

## Bideford Minor Injury Unit - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	4	100.0	0.0	0.0
Oct-16	22	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	Sep	Extremely likely		Lovely care - professional and appropriate (staff nurse M.). Thank you.						
2	Sep	Extremely likely		The sign outside is very confusing and reads that the MIU has closed down and should not be so.			Male	over 65	White British	
3	Sep	Extremely likely		Mr S. I have received 1st class treatment since attending Bideford MIU. I would use the unit again if I have to.			Male	over 65	White British	
4	Sep	Extremely likely		We found the advice and service was most helpful and very efficient and friendly.				over 65		

1	Oct	Extremely Likely		Very lovely staff.						
2	Oct	Extremely Likely		Great service! Kind, caring. Waiting room dull - needs a coat of paint. A much loved service - keep it in Bideford!		Please paint the waiting room (not 1980's green).	Male	56-65	White British	
3	Oct	Extremely Likely		Friendly staff, quick service.			Male	46-55	White British	
4	Oct	Extremely Likely		Was seen very quickly following telephone call to NHS 111. Very helpful staff.						
5	Oct	Extremely Likely		Very helpful and quick.		Do not get rid and close Bideford MIU.	Female	36-45	White British	
6	Oct	Extremely Likely		Friendly staff, seen quickly.		Reception area needs updating and colour of waiting room.	Female	56-65		
7	Oct	Extremely Likely		Excellent service, friendly & kind staff.		Don't shut it.		46-55	White British	
8	Oct	Extremely Likely					Male	Over 65	White British	
9	Oct	Extremely Likely		Good, friendly service and advice.						
10	Oct	Extremely Likely					Male	36-45	White British	Do not publish
11	Oct	Extremely Likely		This service is vital & I have found them excellent.		100%. Just keep it open.	Male	Over 65	White British	
12	Oct	Extremely Likely		This service is excellent & the staff & doctors, nurses are superb.			Female	56-65	White British	

13	Oct	Extremely Likely		Kind, friendly, efficient and knowledgeable response, seen within 1/2 hour.		No.	Female	Over 65	White British	
14	Oct	Extremely Likely		Very quick, reassuring and a dept. definitely needed in Bideford.						
15	Oct	Extremely Likely		Staff very, very good, resolved problem - now A&E Barnstaple not required.		Keep minor injuries at Bideford.	Female	56-65	White British	
16	Oct	Extremely Likely		I heard the place maybe shut. Bideford needs here.						
17	Oct	Extremely Likely		Good service, quick, clean, accessible, a great service essential to our community.		No need, all good.	Female	46-55	White British	
18	Oct	Extremely Likely		Staff very good, could not get GP apt.		Minor injuries unit at Bideford - with new properties being built is essential.	Male	56-65		
19	Oct	Likely		The staff were lovely. The waiting time wasn't too long.		You should do X-rays on a Sunday!!!	Male	36-45	White British	
20	Oct	Likely		Initial visit fantastic, follow up visits not so great.			Male	56-65	White British	
21	Oct	Likely					Female	56-65	Other ethnic group	Do not publish
22	Oct	Yes	Patient	It's close to home.						