

## Petter Day Treatment Unit - Friends and Family Test - Oct-19 to Mar-20

*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.	%	%	%
Oct-19	5	100.0	0.0	0.0

Nov-19	2	100.0	0.0	0.0
Dec-19	4	100.0	0.0	0.0
Jan-20	No data	No data	No data	No data
Feb-20	6	100.0	0.0	0.0
Mar-20	6	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	Oct-19		Extremely likely	Nothing but total respect & total admiration to these wonderful caring people. May be a job to them but to us worried people they give their dedication. x		
2	Oct-19		Extremely likely	[Name withheld], sonographer, absolutely an amazing lady!! Has completely put my mind at rest, beautiful soul and beautiful smile!! Thank you to everyone!! x	No!	
3	Oct-19		Extremely likely	Extremely helpful, caring and nothing was too much trouble. Very friendly and well looked after, lovely cup of tea. Thank you.		
4	Oct-19		Extremely likely	All lovely.	None.	

5	Oct-19	Patient	Yes	Staff were fantastic, kind, considerate & knowledgeable.	N/A.	
1	Nov-19		Extremely likely	Helpful staff who were kind throughout. Good communication today. Very happy with today's experience.	Please ensure pts. have received the letter re: results before choose & book ring to book pre-op & operation appointments as I had about 3 hours of alarm(!), before the post arrived & I found out what procedure I was having. Perhaps just ring in the afternoon after post has been delivered or send post 1st class.	
2	Nov-19		Extremely likely	Very helpful & friendly staff.	Not sure all the questions asked at pre-op appointment were relevant or necessary.	
1	Dec-19		Extremely likely	Just want to say thank you to all staff that's helped me today. They have made me feel so welcome and comfortable. All brilliant at your jobs. Thanks.	No.	
2	Dec-19		Extremely likely	Attentive staff and very friendly, listen to how you feel. Pleasant environment and privacy respected. Thank you!	No.	
3	Dec-19		Extremely likely	Staff been attentive, kind and very supportive. It's clean and have been well informed of every stage. Thank you.	N/A.	
4	Dec-19		Extremely likely	Constant medical care and kindness - the efficiency in my personal opinion over the years is second to none. [Name withheld]		
1	Feb-20		Extremely likely	Fantastic, happy, friendly staff. Can't complain about the treatment I received today.		
2	Feb-20		Extremely likely	Everyone was so friendly. Thank you, you made me feel so safe and reassured all the way.		
3	Feb-20		Extremely likely	All staff were wonderful and put me at ease from start to finish.		

4	Feb-20		Extremely likely	Treated brilliantly - with care and attention.	None, all great.	
5	Feb-20		Extremely likely	Petter waiting room - please turn heating down, far too hot, unhealthy!		
6	Feb-20	Patient	Yes	Staff friendly & helpful at all times.	Waiting room are to hot but apart from that absolutely nothing.	
1	Mar-20		Extremely likely	Excellent care. Thank you.		
2	Mar-20		Extremely likely	Staff are lovely & really helpful.		
3	Mar-20		Extremely likely	Staff all very friendly and professional. Thank you.		
4	Mar-20		Extremely likely	Everyone is on the ball, very efficient and kind.	No.	
5	Mar-20		Extremely likely	Because all the staff here have been amazing.		
6	Mar-20		Extremely likely	Lovely and attentive, very pleasant staff, warm welcome.		