

Radiology - 'Friends and Family Test' - Oct-16 to Dec-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.	%	%	%
Oct-16	6	100.0	0.0	0.0

Nov-16	5	100.0	0.0	0.0
Dec-16	1	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	Oct	Extremely Likely	All staff were very caring at all times.		Male	Over 65	White British	
2	Oct	Extremely Likely	Calmly efficient - a job well done.		Male	Over 65	White British	
3	Oct	Extremely Likely	Can't think of a better hospital to be a patient at.	Check when visiting a patient that it is the one you are expecting!	Male	Over 65	White British	
4	Oct	Extremely Likely	Very kind, friendly staff. Can't praise enough. Thank you.					
5	Oct	Extremely Likely	Professional and helpful at all times. Explained each process in helpful detail as the procedure went on.	None.	Male	56-65	White British	
6	Oct	Extremely Likely	All the staff were very friendly and very helpful.	A TV would be good.		Over 65	White British	
1	Nov	Extremely Likely	The care has been first class, friendly, attentive and nothing has been too much trouble. Dr M.M. is very caring and patient along with all the other nursing staff - a credit to the Radiology dept.	N/A.	Female	Over 65	White British	
2	Nov	Extremely Likely	Delightful & comforting nurses. Sorry to say goodbye.					

4	Nov	Extremely Likely	This time excellent experience. Everything explained in detail, the staff very considerate and I wouldn't be afraid to have the same procedure again.	No, nothing to improve! 100%.	Female	Over 65	White British	
5	Nov	Extremely Likely	Because I have a medical phobia and was made to feel less anxious and embarrassed by the whole experience.	I bought my own lunch not realising that a lunchbox was provided. Also brought a dressing gown (not needed).	Female	Over 65	White British	
1	Dec	Extremely Likely	All the staff are very kind and attentive and also are willing to spend time putting the patient at ease in what could be a daunting environment.	Not really.	Female	Over 65	White British	