

Petter Day Treatment Unit - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	2	100.0	0.0	0.0
Apr-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	Mar-17	Extremely Likely	The care I have received has been outstanding. All the staff have been kind, professional and work so well together as a team with a lovely sense of humour. You should be very proud of this team.		56-65	White British	
2	Mar-17	Extremely Likely	Because everyone that has looked after me was amazing. Thank you.		56-65	White British	
1	Apr-17	Extremely Likely	Unable to fault staff for their kind & caring approach throughout my stay.	N/A.	56-65	White British	
2	Apr-17	Extremely Likely	Everyone is kind and caring. They make you feel very welcome and at ease. I'm very thankful for all their support and help.	No. Doesn't need improving.	16-25	White British	
3	Apr-17	Extremely Likely	Very kind, helpful and supportive staff - felt very well cared for! Thank you all x.				
4	Apr-17	Extremely Likely	Sympathetic nursing staff.		Over 65	White British	
5	Apr-17	Extremely Likely	All nurses and doctors very friendly and helpful. I felt comfortable and professionally looked after during my time on the ward.		26-35	White British	
6	Apr-17	Extremely Likely	Friendly staff, very helpful and a lovely, quiet ward. Thank you.	N/A.	26-35	White British	
7	Apr-17	Extremely Likely	The staff have explained things clearly at each stage of my visit and have all had a positive/friendly manner. I have felt confidence in their care.	No.	46-55	White British	

8	Apr-17	Extremely Likely	Everyone very efficient & friendly - felt very safe.	No. Staff very efficient.	Over 65	White British	
9	Apr-17	Extremely Likely	Excellent, kind, caring staff at all times. Thank you x.	N/A.	36-45	White British	
10	Apr-17	Extremely Likely	The lady's taking care of me were very helpful and kind. They made sure I was ok and kept me well up-to-date with what was happening.		16-25	White British	
11	Apr-17	Likely	Standard of care excellent. Kind, caring & friendly staff. Well done!		46-55	White British	
12	Apr-17	Likely	Nursing staff very professional & put me at ease (especially F.) Relaxed ward - didn't feel too 'surgical'. Less anxious, clear instructions given, feel informed.	Consultants need to remember we are patients with emotions/feelings. The consultant's bedside manner was quite impersonal & he seemed bored as did the anaesthetist.	36-45	White British	
13	Apr-17	Likely	It's the nearest hospital for us. The staff were nice.		46-55	White British	