

## Friends and Family Test - Petter Day Treatment Unit - Jul-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 %
Jul-21	2	100	0.0	0.0

**Qualitative feedback**

	<b>Feedback from</b>	<b>Friends and Family Test response</b>	<b>Please can you tell us why you gave your answer?</b>	<b>Please tell us about anything that we could have done better</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Patient	Very good	The team were absolutely fantastic. Everyone who interacted with me was extremely kind, caring, patient and friendly. They do an amazing job! You should add 'Excellent' to your 'experience of service'.		
2	Patient	Very good	Fantastic care!		