

Ifracombe Minor Injury Unit - Friends and Family Test - Jan-17 to Mar-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.	%	%	%
Jan-17	No data	No data	No data	No data

Feb-17	37	100.0	0.0	0.0
Mar-17	No data	No data	No data	No data

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	Feb-17	Extremely Likely		Brilliant, fast, friendly staff. Local facility.		Keep open.	Female	Over 65	White British	
2	Feb-17	Extremely Likely		Very local. Brilliant staff. Keep open.		Don't drive - need this service!	Male	Over 65	White British	
3	Feb-17	Extremely Likely		I needed this on the weekend as the surgery is closed! Brilliant care, quick to be seen, caring staff.		Keep open. Nothing else open on weekend other than A&E!		56-65		
4	Feb-17	Extremely Likely		Handy with children, no hanging around. Fast to be seen. Friendly staff.		Please keep this open.	Female	36-45	White British	
5	Feb-17	Extremely Likely					Female	26-35	Other ethnic	

									group	
6	Feb-17	Extremely Likely		Quick service. Local-based.			Male	Over 65	White British	
7	Feb-17	Extremely Likely		Seen quickly.			Male	36-45		
8	Feb-17	Extremely Likely		Outstanding place! Very cheerful, happy and friendly. I was put at ease straightaway by the staff. A credit to the NHS.		Would be a serious loss to the area to lose this MIU.	Female	36-45	White British	
9	Feb-17	Extremely Likely		I would struggle as I don't drive and couldn't get to Barnstaple and can't afford a bus fare. Time being open is the difference of me having treatment or not. Very helpful and friendly staff.		Please keep this open as I don't drive and there is not any other place to go on a weekend in Ilfracombe.	Female	56-65	White British	
10	Feb-17	Extremely Likely		Just great!			Male	16-25		
11	Feb-17	Extremely Likely		Looked at me very quickly. My work needed me back so glad I could come here as it was fast. The nurses were very nice to me. I don't drive.			Female	16-25	White British	
12	Feb-17	Extremely Likely		The Tyrrell is a valuable part of our town. Without this we would be lost.				Over 65	White British	
13	Feb-17	Extremely Likely		I can walk here and be looked at very quickly. Staff are lovely. Great treatment.		I live in Ilfracombe not Barnstaple. I want a local facility.	Female	36-45	White British	
14	Feb-17	Extremely Likely		Fantastic treatment & care.		Keep it open all the time.		Over 65	White British	
15	Feb-17	Extremely Likely		Handy nearby. Quick to		Keep it running.	Male	36-45	White	

				be seen.					British	
16	Feb-17	Extremely Likely		Quick service, nice staff, good all-round service.			Male	56-65	White British	
17	Feb-17	Extremely Likely		Extremely friendly & caring nurse who was very efficient.		No.	Male	56-65	White British	
18	Feb-17	Extremely Likely		Much better than A&E - seen quicker.			Male	46-55	White British	
19	Feb-17	Extremely Likely		Same town. I don't drive and would struggle getting to Barnstaple.		Open longer hours.	Female	Under 16	White British	
20	Feb-17	Extremely Likely		Brilliant service.		Difficulty getting to A&E so better being seen in Ilfracombe.	Male	26-35	White British	
21	Feb-17	Extremely Likely					Male	16-25	White British	
22	Feb-17	Extremely Likely		Great treatment. Friendly.		Open more.	Male	16-25	White British	
23	Feb-17	Extremely Likely		I needed to attend on the weekend as the hip surgery is closed. Brilliant! Quick to be seen. Very good staff.		Having this open is a blessing I can't believe the GP's isn't open.	Male	56-65	White British	
24	Feb-17	Extremely Likely		Easy, ideal.			Female	Under 16	White British	
25	Feb-17	Extremely Likely					Female	36-45		
26	Feb-17	Extremely Likely		Local, convenient, excellent care.		The service should remain open to serve the local community.	Male	56-65		
27	Feb-17	Extremely Likely		Need this to be open. Nothing else on the weekend. I went to the doctors first - not open!		More hours needed. This is a busy town and poor bus service on a weekend.	Male	Over 65	White British	
28	Feb-17	Extremely Likely		Daily dressings needed. I don't drive. The buses on a weekend are terrible.		Please keep the Tyrell open - the town needs it! Credit to the NHS!	Female	56-65	White British	

				Quick to be seen. Friendly and hardworking staff!						
29	Feb-17	Extremely Likely		Caring staff.			Male	Over 65	White British	
30	Feb-17	Extremely Likely		Friendly staff. I have very poor mobility and I can't breathe very well. So very happy that the MIU was open.		To keep the service going and remain local for the community. Very important to people like me with very little mobility.	Female	Over 65	White British	
31	Feb-17	Extremely Likely		Received excellent treatment.						
32	Feb-17	Extremely Likely		Seen promptly, friendly staff.			Male	46-55	White British	
33	Feb-17	Extremely Likely		Wonderful to have Tyrell.			Female	56-65	White British	
34	Feb-17	Extremely Likely		Good service.		Longer opening.	Male	Over 65	White British	
35	Feb-17	Extremely Likely		Caring staff. Very helpful. Credit to the NHS. Quick to be seen.			Male	Over 65		
36	Feb-17	Extremely Likely		The staff are fabulous.		Not to close.		Over 65		
37	Feb-17	Extremely Likely		Helpful, treatment good.		Couldn't get to A&E so need to be seen local.	Male	Over 65	White British	