



**Torrington Community Cares: Meeting
local needs
Staff and stakeholder engagement and
involvement report**

***Appendix 6
Patient Experience Survey Report***

Summer 2014

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Eastern and Western Devon Clinical Commissioning Group***

www.torringtoncares.co.uk

The NHS Friends and Family Test

The NHS Friends and Family Test (FFT) aims to provide a simple headline metric which, when combined with follow-up questions, is a tool to ensure transparency, celebrate success and galvanise improved patient experience.

Since April 2013, the FFT question: *Would you recommend this service to your friends and family?* has been asked in all NHS Inpatient and A&E departments across England and, from October 2013, all providers of NHS funded maternity services have also been asking women the same question at different points throughout their care.

NHS England is committed to introducing the Friends and Family Test to General Practice and community and mental health services by the end of December 2014, and to the rest of NHS funded services by the end of March 2015. Over 1 million NHS patients have responded to an FFT survey making it the biggest ever collection of patient views.

Torrington Community Cares: Test of Change.

The graphs below show the results of using the FFT as part of the Torrington Test of Change.

There are some important points to note:

1. We introduced the FFT to Torrington and Holsworthy community health and social care teams in October 2013 to ensure it contributed to the Test of Change.
2. The results for Torrington were split out from the whole cluster from January 2014
3. The questionnaire included the FFT question as well as other questions to allow the NHS to gain a deeper understanding of the experience of patients receiving care from Northern Devon Healthcare Trust clinicians in their own homes. The questionnaire was asked at the point of discharge from the case load, which accounts for the low number of responses.
4. All patients on discharge are offered a FFT.
5. All forms are completed anonymously
6. All forms are returned to a central point to preserve anonymity.

In total over the period of the evaluation, 28 forms were completed and returned. Over that period 174 patients were discharged from the therapy service. Given the process described above, we assume that 28 forms out of a maximum of 174, producing a 16% return.

The surveying of patients receiving care in their own homes continues across eastern and northern Devon and work is ongoing to improve response rates.

Data received during first 8 Weeks - October/November 2013

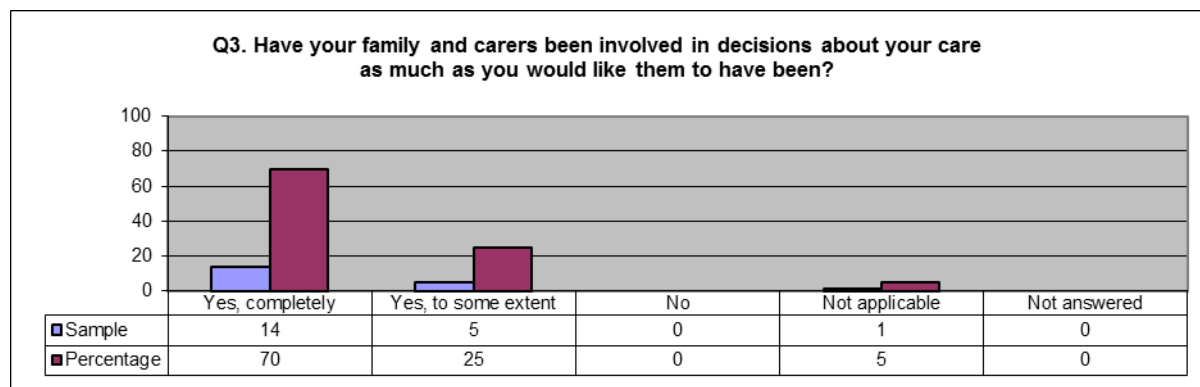
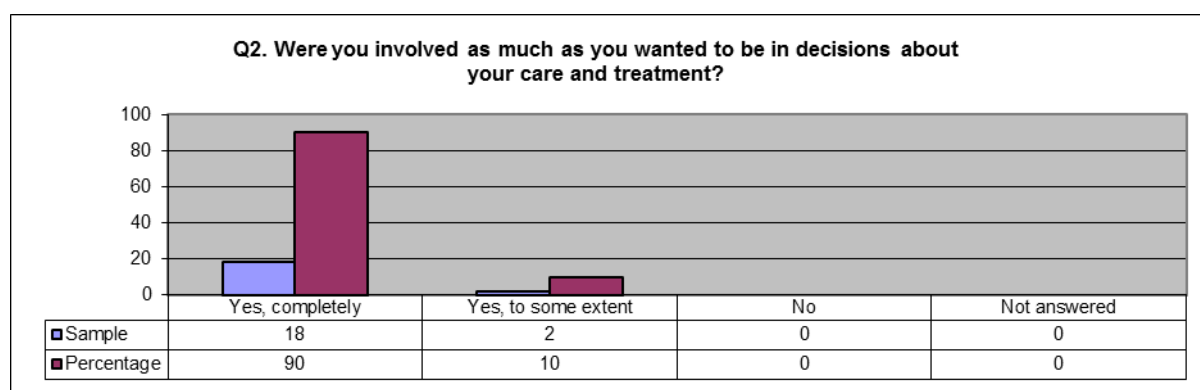
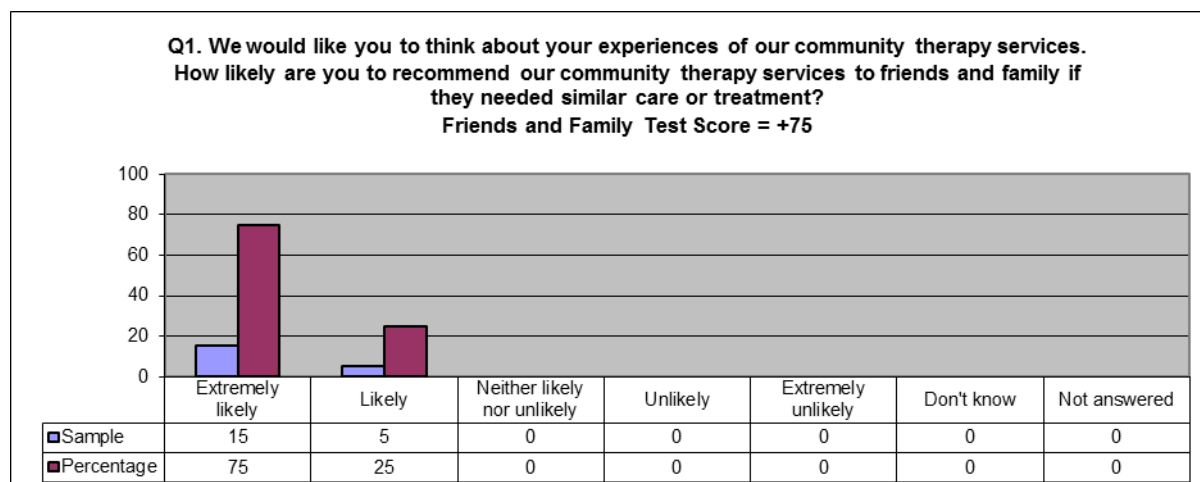
Patient Experience Survey - Holsworthy / Torrington Community Therapy Teams - Oct/Nov-13

Based on 20 responses received to date, the survey has produced a positive set of results. Patients were invited to participate at the point of discharge.

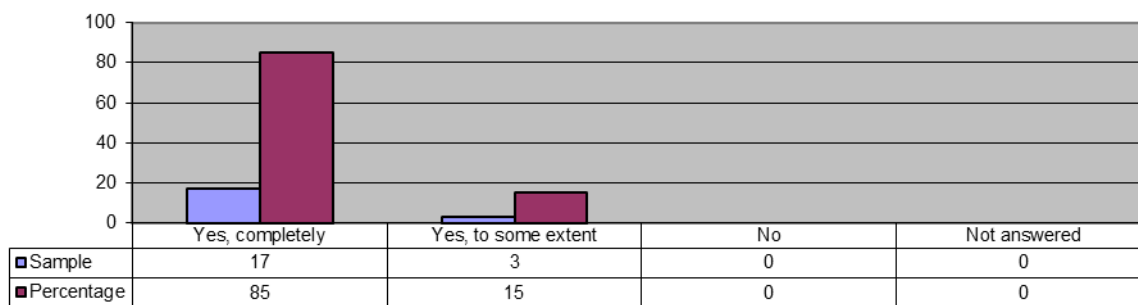
The Friends and Family Test score of +75 (on a range from -100 to +100) indicates a high level of patient satisfaction with the service. The Trust's target Friends and Family Test Score is +60. 100% of patients

surveyed would be either 'Extremely likely' or 'Likely' to recommend. This high level of satisfaction is reflected throughout the remaining questions in the survey and also in the qualitative feedback received in response to the question: *Have you any suggestions for ways we can improve the service?*

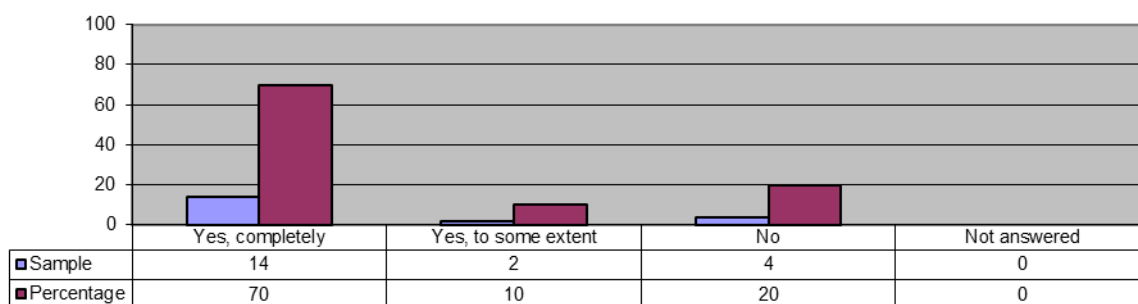
Quantitative Results



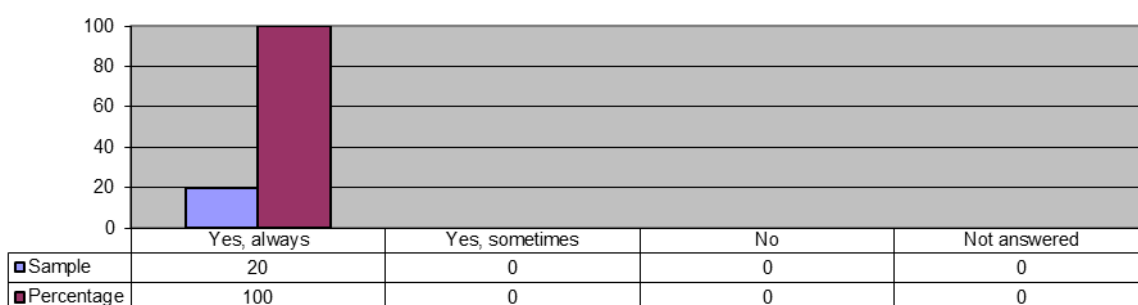
Q4. Before you received any treatments did a member of staff explain any BENEFITS in a way you could understand?



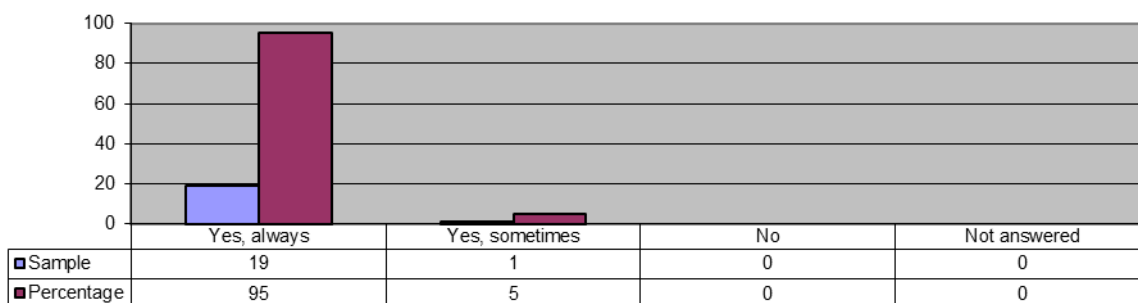
Q5. Before you received any treatments did a member of staff explain any RISKS in a way you could understand?



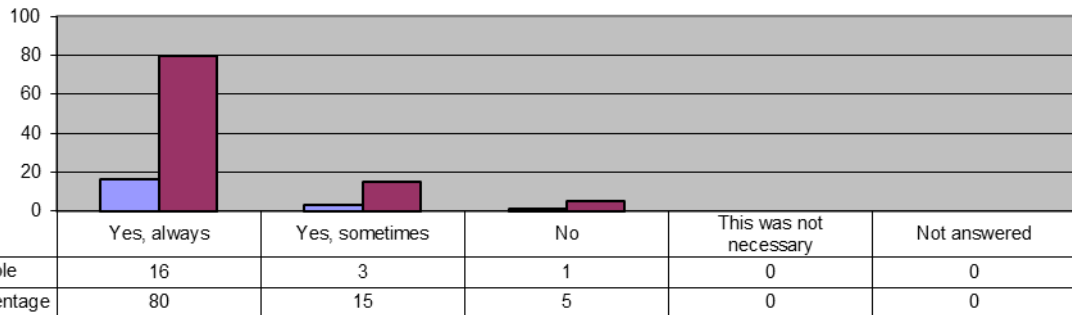
Q6. Overall, do you feel you were treated with dignity and respect?



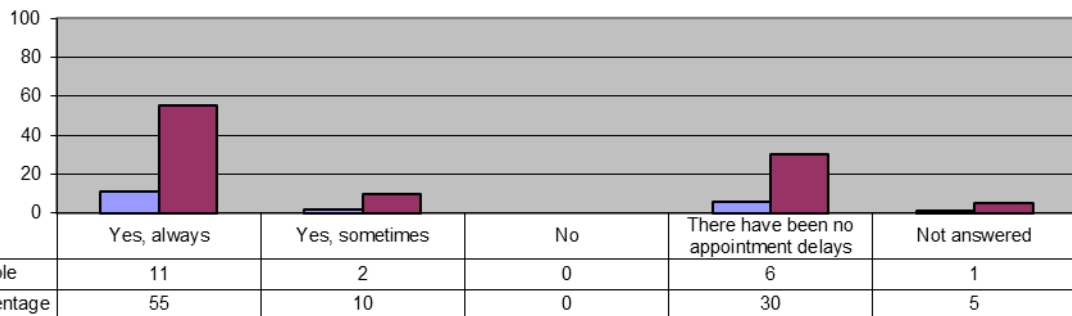
Q7. Do you feel you had sufficient time with us during the visits?



Q8. Did we take into account suitable times to visit with you in your home?



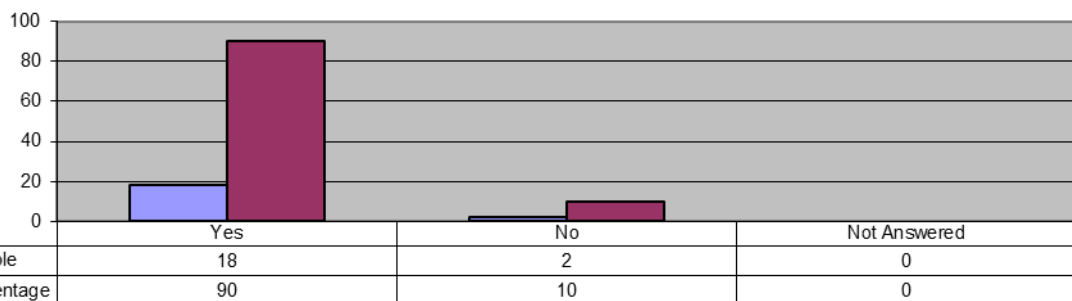
Q9. Were you informed in advance of any delay in our appointment with you?



Q10. Were you contacted in advance if we were unable to keep an appointment?



Q11. Do you know how to contact our service?



Qualitative Results

In response to the question: *Have you any suggestions for ways we can improve the service?* most patients actually took the opportunity to leave complimentary feedback about the service they had received.

There were 3 suggestions for improvements which are highlighted in bold below but all comments have been included to provide an overall flavour of the feedback being received.

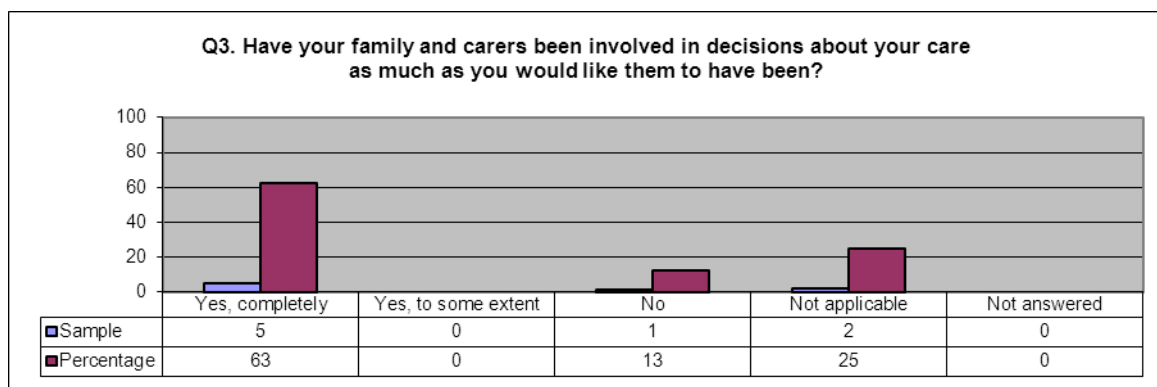
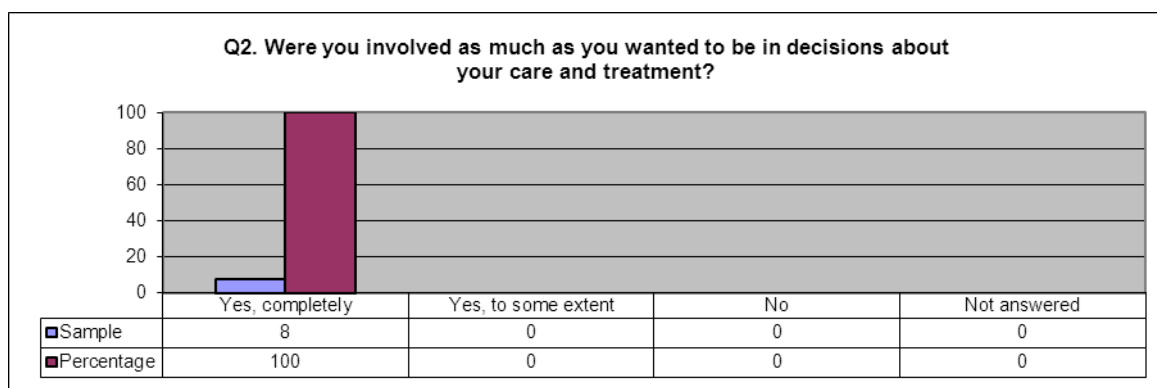
	Month	Have you any suggestions for ways we can improve the service?
1	Oct	They have all been so considerate and kind and have gone out of their way to help at all times.
2	Oct	None whatever - much relief and benefit were obtained from their visits to me suffering from a fracture. Thank you all.
3	Oct	Not really. I have been very satisfied so far and I do not see any reason why that should change.
4	Oct	Yes. Your service could be extended to include more old people. Your nurses we had were very helpful.
5	Oct	Very pleased with treatment and care provided by this service.
6	Oct	The care that I receive is very good. Nothing is too much trouble for them and they are so friendly.
7	Oct	
8	Oct	All the ladies who come to see me since my husband died have been absolutely top notch. They have all shown compassion when it was needed. I can honestly say to all of the ladies 'you are brilliant'.
9	Oct	The service and support I received was as good as I would wish for. I would like some list / booklet to give an idea of what therapies are available in this area even if I don't need it now, or ever!
10	Oct	
11	Nov	
12	Nov	
13	Nov	All the staff are friendly and helpful and take the time to listen to Freda and joke with her which is lovely.
14	Nov	
15	Nov	Don't think so.
16	Nov	
17	Nov	I could not suggest anything to improve the teams. They have been a pleasure to see on each visit they made to me. I praise Nicky Cheshire for the way she runs her team and her concern for me on each of her home visits.
18	Nov	
19	Nov	Provide more teams like this. They are brilliant.
20	Nov	I was home for 3 weeks before I saw the occupational therapist and 2 weeks before the physiotherapist came after many phone calls. I had been in hospital 10 days having physiotherapy every day - could not the care team from Holsworthy be prepared to follow on?

Patient Experience Survey - Torrington Community Therapy Team Jan-14 to May-14

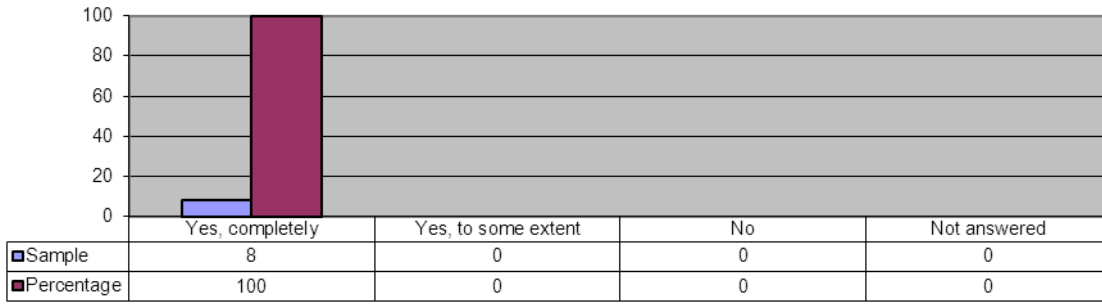
Based on 8 responses, the survey has produced a positive set of results. The Friends and Family Test score of +75 (on a range from -100 to +100) indicates a high level of patient satisfaction with the service. The Trust's target Friends and Family Test Score is +60.

Quantitative Results

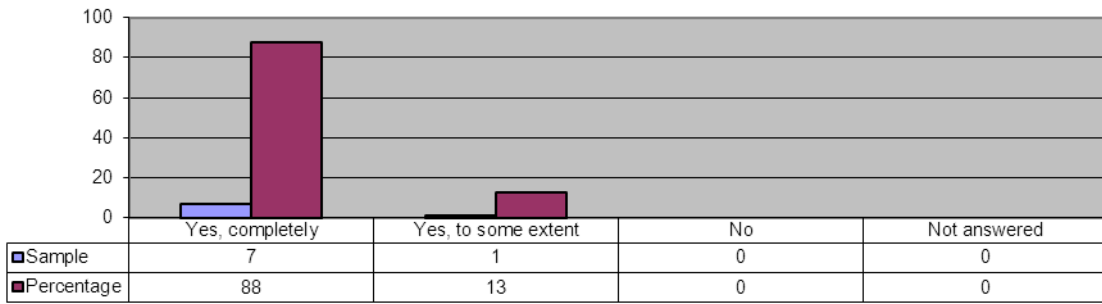
All percentages have been rounded to the nearest whole number which explains why the sum of all percentages for an answer may not total exactly 100%.



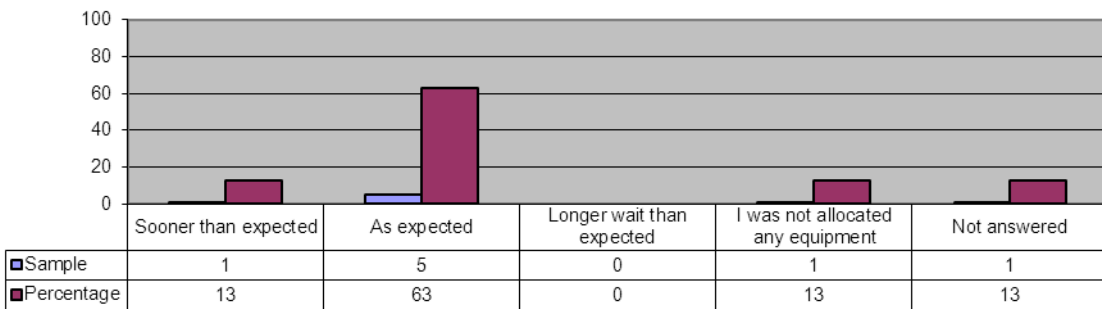
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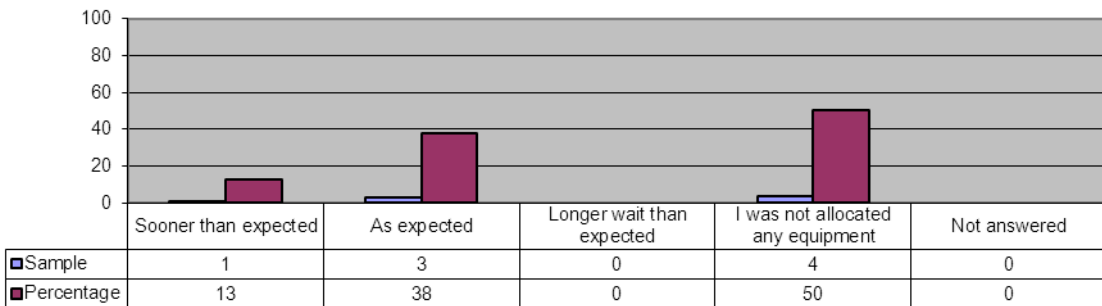
Q5. Before you received any treatments did a member of staff explain any RISKS in a way you could understand?



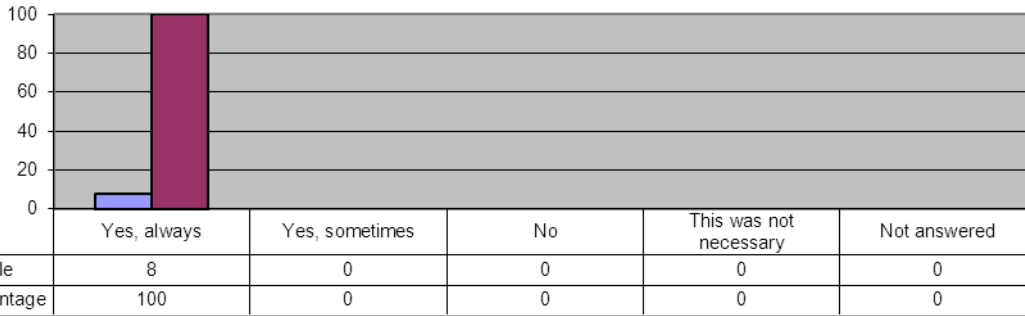
Q6. As part of your care plan you may have been allocated equipment to use at home. Was this equipment delivered when you expected?



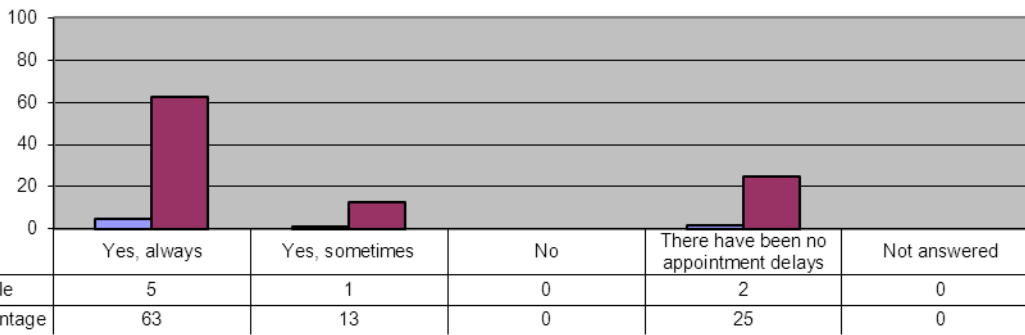
Q7. As part of your care plan you may have been allocated a place at a clinic or class. Was this clinic or class made available to you when you expected?



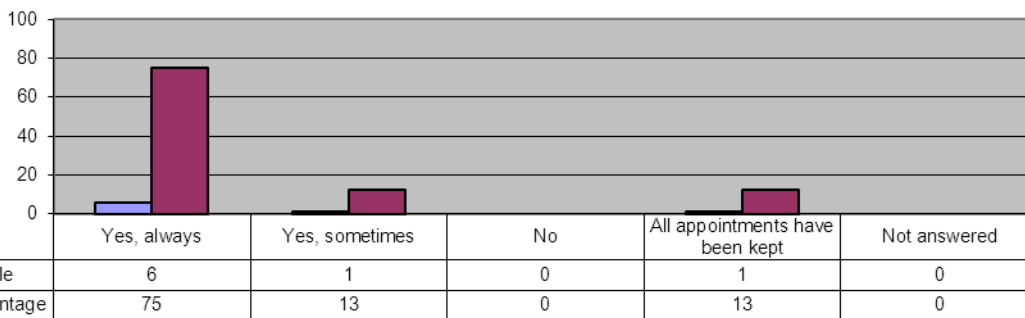
Q8. Did we take into account suitable times to visit with you in your home?



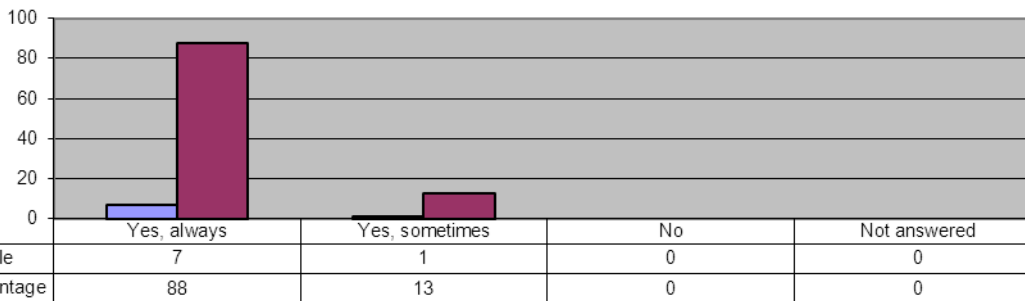
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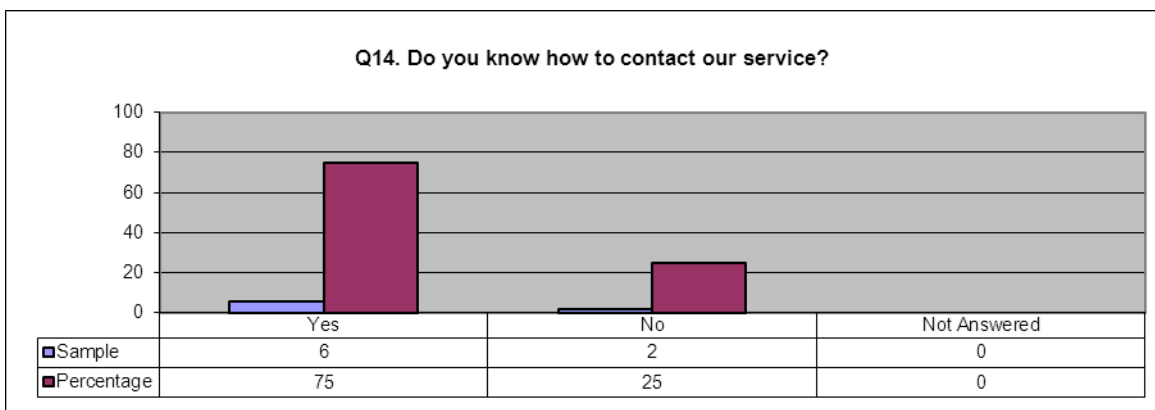
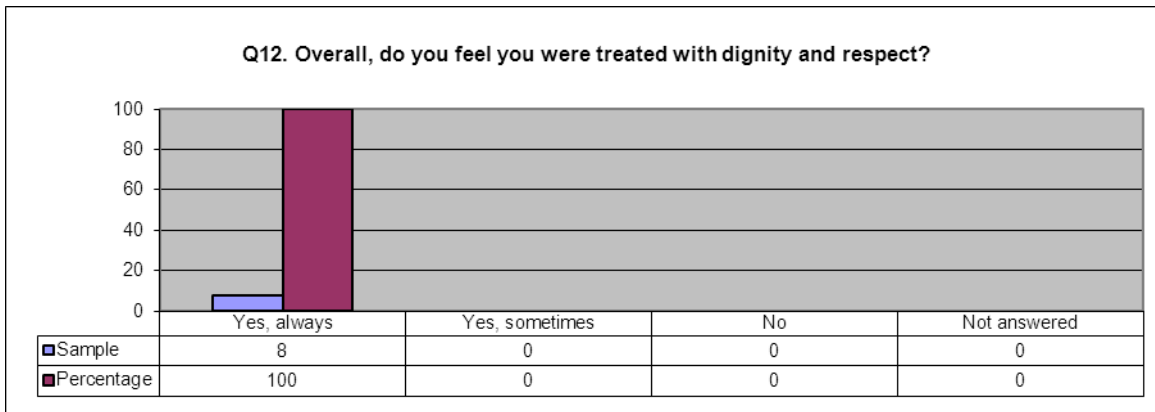


Q10. Were you contacted in advance if we were unable to keep an appointment?



Q11. Do you feel you had sufficient time with us during the visits?





Qualitative Results

In response to the questions: *Have you any suggestions for ways we can improve the service **for you**?* and *Have you any suggestions for ways we can improve the service **for your family / carers**?* the following feedback was received:

	Month	Friends & Family Score	Suggestions for improvement – for the patient
1	Jan	Likely	A telephone contact number.
2	Jan	Extremely likely	The service of the team was brilliant at all times.
3	May	Extremely likely	None. Your service was wonderful.