

Bideford Minor Injury Unit - Friends and Family Test - Aug-17 to Sep-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.	%	%	%
Aug-17	No data	No data	No data	No data
Sep-17	11	100.0	0.0	0.0

Qualitative Feedback – Sep-17

(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				No.	Female	56-65	White British	
2	Extremely Likely		Seen relative quickly. Friendly, professional medical staff. Thorough checks and diagnosis.			Female	36-45	White British	
3	Extremely Likely		Really friendly staff, made to feel at ease straightaway, not like you're wasting their time.			Female	16-25	White British	
4	Extremely Likely		Fab. Friendly service, very quickly seen, dealt with & out. Many thanks.						
5	Extremely Likely		Friendly care and very professional and prompt service.			Male	Over 65	White British	

6	Extremely Likely		Seen very swiftly. Good advice given. Treated as a person, not a number. On holiday here - a tremendous service. Lucky Bideford.			Female	Over 65	White British	
7	Extremely Likely		Amazing service. So lucky to be seen & treated so quickly.		Keep MIU open. X-ray 7 days a week.	Male	56-65	White British	
8	Extremely Likely		On holiday - seen v. quickly. All staff v. professional, helpful and friendly.		Not at all.	Female	36-45	White British	
9	Extremely Likely		Had a fall. MIU ordered X-rays (5). Saved ambulance to A&E Barnstaple.		Please keep it open as can't drive.		56-65	White British	
10	Extremely Likely		8,000 properties to be built in Bideford next 10 years. Staff brill! Needs to be here as disabled can't drive, can't afford taxi to go to Barnstaple A&E.		Keep it open!! Don't close it!!	Male	56-65		
11	Extremely Likely		Very reassuring & professional. This high level of service must be maintained at all costs! Thank you.			Female	Over 65	White British	