

Ilfracombe Minor Injury Unit - 'Friends and Family Test' - Jun-15 to Jul-15

We would like you to think about your recent experiences of our service. 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.

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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jun-15	7	100.0	0.0	0.0
Jul-15	14	100.0	0.0	0.0

Ifracombe Minor Injury Unit - Qualitative Feedback - Jun-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	I did not have to wait long to be seen. The receptionist was cheerful and helpful. The nurse looked after me very well. Splendid treatment!		Male	over 65	White British	No tick
2	Extremely likely	L. was very helpful & informative about the injury. The service overall was very friendly, thank you.		Female	16-25	Other ethnic group	No tick
3	Extremely likely	Very helpful and efficient. Gave very clear advice on what they were doing and what I was likely to experience in future care of injury.		Female	over 65	White British	No tick
4	Extremely likely	Very friendly staff, going above & beyond. V. impressed!					No tick
5	Extremely likely	Incredibly friendly + generous staff, helpful beyond their medical positions. Thank you.		Male	26-35	White British	No tick
6	Extremely likely	Went beyond call of duty. Very friendly helpful nurses. J. & T. you were	Keep it going!		over 65		No tick

		brilliant - so supportive when I needed it.					
7	Extremely likely	Fantastic staff: very helpful.			over 65		No tick

Ilfracombe Minor Injury Unit - Qualitative Feedback - Jul-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				46-55	White British	No tick
2	Extremely likely	First class attention from reception and MIU. Tremendous staff & professional attitude, well done.	Keep it up. Top notch.	Male	46-55	White British	No tick
3	Extremely likely	Have used minor injuries on a few occasions + service has always been exemplary.		Female	46-55	White British	No tick
4	Extremely likely	I find it impossible to get a doctor's appointment when required as I'm working and Barnstaple A&E is a long way and a long wait. Having this available at 8.00 and being looked at was brilliant.	Advertise what is available as I hadn't remembered / realised you could do x-rays.	Female	36-45	White British	No tick
5	Extremely likely	Really nice staff, informative and					No tick

		courteous.					
6	Extremely likely	Always so helpful.		Female	over 65	White British	No tick
7	Extremely likely	Quick + excellent service.		Female	56-65	White British	No tick
8	Extremely likely	Very friendly, efficient nursing team. Thank you.					No tick
9	Extremely likely	Friendly & efficient welcome. Nursing care very good, explaining everything they did as they went along.		Male	over 65	White British	No tick
10	Extremely likely	They was very friendly and nice.					No tick
11	Extremely likely	Excellent care given.	No.	Female	36-45	White British	No tick
12	Extremely likely	Prompt, friendly, helpful.	No.	Male	over 65	White British	No tick
13	Extremely likely	Excellent attention and reassurance.					No tick
14	Likely	The nurses have been helpful to my daughter and able to sort out her foot injury.		Male	36-45	White British	No tick