

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

Jul-16	11	100.0	0.0	0.0
Aug-16	13	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	Jul	Extremely likely		Extremely helpful and efficient service.			Male	26-35	White British	
2	Jul	Extremely likely		Expert advice + reassurance. Professional staff.			Female	36-45	White British	
3	Jul	Extremely likely		Very friendly and short wait time. Thanks.			Female	36-45	White British	
4	Jul	Extremely likely		Did not have to wait, assisted immediately & very pleasant staff.			Female	46-55	White British	
5	Jul	Extremely likely					Male	46-55	White British	
6	Jul	Extremely		Very pleasant		None.	Female	46-55	White	

		likely		welcome at reception. Quick and helpful treatment. Friendly and thorough.					British	
7	Jul	Extremely likely		Very informative about my injury and good advice given. Good bedside manner.			Male	56-65	White British	
8	Jul	Extremely likely		Excellent service.				56-65	White British	
9	Jul	Extremely likely		Wife forgot hearing aid battery. Nurse within a minute gave me a dozen batteries free - very lovely person &, as we are OAPs, we really appreciate this.			Male	over 65	White British	
10	Jul	Extremely likely					Female	under 16	White British	I DO NOT wish my anonymised comments to be made public
11	Jul	Likely		Very pleasant and helpful.			Male	over 65	White British	
1	Aug	Extremely likely		The patient I brought in was having an anaphylactic shock - if turned out to be a bad one would be dead before I reached Barnstaple!			Female	16-25		
2	Aug	Extremely likely		Friendly nurse, great with my 5-year old.			Female	26-35	White British	

3	Aug	Extremely likely		Fast, friendly staff.		Excellent service! Staff brilliant!	Male	36-45	White British	
4	Aug	Extremely likely		I need to come in daily for injections, I'm on holiday. Very pleased with this being here! Great local service - don't lose this!		Keep open, lovely staff.		46-55	White British	
5	Aug	Extremely likely		Kind, friendly, approachable quick, relaxed, comfortable atmosphere. Thank you x.			Female	46-55	White British	
6	Aug	Extremely likely		We were seen very quickly by a lively nurse. The service was very efficient and my son felt at ease. He was thoroughly checked over and we left feeling reassured. Thank you so much!			Female	46-55	White British	
7	Aug	Extremely likely		Efficient + lovely staff!		Keep open! Much needed.		56-65	White British	
8	Aug	Extremely likely		Local service, fantastic staff, keep this open!		Keep open! Much needed service!	Male	56-65	White British	
9	Aug	Extremely likely		This is an extremely important place to keep open and serve so many people in the area and as well as people who are on holiday which is how		Could not improve on perfection. Thank you.	Female	56-65	White British	

				we came to be here. Places like this one are important to the community. Their response and helpfulness and commitment are amazing. Do not close.						
10	Aug	Extremely likely		Everyone was so lovely, and extremely friendly.		None.	Female	over 65	White British	
11	Aug	Extremely likely		Very reassuring to my son. Thank you.						
12	Aug	Extremely likely		Correct service. Lovely nurses. Thank you.						
13	Aug	Extremely likely								