

Petter Day Treatment Unit - Friends and Family Test - May-18 to Jul-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.	%	%	%
May-18	1	100.0	0.0	0.0
Jun-18	3	100.0	0.0	0.0
Jul-18	17	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	Patient request for anonymised comments not to be made public
1	May-18	Extremely Likely	All the staff have been extremely helpful and nothing has been too much trouble.		Over 65	White British	
1	Jun-18	Extremely Likely	The staff were lovely & really kind and friendly and helpful. The procedure was quick and I was able to be discharged very quickly after really positive experience.	No, the service was excellent.	36-45	White British	
2	Jun-18	Extremely Likely	Staff were very kind and helpful, nothing was too much trouble. Always kept informed.		46-55	White British	
3	Jun-18	Extremely Likely	The personnel on Petter Ward & all the staff involved have been absolutely fantastic. Special thanks to everyone involved. The 1-to-1 care has been exemplary. Special note to [name withheld] for her smile, kindness & courtesy throughout. Thanks to all.		46-55	White British	
1	Jul-18	Extremely Likely	Very friendly, smiley staff. Very knowledgeable and seem to have the ability to put difficult medical terminology simply. Hope I never need to come again but will be very happy to. Thank you all.	Lovely to have the clock and radio playing softly in the background.	46-55	White British	
2	Jul-18	Extremely Likely	All of the nurses & staff are extremely caring and really help put me at ease. I get extremely anxious and they made me feel very calm & comfortable. Just need toilet roll in the toilet though.				
3	Jul-18	Extremely Likely	Treated really well and lovely staff. Everything explained to me about surgery beforehand. Aftercare lovely.		56-65	White British	

4	Jul-18	Extremely Likely	Wonderful staff.				
5	Jul-18	Extremely Likely	Wonderful, caring staff.		36-45	White British	
6	Jul-18	Extremely Likely	Friendly, put you at ease, very good care. Thank you.		56-65	White British	
7	Jul-18	Extremely Likely	Friendly, helpful nurses and staff.		46-55	White British	
8	Jul-18	Extremely Likely	All the staff were really kind & helpful & knowledgeable. Thank you all for your kindness. Very much appreciated.		36-45	White British	
9	Jul-18	Extremely Likely	The staff very carer and look after me really well.				
10	Jul-18	Extremely Likely	So kind and caring, felt well looked after.	No, just perfect. x	46-55	White British	
11	Jul-18	Extremely Likely	All your staff have been wonderful to me. Thank you so much for all your care. I appreciate all your help. Lots of love, [name withheld].		Over 65	White British	
12	Jul-18	Extremely Likely	All the staff were great. Kept me informed of what was happening - very friendly and reassuring. Made my stay very pleasant. A lovely team of staff.				
13	Jul-18	Extremely Likely	There was always a smiling face to greet you with help and advice at all times. Thank you.	None.	Over 65	White British	
14	Jul-18	Extremely Likely	Everyone was very caring and I was fully informed at every stage of my operation. Lovely ladies.	No.	Over 65	White British	
15	Jul-18	Extremely Likely	Very friendly, helpful staff, felt really relaxed. (Make the best cups of tea).		26-35	White British	
16	Jul-18	Extremely Likely	Very friendly staff. Great care given.				
17	Jul-18	Likely	I had and felt great empathy from the staff. However, I did feel quite isolated (in cubicle) whilst awaiting to go for my procedure.		Over 65	White British	