

Bideford Minor Injury Unit - 'Friends and Family Test' - Jan-15 to Feb-15

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	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-15	19	100.0	0.0	0.0
Feb-15	56	100.0	0.0	0.0

Bideford Minor Injury Unit - Qualitative Feedback - Jan-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						No tick
2	Extremely likely	Was very helpful and good advice!		Female	36-45	White British	No tick
3	Extremely likely	Quick to see nurse/doctor. Very helpful. Thank you		Female	36-45	White British	No tick
4	Extremely likely	Everyone was really helpful and really nice and made me feel well looked after.					No tick
5	Extremely likely	Small wait to be seen. Friendly staff. Close to home.	Better parking!		26-35	White British	No tick
6	Extremely likely			Male	56-65	White British	No tick
7	Extremely likely		Waiting room tired, boring, needs painting, new chairs and a telly.				No tick
8	Extremely likely	Waiting room very, very dated. Lovely helpline staff.	Upgrade.		56-65	White British	No tick
9	Extremely likely	We were seen fairly promptly, and treated well.			over 65	White British	No tick
10	Extremely likely	My GP is full for 2 weeks.	Make more modern.	Female	16-25	White British	No tick
11	Extremely likely	Quick, professional, kind.		Female	26-35	Mixed / Multiple ethnic groups	No tick
12	Extremely likely	Do not drive so able to	X-ray on a Wednesday.	Male	26-35	White British	No tick

		walk. Friendly and kind.					
13	Extremely likely	Quick, friendly service.	TV in waiting room.	Female	46-55	White British	No tick
14	Extremely likely	Couldn't get appointment. Staff kind and helpful. Referred to Devon doctors.	Why is there not a GP on site?	Female	36-45	White British	No tick
15	Extremely likely	I was seen at the unit after a fall and injured my wrist. I was very pleased with the service I was given, the staff were extremely helpful and the care I was given was excellent.		Female	56-65	White British	No tick
16	Extremely likely	Quick, better than my GP.	Needs updating.	Male	36-45	White British	No tick
17	Likely			Male	36-45	White British	No tick
18	Likely	I had a cough, I cannot get to my GP due to working shifts. I think it's a chest infection.	Why is there not a walk in GP? Why do I have to wait to see nurse and then wait for doctor?	Male	36-45	White British	No tick
19	Likely	Although 111 gave conflicting information the staff at Bideford MIU were very helpful with my problem and very welcoming.					No tick

Bideford Minor Injury Unit - Qualitative Feedback - Feb-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		Fantastic service.	Male	56-65	White British	No tick
2	Extremely likely	Was seen promptly. Staff very friendly and helpful.		Female	46-55	White British	No tick
3	Extremely likely	Kind and caring attitude shown by staff. Clear instructions as to treatment and good links with all services.		Female	46-55	White British	No tick
4	Extremely likely	Very friendly and helpful staff.		Female	56-65	White British	No tick
5	Extremely likely	Very good once you see them but was very quiet but still had to sit and wait a very long time.	When quiet should be better response time.	Female	26-35	White British	No tick
6	Extremely likely	I had very good and very prompt attention - the nurse was very caring.	No.	Female	over 65	White British	No tick
7	Extremely likely	Efficient and knowledgeable service considerate and understanding.	Better car parking. Probably not your remit!	Male	over 65	White British	No tick
8	Extremely likely	We were seen really quickly and well cared for.		Male	36-45	White British	No tick
9	Extremely likely	Very friendly and talked to my daughter not over her.		Female	under 16	White British	No tick
10	Extremely likely	Treated very well and quickly. Very friendly	All was very good. Thank you.	Male	36-45	White British	No tick

		staff, my best hospital experience.					
11	Extremely likely	Like all NHS, very good.		Female	over 65	White British	No tick
12	Extremely likely	Very impressed with the good and immediate attention.		Female	over 65	White British	No tick
13	Extremely likely	My son was seen very quickly and treated in a calm and friendly manor - did an excellent job making me feel more at ease too!		Female	under 16	White British	No tick
14	Extremely likely	Quick service without any fuss.		Male	over 65	White British	No tick
15	Extremely likely	Fab! With my 5yr old.		Female		White British	No tick
16	Extremely likely	Prompt treatment. Helpful advice re: wound.		Female	56-65	White British	No tick
17	Extremely likely			Female	46-55	White British	No tick
18	Extremely likely	Very caring and polite.	None.	Female	16-25	White British	No tick
19	Extremely likely	All the staff was first class from the time I got there and the time I went. Thank you.		Male	56-65	White British	No tick
20	Extremely likely	Very friendly and helpful in the treatment they give.					No tick
21	Extremely likely	Very lovely and caring. Very good and polite.	None.	Female	16-25	White British	No tick
22	Extremely likely	Friendly, fast and efficient service/care.		Female	46-55	White British	No tick
23	Extremely likely	Friendly/experienced staff.		Male	36-45	White British	No tick
24	Extremely likely	Excellent treatment by	Not really.	Female	over 65	White British	No tick

		experienced nurses. Only a 20min wait before hand, very pleased and thankful.					
25	Extremely likely	Good service and clear explanation.		Male	over 65	White British	No tick
26	Extremely likely			Female	16-25	White British	No tick
27	Extremely likely			Male	46-55	White British	No tick
28	Extremely likely	Very friendly, efficient staff.		Female	46-55	White British	No tick
29	Extremely likely	Doctors closed so Barnstaple surgery closed.	No.		56-65	White British	No tick
30	Extremely likely						No tick
31	Extremely likely	I have always been looked after so well. Efficient and kind.		Female	over 65	White British	No tick
32	Extremely likely	Positive feedback. Good advice, friendly.					No tick
33	Extremely likely	Nice, polite staff.	Maybe more staff.	Female	16-25	White British	No tick
34	Extremely likely	Seen quickly. Very professional.	No.	Male	56-65	White British	No tick
35	Extremely likely	Because helpful and kind.	No.	Female	under 16	White British	No tick
36	Extremely likely	After attention, instant relief from problem. Excellent thank you.		Male	56-65	White British	No tick
37	Extremely likely	Quick, detailed, helpful and professional.	Invest in decor and TV for waiting room.		16-25	White British	No tick
38	Extremely likely	Much closer to home. Excellent care, not hours of waiting.	Different lighting in waiting area makes you feel worse than you are. Make sure hand gel available.	Female	over 65	White British	No tick
39	Extremely likely	Quick, friendly and	Update decor.		36-45	White British	No tick

		informative.					
40	Extremely likely	NO waiting time - seen very quickly.		Female	36-45	White British	No tick
41	Extremely likely	Good at the job.	No.	Male	56-65	White British	No tick
42	Extremely likely	Having an A&E in Bideford is extremely useful especially when you have no transport. It is also handy for people who have children and had somewhere local when they have accidents.	None.	Male	46-55	White British	No tick
43	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
44	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
45	Extremely likely	Very personal and friendly staff.		Female	46-55	White British	No tick
46	Extremely likely	Prompt attention and helpful advice. Not long to wait.	X-ray on Wednesday.	Female	under 16	White British	No tick
47	Extremely likely	Quick, very polite, very thorough with checks.		Male	under 16	White British	No tick
48	Extremely likely	Because everything was carried out very professionally from reception to being seen by medic/nurse and leaving the building.		Female	56-65	White British	No tick

49	Extremely likely	Friendly staff.		Female	36-45	White British	No tick
50	Extremely likely	Needed help with sprained knee, nurses extremely helpful and went extra mile to source us the correct knee support.		Male	36-45	White British	No tick
51	Extremely likely	I was well very carefully treated.		Male	over 65	White British	No tick
52	Extremely likely	We were met with kindness, help and understanding. The nurses could not do enough for my husband - we felt cared for.		Male	over 65	White British	No tick
53	Likely	It proved an efficient and very good experience. I was seen fairly quickly, x-ray was done and I was out within the hour.	Not really at this point.	Female	over 65	White British	No tick
54	Likely	We were seen more promptly than expected and the nurse that saw us was very reassuring.	Concerned about blood on chair left over from previous patient.	Female	26-35	White British	No tick
55	Likely	Friendly and informative.	None.	Male	26-35	White British	No tick
56	Likely	Closer to where we live - convenient.	Quicker and an estimate of waiting time. Have the X-ray unit available every day of the week.	Female	36-45	White British	No tick