

Petter Day Treatment Unit - Friends and Family Test - Oct-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.	%	%	%
Oct-17	10	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	Staff were very kind, caring, gentle and informative, ensuring all my needs were met.				
2	Extremely Likely	Staff on Petter have been so kind and patient. Was seen and treated quickly and sensitively.				
3	Extremely Likely	Staff made my partner feel confident that everything was going to be fine. And it was. Outstanding compassion. Friendly. You don't pay these people enough. The NHS should remember that the staff didn't have to choose this job. But they did. Angels all, and we love them for it. x		36-45	White British	
4	Extremely Likely	Kind & considerate care, treated with respect. Dignity maintained. Kept informed at all times. Felt very safe.		56-65	White British	
5	Extremely Likely	Helpful and friendly staff.		26-35	White British	
6	Extremely Likely	The members of staff were very helpful and professional.		36-45	Other ethnic group	
7	Extremely Likely	Fantastic staff. Good communication. Great care.		46-55	White British	
8	Extremely Likely	Was extremely anxious to begin with. Staff all fantastic! Everything explained very thoroughly, gently, everybody so calm & reassuring. Felt confident & safe.	Was already amazing, so no!	46-55	White British	
9	Extremely Likely	There was little waiting around. I appreciated being taken straight to a bed rather than having to wait in a waiting room. The staff were extremely pleasant, helpful, informative and discreet. I felt fully informed throughout. The surgical team were 1st class & explained my future options.	Some more relaxing music might make the atmosphere feel a bit more gentle!	46-55	White British	
10	Extremely Likely	All staff were friendly and explained everything to me. Surgeon was reassuring and gave me a positive explanation of what was done.		46-55	White British	