

**Petter Day Treatment Unit - ‘Friends and Family Test’ - Oct-15 to Nov-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.

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.	%	%	%
Oct-15	14	100.0	0.0	0.0
Nov-15	9	100.0	0.0	0.0

## Qualitative Feedback - Oct-15

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service?</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	The staff are incredible, especially HCA nurses - so friendly and caring. There is no waiting around and you are always kept informed about what is going on.	Honestly, nothing!	16-25	White British	No tick
2	Extremely likely	Excellent care and information throughout the whole process. Lovely staff. Nice and clean too.	None.	26-35	White British	No tick
3	Extremely likely	The staff on this ward are extremely friendly and they make you feel at ease. I have never had a general before so I was quite scared but they were so nice and I felt like I had nothing to worry about. They have music playing to make you feel relaxed while waiting to go down.	They had plenty to read while you were waiting. Would be nice if there was a pull down TV to watch as optional, especially if you're waiting to go down and you're the last person on the list.	26-35	White British	No tick
4	Extremely likely	Friendly, helpful staff.		46-55	White British	No tick
5	Extremely likely	Everyone has been very friendly helpful & informative.	No - seems fine to the uninitiated.	46-55	White British	No tick
6	Extremely likely	Friendly, informative and make you feel at ease.	No.	56-65	White British	No tick
7	Extremely likely	Very friendly and made to feel at ease. Very caring.		56-65	White British	No tick
8	Extremely likely	The staff were really helpful, explained everything well & made sure you were well looked after. A		56-65	White British	No tick

		real pleasure to come into hospital.				
9	Extremely likely	Wonderful treatment from everyone. Thank you.		over 65	White British	No tick
10	Extremely likely	Everyone treats you as an individual. Everyone came across as very professional. Everyone very friendly, made me very at ease.		over 65	White British	No tick
11	Extremely likely	If every hospital was like Barnstaple, the NHS would be at 100%. Nurses, doctors and everyone extremely conscientious and helpful.		over 65	White British	No tick
12	Extremely likely	Kindness & help, not judging me for having anxiety problems.				No tick
13	Extremely likely	Happy smiling faces & brilliant care all around.				No tick
14	Extremely likely	Everyone absolutely wonderful and extremely kind & thoughtful.				No tick

### Qualitative Feedback - Nov-15

	'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	Extremely likely	Very kind, helpful, and always asking if all is ok. Very happy! Thank you.		46-55	White British	No tick
2	Extremely likely	Staff very friendly & reassuring.		46-55	White British	No tick
3	Extremely likely	All staff were friendly and helpful.		56-65	White British	No tick
4	Extremely likely	They would do anything for you &		56-65	White	No tick

		very kind - worth their weight in gold.			British	
5	Extremely likely	The staff are friendly, caring and clearly experienced, with a reassuring manner. There is a prevailing sense of efficiency through the department.	None.	over 65	White British	No tick
6	Extremely likely	All staff were friendly and welcoming from the moment I arrived. All explanations were clear and helpful and nothing was too much trouble.		over 65	White British	No tick
7	Extremely likely	Staff are extremely friendly and professional. I have received patient and caring treatment.	No.	over 65	White British	No tick
8	Extremely likely	The care on the ward, second to none, felt extremely well looked after & secure.				No tick
9	Likely	Staff very welcoming and friendly. Everything explained clearly and left in no doubt as to what was going to happen. Great aftercare, not rushed and didn't feel you had to leave ward until fully ready.		56-65	White British	No tick