

Radiology - Daycases - 'Friends and Family Test' - Jan-15 to Mar-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.	%	%	%
Jan-15	1	100.0	0.0	0.0
Feb-15	5	100.0	0.0	0.0
Mar-15	No data	No data	No data	No data

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	Jan	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
1	Feb	Extremely likely	Pleasant, helpful staff and a thorough and understandable explanation of everything that was happening.					No tick
2	Feb	Extremely likely	Very pleasant staff, nothing too much trouble, understanding people's fears and above all listen to people.		Female	over 65	White British	No tick
3	Feb	Extremely likely	All the girls were absolutely wonderful, it was such a pleasure being in hospital.	Just carry on the way you are. Your all wonderful.	Male	over 65	White British	No tick
4	Feb	Extremely likely	The outstanding dedication of all the staff was beyond question and wonderfully reassuring the fact that, when a ward bed was required for an extended overnight stay, the staff nurse stayed on for 2 hours past her cease work time	Additional staffing level to alleviate having to service multiple departments. It was clear that at one time the staff were stretched.	Female	over 65	White British	No tick

			until the situation was resolved. The staff have all been so kind.					
5	Feb	Extremely likely	All the staff were superb - very welcoming and friendly. I could not have been better cared for.	The service was exemplary. I could find no fault whatsoever.	Male	over 65	White British	No tick