

Radiology - 'Friends and Family Test' - Aug-16 to Sep-16

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 'Would recommend' score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-16	8	100.0	0.0	0.0
Sep-16	6	83.3	0.0	16.7

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	Aug	Extremely likely	Everyone very kind and made us feel at ease. Information very clear to understand. Doctors very kind.	No - very good.	Male	over 65	White British	
2	Aug	Extremely likely	Staff very good.		Male	over 65	White British	
3	Aug	Extremely likely	Treatment & care first class.		Male	56-65	White British	
4	Aug	Extremely likely	What a good place, everyone was so kind & they know what they are doing. A credit.	Show the staff here to others for them to learn.	Male	over 65	White British	
5	Aug	Extremely likely	Very well cared for. 1st class. Thank you!		Male	over 65	White British	
6	Aug	Extremely likely	Friendly reception and the nurse explained what was going to happen. I felt very well looked after.		Female	over 65	White British	
7	Aug	Extremely likely	Because of the attention & kindness I have been given during my visits to this ward. Everyone is very thoughtful.	No.	Female	over 65	White British	
8	Aug	Extremely likely	Excellent care & treatment.	My appointment letter to come to report to Radiology A. Nowhere were there any signs saying 'Radiology A' to direct me to the correct area.	Female	over 65	White British	

1	Sep	Extremely likely	The radiologist, consultant and staff nurses are extremely efficient and friendly.		Female	56-65	White British	
2	Sep	Extremely likely	Good experience. Excellent, caring, pleasant, professional staff.		Male	over 65	White British	
3	Sep	Extremely likely	Very well looked after. Great staff.	No.	Male	46-55	White British	
4	Sep	Extremely likely	All members of staff were friendly and professional. A potentially stressful day was made as easy as possible for us. We are grateful for the care we received.		Male	46-55	White British	
5	Sep	Extremely likely	Friendly, attentive team throughout whole procedure. Informative of stages of care. Stress-free treatment.	No. Keep the same standard.	Female	46-55	White British	
6	Sep	Neither likely nor unlikely	Made to wait at reception whilst the receptionist carried on with her work. When eventually dealt with, her manner was rude and abrupt!!!		Female	16-25	White British	