

**Bideford Minor Injury Unit - ‘Friends and Family Test’ - Oct-15 to Jan-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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + No + Maybe + Don't know)}} \times 100$$

‘Would not recommend’ percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + No + Maybe + Don't know)}} \times 100$$

The Trust’s target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-15	45	100.0	0.0	0.0

Nov-15	36	94.4	2.8	2.8
Dec-15	34	97.1	0.0	2.9
Jan-16	10	100.0	0.0	0.0

### Qualitative Feedback - Oct-15

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

	Adult FFT card  'Friends and Family Test' Response	Children and young person's FFT card  '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 tick
2	Extremely likely			Very good service.		Telephone response initially poor - voice sensitive answering - wrong place & frustrating. Eventually on 2nd attempt good response once through.	Female	56-65	White British	No tick
3	Extremely			Very quick service,		No.	Male	26-35	White	No tick

	likely			very helpful staff.					British	
4	Extremely likely			Very good service throughout.			Male	46-55	White British	No tick
5	Extremely likely			Efficiency, politeness, friendliness. Thank you.			Female	36-45	White British	No tick
6	Extremely likely			Because it is close to us and it's easy to get to and they always help us as best they can. Also, I've always brought my family here very young and elderly.		No - the service we receive is always good as well as the advice.	Female	56-65	White British	No tick
7	Extremely likely			Great to have Minor Injury Unit in community setting - made my young son feel at ease.		X-ray at weekends.	Male		White British	No tick
8	Extremely likely			The treatment I received today was excellent. Really friendly receptionist and the nurse who assessed me.		None.	Male	36-45	White British	No tick
9	Extremely likely			Everything was explained & was very professional. Great care.				56-65	White British	No tick
10	Extremely likely			V. courteous. Soon seen to.			Male	over 65	White British	No tick
11	Extremely likely			Very convenient, quick response and		No.	Female	36-45	White British	No tick

				informative and friendly.						
12	Extremely likely			Politeness of staff reassuring the patients.		Free parking or barrier system like Barnstaple.	Female	under 16	White British	No tick
13	Extremely likely			The nurse was very professional & kind. She put all my worries to rest & gave some helpful advice.			Female	16-25	White British	No tick
14	Extremely likely						Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
15	Extremely likely			Everyone was very friendly + helpful.			Female	36-45	White British	No tick
16	Extremely likely			I have used this service a number of times for both myself and my children and always see friendly, helpful staff. They are reassuring and very professional.		None.	Female	26-35	White British	No tick
17	Extremely likely			Excellent service. Not happy about the parking charges.				36-45		No tick
18	Extremely likely			Excellent service, friendly staff.		Waiting room decor outdated.		56-65		No tick
19	Extremely likely			Friendly staff, helpful advice. Although a very minor incident to a child, I wasn't made			Female	26-35	White British	No tick

				to feel like I over-reacted or worried unnecessarily.						
20	Extremely likely			Polite, efficient.		No.	Male	over 65	White British	No tick
21	Extremely likely			Quick + professional. Staff friendly + helpful.						No tick
22	Extremely likely			The nurse was very nice and patient.		Yes - more staff.	Female	46-55	White British	No tick
23	Extremely likely			I have been seen very quickly.		None that I can think of.		over 65	White British	No tick
24	Extremely likely						Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
25	Extremely likely			Every visit has been helpful. Everything explained for us to understand.		None.	Female	26-35	White British	No tick
26	Extremely likely			Very good toward me and my son (who was the patient). Seen quickly and left with good advice how to help my son with his bump on head.			Female	36-45	White British	No tick
27	Extremely likely			A+			Male	56-65	White British	No tick
28	Extremely likely			Lovely, bubbly ladies, seen nice and quickly.						No tick
29	Extremely likely			Have always been a great help to me and my family when			Male	36-45	White British	No tick

				needed.						
30	Extremely likely			Because everyone is helpful and very friendly.			Male	over 65	White British	No tick
31	Extremely likely			Prompt efficient treatment. Excellent. Thank you.		No.	Female	56-65	White British	No tick
32	Extremely likely			Great treatment. Good response to my needs.			Male	46-55	White British	No tick
33	Extremely likely			Really enjoyed fish + bubbles. Thank you.			Female	under 16	White British	No tick
34	Extremely likely			Professional, caring.		Bus service.		56-65		No tick
35	Extremely likely			Staff made me feel valued.			Female	26-35	White British	No tick
36	Extremely likely			Very nice people.		No.	Female	26-35	White British	No tick
37	Extremely likely			Very friendly staff. Seen very quickly.			Female	26-35	White British	No tick
38	Likely			No problems.		More nursing staff.		over 65	White British	No tick
39	Likely			My finger.			Female	16-25	White British	No tick
40	Likely			Good attention past & present.		Verbal advice on waiting times, explanations & consideration to those waiting.	Male	over 65	White British	No tick
41	Likely						Female	46-55	White British	I DO NOT wish my anonymised comments to be made public

42	Likely			Bit slow to treat patients. Alter opening times on door and website to 8.30 to stop confusion and inconvenience.						No tick
43	Likely			Friendly staff, quick.		X-ray tomorrow.	Female	16-25	White British	No tick
44	Likely			Friendly, helpful.			Male	26-35	White British	No tick
45	Likely									No tick

### Qualitative Feedback - Nov-15

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

	Adult FFT card  'Friends and Family Test' Response	Children and young person's FFT card  '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			Excellent care.			Female	over 65	White British	No tick
2	Extremely likely			Very friendly service.			Male	26-35	White British	No tick
3	Extremely likely			The MIU is right on my doorstep as it is for a		None. I thought the service and care I have	Male	36-45	White British	No tick

				lot of people.		been given was excellent.				
4	Extremely likely			I had a very good reception.		Not really.	Female	over 65	White British	No tick
5	Extremely likely			Helpful and efficient!						No tick
6	Extremely likely			Appointment was efficient & quick. The nurse made sure there was nothing to be concerned about before I left.			Female	16-25	White British	No tick
7	Extremely likely			Received a friendly and caring service.						No tick
8	Extremely likely			Came to see Devon Doc, told I would have to go through MIU. Made to feel like a child being told off by trained staff. Healthcare Assistant well good.		Trained staff need to lose the high and mighty attitude. No wonder it going to close!!	Female	56-65	White British	No tick
9	Extremely likely			Very kind physiotherapist N. put me at ease immediately.				over 65	White British	No tick
10	Extremely likely						Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
11	Extremely likely			Quick + efficient.			Male	26-35	White British	No tick
12	Extremely			Staff were friendly and			Male	26-35	White	No tick



	likely			prompt with treatment.					British	
13	Extremely likely			Friendly staff, quick + thorough treatment.		Get rid of parking charges! Overnight service?		16-25		No tick
14	Extremely likely									No tick
15	Extremely likely			The nurse and trainee nurse were professional and communicated very well. An excellent patient experience.						No tick
16	Extremely likely			The friendly and effective treatment. Explained so you can understand what to do and what the problems may be. Good Stuff!						No tick
17	Likely					Need to be clearly advised on wait time on arrival, affects parking time & need to advise others of plans. Need for cold water available to drink in waiting area.	Female	56-65	White British	No tick
18	Likely			Great staff. Would like to have been informed 111 would have meant seeing Dr sooner.			Female	under 16	White British	No tick
19	Extremely			Very slow & machine		Prioritise the young				No tick

	unlikely			broken. Better to go to Barnstaple.		and the elderly.				
20		Yes		The nurses were fantastic making my daughter feel at ease. They were friendly and informative. Fantastic.						No tick
21		Yes		Efficient.			Female	under 6	White British	No tick
22		Yes	Parent / guardian / carer	Good, quick service.	Seen quickly and given what was needed.	N/A.	Male	under 6	White British	No tick
23		Yes	Patient		Nice people. Friendly to talk to.	Waiting time reduced.	Male	12-15	White British	No tick
24		Yes	Parent / guardian / carer	Good service and made my daughter feel very comfortable.			Female	6-8	White British	No tick
25		Yes	Parent / guardian / carer	Everybody is kind and funny.	Didn't have to wait long.		Male	6-8	White British	No tick
26		Yes					Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
27		Yes	Parent / guardian / carer	Quick, friendly efficient staff.	Seen very quickly.	Nothing.	Female	12-15	White British	No tick
28		Yes	Parent /	Nurse very friendly &	Nurse was	Nothing.	Male	9-11	White	No tick

			guardian / carer	helpful.	really nice, seen quickly.				British	
29		Yes	Parent / guardian / carer	Not too bad a wait.			Female	12-15	White British	No tick
30		Yes	Parent / guardian / carer	Quick service and very professional and excellent attitude to patient (my child).	Friendly, helpful staff.	Coffee + toast.	Female	under 6	White British	No tick
31		Yes			It's close to home.		Female	9-11	White British	No tick
32		Yes	Patient	Because it's a good hospital and S. is funny.	We didn't have to wait too long.	Nothing.	Male	9-11	White British	No tick
33		Yes		S. the plasterer cheered S. up really well.	How quick it was + fun.	Nothing.	Male	6-8	White British	No tick
34		Yes	Parent / guardian / carer	Really friendly and helpful and caring.	Got to see someone very quickly and made to feel better.	Nothing all good.	Male	12-15	White British	No tick
35		Yes	Parent / guardian / carer				Male	9-11	White British	No tick
36		Maybe	Patient	Because I had to wait. Written whilst on a chair.	The man was friendly and nice.	You could have a toys box to play with.	Male	9-11	White British	No tick

**Qualitative Feedback - Dec-15**

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

	Adult FFT card  'Friends and Family Test' Response	Children and young person's FFT card  '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			Quick, confident and very helpful.			Male	46-55	White British	No tick
2	Extremely likely			Very friendly staff. Doctor very patient-centred.						No tick
3	Extremely likely			The level of care.			Male	16-25	White British	No tick
4	Extremely likely			I came to MIU, was asked for my details and was asked to take a seat. The nurses were very polite and asked if I was alright. Whilst waiting they looked at my finger and explained the procedure & referred me to A&E in Barnstaple for an x-		Yes - by keeping MIU open permanently.	Female	56-65	White British	No tick

				ray. They were great and kind.						
5	Extremely likely			Excellent service would use it again. Unable to get through to 111.				36-45		No tick
6	Extremely likely			We're so lucky to have such a facility nearby.			Male	over 65	White British	No tick
7	Extremely likely			The only ones who care about my dressings. Better than my GP.		Vending machine for snacks.	Female	26-35	White British	No tick
8	Extremely likely			I had a problem with my eye and needed someone to tell me if it was in need of further attention. Everyone was so kind and helpful.			Female	over 65	White British	No tick
9	Extremely likely			Location - easy to access (Barnstaple nearest alternative which is only accessible by car + taxi fare unviable). Helpful + efficient staff.		Remove parking charge for first 60mins.	Female	36-45	White British	No tick
10	Extremely likely			Great service.		Could not be any better.	Male	over 65	White British	No tick
11	Extremely likely			Very friendly and helpful staff and very caring.			Female	36-45	White British	No tick
12	Extremely likely			Very good and sympathetic service.			Female	56-65	White British	No tick

13	Extremely likely			Care given and promptness.			Female	46-55	White British	No tick
14	Extremely likely			Friendly staff, very helpful, well pleased.						No tick
15	Extremely likely			Friendly, efficient and knowledgeable service. Thanks.		N/A.	Male	36-45	White British	No tick
16	Extremely likely						Female	36-45	White British	No tick
17	Extremely likely			Fast service and friendly staff.		Music in the waiting area.	Male	36-45	White British	No tick
18	Extremely likely			Very efficient and reassuring.			Male	over 65	White British	No tick
19	Extremely likely			Only service in area.		Less wait.	Male	16-25	White British	No tick
20	Extremely likely			Very good, polite and speedy service!		No.	Male	36-45	White British	No tick
21	Likely			I have been seen by the nurse within the time period.			Female	over 65	White British	No tick
22	Likely						Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
23	Likely			Friendly & helpful attention.			Female	over 65	White British	No tick
24	Likely			Helpful & kind staff.			Female	16-25	Mixed / Multiple ethnic groups	No tick
25	Neither likely nor unlikely			Good service that is needed to relieve pressure on A&E.		None.	Male	26-35	White British	No tick

26		Yes	Parent / guardian / carer	The nurse was friendly & did her best to help us. She then went to phone the doctors to see if / when they would see my son. Very helpful.	Very fast to be seen. Friendly & helpful staff.	The doctors' surgery could have told us that there were no doctors on site at the walk-in.	Male	6-8	White British	No tick
27		Yes					Male	under 6	Asian / Asian British	No tick
28		Yes	Parent / guardian / carer		Friendly.	Fixed the printer, we were missed on the list.	Male	9-11	White British	No tick
29		Yes		Very quick service. Very good service.	Everybody was very helpful.	Nothing really.	Male	under 6	White British	No tick
30		Yes	Parent / guardian / carer					6-8	White British	No tick
31		Yes		Friendly staff.	The nurse who seen my daughter was very friendly.		Female	under 6	White British	No tick
32		Yes	Parent / guardian / carer	We were seen promptly & treated efficiently.	Quick. Good advice regarding injury.	Greeted us more positively & pleasantly when we first arrived. Been more helpful about change for the car park.	Female	12-15	White British	No tick
33		Yes	Parent / guardian /	Very friendly & helpful.			Male	6-8	White British	No tick

			carer							
34		Yes	Parent / guardian / carer				Female	under 6	White British	No tick

### Qualitative Feedback - Jan-16

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

	Adult FFT card  'Friends and Family Test' Response	Children and young person's FFT card  '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	Extremely likely			N. was incredibly kind and understanding, he went out of his way to ensure I got the proper help I needed.			Female	16-25	White British	No tick
2	Extremely likely			Thank you MIU! Attending after work at 19:30 is the only place I can go (as self-employed) and GP is 9-5.			Male	26-35		No tick
3	Extremely likely			Seen quickly. Friendly staff. Thorough			Female	over 65	White British	No tick



				examination.						
4	Extremely likely			Very good service.		No.		over 65	White British	No tick
5	Extremely likely			Care, sensitivity to patients, closeness of the unit to my home / work.		Expand and improve the unit to cover the needs of an expanding town.	Female	56-65	White British	No tick
6	Extremely likely			Extremely helpful and very efficient.		None.		56-65	White British	No tick
7	Extremely likely			Prompt and professional, despite being busy. Friendly and polite, very reassuring. Thank you.			Female	36-45	White British	No tick
8	Likely			Staff were efficient and pleasant.		Website needs to be updated and kept updated with regards to opening times.		56-65		No tick
9	Likely			My treatment was good and efficient.		Give them all a pay rise and cut the hours they have to work as they all work too hard.	Male	36-45	White British	No tick
10		Yes	Parent / guardian / carer	Quick, friendly & lovely with my son.	Very efficient & helpful.		Male	under 6	White British	No tick