

Radiology - Friends and Family Test - Mar-17 to Apr-17

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.	%	%	%
Mar-17	7	100.0	0.0	0.0
Apr-17	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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Mar-17	Extremely Likely	Kind & helpful.		Female	Over 65	White British	
2	Mar-17	Extremely Likely			Male	46-55	Other ethnic group	
3	Mar-17	Extremely Likely	Excellent.	None.	Female	Over 65	White British	
4	Mar-17	Extremely Likely	All the staff have been very caring.		Female	Over 65	White British	
5	Mar-17	Extremely Likely	Very well looked after.					
6	Mar-17	Extremely Likely	Friendly staff. Well looked after.		Male	Over 65	White British	
7	Mar-17	Likely	On arrival, good reception. Informed the whole way through of treatment. Excellent treatment. Staff and doctor excellent.		Female	56-65	White British	
1	Apr-17	Extremely Likely	Very nervous about procedure. All staff made me comfortable and less anxious.	No.	Female	Over 65	White British	
2	Apr-17	Extremely Likely	I was shown such kindness - nothing was no trouble at all. So kind and caring. Thank you.		Female	Over 65	White British	