

Ilfracombe Minor Injury Unit - 'Friends and Family Test' - Oct-15 to Jan-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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + No + Maybe + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + No + Maybe + Don't know)}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-15	No data	No data	No data	No data

Nov-15	33	100.0	0.0	0.0
Dec-15	8	100.0	0.0	0.0
Jan-16	41	100.0	0.0	0.0

Qualitative Feedback - Nov-15

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

	Adult FFT card 'Friends and Family Test' Response	Children and young person's FFT card '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			Very kind and helpful.		No need - all good.	Male	36-45	White British	No tick
2	Extremely likely			We need this service.						No tick
3	Extremely likely			Very friendly and helpful and sorted out problem.						No tick
4	Extremely likely			Very helpful & reassuring.		No.	Female	56-65	White British	No tick

5	Extremely likely			Outstanding care given. I would definitely use again. Staff are friendly! Very high standard.		By staying open.	Male	16-25	White British	No tick
6	Extremely likely			Brilliant treatment and appropriate referral to Devon Doctors. Staff were fabulous! Keep this service!		Keep this service!	Female	46-55	White British	No tick
7	Extremely likely			Very helpful. Knowledgeable. Convenient.		Please stay open.		56-65		No tick
8	Extremely likely			Looked after very well.				46-55		No tick
9	Extremely likely			Wonderful service.		Cannot be improved.	Male	over 65	White British	No tick
10	Extremely likely			Very helpful, and lovely staff.			Male	26-35		No tick
11	Extremely likely			All NHS workers are brilliant, helpful friendly. A lovely lady, think she's fantastic, grateful for your help can't speak highly enough, does a fantastic job. Many thanks especially to S.J. (staff nurse) who dealt with me and made me feel comfortable and patched me up. Thank		Already brilliant.	Female	36-45	White British	No tick

				you.						
12	Extremely likely			I had great service! Simple as that!			Female	over 65	White British	No tick
13	Extremely likely			Very good service!			Male	over 65	White British	No tick
14	Extremely likely			Handy, local service. High standard of treatment. Valuable as no GP available in Ilfracombe only out of hours.			Male	over 65	White British	No tick
15	Extremely likely			Excellent treatment, good communication, staff deserve my views.			Male	over 65	White British	No tick
16	Extremely likely			Excellent all round. Very kind and considerate.						No tick
17	Extremely likely						Male	46-55	White British	No tick
18	Extremely likely			Very thorough and very helpful and efficient. Very good advice and treatment.		Keep up the good work. 10 out of 10. Thank you.	Female	over 65	White British	No tick
19	Extremely likely			Very helpful & friendly staff.						No tick
20	Extremely likely			Very helpful and informing.			Male	16-25	White British	No tick
21	Likely			Seen usually quite quickly and reassured by helpful staff. No appointments needed, always someone			Female	over 65	White British	No tick

				there!						
22	Likely						Male	46-55	White British	No tick
23	Not Entered					No, the service was great.	Male	26-35		No tick
24	Not Entered					No problems.		56-65		No tick
25		Yes	Parent / guardian / carer	It's local with good treatment & low waiting time.	Seen quickly & good care.	Nothing.	Male	6-8	White British	No tick
26		Yes	Parent / guardian / carer	Good, timely service, high standards of care.	Tyrrell remains open.	N/A.	Male	under 6	White British	No tick
27		Yes		It is quite a quick service and the people who work here are really nice.	The people who work here are really nice.	I cannot think of anything.	Female	9-11	White British	No tick
28		Yes	Parent / guardian / carer					6-8	White British	I DO NOT wish my anonymised comments to be made public
29		Yes		Seen quickly, friendly.				9-11	White British	No tick
30		Yes					Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
31		Yes	Parent / guardian / carer	Nothing was too much trouble. Grateful for the help and time given.	Staff.	Nothing.	Female	9-11	White British	No tick
32		Yes	Parent / guardian /				Female	9-11	White British	I DO NOT wish my anonymised

			carer							comments to be made public
33		Yes								No tick
34		Yes	Parent / guardian / carer	Was seen very quick and staff were very good.	Was seen to quickly and efficient.		Male	6-8	White British	No tick
35		Yes	Parent / guardian / carer	The Tyrell MIU has been a massive help to me with two boys and lots of injuries and the nurses are always thorough and very reassuring.	As always treatment is quick and thorough.	Nothing - great MIU.	Male	6-8	White British	No tick

Qualitative Feedback - Dec-15

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

	Adult FFT card 'Friends and Family Test' Response	Children and young person's FFT card '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						Male	over 65	White British	No tick

2	Extremely likely			I was seen after a wait of only 5 minutes. Treatment was thorough and reassuring.			Female	over 65	White British	No tick
3	Extremely likely			Lovely staff, polite.		Keep it open.		56-65		No tick
4	Extremely likely			Excellent, personal service - very efficient. Many thanks.		No.	Male	36-45	White British	No tick
5	Extremely likely			Very helpful and kind staff. Thanks.						No tick
6		Yes	Parent / guardian / carer	Nurses are very helpful and friendly. They were excellent with our little girl. Very glad at how local it is. Didn't have to go all the way to Barnstaple.	How efficient + friendly the nurses were.	Nothing, everything was great.	Female	under 6	White British	No tick
7		Yes	Parent / guardian / carer	Really friendly, efficient service.			Male	6-8	White British	No tick
8		Yes	Parent / guardian / carer		Nurse did a good job and my son was happy + calm.	N/A.	Male	under 6	White British	No tick

Qualitative Feedback - Jan-16

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

	Adult FFT card 'Friends and Family Test' Response	Children and young person's FFT card '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			Nurses are very caring and helpful, put at ease.			Female	over 65	White British	No tick
2	Extremely likely			Local service, brilliant staff!		Please keep open!		over 65	White British	No tick
3	Extremely likely			Very thorough and on the doorstep.			Male	46-55	White British	No tick
4	Extremely likely			Very good treatment.						No tick
5	Extremely likely			Skilled treatment. Professional but friendly approach. Though when advised 'the nurse will be with you very shortly' the wait was over 1/2 hour and no-one else was in the waiting room!!			Female	over 65	White British	No tick

6	Extremely likely			Very quick, efficient response to my injury. Many thanks.			Female	over 65	White British	No tick
7	Extremely likely			Good service. Thank you.			Male	36-45	White British	No tick
8	Extremely likely						Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
9	Extremely likely			Very fast and friendly service.			Male	26-35	White British	No tick
10	Extremely likely						Male	36-45		No tick
11	Extremely likely			Very helpful.			Female	36-45	White British	No tick
12	Extremely likely					Fast, friendly service. Very nice staff. Would use again.		over 65	White British	No tick
13	Extremely likely			Tried really hard to sort us out & not having to send us to Barnstaple! Very patient!		DO NOT CLOSE!!!!	Male	46-55	White British	No tick
14	Extremely likely									No tick
15	Extremely likely			Friendly and helpful nurses. Thanks so much for gluing A.'s head back together.		No.	Female	36-45	White British	No tick
16	Extremely likely			Kind staff and was seen to quickly.			Female	16-25	White British	No tick
17	Extremely likely			Very quick response,		Keep the unit open	Female	16-25	White	No tick

	likely			friendly.		as it's useful for local people to access.			British	
18	Extremely likely			A good service.		Do not close this MIU.	Female	56-65	White British	No tick
19	Extremely likely			Good, polite care.			Female	56-65	White British	No tick
20	Extremely likely			Very friendly, quick & helpful.		No.	Male	46-55	White British	No tick
21	Extremely likely					Don't close.	Male	56-65	White British	No tick
22	Extremely likely			Local hospital, very handy! Very nice staff. Friendly.		To keep open!	Female	56-65	White British	No tick
23	Extremely likely			Very friendly & caring in treatment.			Female	36-45	White British	No tick
24	Extremely likely			Seen quickly. Treatment great.		No. Carry on as you are, well done.	Male	56-65	White British	No tick
25	Extremely likely			I fell off a garden wall and the treatment received reassured me. Wound dressed and other tests taken to confirm situation.		Keep this facility open for both residents and visitors.	Male	over 65	White British	No tick
26	Extremely likely			Very helpful and local - an asset to the town.			Male	56-65	White British	No tick
27	Extremely likely			Handy, local service. Brilliant staff!		Keep this service!	Female	26-35		No tick
28	Extremely likely			Don't close down!!						No tick
29	Extremely likely			Convenient location - personable approachable &			Female	over 65	White British	No tick

				knowledgeable staff.						
30	Extremely likely			I will recommend the service to anybody that requires it.				over 65	White British	No tick
31	Extremely likely			Excellent service.			Male	over 65	White British	No tick
32	Extremely likely			V. helpful & v. quick - thanks!		No.	Female	46-55	White British	No tick
33	Extremely likely			I have always found the staff here to be very helpful and kind. Having this facility close to where I live is a real benefit which I support heartily and would oppose any threat of closure.		Always the best.	Male	over 65	White British	No tick
34	Extremely likely			I came in with a bad foot and at once I was put at ease.			Male	46-55	White British	No tick
35	Extremely likely			Attended cut finger. Quick, efficient, considerate care!			Male	over 65	White British	No tick
36	Extremely likely			It is good to know, there is somewhere to go in an emergency, especially on a Sunday!			Female	over 65	White British	No tick
37	Likely						Female	36-45	White British	No tick
38	Not Entered						Male	36-45	White British	I DO NOT wish my anonymised comments to be

										made public
39		Yes		Local service, easy to get to, quickly seen, friendly staff, reassurance given. So important with children.	We were able to be seen quickly, the nurses were so friendly and thorough in their assessment.	Nothing! Fabulous service.	Female	9-11	White British	No tick
40		Yes	Patient	Get looked after promptly.	Nurse was very friendly, also receptionist.	Nothing.	Female	12-15	White British	No tick
41		Yes						9-11	White British	I DO NOT wish my anonymised comments to be made public
42		Yes	Parent / guardian / carer	Down the road hardy service. Polite, helpful staff!	Quickly seen, approachable staff. Please keep this service.	N/A.	Female	under 6	White British	No tick