

Petter Day Treatment Unit - Friends and Family Test - Aug-18 to Sep-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.	%	%	%
Aug-18	2	100.0	0.0	0.0
Sep-18	4	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?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Aug-18	Extremely Likely	The care for my partner has been excellent.	Keep the partner of the patient updated.	Male	26-35	White British	
2	Aug-18	Extremely Likely	I was very nervous about today but was made to feel very comfortable by all of the staff involved in my care and they were all very friendly and nothing was too much trouble.		Female	46-55	White British	
1	Sep-18	Extremely Likely	My handicapped daughter was treated with respect & consideration. The staff were lovely!		Female	46-55	White British	
2	Sep-18	Extremely Likely	Wonderful support, kind and dedicated staff. Fantastic job. Thank you [names withheld] and [name withheld], anaesthetist.	Great service.	Female	46-55	White British	
3	Sep-18	Extremely Likely	High quality & caring care throughout. Everyone was nice & treated me with kindness & dignity. I always felt well looked after.	Nothing, everything was fine.	Female	36-45	White British	
4	Sep-18	Extremely Likely	Really friendly staff, kept well informed about everything. Very supportive when I felt poorly & couldn't do enough for me! Kept a check on me & kept family informed all day. Thank you!					