

Petter Day Treatment Unit - 'Friends and Family Test' - Jun-16 to Jul-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.	%	%	%
Jun-16	42	100.0	0.0	0.0
Jul-16	32	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	The staff have been fantastic, very helpful. Kind and caring. They have kept me up to date with everything that is happening and made me feel very relaxed. Thank you.	No.	16-25	White British	
2	Jun	Extremely likely	Very polite & helpful.		16-25	White British	
3	Jun	Extremely likely	Lovely staff always around to help. Look after you really well. Very polite.		16-25	White British	
4	Jun	Extremely likely	Everyone is extremely helpful and kind. Also, makes you feel relaxed and helps you through.		16-25	White British	
5	Jun	Extremely likely			26-35	Other ethnic group	
6	Jun	Extremely likely	Lovely staff and helpful and caring.		26-35	White British	
7	Jun	Extremely likely	Everyone involved in my care was so lovely and helpful, and made me feel at ease.		26-35	White British	
8	Jun	Extremely likely	Staff were really friendly and I felt at ease immediately. I understood and knew what was going on at all times. I woke up very confused but staff were	No. It was perfect. Staff clearly communicated well with each other.	26-35	White British	

			really patient with me. At no point did I feel scared.				
9	Jun	Extremely likely	Wonderful service, everybody has been incredibly lovely & supportive. Made to feel completely at ease & so amazingly friendly. 5* service from all. Thank you.	No.	26-35	White British	
10	Jun	Extremely likely	Everyone on Petter really lovely, friendly and look after you very well and very caring. Very happy with everything.	Ward quite hot, could do with air-con, or some sort of air flow.	26-35	White British	
11	Jun	Extremely likely	Staff very professional and friendly, felt very safe and cared for.		26-35	White British	
12	Jun	Extremely likely	Very good care, all the nurses were kind and helpful. Procedure was quick and I was well looked after! Thank you x.	Nothing to improve.	26-35	White British	
13	Jun	Extremely likely	Excellent, attentive nurses.		36-45	White British	
14	Jun	Extremely likely	Very friendly, cheerful and caring team of nurses.		36-45	White British	
15	Jun	Extremely likely	Courteous, efficient, caring.	At times, the 'chatter' was quite loud.	36-45	White British	
16	Jun	Extremely likely	Very well looked after. Nice, friendly staff.		36-45	White British	
17	Jun	Extremely likely	Friendly and helpful.		36-45	White British	
18	Jun	Extremely likely	Very impressed with all of the care that I have received today. Excellent service.	No.	36-45	White British	
19	Jun	Extremely likely	Everyone was really lovely, informative and helpful.		36-45	White British	
20	Jun	Extremely likely	Very pleasant, well informed,	I think it was a good service.	36-45	White British	

			quick, friendly staff.				
21	Jun	Extremely likely			36-45	White British	
22	Jun	Extremely likely	From start to finish all the staff were absolutely wonderful. They had time (or more likely made time) to really look after me & allay my fears.	No - already 100%. Well, maybe classical music instead of Heart radio!	46-55	White British	
23	Jun	Extremely likely	Everyone so lovely.	None.	46-55	White British	
24	Jun	Extremely likely	Lovely staff - very professional.	No.	46-55	White British	
25	Jun	Extremely likely	Friendly, kind nursing staff who made me feel calm + relaxed as possible. Nothing too much trouble. Peaceful atmosphere + 'unhospitably'! Very thankful for their care + consideration, amazing people!!		46-55	White British	
26	Jun	Extremely likely	Helpful & sympathetic care & advice by staff. Thank you.	None.	46-55	White British	
27	Jun	Extremely likely	I have always had very lovely nurses at Petter Ward. Very attentive and caring, making me feel at ease and asking if I am ok and require anything, fabulous.		46-55	White British	
28	Jun	Extremely likely	The staff was brilliant, could not do enough for you. The NHS has excellent staff. F., H. were fab. Thanks.		46-55	White British	
29	Jun	Extremely likely	Excellent, caring staff.		56-65	White British	
30	Jun	Extremely likely	All the staff and consultants could not have been more helpful and considerate.	No proper air conditioning - even with fans, very hot.	56-65	White British	
31	Jun	Extremely likely	As before when I was here, I've had excellent care from all the	None at all - perfect.	over 65	White British	

			staff. The staff are so kind and friendly, very welcoming, nothing is too much trouble for them. Very many thanks for everything.				
32	Jun	Extremely likely	Lovely reception by everybody and efficient staff overall. Thank you!	No.	over 65	White British	
33	Jun	Extremely likely		Excellent care from everyone & good information given on progress Thank you .	over 65	White British	
34	Jun	Extremely likely	Everyone very kind and explaining everything each step of the way and helping you to feel at ease.		over 65	White British	
35	Jun	Extremely likely	Very friendly & efficient staff.		over 65	White British	
36	Jun	Extremely likely	Ladies were lovely and made me feel relaxed when I was frightened.				
37	Jun	Extremely likely	Couldn't have done it without the kind support from all nurses.				
38	Jun	Extremely likely	The staff are fantastic, warm and kind.				
39	Jun	Extremely likely	Staff were kind, professional & thorough.				
40	Jun	Extremely likely	Caring nursing staff.				
41	Jun	Extremely likely	Excellent, friendly and efficient care. Thank you.				
42	Jun	Likely	Treated very kindly by everyone involved. Good explanation of what was happening + why.	Meeting Drs only relevant to your case.	36-45	White British	
43	Jun	Not entered	Thank so much all of u for such kindness and being so lovely. And looking after me so well. Lovely	Everything is so lovely.	56-65	White British	

			bunch of nurses.				
44	Jun	Not entered		Excellent care all round.	over 65	White British	
1	Jul	Extremely likely	Everyone was lovely! Thank you!!	No.	16-25	White British	
2	Jul	Extremely likely	Fantastic caring staff, couldn't have done any more than they did.		16-25	White British	
3	Jul	Extremely likely	Very friendly & attentive nurses, informed at every step of procedure. Thank you.		26-35	White British	
4	Jul	Extremely likely	Very friendly & supportive.		26-35	White British	
5	Jul	Extremely likely	Nurses so kind, calming (all staff) my mind was put at ease, a small amount of humour goes such a long way when people are feeling anxious. Can't fault the care I received.		26-35	White British	
6	Jul	Extremely likely	F. + C. extremely friendly + supportive, considering the sensitive nature of the visit. Made to feel at ease and comfortable throughout (including my husband). Thank you very much.	No.	26-35	White British	
7	Jul	Extremely likely	Staff have all been fantastic. Really caring, patient and efficient. Answered all questions really clearly & explained everything brilliantly.		26-35	White British	
8	Jul	Extremely likely	I have been very well looked after & the staff have been very friendly.		26-35	White British	
9	Jul	Extremely likely	Very friendly team that put my mind at rest. All were smiling and upbeat. Very impressed!		26-35	White British	

10	Jul	Extremely likely	Lovely staff, great biscuits!! Was really nervous but was put at ease.		36-45	White British	
11	Jul	Extremely likely	Friendly staff, very informative.		36-45	White British	
12	Jul	Extremely likely	Everyone was super friendly & helpful. The information given was concise & the whole experience as easy as possible. 10 stars!!		46-55	White British	
13	Jul	Extremely likely	Staff excellent.	No.	46-55	White British	
14	Jul	Extremely likely	Lovely staff - thank you!		46-55	White British	
15	Jul	Extremely likely	Friendly, welcoming staff. Procedures clearly explained. Clean & tidy. Prompt with dealing with patients. Mindful of embarrassment factor!		46-55	White British	
16	Jul	Extremely likely	A great team, fantastic, put me at ease. Thank you all.	No.	46-55		
17	Jul	Extremely likely	Very relaxed, friendly. Supportive.	None.	46-55	White British	
18	Jul	Extremely likely	Very kind, understanding nurses. All explained well & clear, made to feel calm & relaxed.		46-55	White British	
19	Jul	Extremely likely	Everyone was very kind & considerate + very attentive.		56-65	White British	
20	Jul	Extremely likely	All the staff were really kind and reassuring - lovely team. I was looked after very well even though they were on the go the whole time with other patients.		56-65	White British	
21	Jul	Extremely likely	All nurses & doctors friendly & caring and explained the procedures & events carefully.	Perhaps gluten free biscuits for those of us who are gluten intolerant.	56-65	White British	

22	Jul	Extremely likely	20th July 2016. This is my third visit to Petter day unit the second for breast care. The unit is easy to find & be collected from, bright & cheerful. All the staff make you feel welcome, reassuring you at all times & looking after your every need. The staff I remember & would like to thank D., A., C., Dr D., Dr U., K., K. (recovery) & F. I would like to thank all the theatre staff too. Thank you very much.		56-65		
23	Jul	Extremely likely	I have nothing but praise for the care that I received, can't praise them enough.		over 65	White British	
24	Jul	Extremely likely	Staff extremely helpful & sympathetic & understanding, could not fault. 10/10.		over 65	White British	
25	Jul	Extremely likely	All staff on Petter Ward have been excellent. Friendly and supportive.				
26	Jul	Extremely likely	Staff friendly and efficient. Everything running so smoothly, all contact very comforting and reassuring.				
27	Jul	Extremely likely	First impressions are so important & when one is coming for a general anaesthetic, it is very reassuring to be greeted by a 'smiley' face as it immediately put me more at ease. I found everybody to be professional & caring & was impressed by the				

			fact that the operating surgeon found the time to talk to me afterward. So far - all good!				
28	Jul	Extremely likely	Lovely staff & well organised, made me feel very comfortable and relaxed! Yummy cookies!!				
29	Jul	Extremely likely	Very friendly, caring staff.				
30	Jul	Likely	Friendly nurses and made to feel at ease quickly.		26-35	White British	
31	Jul	Likely	Very friendly, professional staff, well looked after.		26-35	White British	
32	Jul	Likely	Kindly & timely attention.	Keep up the good, kindly & timely care! Thank you x.	46-55	White British	
33	Jul	Not entered	Very nice staff, had a good laugh. Happy staff.				