

Lynton Minor Injury Unit - 'Friends and Family Test' - Feb-16 to May-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.	%	%	%
Feb-16	6	100.0	0.0	0.0

Mar-16	No data	No data	No data	No data
Apr-16	4	100.0	0.0	0.0
May-16	No data	No data	No data	No data

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	Feb	Extremely likely		Very, very helpful & friendly. Thank you!		None.	Male	16-25	White British	No tick
2	Feb	Extremely likely		As I was on holiday, I was seen promptly and was very impressed with the treatment I received.			Female	46-55	White British	No tick
3	Feb	Extremely likely		The service I receive and the friendly, warm feeling is very reassuring. You know		My own opinion is I would like to see the MIU open at 10am instead of 11o/c as my		56-65	White British	No tick

				that the nurse are very well trained and always give the best advice. Nothing is too much trouble.		illness usually happens early am and perhaps it could close 1hr earlier.				
4	Feb	Extremely likely		Very prompt + efficient service. Good care.		No.	Female	26-35	White British	No tick
5	Feb	Extremely likely		Very helpful.		No.	Male	56-65	White British	No tick
6	Feb	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
1	Apr	Extremely likely					Male	56-65	White British	No tick
2	Apr	Extremely likely					Female	36-45	White British	No tick
3	Apr	Yes	Parent / guardian / carer	Very helpful, quick, efficient team. Polite and funny dealing with patients.	Extremely helpful and good advice given regarding.		Female	12-15	White British	No tick
4	Apr	Yes	Parent / guardian / carer	Because they were very kind and supportive.	They made him feel important and even got the doctor to check him.	Nothing.	Male	12-15	White British	No tick