

Lynton Minor Injury Unit - Friends and Family Test - Jun-17 to Jul-17

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. 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.	%	%	%
Jun-17	6	100.0	0.0	0.0

Jul-17	No data	No data	No data	No data
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Qualitative Feedback – Jun-17

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

	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		The nurses were extremely efficient, helpful, friendly and focused. Very excellent service. Thank you.		None.	Male	56-65	White British	
2	Extremely Likely		Can't fault the attention I have been given. From the nurse & doctor. My mind has been truly put at ease.			Female	Over 65	White British	
3	Extremely Likely		Service was quick. Staff were efficient & friendly.				56-65	White British	
4	Extremely Likely		I was seen very quickly. Everybody very friendly and				46-55	White British	

			professional. Thank you.						
5	Extremely Likely		Short waiting time. Very good service and medicine treatment. Very friendly staff.			Female	Over 65	Other ethnic group	
6	Extremely Likely		Excellent treatment given after a nasty fall. Then I had to come back and was given an appointment for the next day at 12:30 but was seen at 12:20!!! What a super place.			Female	Over 65	White British	