

Bideford Minor Injury Unit - 'Friends and Family Test' - Aug-15 to Sep-15

We would like you to think about your recent experiences of our service. 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.

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14.

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 score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Aug-15	No data	No data	No data	No data
Sep-15	12	75.0	16.7	8.3

Bideford Minor Injury Unit - Qualitative Feedback - Sep-15

	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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	Saved me travelling to Barnstaple for a minor piece of treatment.		Male	36-45	White British	No tick
2	Extremely likely	Excellent service and friendly staff.					No tick
3	Extremely likely	Wonderful attention - would recommend to anybody.					No tick
4	Extremely likely	Splinter in finger (under nail!) dealt with quickly & painless!! Many, many thanks.					No tick
5	Extremely likely	On holiday in the area. Spoke to 111 and they gave the address of the MIU. Friendly at reception, not too long of a wait for someone to see us.		Female	26-35	White British	No tick
6	Extremely likely	Extremely quick response. Warm, friendly staff. Exceptional care. Thank you! Best hospital we have been to.		Male	46-55	White British	No tick
7	Extremely likely	Stunningly quick, efficient & friendly.					No tick
8	Extremely likely	Fantastic service with friendly supportive staff.	Maintain the service - shame closed at time.	Male	36-45	White British	No tick
9	Extremely likely	I was seen promptly and very good service.					No tick
10	Extremely unlikely	I think the time people are kept waiting is disgusting! We had	More staff & increase morale of	Female	26-35	White British	No tick

		amazing service from Okehampton minor injury unit and this service in comparison is a joke. It is no wonder A&E in Barnstaple is so oversubscribed as I imagine people do not even bother to consider Bideford as an option / alternative.	staff currently working here.				
11	Extremely unlikely	Ridiculous waiting times + staff attitudes awful.	More staff + better staff!		16-25	White British	No tick
12	Don't know	The newly imposed parking charges are extremely unfair in that they do not offer 1/2 an hour brief visits or a 1 hour option. £1.80 is excessive for most visits.	Put in reduced car parking tariffs in line with expected usage - not all appointments take 2 hours.	Female	46-55		No tick