

Petter Day Treatment Unit - ‘Friends and Family Test’ - Jun-15 to Jul-15

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 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%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don’t know
	No.	%	%	%
Jun-15	10	100.0	0.0	0.0
Jul-15	16	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	Jun	Extremely likely	All the staff were very kind and helpful and very professional - an excellent unit.		46-55	White British	No tick
2	Jun	Extremely likely	Very well looked after by the staff. They were attentive and consistent throughout my stay, kept me comfortable and I didn't feel rushed to leave.	N/A.	26-35	White British	No tick
3	Jun	Extremely likely			36-45	White British	No tick
4	Jun	Extremely likely	Caring, friendly staff, nothing too much trouble. Clean ward too.		46-55	White British	No tick
5	Jun	Extremely likely	Very thorough and high standard of care particularly from M. Thank you. Clean and modern facilities too - like on a private ward.		56-65	White British	No tick
6	Jun	Extremely likely	Excellent care given.	No.	26-35	White British	No tick
7	Jun	Extremely likely	I have been treated by everyone with respect and kindness. We are lucky to have a superb hospital with fabulous staff.	More correct info given i.e. pre-op clinic i.e. I was not told to fetch urine sample, also not on list. I was told not to take my hypotension medication which I could have safely taken and saved worry over high BP [illegible] in day unit.	56-65	White British	No tick
8	Jun	Extremely likely	Because the staff are awesome! I was so well looked after, couldn't	No, it was great - thank you!	26-35	White British	No tick

			have asked for better care. Thanks ladies. xx				
9	Jun	Extremely likely	Very friendly and attentive.	No.	36-45	White British	No tick
10	Jun	Extremely likely	I was treated with such kindness and care on both the occasions I had cause to come here for day surgery.	No, please just carry on doing the great job you all do. Thank you so much for your care.	56-65	White British	No tick
1	Jul	Extremely likely	Staff was friendly, explained everything well and took great care of me. They were all very understanding of my needs.	Get a toaster, in my experience toast is better for the patient.	56-65	White British	No tick
2	Jul	Extremely likely	Lovely, friendly staff, made you feel very at ease, nice environment.		36-45	White British	No tick
3	Jul	Extremely likely	All nurses very friendly & helpful, made me feel instantly at ease. Thank you!				No tick
4	Jul	Extremely likely	The professional care & kindness - small unit, consideration. Thank you & v. clean!				No tick
5	Jul	Extremely likely	Been very well looked after by all staff.		26-35	White British	No tick
6	Jul	Extremely likely	All staff (especially D.) very professional & compassionate. She made a difficult day a little easier - thank you.		26-35	White British	No tick
7	Jul	Extremely likely	Found the staff very nice & friendly.				No tick
8	Jul	Extremely likely	Very friendly staff, informative, a good laugh. Very supportive.				No tick
9	Jul	Extremely likely	All staff have been amazing.	You all doing a great job, keep it up.	36-45	White British	No tick
10	Jul	Extremely likely	Staff very caring, polite.	Reduce waiting!	46-55	White British	No tick
11	Jul	Extremely likely	The staff have looked after me very well, I felt in safe hands, looked after and well cared for, they made me				No tick

			feel at ease & were lovely.				
12	Jul	Extremely likely	Nurses very helpful. Everyone really nice. Made to feel at ease.		over 65	White British	No tick
13	Jul	Extremely likely	Friendly staff.		46-55	White British	No tick
14	Jul	Extremely likely	All the ward and theatre staff were extremely friendly. They listened to my concerns and made me feel valued. Post-op the care was superb. I honestly can't fault the service I have received in any way.		26-35	White British	No tick
15	Jul	Extremely likely	A. and S. (in recovery) and T. were amazingly helpful and reassuring and made the whole experience much less traumatic.		36-45	White British	No tick
16	Jul	Likely			26-35	White British	No tick