

Bideford Minor Injury Unit - Friends and Family Test - Apr-17

Adult FFT card question: *How likely are you to recommend our service 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.*

Children and young person's FFT card question: *Would you tell your friends that this is a good service to come to?*

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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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.	%	%	%
Apr-17	20	100.0	0.0	0.0

Qualitative Feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Friends and Family Test response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely Likely		Excellent staff!!		None.	Male	16-25	White British	
2	Extremely Likely		All the staff have been great looking after A. She's felt comfortable at all times and have been talking to everyone. Thank you so much for your support.		No - you've all been fantastic.	Female	Under 16	White British	
3	Extremely Likely		Very friendly staff. Prompt service.		Don't see how it could be any better.	Female	Over 65	White British	
4	Extremely Likely		Seen very fast & good advice/support.			Male	36-45	White British	
5	Extremely Likely		Fast and friendly.			Female	36-45	White British	
6	Extremely Likely		A nice nurse.			Male	Under 16	White British	
7	Extremely Likely		I have found the personnel very friendly and efficient. A very important unit.						
8	Extremely Likely		Very good treatment. Made my son feel at						

			ease. Thank you.						
9	Extremely Likely		All good. No probs.			Male	56-65	White British	
10	Extremely Likely		First class service from competent, friendly staff. Nothing too much trouble.		No. Just hope we keep this service.	Male	Over 65	White British	
11	Extremely Likely		Every angle explored and not rushed in any way. Very satisfied with complete attention given.			Female	Over 65	White British	
12	Extremely Likely		Excellent care.		Keep it open.	Female	Over 65	White British	
13	Extremely Likely		Very friendly nurse. All staff helped to make us feel like our problem was dealt with properly.			Female	26-35	White British	
14	Extremely Likely		Prompt and helpful. Thank you.			Female	46-55	White British	
15	Extremely Likely		Very efficient and friendly service - couldn't ask for better. Much appreciated.		Essential service - keep it open.	Female	46-55	White British	
16	Extremely Likely		Infected arm after surgery. Health centre fully booked. Have been bringing my 92-year old dad here every day for dressings. Excellent care. All staff have been excellent.		Excellent service.	Male	Over 65	White British	
17	Extremely Likely		On holiday 8hrs from home. Came in and my daughter was seen within 5-10 minutes.						

			Found out what was wrong straightaway and treated. Very happy with the service provided.						
18	Extremely Likely		Good service, polite.		Free parking.	Male	46-55	White British	
19	Likely		Good service. Short wait. Disappointed there was no X-ray here but overall I was happy.		X-ray.	Male	26-35	White British	
20	Yes	Patient	Doctors are nice and friendly. Quick to be seen. P. aged 4.		More toys please.	Male	Under 6	Other ethnic group	