

## Radiology - Friends and Family Test - Sep-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.	%	%	%
Sep-17	9	100.0	0.0	0.0

## Qualitative feedback

	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	Extremely Likely	Cannot fault the service.			Over 65	White British	
2	Extremely Likely	The whole team is brilliant. Could not fault anything. Loved all the staff. Loved [name withheld].	No need for change.	Female	Over 65	White British	
3	Extremely Likely	Great team. Very friendly, helpful and professional. Always make you feel safe and happy.		Female	46-55	White British	
4	Extremely Likely	All staff very helpful and caring and compassionate.		Male	Over 65	White British	
5	Extremely Likely	Kind, friendly staff. Very caring. Do their job very well.		Male	Over 65	White British	
6	Extremely Likely	Friendly, concerned and encouraging behaviour from all the staff. Very attentive.		Female	Over 65	White British	
7	Extremely Likely	Everyone very friendly, knowledgeable and informative. Puts the patient at ease. The whole team is united in the work and they really show that they love the job as a family.	Just perfect!	Male	Over 65	White British	
8	Extremely Likely	I received excellent care & attention. All staff kind & attentive.	Close WC whilst in recovery.	Female	56-65	White British	
9	Extremely Likely	Everyone was very friendly and caring. Kept informed what was happening at all times.		Female	56-65	White British	