

Lynton Minor Injury Unit - 'Friends and Family Test' - Aug-15 to Sep-15

We would like you to think about your recent experiences of our service. 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.

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 %
Aug-15	No data	No data	No data	No data
Sep-15	8	100.0	0.0	0.0

Lynton Minor Injury Unit - Qualitative Feedback - Sep-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	Cold but concerned about to go to chest.	Awesome staff. Very friendly.	Male	56-65	White British	No tick
2	Extremely likely	Where else in this country can you get such wonderful service from these lovely young ladies who are willing to help at any time and don't complain? They are all so helpful.	I think I would be arrested if I said anymore.		over 65	White British	No tick
3	Extremely likely	Extremely efficient, friendly & helpful service.					No tick
4	Extremely likely	Efficient and responsive in dealing with an emergency situation. Kind and attentive, professional and thorough. Very grateful to have been able to access this quality service. Believe that if this service had not been available we would have needed to call an ambulance / attended A&E.	None - excellent service.	Female	over 65	White British	No tick
5	Extremely likely	Fantastic team. J. & the doctor has looked after me with care & treated me with intelligence which is great. Just brilliant, at a time when I am at my weakest.	None - it's excellent!	Male	46-55	White British	No tick
6	Extremely likely	Such friendly ladies, very caring and understanding.	None at all.	Female	46-55	White British	No tick
7	Extremely likely	Everyone here so kind & helpful. Many, many thanks. Two nurses &		Male	over 65	White British	No tick

		one Dr. were very attentive and nothing was too much trouble for them. In fact, it was from reception to completion, everything went fine. Thanks again!					
8	Extremely likely	Very good care, reassuring, good information.		Female	46-55	White British	No tick