

Ilfracombe Minor Injury Unit - Friends and Family Test - Jun-17 to Jul-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.	%	%	%
Jun-17	No data	No data	No data	No data

Jul-17	24	100.0	0.0	0.0
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Qualitative Feedback – Jul-17

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	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	Extremely Likely		I have a very intimate injury and it could of been very embarrassing but the staff made me feel very at ease and comfortable.		It was very good and it's great to have local services so just continue the good work.		46-55	White British	
2	Extremely Likely		My husband has had excellent attention from your staff. We are both extremely grateful.			Male			
3	Extremely Likely		I have had nothing but brilliant, helpful treatment from nurses and physiotherapy [name withheld] since I have had			Male	Over 65	White British	

			a snapped Achilles tendon. All the staff are excellent.						
4	Extremely Likely		They help you to get better.		Pleased with the service.	Male	Under 16	White British	
5	Extremely Likely		Handy, quick service. Friendly & caring staff. NHS should be proud! Great dept!		N/A.	Male	36-45	White British	
6	Extremely Likely		Poison thumb.			Female	56-65	White British	
7	Extremely Likely		Local medical surgery closed on weekend. Lovely staff. Keep open.			Female	Over 65	White British	
8	Extremely Likely		First class service. Very friendly and nice atmosphere.		Keep the service open.	Female	Over 65	White British	
9	Extremely Likely		Quick. Friendly. Helpful.			Female	36-45	White British	
10	Extremely Likely		Very good unit - really needed! I live locally and don't drive. Friendly staff.		Keep this open please! I don't drive!	Female	26-35	White British	
11	Extremely Likely		Very friendly, caring, professional staff. Injury dealt with quickly & efficiently. A very good experience!		No!	Male	Over 65	White British	
12	Extremely Likely		Efficient & friendly service - ably dealt with.		Keep things as they are.	Male	56-65	White British	
13	Extremely Likely		Good advice given by nurse and very attentive.			Male	Over 65	White British	
14	Extremely Likely		As always when I attend here the staff are efficient and caring and this makes you feel better.		No. The service is always excellent and waiting time is as good as can be expected if there are a lot of people attending.	Female	Over 65	White British	
15	Extremely Likely		Friendly staff and very well looked after.			Male	46-55	White British	

16	Extremely Likely		The staff are completely amazing & without this service my life would be very different.		Don't fix what's not broken?!		46-55	White British	
17	Extremely Likely		No more closures.		Keep the hospital open.	Male	Over 65	White British	
18	Extremely Likely		Excellent. Professional. Friendly. Thank you!		N/A.	Male	36-45	White British	
19	Extremely Likely		Lovely nurses. Seen & treated quickly on two occasions. 10 out of 10 on all fronts.			Male	46-55	White British	
20	Extremely Likely		Everyone has been so helpful and caring.		I think you already have an excellent service.	Male	Over 65	White British	
21	Extremely Likely		Very friendly staff. Wait not too long. Easy access - time & location.			Female	46-55	White British	
22	Extremely Likely		Seen very quickly & professionally. A wonderful service & hospital.		Stay open!	Male	56-65	White British	
23	Extremely Likely		A wonderful service & hospital. Staff amazing and so professional. What a gem. xx				56-65	White British	
24	Extremely Likely		The service was fast, efficient, polite and friendly. Important when you feel anxious.			Female	Over 65	White British	
25	Not entered		I am local. Also a district councillor. Along with fellow councillors we are fighting to keep this hospital open.		No. They were so helpful on this visit.	Male	Over 65	White British	