

Radiology - 'Friends and Family Test' - Jun-16 to Jul-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.	%	%	%
Jun-16	4	100.0	0.0	0.0
Jul-16	5	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	Jun	Extremely likely	The staff were extremely friendly and they answered all the concerns that I had.		Male	36-45	White British	
2	Jun	Extremely likely	Staff were really helpful, could not do enough for me, cannot thank them enough.			56-65	White British	
3	Jun	Extremely likely	No complaints whatsoever.	Found service most satisfactory.	Male	over 65	White British	
4	Jun	Likely	Such kind care. I was so well looked after.	None.	Female	over 65	White British	
1	Jul	Extremely likely	The nurses are very caring and funny which makes things easier. X-ray staff all very polite.		Male	46-55	White British	
2	Jul	Extremely likely	Pleased with initial reception and cheerfulness of the x-ray staff, procedure seemed to be a great success. Been in a few hospitals last 5 years. [Illegible].		Male	over 65	White British	
3	Jul	Extremely likely	Everyone was so friendly and helpful, I couldn't have asked for better treatment.		Female	over 65	White British	
4	Jul	Extremely likely	Staff very caring & informative of procedure. Nothing too much trouble. Catering excellent.	Air-conditioning in recovery ward.	Female	over 65	White British	
5	Jul	Extremely likely			Female	over 65		