

Bideford Minor Injury Unit - ‘Friends and Family Test’ - Jun-16 to Aug-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.	%	%	%
Jun-16	27	100.0	0.0	0.0

Jul-16	15	93.3	6.7	0.0
Aug-16	25	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 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	Jun	Extremely likely		Fast, efficient + friendly.			Female	16-25		
2	Jun	Extremely likely					Male	16-25	White British	
3	Jun	Extremely likely		Male nurse fab, only here 10 minutes. # Love the NHS.				26-35		
4	Jun	Extremely likely		Nurse very helpful & friendly, great advice given.		N/A.	Female	26-35	White British	
5	Jun	Extremely likely		Very quick seen and very nice nurses.			Male	26-35	White British	
6	Jun	Extremely		Everything was			Male	36-45	White	

		likely		explained to me and I felt reassured.					British	
7	Jun	Extremely likely		Fabulous treatment - very lucky to have such a great facility! Thank you.			Female	36-45	White British	
8	Jun	Extremely likely		Very helpful & friendly team, made to feel welcome.			Female	46-55	White British	
9	Jun	Extremely likely		Very helpful and polite.			Male	46-55	White British	
10	Jun	Extremely likely		Excellent service with a great sense of humour. (Hope it works!)			Male	46-55	White British	
11	Jun	Extremely likely		Superb service, quick, efficient and professional!!		No, as the service throughout on this occasion was professional and what I would expect.	Male	46-55	White British	
12	Jun	Extremely likely		Listened to and concerns taken seriously.		None.	Female	56-65	White British	
13	Jun	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
14	Jun	Extremely likely		Very friendly and reliable service. We did come back on Friday but 2hr wait! Came back Monday and not open until						

				8.30am - we need an A&E in our local community!!						
15	Jun	Extremely likely		Friendly + helpful.						
16	Jun	Extremely likely		Very helpful staff, easy to talk to and short waiting period.						
17	Jun	Likely		Quick, friendly.			Female	26-35	White British	
18	Jun	Likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
19	Jun	Yes					Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
20	Jun	Yes	Parent / guardian / carer	Cause they are very good here.	That they helped, seen quickly being seen too. Very friendly.	None really.	Female	9-11	White British	
21	Jun	Yes	Parent / guardian / carer	Thorough, quick assessment, friendly staff.			Male	9-11	White British	
22	Jun	Yes		Very good, seen quickly, friendly and made my son feel comfortable and at ease.	Seen quickly and the care given to my son, very	Nothing.	Male	9-11	White British	

					warm, friendly and cheered all.					
23	Jun	Yes	Patient	Good advice and care treatment / very lovely nurse that took care of me. Thank you.	They took care of me.	Nothing.	Male	12-15	White British	
24	Jun	Yes	Parent / guardian / carer	Very friendly and efficient service.	Short waiting time.	Nothing. Very happy with the service. Thank you - much appreciated.	Female	under 6	White British	
25	Jun	Yes	Parent / guardian / carer		Quick response. Excellent staff.		Male	under 6	White British	
26	Jun	Yes	Parent / guardian / carer	Really kind, friendly service!	The docs & nurses are really good with kids.		Female	under 6	White British	
27	Jun	Yes		Brilliant service.						
1	Jul	Extremely likely		V. friendly. Explains everything clearly. Efficient.			Female	16-25	White British	
2	Jul	Extremely likely		Short waiting time, lovely & helpful staff.		N/A.	Female	26-35	White British	
3	Jul	Extremely likely		My son require urgent pain relief. The Devon Doctor was the only person that helped to diagnose his complaint and have been very helpful in his pain		Just to stay open.	Male	26-35	White British	

				relief out of hrs. when unable to see our own doctor.						
4	Jul	Extremely likely		What a service! We live in Surrey and this is a breath of fresh air. Quick, kind, caring, professional. The locals are lucky!!!		None.	Female	26-35	Mixed / Multiple ethnic groups	
5	Jul	Extremely likely		Very helpful. Though would've been better if X-ray was open.		X-ray would be better open today.	Female	26-35	White British	
6	Jul	Extremely likely					Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
7	Jul	Extremely likely		I was seen very quickly and staff nice and polite.			Male	36-45	White British	
8	Jul	Extremely likely		Staff always helpful, kind and listen with care. 'Service' is also prompt and with kindness and understanding. Both for children and adults.		Return to longer opening hours.	Female	over 65	White British	
9	Jul	Extremely likely		Quick response, excellent staff, good advice.		No.	Male	over 65	White British	
10	Jul	Extremely likely		Staff always kind, caring and very helpful and understanding.		Longer opening hours as there used to be 24hr cover please.		over 65	White British	

				Especially to children and older people! Thank you for all your help for us, children and grandchildren. Prompt, efficient treatment always.						
11	Jul	Extremely likely		Let you know of the excellent service I received.			Female	over 65	White British	
12	Jul	Extremely likely		Fast + great service of staff. Many thanks.		None. Keep up the great service. None better.	Female	over 65	White British	
13	Jul	Likely		My details, as a tourist, were taken down very efficiently and clear way seen very quickly by nurse whose friendly manner aided to note taking. Then almost immediately seen by doctor who assessed the situation and gave me clear advice. Very impressed and grateful.		No.	Male	over 65	White British	
14	Jul	Extremely unlikely		Male HCA's attitude.			Female	16-25	White British	
15	Jul	Yes	Parent / guardian / carer	The nurse very friendly + good with my daughter.			Female	6-8	White British	
1	Aug	Extremely		Very fab service &		None.	Female	16-25	White	

		likely		great doctors & nurses.					British	
2	Aug	Extremely likely					Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
3	Aug	Extremely likely		Staff friendly, kind, quick.		X-ray at all times.		26-35	White British	
4	Aug	Extremely likely		I was seen very promptly + M. was very thorough reassuring + professional.		No - very helpful, thanks.	Female	26-35	White British	
5	Aug	Extremely likely		I have 3 children and Bideford Hospital is the closest, so it's ideal that Bideford Hospital remains open. Barnstaple is too far for me to travel.		No!	Female	26-35	White British	
6	Aug	Extremely likely		Excellent - professional & thorough. Very fast to be seen.			Female	36-45	Other ethnic group	
7	Aug	Extremely likely					Male	36-45	White British	
8	Aug	Extremely likely		Informative, reassuring, knowledgeable and friendly.			Female	46-55		
9	Aug	Extremely likely		Friendly, helpful, quick.			Female	46-55	White British	

10	Aug	Extremely likely		Very friendly staff. Felt well looked after.			Female	46-55	White British	
11	Aug	Extremely likely		The staff are always friendly and kind. Bideford needs a MIU.				46-55	White British	
12	Aug	Extremely likely		The staff were very friendly. S. was funny and make you relax very quickly and N. was efficient and gentle, friendly and very kind. Thank you, very enjoyable visit x.		None needed.	Female	46-55	White British	
13	Aug	Extremely likely		Staff very helpful, professional and knowledgeable.		No.	Male	56-65	White British	
14	Aug	Extremely likely		S. was amazing, thank you.				over 65	White British	
15	Aug	Extremely likely		Very friendly.			Female	over 65	White British	
16	Aug	Extremely likely					Male	over 65	White British	
17	Aug	Extremely likely		[Illegible] great service on reception desk.		None all great!		over 65	White British	
18	Aug	Extremely likely		Gran (87 years old) had a fall in the garden after missing the step.		Never close.	Female	over 65	White British	
19	Aug	Extremely likely		Seen quickly, lovely nurse treated my little boy and gave good advice.			Male		White British	
20	Aug	Extremely		N., the staff nurse,						

		likely		was very helpful and explained what he was doing and the medication clearly. Not long to wait to be seen.						
21	Aug	Extremely likely		It's my local hospital. Service excellent - a lot more friendly than Barnstaple.						
22	Aug	Extremely likely		Great service, friendly, local.						
23	Aug	Extremely likely		Because it is close and they see you quickly.						
24	Aug	Extremely likely		Informative and felt like they paid attention to detail.						
25	Aug	Extremely likely		Very friendly, very professional, brilliant team!						
26	Aug	Not entered		The toilets in waiting room are grotty, smelly + not clean. If it was restaurant we would not eat here. Care is fab!! Invest in our MIU.						