

Endoscopy Suite - 'Friends and Family Test' - Aug-16 to Sep-16

We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward 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.

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 'Would recommend' score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-16	3	100.0	0.0	0.0
Sep-16	No data	No data	No data	No data

Qualitative Feedback

	Month	'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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Aug	Extremely likely	Excellent, professional and friendly staff from start to finish. Made for a very relaxing visit.			56-65	White British	
2	Aug	Extremely likely	Wonderful staff. Thank you.	No - perfect.	Female	over 65	White British	
3	Aug	Likely	The very good treatment received.	All fine, very friendly & efficient. Thank you.		over 65	White British	
1	Sep	Not entered	If a person needed treatment they have no choice but to be here. This tick box choice is irrelevant. I object to being fed piped music not of my choice. I find it very stressful. The reason given that it drowns out any professional discussion seems to me to be unprofessional. Any discussion about patients should be done in private.	Excellent staff - very polite. Pleasant waiting area - just drop the music.	Female	over 65	White British	