

**Ilfracombe Minor Injury Unit - ‘Friends and Family Test’ - Feb-16 to May-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.	%	%	%
Feb-16	No data	No data	No data	No data

Mar-16	1	100.0	0.0	0.0
Apr-16	1	100.0	0.0	0.0
May-16	2	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	Mar	Extremely likely		Very good treatment, friendly service.			Female	over 65	White British	No tick
1	Apr	Extremely likely		Reception staff have always been helpful. Nursing staff are kind, careful & painstaking in their response & treatment of the wounds I have sustained. Thank you.		It would be more helpful to have a specific time to come e.g. please come @ 10.30 or whatever is appropriate.	Female	over 65	White British	No tick
2	Apr	<b>Not</b>		It's a minor injuries		The service I received	Female	56-65	White	No tick

		<i>entered</i>		unit. If anyone I know were to suffer a minor injury in Ilfracombe I would refer them to our local minor injury unit. This is the NHS (though a much damaged service) not a 'business' attempting to attract 'customers'. In my experience the clinical and administrative staff do the best they can, often in difficult circumstances. This tick-box form represents all that is wrong with the current system.		today was excellent. The only improvement I would like to see is a fully functioning community hospital with in-patient beds. Bring back the NHS: publicly provided & funded available to all based on need not ability to pay, comprehensive, universal.			British	
1	May	Extremely likely		Superb, friendly & highly professional. Thank you!				over 65	White British	No tick
2	May	Extremely likely						46-55		No tick