

## Petter Day Treatment Unit - Friends and Family Test - Jun-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.	%	%	%
Jun-17	11	100.0	0.0	0.0

## Qualitative feedback

	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	Extremely Likely	All staff are extremely friendly and helpful. They made sure my stay was comfortable and I felt really well looked after. 5-star treatment. Thank you so much.	Wouldn't need to change a thing. All lovely!	46-55	White British	
2	Extremely Likely	Nurses were extremely friendly, caring and responsive. I was made to feel safe and secure throughout my stay. Everything was explained and I was reassured at all times.				
3	Extremely Likely	The staff were amazing. So kind and considerate. Thank you so much.	You're all brilliant. Thank you.	46-55	White British	
4	Extremely Likely	Very friendly staff. Put me at ease.		36-45	White British	
5	Extremely Likely	Friendly, helpful staff.	No.	16-25	White British	
6	Extremely Likely	Everyone so professional and lovely and kind and helpful and understanding.	No - everything was great.	36-45	White British	
7	Extremely Likely	Very lovely people. I have felt treated as a queen. Thank you so much!		26-35	White British	
8	Extremely Likely	Staff very attentive, professional, careful and caring. Was kept informed at all times.		46-55	White British	
9	Extremely Likely			56-65	White British	
10	Extremely Likely	On both occasions of my surgery I had amazing care from all the staff. They couldn't do enough for me. It is so stressful coming into hospital but they made me feel at ease. Thank you.	The service was brilliant! Only suggestion is the NHS should have more funding from the government!	46-55	White British	
11	Extremely Likely	Because the ladies on the ward are lovely. They look after you & make you feel calm & safe. They don't rush you to leave & make sure you are ok after. They also give good, clear after care advice. Thank you all xx.	No! It's perfect the way it is.	26-35	White British	