

### Petter Day Treatment Unit - Friends and Family Test - Oct-18 to Dec-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.	%	%	%
Oct-18	5	100.0	0.0	0.0
Nov-18	6	100.0	0.0	0.0

Dec-18	4	100.0	0.0	0.0
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### 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	Oct-18	Extremely Likely	Both staff and treatment were excellent. Very efficient, kind & caring.		Over 65	White British	
2	Oct-18	Extremely Likely	Very friendly & helpful staff. Made feel very comfortable. Everything well explained. Thank you!		26-35	White British	
3	Oct-18	Extremely Likely	All the staff were so very kind and put me at ease. They explained everything and supported me throughout the process.		56-65	White British	
4	Oct-18	Extremely Likely	Friendly staff, felt at ease & professional.	No.	26-35	White British	
5	Oct-18	Extremely Likely	What a lovely team, wonderful nurses, great communication. Thank you. x		26-35	White British	
1	Nov-18	Extremely Likely	Kind. Friendly. Professional. Knowledgeable. All the staff filled me with confidence. They kept me informed at all times so I knew what had happened & what was about to happen concerning my treatment.		56-65	White British	
2	Nov-18	Extremely Likely	First & foremost, the nurses put me at ease and were lovely in their manner & their reassurance. The procedure was fairly pain-free and quick. Secretary was really nice and knowledgeable on the phone. All credit to the staff you have on the ward!	None.	46-55	White British	

3	Nov-18	Extremely Likely	Very friendly, informative staff who take time to ensure you get excellent care.				
4	Nov-18	Extremely Likely	Staff are amazing. They go out of their way to help and make you feel comfortable.	Toast on the ward / maybe restroom with TV.	46-55	White British	
5	Nov-18	Extremely Likely	The staff made sure I was comfortable and happy and understood everything before and after. Everyone was lovely and very reassuring.	No.	16-25	White British	
6	Nov-18	Likely	Staff are very friendly and helpful.		36-45	White British	
1	Dec-18	Extremely Likely	Nurse [name withheld] totally amazing, kind and reassuring. All staff, doctor & anaesthetist were fabulous and patient.		16-25	White British	
2	Dec-18	Extremely Likely	Second time on Petter and same, very caring and helpful. I felt well looked after by all staff.		Over 65	White British	
3	Dec-18	Extremely Likely	Today I visited Petter outpatients. The nurse [name withheld], [name withheld]? and the measurement lady? were wonderful, made me feel I had the best experience by them possible. They were so professional & friendly. Well done all. [Name withheld].	No.	46-55	White British	
4	Dec-18	Extremely Likely	The staff have all been amazing, so caring & lovely. Would highly recommend. Nothing was too much trouble. Felt very safe.		36-45	White British	
5	Dec-18	Not entered	Staff extremely helpful & caring. Have good empathy with clients.		Over 65	White British	