

Petter Day Treatment Unit - Friends and Family Test - Nov-17 to Dec-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.	%	%	%
Nov-17	11	100.0	0.0	0.0
Dec-17	21	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 you have received?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Nov-17	Extremely Likely	Very caring & professional staff.		46-55	White British	
2	Nov-17	Extremely Likely	All the staff were very helpful and pleasant. Thank you.		46-55	White British	
3	Nov-17	Extremely Likely	I was looked after to a very high standard and they explained everything that was going to happen and also what to expect afterwards. Lovely staff.	None.	46-55	White British	
4	Nov-17	Extremely Likely	The staff are very friendly and caring, willing to spend time putting you at ease. Catered for all of my needs, being a very nervous patient. Can't praise them all enough from consultant to nurses.	It was nice to have my daughter with me the whole time, where previously I was on my own due to space, so nurse had to stay.	46-55	White British	
5	Nov-17	Extremely Likely	Well looked after.		16-25	White British	
6	Nov-17	Extremely Likely	Efficient, professional & kind staff. A good balance that instills confidence and puts you at ease.	None.	46-55	White British	
7	Nov-17	Extremely Likely	Hospital is very clean and welcoming. The staff are amazing. Thank you.	None.	46-55	White British	
8	Nov-17	Extremely Likely	This is such a relaxed, friendly & efficient unit. Other hospitals would be proud to have a unit like this. Thank you so much!!				
9	Nov-17	Extremely Likely	Nursing and medical staff were amazing, caring and professional. Thank you.		36-45	White British	

10	Nov-17	Likely			56-65	White British	Do not publish
11	Nov-17	Likely			36-45	White British	
1	Dec-17	Extremely Likely	The staff were very friendly and helpful.	No.	16-25	White British	
2	Dec-17	Extremely Likely	Everyone very friendly. Everything explained carefully. All my questions answered. I didn't feel like 'just another patient'. Thank you.	Maybe being able to come in later so as not to have to wait all morning.	26-35	White British	
3	Dec-17	Extremely Likely	Everything was fine. Great staff.	No - all good, thanks.	26-35	White British	
4	Dec-17	Extremely Likely	A great team. Very supportive and they just make you feel at ease.		16-25	White British	
5	Dec-17	Extremely Likely	Friendly, caring, happy, helpful. It's been the best on this ward. 10/10.				
6	Dec-17	Extremely Likely	Everybody, nurses & doctors, very helpful & very happy. Good.	You can't improve the service. 100% good.	Over 65	White British	
7	Dec-17	Extremely Likely	The staff were so compassionate and caring, they couldn't do enough for me. I felt very well looked after. Thank you for making a difficult time easier for me and my partner.		26-35	White British	
8	Dec-17	Extremely Likely	We have experienced extremely professional, compassionate care at a time that has been exceptionally hard personally. You are everything that is right with the NHS.		26-35	White British	
9	Dec-17	Extremely Likely	Excellent care received by [names withheld] on Petter Ward. Caring & attentive following my procedure. [Name withheld] was very good at making me feel at ease as anaesthetic was delivered. Also, kept very well informed by surgical staff. Thank you!	None at all. Perfectly happy with my care during my day surgery stay.	26-35	White British	
10	Dec-17	Extremely Likely	The staff was amazing, very kind, friendly.		16-25	White British	
11	Dec-17	Extremely Likely	Staff were very patient & caring for a		46-55	White British	

			patient that was very anxious. Could not fault anyone. Excellent staff.				
12	Dec-17	Extremely Likely	Everyone was really kind and lovely!	No! Everything was good!	16-25	White British	
13	Dec-17	Extremely Likely	Friendly and efficient staff who made the whole experience easier to go through. Very informative about what to expect and follow up. Thank you.		46-55	White British	
14	Dec-17	Extremely Likely	Everyone lovely and friendly, made me feel safe.	No.	36-45	White British	
15	Dec-17	Extremely Likely	Efficient and caring staff with patient comfort and reassurance to the fore. Much appreciated. Thank you all.		Over 65	White British	
16	Dec-17	Extremely Likely	Everyone very kind and helpful and very friendly.		Over 65	White British	
17	Dec-17	Extremely Likely	Staff very caring and made me feel at ease.		26-35	White British	
18	Dec-17	Extremely Likely	All the nurses and care assistants looked after me well. Very friendly.		Over 65	White British	
19	Dec-17	Extremely Likely	Very efficient and friendly.		56-65	White British	
20	Dec-17	Extremely Likely	All staff very friendly & welcoming. [Names withheld] all lovely & made me feel very at ease.		36-45	Mixed / Multiple ethnic groups	
21	Dec-17	Extremely Likely			36-45	White British	Do not publish
22	Dec-17	Not entered	Very helpful staff, especially [names withheld].	If you could have visitors.	16-25	White British	