

Petter Day Treatment Unit - Friends and Family Test - Sep-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.	%	%	%
Sep-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	No hospital visit is nice but wot a lovely bunch of people that have looked after me today. Nothing was too much trouble. Many thanks. x	More tea.	46-55	White British	
2	Extremely Likely	Everyone has been extremely professional, friendly and attentive putting me at ease for my op. Thank you.		36-45	White British	
3	Extremely Likely	Everyone great - could not be better.	Service 10 out 10.	56-65	White British	
4	Extremely Likely	The whole team have been lovely & very caring.		26-35	White British	
5	Extremely Likely	All the nurses & doctors were extremely kind & caring. Thank you so much for putting me at ease.	None.	46-55	White British	
6	Extremely Likely	Great care from start to finish from everyone. Thank you.		46-55	White British	
7	Extremely Likely	Really happy with the service everyone has given me on this ward, theatre and surgeon. Everyone has been really supportive and very helpful. Made me and my partner at ease and comfortable with our experience! We couldn't thank everyone enough. Definitely recommend this ward to friends/family if ever needed similar care or treatment.	Very good service!	16-25	White British	
8	Extremely Likely					
9	Extremely Likely	The staff were all extremely friendly & helpful. Very pleasant experience considering I was so nervous. Thank you so much.		36-45	White British	
10	Extremely Likely	Friendly staff. Fast & efficient care received.				
11	Extremely Likely	Made to feel happy & relaxed.		Over 65	White British	