

Bideford Minor Injury Unit - ‘Friends and Family Test’ - Feb-16 to May-16

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 issued in Oct-14. 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.	%	%	%
Feb-16	No data	No data	No data	No data

Mar-16	4	75.0	0.0	25.0
Apr-16	No data	No data	No data	No data
May-16	9	100.0	0.0	0.0

Qualitative Feedback

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

	Month	'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 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	Mar	Extremely likely		Excellent service & attention.						No tick
2	Mar	Extremely likely		Staff friendly, helpful & caring. Seen to quickly & efficiently + problem dealt with.		No.	Female	36-45	White British	No tick
3	Mar	Extremely likely		Friendly, helpful staff.			Male	under 16	White British	No tick
4	Mar	Neither likely nor unlikely		The waiting area is so drab! We can hear the doctor talking to a		Invest, paint, telly.		46-55	White British	No tick

				patient in room B. Not even a telly. There was one in the Ladywell Unit the other day.						
1	May	Extremely likely		Received care & friendliness. Prompt appointment Thank you.		Not at present.	Female	over 65	White British	No tick
2	May	Extremely likely		Treatment very quick, removed hearing aid bud which was stuck in ear in seconds. I went to Barnstaple A&E evening before, they couldn't remove it and left me in a lot of pain so thank you Bideford A&E.						No tick
3	May	Extremely likely		Friendly staff.		No.	Female	26-35	White British	No tick
4	May	Extremely likely		Very, very friendly and kind. P. & C. were great. Many thanks.		No.	Male	16-25	White British	No tick
5	May	Extremely likely		I was dealt with in a very professional way & being able to come to Bideford instead of Barnstaple helped me being seen quicker! A vital service.		No.	Male	46-55	White British	No tick
6	May	Extremely likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be

										made public
7	May	Extremely likely		Fast, efficient service. No pain, excellent dressing.			Male	56-65	White British	No tick
8	May	Extremely likely		Efficient, friendly, thorough service.			Female	under 16	White British	No tick
9	May	Extremely likely		The info + support have been clear, timely + has helped manage problem. Thank you.		No.	Male	46-55	White British	No tick