

Friends and Family Test - Petter Day Treatment Unit - Oct-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:

'Positive' percentage is calculated as follows:

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

'Negative' 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 'Positive' score is 75%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Oct-21	3	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	Patient	Very good	Great teamwork. Seamless transitions between ward and theatre. Smiley, compassionate staff. Overall great experience. A big thank you to everyone who took care of me today.	Nothing.	
2	Patient	Very good	I was kept well informed and comfortable at all times. All staff were brilliant before, during, and after my treatment/procedure.		
3	Patient	Very good	Wow!! What a super team. Seamless, efficient, professional. Friendly and, most of all, kind. Everyone I met worked so well with one another and showed genuine care and compassion. Well done.	Savory biscuits (Ha!!)	