

Ifracombe Minor Injury Unit - 'Friends and Family Test' - Jan-15 to Feb-15

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:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'**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 score is 75%.

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-15	28	100.0	0.0	0.0
Feb-15	7	100.0	0.0	0.0

Ilfracombe Minor Injury Unit - Qualitative Feedback - Jan-15

	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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	Friendly and welcoming.		Male	36-45	White British	No tick
2	Extremely likely	Friendly staff, very helpful and no wait.		Female	26-35	White British	No tick
3	Extremely likely	Service excellent. Staff extremely helpful and efficient.	Make sure we keep the local i.e. Ilfracombe MIU open.	Female	over 65	White British	No tick
4	Extremely likely	Receptionists very helpful and friendly. No waiting time.		Female	46-55	White British	No tick
5	Extremely likely	No other option, all other facilities closed.		Male	26-35	White British	No tick
6	Extremely likely	Very caring and professional.		Female	36-45	White British	No tick
7	Extremely likely	Very quick in seeing us. Very helpful.		Male	under 16	White British	No tick
8	Extremely likely	A quick and efficient service. Very pleased with my treatment.	For me it would be fine.	Male	56-65	White British	No tick
9	Extremely likely	It would be shameful to lose this service.	It's very good as it is.		over 65	White British	No tick
10	Extremely likely	Friendly, caring and understanding.	No.	Female	26-35	White British	No tick
11	Extremely likely	Staff very polite and helpful.		Male	56-65	White British	No tick
12	Extremely likely	Looked after very well.		Male	over 65	White British	No tick
13	Extremely likely	The staff at the Tyrell have always been pleasant and efficient. I would have no qualms in sending anyone		Male	over 65	White British	No tick

		there.					
14	Extremely likely	Very friendly and helpful.	None.	Female	16-25	White British	No tick
15	Extremely likely	Excellent experience of treatment for surgical dressing and anti-thrombosis injections.	No.	Male	over 65	White British	No tick
16	Extremely likely	Quick and efficient service. Very pleasant staff.	No.	Male	46-55	White British	No tick
17	Extremely likely	They were very pleasant and gave me medication for my problem.		Female	26-35	White British	No tick
18	Extremely likely	Brilliant, quick service.		Male	26-35	White British	No tick
19	Extremely likely	I have been given excellent treatment at (Ilfracombe hospital)		Female	56-65	White British	No tick
20	Extremely likely	Very helpful.		Female	36-45	White British	No tick
21	Extremely likely	Good service.					No tick
22	Extremely likely	Post-op infection.	None, service is excellent!	Male	46-55	White British	No tick
23	Extremely likely		By keeping it open.		46-55	White British	No tick
24	Extremely likely	Brilliant and polite service and advice.	No.		56-65	White British	No tick
25	Extremely likely	The unit is available without an appointment 7 days a week. Staff very friendly and efficient.	Just keep the MIU going in Ilfracombe.		over 65	White British	No tick
26	Extremely likely	Fast service and nice friendly professional staff.		Male	26-35	White British	No tick
27	Extremely likely	Very friendly - very helpful - told me what to look for.					No tick
28	Extremely likely	Very good and reassuring treatment. Cannot fault.	I find the service very good despite shortage of funds.	Male	56-65	White British	No tick

Ilfracombe Minor Injury Unit - Qualitative Feedback - Feb-15

	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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	Very polite staff and very little waiting.		Female	26-35	White British	No tick
2	Extremely likely			Male	56-65	White British	No tick
3	Extremely likely	Staff are really friendly and welcoming and explain everything clearly and thoroughly. It is an extremely valued public service in our town.	Let it continue running!	Female	26-35	White British	No tick
4	Extremely likely	Efficient, friendly service from start to finish. S was excellent with my son - very gentle. "Excellent" thank you.		Female	46-55	White British	No tick
5	Extremely likely	The Tyrell is vital for Ilfracombe, rather than a jaunt to Barnstaple for a minor injury and to alleviate crowding of the A&E unit - which is busy most times.	Not on this occasion - but the Tyrell is vital and a necessity for Ilfracombe.	Female	over 65	White British	No tick
6	Extremely likely	Super quick, very friendly, job done perfectly.		Male	36-45	White British	No tick
7	Extremely likely			Male	over 65	White British	No tick