

Ilfracombe Minor Injury Unit - 'Friends and Family Test' - Nov-16 to Dec-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.	%	%	%
Nov-16	No data	No data	No data	No data
Dec-16	10	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	Dec	Extremely Likely		Very efficient & easy to access local facility. Essential.			Male	Over 65	White British	
2	Dec	Extremely Likely		Quick service. Fab staff.		N/A.	Male	16-25	White British	
3	Dec	Extremely Likely		Convenient and local. Seen quickly. Staff approachable and very helpful, kind & considerate.		Keep the service open! Unable to get to Barnstaple as can't drive!	Female	16-25	White British	
4	Dec	Extremely Likely		Where would I go when I need to see medical staff and can't get to the GP or for morning dressing changes before work? I've been coming here for a year and everyone is lovely and incredibly helpful!		Nothing other than keeping the Tyrell open!	Male	16-25	White British	

5	Dec	Extremely Likely		Local, handy and supportive staff.		Staying open.	Female	26-35	White British	
6	Dec	Extremely Likely		Great service. Lovely staff.		To keep open.		Over 65	White British	
7	Dec	Extremely Likely		Easy to use in my town. Nice staff! Very helpful!		Longer hours. Keep this service!	Male	46-55	White British	
8	Dec	Extremely Likely		Very friendly staff! Brilliant standards. Local service for local people.		Please keep this open. We need this unit.	Male	Over 65		
9	Dec	Extremely Likely		Handy just down the road. Fantastic staff.		Please keep open. I don't drive.	Female	46-55	White British	
10	Dec	Extremely Likely		Local to me & my family. Great it's nearby. Friendly staff.		Keep open! I don't drive!	Male	Under 16	White British	