

Petter Day Treatment Unit - Friends and Family Test - Jan-19 to Apr-19

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-19	8	100.0	0.0	0.0
Feb-19	4	100.0	0.0	0.0

Mar-19	9	100.0	0.0	0.0
Apr-19	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?	Patient request for anonymised comments not to be made public
1	Jan-19	Extremely Likely	Was very nervous but soon felt very calm and safe, in good hands. Terrific Petter Ward staff, amazing people. Thank you.	The best care I thought I'd received. NHS need more funding!	
2	Jan-19	Extremely Likely			Do not publish
3	Jan-19	Extremely Likely	The ward staff - [name withheld]. She was lovely and amazing to both of us and made us feel comfortable the while time we were there.		
4	Jan-19	Extremely Likely	The ward staff have been so friendly and comforting, [name withheld] has been amazing and so kind. For having such a horrible thing happening, they've all made us feel very comforted.		
5	Jan-19	Extremely Likely	Very attentive, lovely ladies and discreet.		
6	Jan-19	Extremely Likely	All staff very polite and very friendly, make you feel very welcome and safe.		
7	Jan-19	Extremely Likely	Staff and care have all been outstanding! Thank you.	None.	
8	Jan-19	Likely	Treated very well.	No.	
1	Feb-19	Extremely Likely	Reassuring nurses, kind. Understanding and calming. Very helpful & supportive.		
2	Feb-19	Extremely Likely	Excellent care, couldn't fault it - very thorough & caring.		
3	Feb-19	Extremely Likely	Staff very helpful and reassuring.		
4	Feb-19	Likely	Lovely staff, very polite. Thank you. x		
1	Mar-19	Extremely Likely	Care & consideration as a patient.		

2	Mar-19	Extremely Likely	Everyone was very efficient, caring and friendly.		
3	Mar-19	Extremely Likely	All staff were friendly and helpful.		
4	Mar-19	Extremely Likely	Really lovely, caring staff. Nothing was too much trouble. Thank you.		
5	Mar-19	Extremely Likely	The staff are so kind and helpful, I felt reassured about the operation. Very efficient. I could not fault anyone or anything. [Name withheld]	No, all good.	
6	Mar-19	Extremely Likely	All staff very supportive, explained all information well, care and support provided was excellent. Thank you.	No, very efficient.	
7	Mar-19	Extremely Likely	(1) Received excellent care. (2) Friendly staff all the way down the line.		
8	Mar-19	Extremely Likely	Very friendly staff, helpful and informative.		
9	Mar-19	Extremely Likely	In October/Nov, I had examinations for a lump in left breast & mentioned to consultant concerns about right nipple. These were immediately checked out and a biopsy arranged for February. The operation was quickly booked and the whole process has been incredibly smooth. The level of care [illegible] all staff has been exemplary and I am very impressed & grateful.	No! Just wish everyone's experience in different wards / hospitals is the same. I know it is hard with budget demands.	
1	Apr-19	Extremely Likely	Because this was my first procedure & GA. Everyone put me at ease, were very informative and approachable, an incredibly caring & kind team. All in all, I would not have any fears should I have to go in to hospital again.	Not all at.	
2	Apr-19	Extremely Likely	Excellent care throughout.	No.	
3	Apr-19	Extremely Likely	Everyone was friendly & professional.		
4	Apr-19	Extremely Likely	Staff are all, without exception, extremely friendly, kind, thoughtful, helpful & very good at putting you at ease. Give you enough information without scaring you! Surroundings are pleasant. Coffee is great! Thank you all.		
5	Apr-19	Extremely Likely	Fantastic care from admission to discharge. Nothing was too much. I really appreciate everything all the		

			staff have done for me. Thank you. x		
6	Apr-19	Extremely Likely	I would have no hesitation in recommending your ward. Friendly, courteous, lovely. My thanks to you all.	Everything was good.	
7	Apr-19	Not entered	I wouldn't recommend this treatment at all but, if necessary it couldn't be a smoother experience. Professional, friendly, caring staff. Thank you to all.	Chocolate digestives.	