

Ifracombe Minor Injury Unit - 'Friends and Family Test' – Mar-15 to May-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 No. | Would recommend % | Would not recommend % | Neither likely nor unlikely to recommend / Don't know % |
|--------|------------------|----------------------|--------------------------|--|
| Mar-15 | 21 | 100.0 | 0.0 | 0.0 |
| Apr-15 | No data | No data | No data | No data |
| May-15 | 10 | 100.0 | 0.0 | 0.0 |

Ilfracombe Minor Injury Unit - Qualitative Feedback - Mar-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 friendly and helpful staff. Made me feel I was in good hands! | | Male | 26-35 | White British | No tick |
| 2 | Extremely likely | Good care and advice given. | None. | Male | 16-25 | White British | No tick |
| 3 | Extremely likely | Satisfactory treatment. | | | | | No tick |
| 4 | Extremely likely | Problems with catheter and a bit of a disaster. Two nurses, K. and L., in walk-in minor injuries, helped me, cleaned me, and sorted me out. They were brilliant, as was reception. The whole hospital is great! | | Male | 56-65 | White British | No tick |
| 5 | Extremely likely | Treated with kindness and real courtesy. Well-organised, relaxed approach. | | Male | over 65 | White British | No tick |
| 6 | Extremely likely | I have had occasions to come (accidents) for treatment and all the treatment I received has been excellent, better than the Royal Cornwall Hospital! I am very grateful for the high | Only stay open - even on weekends. | Female | over 65 | White British | No tick |

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| | | standard of staff and their treatment. This hospital is essential, especially for us older people. | | | | | |
| 7 | Extremely likely | It's handy as its local. It is open weekends. Very kind nurses and helpful, and saves me a whole day lost, waiting and getting into Barnstaple A&E. | Very pleased, cannot improve the service. I don't know what we would do without our lovely Tyrell. | Female | over 65 | White British | No tick |
| 8 | Extremely likely | My daughter was seen immediately and was prescribed / given antibiotics. This saved us a trip to A&E! As she is very young this saved her and mine stress levels! | | Female | under 16 | White British | No tick |
| 9 | Extremely likely | Service is good and quick. Local is so important to me. I don't drive! | | | over 65 | White British | No tick |
| 10 | Extremely likely | | | | | | No tick |
| 11 | Extremely likely | Local and quick. | | | | | No tick |
| 12 | Extremely likely | Extremely vital service for the community. Quick, great and local! | | Female | over 65 | White British | No tick |
| 13 | Extremely likely | Great, local service. | | Male | 36-45 | White British | No tick |
| 14 | Extremely likely | Staff are so accommodating, supportive and so friendly. | Maybe 2-3 nurses needed for quick service. | Male | under 16 | Asian / Asian British | No tick |
| 15 | Extremely likely | Prompt, professional, service, very kind and | | Female | 36-45 | White British | No tick |

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| | | helpful. So lucky to have this locally. | | | | | |
| 16 | Extremely likely | | | | over 65 | White British | No tick |
| 17 | Extremely likely | Very good! | | Female | over 65 | White British | No tick |
| 18 | Extremely likely | Brilliant Service! Quick. Lovely staff. | | Female | under 16 | White British | No tick |
| 19 | Extremely likely | Require this local facility. | More x-ray hours. | Female | over 65 | White British | No tick |
| 20 | Extremely likely | Excellent service from our local A&E unit. The Tyrell is a much needed resource for Ilfracombe. | Just stay open!! | Male | over 65 | White British | No tick |
| 21 | Extremely likely | Fantastic service, fantastic staff. Highly recommend. Very happy, thanks. | | | | | No tick |

Ilfracombe Minor Injury Unit - Qualitative Feedback - May-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 | Great staff. So good with my young child. Most important this is local!! | No. It's already GREAT! | Female | 26-35 | White British | No tick |
| 2 | Extremely likely | A super quick response to my problem. Unbeatable service for Ilfracombe. Would be a very sad day indeed to lose the Tyrell. | Keep up the Fantastic work. | Female | 36-45 | White British | No tick |
| 3 | Extremely likely | The staff here have been so thorough, enabling my | | Male | 56-65 | White British | No tick |

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| | | wound to heal. I think this is a great place to come when you are in need. | | | | | |
| 4 | Extremely likely | Charming staff!! | | Male | over 65 | White British | No tick |
| 5 | Extremely likely | As the staff are very quick and efficient. | | Female | 26-35 | White British | No tick |
| 6 | Extremely likely | Very efficient, very clear. | | | | | No tick |
| 7 | Extremely likely | Such friendly, efficient staff, lovely, thank you for your care. | | | over 65 | White British | No tick |
| 8 | Extremely likely | Fantastic care given by staff, much needed unit! | | Female | 36-45 | White British | No tick |
| 9 | Extremely likely | With four kids it's hard to imagine not having to come here again. Appreciate the staff and facilities, don't want any more of my NHS in private hands please. | | | | | No tick |
| 10 | Likely | Got good advice form nurse about after treatment. | | Male | over 65 | White British | No tick |