

Radiology - Daycases - 'Friends and Family Test' - Apr-15 to May-15

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%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-15	9	100.0	0.0	0.0
May-15	2	100.0	0.0	0.0

Qualitative Feedback

	Month	'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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely	Friendly, kind and reassuring staff who couldn't do enough for me. Thank you.	Nothing could have been done any better. Fantastic care.	Female	46-55	White British	No tick
2	Apr	Extremely likely	Professional and friendly staff.	None. Cannot fault it.	Male	56-65	White British	No tick
3	Apr	Extremely likely	We so often thank God for our hospital and all staff and remember you in our prayers. We are blessed by both hospital and GP surgery working together and so efficiently. Thank you.	Just continue as you are working together - it's just fine.	Female	over 65	White British	No tick
4	Apr	Extremely likely	J and P were immensely professional and skilful. More important, they became good friends.	No.		over 65	White British	No tick
5	Apr	Extremely likely	Excellent response from all staff. Everything was well organised and all the staff were good humoured and kind - couldn't ask for better, a million thanks for everybody's help.	Can't think, off hand, how things could be improved from the care and attention I received.	Male	over 65	Other ethnic group	No tick
6	Apr	Extremely likely	The nursing care was exceptional.	No.	Female	56-65	White British	No tick
7	Apr	Extremely likely	Staff very helpful and patient		Male	56-65	White British	No tick

			and couldn't do enough for me.					
8	Apr	Extremely likely	Quality of care from staff excellent.		Male	56-65	White British	No tick
9	Apr	Likely			Female	over 65	White British	No tick
1	May	Extremely likely	My stay in Radiology I was treated with the upmost respect by everyone the whole time of my stay. Thank you very much to everyone.	I believe if it's not broken why fix it. I think this is a perfect example of this in the Radiology department.	Male	56-65	White British	No tick
2	May	Extremely likely			Female	56-65	White British	No tick