

Ifracombe Minor Injury Unit - Friends and Family Test - Aug-17 to Sep-17

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. 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.	%	%	%
Aug-17	58	100.0	0.0	0.0
Sep-17	1	100.0	0.0	0.0

Qualitative Feedback – Aug-17

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

	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		Saved me as I needed help straightaway as I had a wasp sting to my tongue! Please keep this unit open! Lovely staff.			Female	56-65	White British	
2	Extremely Likely		Because the public and my family need these services.		No.	Male	36-45	White British	
3	Extremely Likely		Quick. Awesome walk-in!			Male	16-25	White British	
4	Extremely Likely		Very fast to see nurse and very friendly staff.			Male	26-35	White British	
5	Extremely Likely		Very prompt care, very friendly, helpful. Very professional.		Please continue what you are doing.	Female	26-35	White British	
6	Extremely Likely		Lovely staff.			Female	56-65	White	

								British	
7	Extremely Likely		On holiday in Devon. What a brilliant little hospital. Staff were so good with my daughter. X-ray was such a help, not having to travel elsewhere. Please keep this open. [Illegible] needed for people living here and visitors.			Female	Under 16	White British	
8	Extremely Likely		The staff were both welcoming and reassuring. I felt extremely well cared for!		Please keep this very important service.	Female	46-55	White British	
9	Extremely Likely		Local X-ray - same town as I live in.			Male	Over 65	White British	
10	Extremely Likely		Very efficient, clean & friendly staff. The best NHS treatment centre I've ever been to. I would highly recommend to friends & family.			Male	36-45	White British	
11	Extremely Likely		Extremely vital service at weekends. Nearest hospital half an hour away. Very helpful & knowledgeable staff.		No.	Female	Under 16	White British	
12	Extremely Likely		So friendly. Wonderful people. Really do need to keep Tyrell hospital open.						
13	Extremely Likely		Excellent, friendly service. No wait at all.		None - perfect!	Male	36-45	White British	
14	Extremely Likely		Very good service, friendly staff & I would recommend!			Male	56-65	White British	

15	Extremely Likely		Great care.			Male	56-65	White British	
16	Extremely Likely		Local, helpful.		Keep open.	Male	16-25	White British	
17	Extremely Likely		Brill care & attention.			Male		White British	
18	Extremely Likely		Polite staff and extremely professional. Lovely to be in the town we are visiting. Highly recommended hospital. 5-stars.			Female	56-65	White British	
19	Extremely Likely		Handy as I had a work accident, so I was seen quickly, great staff, really kind.			Male	16-25		
20	Extremely Likely					Female	26-35		
21	Extremely Likely		The staff were very helpful and responded to my medical problem really quickly. Thank you!		You were great, so no.	Female	36-45	White British	
22	Extremely Likely		Fantastic. Thank you!		None. Excellent.	Female	46-55	White British	
23	Extremely Likely		Friendliness, kindness. Would be dreadful if we lost it.		Keep it open.		Over 65		
24	Extremely Likely		Extremely friendly, helpful and attentive service and care. Many thanks.		N/A.	Female	Under 16	White British	
25	Extremely Likely		We were seen very quickly and all staff very helpful and efficient. Everyone was very efficient. Very good service provided.		No.	Female	26-35	White British	

26	Extremely Likely		Staff extremely friendly, reassuring & efficient. Thank you.			Female	46-55	White British	
27	Extremely Likely		The quality & professionalism of the care given was excellent. The clear explanation of the injury & treatment given was again first class. The service provided was a credit to the NHS.		None - just more of the same!		46-55	White British	
28	Extremely Likely		Very quick service and nice hot chocolate for a good price. Quick & helpful service.						
29	Extremely Likely		Fantastic service. Thank you!			Female	16-25	White British	
30	Extremely Likely		Saw two nurses immediately. My daughter had a dislocated finger & the service & help was brilliant. 5*.			Female		White British	
31	Extremely Likely		Lovely and helpful staff.						
32	Extremely Likely		Extremely friendly and competent. Not a usual visit to an NHS unit in a good way. Saw [names withheld].		Basically, keep doing what you're doing.	Male	36-45	White British	
33	Extremely Likely		Very quick service! Very friendly staff! Excellent hospital.			Female	36-45	White British	
34	Extremely Likely		This hospital is desperately needed as my son was injured from a person and a dog and he needed to be assessed straightaway.			Male			

35	Extremely Likely		Excellent, speedy service.		Open all hours?	Female	46-55	White British	
36	Extremely Likely		Very quick, convenient & helpful.				36-45		
37	Extremely Likely		Open on weekend! Great staff.			Male	36-45	White British	
38	Extremely Likely		Lovely little unit. So helpful that it's open on a weekend.			Female	Over 65	White British	
39	Extremely Likely					Male	Under 16	White British	
40	Extremely Likely		Our son had an accident and was seen within an hour which was essential. Very grateful as we were on holiday and didn't know initially where to go.		No - been exceptional.	Male		White British	
41	Extremely Likely		Never close this unit. This unit is a must and should never close. The service I received today was first class [name withheld].		None. This service needs no improving.	Male	56-65	White British	
42	Extremely Likely					Male	56-65	White British	
43	Extremely Likely		High standard of care, fast to be seen. Definitely use again.			Male	56-65	White British	
44	Extremely Likely		Handy, local, very nice staff.			Female	36-45	White British	
45	Extremely Likely		I am very nervous of hospitals and the staff were very nice to me. I would come here again. A very nice experience / journey. They tried to find me further help that I			Female	36-45	White British	

			needed for my mental health.						
46	Extremely Likely					Female	Under 16	White British	
47	Extremely Likely		Great hospital with awesome staff. Keep it open!			Male	26-35	White British	
48	Extremely Likely		Very easy. On holiday, just walked in. Brilliant treatment! Staff caring & happy to help. Will recommend at the campsite.		N/A.	Male	26-35	White British	
49	Extremely Likely		Quick and friendly. Lovely little place. Wish we still had these open. Excellent care.			Male	56-65	White British	
50	Extremely Likely		Fantastic service. I got pills I needed. Would come again if needed. Friendly staff.			Female	Over 65	White British	
51	Extremely Likely		Fast, friendly & fabulous staff!			Male	Over 65	White British	
52	Extremely Likely					Female	56-65	White British	
53	Extremely Likely		Really needed to come and get a pill today. No appointments at the doctors. Thank goodness it was open. Lovely staff, very caring.			Female	26-35	White British	
54	Extremely Likely		Great care. Great staff. Keep open!			Female	16-25	White British	
55	Extremely Likely		Follow-up from the other day. Exceptional service & staff. On holiday here. Credit to NHS.			Female	Under 16	White British	

56	Extremely Likely		Good care. Local place - I don't drive.			Male	36-45	White British	
57	Likely		Useful to have this service in Ilfracombe although it took over 30 minutes for my son to be seen.		Faster service.	Male	36-45	White British	
58	Likely		Very helpful and we were seen very quickly. Lovely ladies.		Nope.		Under 16	White British	

Qualitative Feedback – Sep-17

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

	Friends and Family Test response	Children and young person's FFT card completed by:	Please can you tell us the main reason for the response you have given?	What do you think was good about your visit?	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.
		Patient Parent / guardian / carer	Would you mind telling us why you gave that answer?		What could we have done better?				Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely Likely		I have come here most of my life. Great hospital. Please keep it open!			Female	Under 16	White British	