

Urology Suite - Friends and Family Test - Jan-17 to Feb-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.	%	%	%
Jan-17	1	100.0	0.0	0.0
Feb-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	Jan-17	Likely	The service seems very good given the size of the hospital. It is valuable to have links to the larger facilities and the personnel at Royal Devon & Exeter Hospital. V. pleased last appointment confirmed by automated phone call as the post is not 100% reliable.	No. Just pleased automated telephone confirmation service to confirm appointments has been introduced.	Female	Over 65	White British	
1	Feb-17	Extremely Likely	Lovely welcome. Seen quickly. Mr K. always so friendly, reassuring and professional.					
2	Feb-17	Extremely Likely	Care given from day one exceptional. I could not have been looked after better. Thank you all so much.	No improvement necessary. Service excellent.	Male	Over 65	White British	