

Petter Day Treatment Unit - Friends and Family Test - Jan-18 to Feb-18

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.	%	%	%
Jan-18	14	100.0	0.0	0.0
Feb-18	22	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	Jan-18	Extremely Likely	Staff courteous & helpful - gave lots of advice & explained everything.	No, everything was great. Thank you so much.	36-45	White British	
2	Jan-18	Extremely Likely	Everyone is really friendly & made me feel comfortable when I was nervous. Very attentive staff. Thank you so much for looking after me.	No. You're all brilliant.	26-35	White British	
3	Jan-18	Extremely Likely	Staff were friendly and supportive. They were keen to ensure I was comfortable and offered pain relief and refreshments regularly.	No. Pleased with the service I received.	26-35	White British	
4	Jan-18	Extremely Likely	Friendly and informative staff.		36-45	White British	
5	Jan-18	Extremely Likely	Staff were exceptional, including, the nurses, consultant, theatre nurses and the anaesthetist. All areas of the environment were clean and tidy. Everyone extremely efficient in their roles.	It was spot on!	46-55	White British	
6	Jan-18	Extremely Likely	Excellent staff and care!		46-55	White British	
7	Jan-18	Extremely Likely	All the staff were lovely, kind & caring. Made me feel at ease.		46-55	White British	
8	Jan-18	Extremely Likely	Everyone was extremely nice & very attentive.		56-65	White British	
9	Jan-18	Extremely Likely	Wonderful, caring staff, very attentive. No signs of pressure of the circumstances at the moment. So, thank you & hats off to you all & well done. You are doing a fantastic job.	No, all were great.	46-55	White British	

10	Jan-18	Extremely Likely	Lovely, reassuring staff. Caring and everything explained well.		56-65	White British	
11	Jan-18	Extremely Likely	Staff are friendly and very helpful. Thank you for looking after me.	Nope. Just keep doing what you doing.	46-55	White British	
12	Jan-18	Extremely Likely	Very prompt attention and very kind & considerate consultant and nurses. Excellent service. Thank you.		56-65	White British	
13	Jan-18	Extremely Likely	All staff very friendly & caring. Very professional but keep you calm by talking about holidays etc. I was a bit of a difficult patient I think, but they were all so understanding. Thank you & sorry.	Service was brill. However, there was a bit of old blood on my bed.	26-35	White British	
14	Jan-18	Likely	It was a pleasant visit as far as hospitals go.	No.	26-35	White British	
15	Jan-18	Not entered	Every nurse/doctor made me feel right at home. Very caring staff.	No.	16-25	White British	
1	Feb-18	Extremely Likely	Everyone has been really lovely, friendly and efficient.	Nothing.	36-45	White British	
2	Feb-18	Extremely Likely	Everybody has been very kind, friendly and considerate, especially [name withheld].	No, everything was excellent.	56-65	White British	
3	Feb-18	Extremely Likely	Every member of staff were excellent. The care I received, especially from [name withheld], was exemplary.		46-55	White British	
4	Feb-18	Extremely Likely	Excellent care, wonderful anaesthetic with no 'hangover'.	A little quicker.	Over 65	White British	
5	Feb-18	Extremely Likely	Friendly & professional staff made me feel relaxed and not at all anxious about the procedure. Everything went smoothly.		56-65	White British	
6	Feb-18	Extremely Likely	Excellent care, friendly staff, very professional.		56-65	White British	
7	Feb-18	Extremely Likely	Because they were very nice and kind and they gave me the right treatment.	No.	16-25	White British	
8	Feb-18	Extremely Likely	I found all staff very friendly and easy to talk to.	No, I was more than happy.	46-55	White British	

9	Feb-18	Extremely Likely	Everybody was very efficient, caring and able to exercise common sense as well as professionalism! My daughter was extremely nervous which was fully recognised and understood and I was made to feel welcome and not in the way. Many, many thanks.	I really can't think of anything at this time - thanks, once again.		White British	
10	Feb-18	Extremely Likely	Everyone is so helpful & friendly. Nothing is too much trouble. Would highly recommend. Thank you all for such an enjoyable visit to hospital. xxxxx	Keep it just the way it is - whole team were great. xx	56-65	White British	
11	Feb-18	Extremely Likely	Everyone was really nice and caring, nothing was too much trouble and were completely understanding of my anxiety.		16-25	White British	
12	Feb-18	Extremely Likely	Kind, caring, showed great understanding and respect, made jokes, felt safe and in good hands at all times. Understood what was going to happen all the way throughout. Great, friendly team.		36-45	White British	
13	Feb-18	Extremely Likely	Very efficient, caring staff. Excellent before and after op care.		56-65	White British	
14	Feb-18	Extremely Likely	Lovely staff - very friendly and supportive.		46-55	White British	
15	Feb-18	Extremely Likely	Team are amazing.		36-45	White British	
16	Feb-18	Extremely Likely	The whole team have been amazing and caring. The aftercare from the nurses was extremely fab. Thank you.		36-45	White British	
17	Feb-18	Extremely Likely	Overall, an excellent experience. Wonderful staff. Made to feel at ease. Procedure explained at every stage. Everyone introduced themselves! Can't fault my experience here today. Save our NHS!	None.	36-45	White British	

18	Feb-18	Extremely Likely	Attended for a colonoscopy today - was super anxious but [names withheld] were amazing. Very friendly & reassuring. Made it all a lot less scary! Thank you!! xxx		26-35	White British	
19	Feb-18	Extremely Likely	All the nurses & staff, including surgeons & anaesthetist, were very caring & supportive.		26-35	White British	
20	Feb-18	Extremely Likely	All my care needs were met from arriving on ward to leaving at the end of the day.		36-45	White British	
21	Feb-18	Extremely Likely	The staff were, as always, excellent. They were all very friendly, kind and attentive. All facilities were extremely clean. Excellent care all round!				
22	Feb-18	Extremely Likely	Amazing nurses & care.		36-45	White British	