

Friends and Family Test - Petter Day Treatment Unit - May-21

Thinking about your time on this unit... Overall, how was your experience of our service?

Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know

Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
May-21	8	100	0.0	0.0

Qualitative feedback

	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Not entered	Very good	Attentive nurses - they explained it all. Surgery team was also very good too. Lovely staff.		
2	Not entered	Very good	Lovely staff, very kind. Doctor / surgeon explained everything very well indeed.	Nothing.	
3	Patient	Very good	Everyone was so kind and lovely, sympathetic and caring. I felt very well looked after.	Nothing.	
4	Not entered	Very good	Everybody on this unit was sweet and put me at ease. Great nurses.	Couldn't have been better.	
5	Patient	Very good	Excellent staff. I love them all. Exceptional care all round. Thank you everyone.	Was all perfect, so nothing.	
6	Patient	Very good	Very caring, attentive team. Made to feel safe and well looked after. Thank you.		
7	Patient	Very good	Fab care received from all the staff on Petter. Very attentive and friendly. Thank you.		
8	Patient	Very good	Everyone was so attentive and caring. Absolutely amazing people.	Nothing.	