

## Petter Day Treatment Unit - Friends and Family Test - Mar-18 to Apr-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.	%	%	%
Mar-18	8	100.0	0.0	0.0
Apr-18	6	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	Mar-18	Extremely Likely	The service received was fantastic. The staff are friendly and welcoming. 10/10 for the treatment received today.		36-45	White British	
2	Mar-18	Extremely Likely	Staff was very friendly and helpful, made me feel safe and calm even though I was scared.	N/A.	16-25	White British	
3	Mar-18	Extremely Likely	Friendly staff - clear instructions & explanations. Calm atmosphere. Questions answered.	Not really - I think improvements are being made all the time.	Over 65	White British	
4	Mar-18	Extremely Likely	Everyone was so kind and friendly and had great care while I was here.		26-35	White British	
5	Mar-18	Extremely Likely	All staff very friendly and informative. Made to feel very comfortable.		16-25	White British	
6	Mar-18	Extremely Likely	The staff delivered an excellent service. Very kind, thoughtful and excellent way in dealing with my needs. Thank you so much!!		36-45	Asian / Asian British	
7	Mar-18	Extremely Likely	Very good, lovely ladies, they make a good cuppa and make you feel very welcome. x		36-45	White British	
8	Mar-18	Extremely Likely	Staff were very friendly doing their utmost to put you at ease. Procedure very quick, painless and smooth.	None.	46-55	White British	
1	Apr-18	Extremely Likely	Good care. Nothing too much trouble. Very attentive, caring staff.		46-55	White British	
2	Apr-18	Extremely Likely	After being very anxious the staff all put me at ease. A relaxed atmosphere	No. A lovely pleasant atmosphere with kind, caring staff. Thank you	46-55	White British	

			and very kind, caring staff. God bless one and all.	all.			
3	Apr-18	Extremely Likely	All staff very friendly & helpful. Put me at ease & explained everything clearly.		36-45	White British	
4	Apr-18	Extremely Likely	Very friendly, informative and reassuring staff. Kind and caring.		56-65	White British	
5	Apr-18	Likely	Staff great! Everything explained very clearly and the opportunity to ask questions. Really good care all round.		56-65	White British	
6	Apr-18	Likely	I have received lovely care with clear information from staff. Thank you.		56-65	White British	