

Radiology - 'Friends and Family Test' - Aug-15 to Sep-15

We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward 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.

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.	%	%	%
Aug-15	3	100.0	0.0	0.0
Sep-15	No data	No data	No data	No data

Qualitative Feedback - Aug-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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	The high standard of professional care and attention shown, combined with briefing & explanation of pre & post medical procedure. This instilled a high degree of confidence in both myself and my partner during a very traumatic period in time. P.S. Thank you so much.	Arrived at 0800, not seen until 0850 - perhaps a quick chat by one of the nurses on arrival could have improved stress levels of, A) waiting time, B) procedure to come.	Female	over 65	Black / African / Caribbean / Black British	No tick
2	Extremely likely	I spent 6 hours in the radiologist department on 21/8/15 for a biopsy (CT guided biopsy of my left lung). "My" nurse (J.J.) was delightful the whole day & Dr M.? Explained everything to me so I was not nervous. The whole 6 hours was very pleasant so I thank you all.	No - it is 100% if patient's state of mind is correct.	Female	over 65	White British	No tick
3	Extremely unlikely	Staff should know how to call and spell the surname & Christian name and not make a mockery of it in front of other people.	Teach them about how to pronounce names correctly.	Male	over 65	Asian / Asian British	No tick