

Petter Day Treatment Unit - Friends and Family Test - May-19 to Sep-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.

Easy read FFT card question: Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, 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-19	6	100.0	0.0	0.0

Jun-19	5	100.0	0.0	0.0
Jul-19	5	100.0	0.0	0.0
Aug-19	2	100.0	0.0	0.0
Sep-19	2	100.0	0.0	0.0

Qualitative feedback

	Month	Easy read FFT card completed by: Patient or Family member/ Carer	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	May-19		Extremely Likely	Nurses were helpful & kind, didn't feel like I was here for the treatment.		
2	May-19		Extremely Likely	Friendly, welcoming, nothing too much trouble. Professional.		
3	May-19		Extremely Likely	The staff were very caring & helpful. All had a smile. Very happy. Thank you.		
4	May-19		Extremely Likely	All the ladies were lovely and made me feel very calm and relaxed as felt very anxious. Thank you to you all. xxx		
5	May-19		Extremely Likely	Lovely, friendly staff & making the whole experience easier!		
6	May-19		Extremely Likely	Caring, calm, professional staff.	Just keep doing what you are doing.	
7	May-19		Not entered	Good care, quick, great staff. Excellent nursing care.		
1	Jun-19		Extremely Likely	Staff were very helpful. I felt at ease the entire time. Everyone was helpful.	Quite a long wait for my procedure - that would be my only small/minor complaint.	

2	Jun-19		Extremely Likely	Very friendly & caring.		
3	Jun-19		Extremely Likely	A friendly, attentive atmosphere created by a caring staff. Many, many thanks for an extremely calm recovery time. I would love to come back again - but, on the other hand, I would be very glad not to.	None.	
4	Jun-19		Extremely Likely	Oh wow, the best service ever!! You all amazing. Thank you so much. [Name withheld] xx		
5	Jun-19		Extremely Likely	Lovely, friendly, caring staff, clear explanations of every procedure, major or minor. Best experience of surgery I've ever had. Thank you to all the team.		
1	Jul-19		Extremely Likely	Staff are so friendly and helpful.		
2	Jul-19		Extremely Likely	Lovely staff!		
3	Jul-19		Extremely Likely	I have no complaints the way I have been treated, very friendly staff, very efficient, also very private. A good experience for someone like me who has never been in hospital before.	None.	
4	Jul-19		Extremely Likely	Staff very friendly, unit very clean and processing to theatre quick and efficient.		
5	Jul-19		Extremely Likely	Kind, friendly, happy staff.		
1	Aug-19		Extremely Likely	Everyone has been so helpful & caring.	Not needed.	
2	Aug-19	Family member / Carer	Yes		Music in waiting room.	
1	Sep-19		Extremely Likely	Warm, friendly welcome. Made me feel secure & cared for.		
2	Sep-19		Extremely Likely	Staff were very lovely and helpful.		