

Petter Day Treatment Unit - 'Friends and Family Test' - Oct-16 to Dec-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.	%	%	%
Oct-16	8	100.0	0.0	0.0

Nov-16	4	100.0	0.0	0.0
Dec-16	38	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	Oct	Extremely Likely	This is my fourth time on Petter Ward. Every time I have been treated with care & kindness every time. All the staff really made a difference.	None. This is such a lovely ward. All the staff are so kind, caring & very reassuring. Thank you.	36-45	White British	
2	Oct	Extremely Likely	Very pleasant experience - nursing staff and all staff very pleasant. I was treated with respect and the staff (A. and F.) is very friendly and warm. Thank you all.				
3	Oct	Extremely Likely	Was so well looked after from start to finish. I can't thank C., L. & M. enough for their care and attention. Thank you for putting up with me! X	No!	36-45	White British	
4	Oct	Extremely Likely	The nurses, docs & anaesthetists have been amazing, caring & genuine & made me feel at ease at all times. Special thanks to F. X		26-35	White British	
5	Oct	Extremely Likely	I find being a patient a very difficult experience. All the staff were lovely and made my journey easy.		46-55	White British	

6	Oct	Extremely Likely	All staff caring, helpful and took time to listen to us, we had various ages at my time in Petter Ward and each of us (whatever age) was treated with respect. Thank you x.	None.	46-55	White British	
7	Oct	Extremely Likely	Everyone was so nice and friendly, talked me through everything and felt so safe and very well looked after. Just like being in a 5 star hotel, thanks guys.	Nope - it was perfect.		White British	
8	Oct	Extremely Likely	I have been made to feel incredibly welcome. All of the nurses & HCAs have been very supportive, caring and looked after me well. I would not have been so relaxed if it was not for the amazing staff here at NDDH.	Sweet memories butterscotch crunch biscuits. They were really nice.	16-25	White British	
9	Oct	Not entered	I was only in for a short while but the treatment was brilliant. The staff we so friendly and nice. I didn't really want to leave. I don't get pampered much.	None at all.	Over 65	White British	
1	Nov	Extremely Likely	Amazing standard of care and attention from M. & F. Very attentive & everything explained really well! Gold star service, many thanks.				
2	Nov	Extremely Likely	The staff couldn't have been nicer & more caring, but my type of op would be better in the morning, so we had time to 'pee' before going home (mid-urethral sling op).				
3	Nov	Extremely Likely	From the consultant surgeon to the nurses the service was superb! Thank you!!	None, keep doing what you do, thank you.	56-65	Other ethnic group	
4	Nov	Likely			36-45	White British	Do not publish
1	Dec	Extremely Likely	Everybody very kind and helpful.		56-65	White British	
2	Dec	Extremely Likely	Staff are extremely friendly and helpful. Facilities are clean and	None.	36-45	White British	

			comfortable. Generally pleasant environment.				
3	Dec	Extremely Likely	Excellent care.		56-65	White British	
4	Dec	Extremely Likely	I was so impressed with how kind and helpful all nurses were! I felt very comfortable during my stay and would definitely recommend people to this unit.	None.	16-25	White British	
5	Dec	Extremely Likely	All staff were very professional & friendly and put me at ease. Explained everything clearly and in a way you could understand. Thank you.		46-55	White British	
6	Dec	Extremely Likely	Everyone was so lovely & made me feel so much better. Thank you!		16-25	White British	
7	Dec	Extremely Likely	Everyone was happy and friendly.		16-25	White British	
8	Dec	Extremely Likely	Everything was explained very clearly and the staff were very friendly and approachable.	None.	26-35	White British	
9	Dec	Extremely Likely					
10	Dec	Extremely Likely	Happy, friendly staff which gave a relaxing calm atmosphere. Nothing too much trouble & didn't feel silly in asking the most minor questions.	Lighting is quite harsh, although staff tried to minimise that wherever possible.	46-55	White British	
11	Dec	Extremely Likely	Wonderful, attentive care. All nurses extremely kind and professional doctors / consultant likewise!	No - excellent as is.	56-65	White British	
12	Dec	Extremely Likely	Friendly, respectful staff, clean and just really welcoming and putting you at ease.		36-45	White British	
13	Dec	Extremely Likely	Lovely staff, really well looked after, the whole experience made a lot easier.		26-35	White British	
14	Dec	Extremely Likely	Everyone was very kind and patient with me. Very helpful and kind with everything. Thank you all.		56-65	White British	
15	Dec	Extremely Likely	The nurses were fantastic! They were		26-35	White British	

			respectful & so caring! One nurse even offered to come with the anaesthetic room with me and held my hand whilst I was put to sleep because I was so scared.				
16	Dec	Extremely Likely	All the staff were very kind and caring. They made sure I was aware of what was going to happen and explained everything clearly. I had complete confidence in my treatment and the staff's abilities. Couldn't have been better.	No. Top marks all round!! Lovely people doing a first rate job.	Over 65	White British	
17	Dec	Extremely Likely	I was very nervous and tearful but was completely put at ease by the staff nurses. They are all lovely, including the surgeon and anaesthetist. Thank you all very much.		46-55	White British	
18	Dec	Extremely Likely	The staff were reassuring, professional and gave excellent information regarding the procedure. Excellent after care. A wonderful team on Petter Ward.	No.	46-55	White British	
19	Dec	Extremely Likely	The treatment I received was absolutely brilliant, I couldn't have asked for the staff to be more caring and respectful.		26-35	White British	
20	Dec	Extremely Likely	Very friendly, caring and sensitive staff. Kept us well informed and a lovely cup of tea!	N/A.	26-35	White British	
21	Dec	Extremely Likely	Very well looked after by amazing people.		26-35	White British	
22	Dec	Extremely Likely	Fantastic care, everyone so nice and kind.	None.	46-55	White British	
23	Dec	Extremely Likely	Very friendly staff. Helpful and calming. A special thank you to A. and C. in the Petter Ward and E. the anaesthetist for their humour and	No!	26-35	White British	

			smiling faces.				
24	Dec	Extremely Likely	Friendly, helpful staff.		46-55	White British	
25	Dec	Extremely Likely	I had 5 star treatment!	Service has been 100% and a delightful attitude.	Over 65	White British	
26	Dec	Extremely Likely	Felt comfortable in an uncomfortable situation. Good quality care.	None.	26-35	White British	
27	Dec	Extremely Likely	The staff.		46-55	White British	
28	Dec	Extremely Likely	All really good, everyone was amazing during everything on every visit in all departments.	The shop could do with a radio or something. I felt bad for the staff during quiet times.	26-35	White British	
29	Dec	Extremely Likely	I was treated with sensitivity & friendliness throughout. And though I slept through most of the main performance, the before & after care leads me to believe that I was treated with the same consideration & efficiency.	Not in this department.	Over 65	White British	
30	Dec	Extremely Likely	Very caring, attentive, smiley faces. I was quite apprehensive with operation, so they were friendly & reassuring.		16-25	White British	
31	Dec	Extremely Likely	All staff were lovely. Explained what would happen throughout the morning clearly and thoroughly. Staff very attentive if you needed anything, very respectful to the nature of your procedure. Spent most time in a bay but that good. You can just think and relax. Staff always popping in to make sure you ok.		46-55	White British	
32	Dec	Extremely Likely	Very welcoming, friendly staff, made me feel extremely comfortable and gave me all the information I needed.		16-25	White British	
33	Dec	Extremely Likely	Staff were lovely. Made me feel very comfortable.	N/A.	16-25	White British	
34	Dec	Extremely Likely	Because all members of staff were			White British	

			kind & professional throughout the entire procedure and kept family members informed.				
35	Dec	Extremely Likely	Staff have been very sensitive & caring - thank you so much. Aftercare very good. An extremely valuable service for North Devon.		36-45	White British	
36	Dec	Extremely Likely	Such friendly, warm, patient and caring care. Felt so safe and respected. Thank you!!				
37	Dec	Likely			36-45	White British	
38	Dec	Likely			Over 65	White British	
39	Dec	Not entered		I think the partially frosted door in the waiting area should be fully frosted and lockable. Whilst in the waiting area we could see a patient in a gown on an examination bench. This is very poor in terms of privacy. We could also hear what was being said.	36-45	White British	