

Bideford Minor Injury Unit - 'Friends and Family Test' - Jun-15 to Jul-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 %
Jun-15	5	100.0	0.0	0.0
Jul-15	8	100.0	0.0	0.0

Bideford Minor Injury Unit - Qualitative Feedback - Jun-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	Attentive, professional and friendly.	No - it was great.	Male	46-55	White British	No tick
2	Extremely likely	I was treated very promptly and looked after by 4 different members of staff. All were lovely. Nothing was too much trouble, I couldn't have asked for a higher standard of care. It's amazing how high the standard of cleanliness is in this busy department as well. 10 out of 10. Well done to everyone. A shining example.	No!	Female	36-45	White British	No tick
3	Extremely likely	Very helpful staff.		Female	36-45	White British	No tick
4	Extremely likely	The nurses were really nice and they mended my knee.		Female	under 16	White British	No tick
5	Extremely likely	I cracked my head open beginning of the year and the staff were great, friendly, quick and helpful.					No tick
6	<i>Not entered</i>	I have come in for dressings many weekends. Love new radio when waiting.		Female	36-45		No tick

Bideford Minor Injury Unit - Qualitative Feedback - Jul-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	The nurses were very helpful and so nice. They were brilliant.		Female	36-45	White British	No tick
2	Extremely likely	Excellent service, really helpful, thank you so much. Putting a parent's mind at rest. 100%. Thank you.		Female	16-25	White British	No tick
3	Extremely likely	Fantastic service and a much needed unit for our local area.		Female	26-35	White British	No tick
4	Extremely likely	Nurses were very friendly, helpful, kind and did a very fantastic job with a great bedside manner. The receptionist was also very good. Thank you.		Female	over 65	White British	No tick
5	Extremely likely	My son had brilliant care and attention.		Female	36-45	White British	No tick
6	Extremely likely	We had to call 111 because of complications after a full knee replacement. 111 people sent us to Bideford Hospital where we have seen very quickly and the patient given the appropriate medicine. Excellent service!			over 65	White British	No tick
7	Likely	Brill.					No tick
8	Likely	Good treatment.	No.	Male	16-25	White British	No tick