

Petter Day Treatment Unit - Friends and Family Test - May-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.	%	%	%
May-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	The staff were really nice. They were professional, friendly and reassuring. I felt very well looked after.		36-45	White British	
2	Extremely Likely	The staff have been so caring & attentive. I could not ask for better care. Thank you to everyone who has looked after me today.	None.	56-65	White British	
3	Extremely Likely	So attentive, kind and lovely.		36-45	White British	
4	Extremely Likely	Everybody very kind.		Over 65	White British	
5	Extremely Likely	Everyone made me feel very comfortable and very reassuring on the whole procedure through my stay. Can't thank everyone enough for looking after me! You do a fab job!	No, not at all. Top class service.	26-35	White British	
6	Extremely Likely	Fabulous attention to detail. Lovely anaesthetist & trainee OPD. F. is great. Don't like window not being frosted, especially when not overly aware if I was decent!	Frosted glass!	26-35	White British	
7	Extremely Likely	The staff are welcoming & friendly and pleasant and nothing is a problem. A very pleasant ward to be on. Congratulations to the staff.		56-65	White British	
8	Extremely Likely	Staff extremely pleasant. Very informative and warm atmosphere. Thank you.		26-35	White British	
9	Extremely Likely	Staff were extremely kind, friendly & helpful.		16-25	White British	
10	Extremely Likely	All the nurses and healthcare assistants were very welcoming and made me feel at ease. Explained everything well so I was less nervous and, after the procedure, I was really well looked after. All my needs were met and good advice given regarding what to expect next.		36-45	White British	

11	Likely	Staff were lovely. It would be better if glass door was completely frosted over. Children were looking through it when I was sat up in bed in my nightgown and a man looked over the top. The middle part of the waiting room door is frosted. I would have preferred more privacy please.	Service was lovely!	56-65	White British	
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