Over 65	White British	
2	Jul-17	Extremely Likely	The nurses were so friendly and very welcoming the moment I came in, made my visit less stressful.		26-35	White British	
3	Jul-17	Extremely Likely	Care was excellent and friend got a nice cup of tea.	No.	46-55	White British	
4	Jul-17	Extremely Likely	Everyone was very friendly & explained everything to me. I would like to say [name withheld] was brilliant to me.	No.	16-25	White British	
5	Jul-17	Extremely Likely	Such a lovely group of lady's made me feel very comfy and chilled. Wonderful bunch. Thank you lady's x.		26-35	White British	
6	Jul-17	Extremely Likely	Very friendly, efficient and nice atmosphere. Also, nice biscuits!!	Perfect as it was.	46-55	White British	
7	Jul-17	Extremely Likely	I had a laparoscopy day op and the staff were all lovely. I was v. nervous and the nurses all helped put me at ease just before my G.A. The healthcare assistant was great at chatting to me and explaining where I could find my slippers & glasses. Thanks for being so kind.	No.	36-45	White British	
8	Jul-17	Extremely Likely	Everyone across the board extremely attentive & caring start to finish.	Info pamphlet - suggestions on what to bring in: sport/sleep bra, with no fastenings for those that feel uncomfortable without.	56-65	White British	
9	Jul-17	Extremely Likely	Wonderful care. All the staff are very		56-65	White British	

			friendly and puts you at ease. All procedures explained fully.				
10	Jul-17	Likely	Friendly staff.	It would be nice if the nurses didn't talk about their food in front of patients. I was really hungry and knew I would not eat for at least another 4hrs.	26-35	White British	
11	Jul-17	Likely	Staff very attentive and helpful and caring. Very sensitive in what could be sensitive situations.	Very long time from appointment time to actual operation time (5 hours). Could this be improved upon?	Over 65	White British	
1	Aug-17	Extremely Likely	All the staff, nursing, anaesthetists doctors & theatre staff have been very friendly & approachable. There has not been one person who I have found I could not ask questions of. There is obviously team work between all professionals. Organised, friendly, passionate staff. I felt well informed from beginning to end.		46-55	White British	
2	Aug-17	Extremely Likely	All the staff have been absolutely brilliant. Kind, informative and made me feel totally relaxed. Well done Petter Unit.		56-65	White British	
3	Aug-17	Extremely Likely	They, the nurses, treated me like royalty, could not have wished for better. I had a spinal which was done very gently. Then before I knew it, it was all over. A big thank you to nurses [names withheld].	No.	Over 65	White British	
4	Aug-17	Extremely Likely	Very attentive, lovely nurses. Made me feel at ease.				
5	Aug-17	Extremely Likely	Very friendly staff, excellent care throughout.		56-65	White British	
6	Aug-17	Extremely Likely	I have been well looked after every time I have been on Petter Ward.		26-35	White British	

7	Aug-17	Extremely Likely	Because the doctor & his team are fantastic. They are all so kind and can't do enough for you. Brilliant patient care and aftercare. 5*	None needed.	16-25	White British	
8	Aug-17	Extremely Likely	Staff were all very friendly & willing to answer all questions.		36-45	White British	
9	Aug-17	Extremely Likely			46-55	White British	
10	Aug-17	Extremely Likely	Friendly staff, efficient, helpful.		26-35	White British	
11	Aug-17	Extremely Likely	Everyone was so lovely. I was really frightened of the anaesthetic & all the staff really looked after me even coming into the anaesthetic room with me. Everything was explained well & there was no urgency to do anything. I felt like I was the only patient even though I wasn't. [Name withheld] was particularly lovely.		36-45	White British	
12	Aug-17	Extremely Likely	Very friendly and caring staff kept me very well informed throughout. Excellent!				
13	Aug-17	Extremely Likely	The treatment and care that was given was amazing. Made our situation seem a lot better.		26-35	White British	
14	Aug-17	Extremely Likely	Very happy with the care before and after my operation. All the staff were very friendly and answered any questions we had.	None.	16-25	White British	
15	Aug-17	Extremely Likely			36-45	White British	Do not publish
16	Aug-17	Extremely Likely			56-65	White British	Do not publish
17	Aug-17	Extremely Likely	Very lovely support & care. Theatre staff, anaesthetics, surgeons etc. very caring and not just about the surgery, but post-op etc.	Better [illegible] for nurses.	46-55	White British	
18	Aug-17	Extremely Likely	Kind, friendly, reassuring.		56-65	White British	
19	Aug-17	Extremely Likely	Lovely staff. Relaxing atmosphere.		36-45	White British	

			Mind put at rest. Friendly. The best.				
20	Aug-17	Extremely Likely			16-25	White British	
21	Aug-17	Extremely Likely	I felt very comfortable.		26-35	Mixed / Multiple ethnic groups	
22	Aug-17	Extremely Unlikely					