

Lynton Minor Injury Unit - 'Friends and Family Test' - Jun-15 to Jul-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 %
Jun-15	No data	No data	No data	No data
Jul-15	7	100.0	0.0	0.0

Lynton Minor Injury Unit - Qualitative Feedback - Jul-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	My opinion is that these clinics are important & necessary to the local community, for residents & visitors alike.	No, extremely helpful & kind nurses treated me.		56-65	White British	No tick
2	Extremely likely	Wrist injury.		Female	over 65	White British	No tick
3	Extremely likely	So grateful the service was here - my daughter was very distressed & seeing the nurse who cleaned her wound made her feel better in no time at all. Thank you so much!			under 16	White British	No tick
4	Extremely likely	Seen very quickly, excellent service.		Female	36-45	White British	No tick
5	Extremely likely	Very efficient and caring - thank you very much.	No.	Female	over 65	White British	No tick
6	Extremely likely	Very swift in dealing with issue and very helpful and friendly staff, many thanks.	None.	Male	56-65	White British	No tick
7	Extremely likely	Lovely staff!		Female	26-35	White British	No tick