

**Urology Suite - 'Friends and Family Test' - Jun-15 to Jul-15**

*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 issued in Oct-14.

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 score is 75%.**

	<b>Responses</b>	<b>Would recommend</b>	<b>Would not recommend</b>	<b>Neither likely nor unlikely to recommend / Don't know</b>
	<b>No.</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>Jun-15</b>	<b>2</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Jul-15</b>	<b>1</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>

## 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	Jun	Extremely likely	Friendly, informative and put you at ease. Information wasn't too technical and I could understand everything. Extremely caring.	None.	Male	over 65	White British	No tick
2	Jun	Extremely likely	Friendly, helpful staff.		Female	over 65	White British	No tick
1	Jul	Extremely likely	Extremely professional, friendly, reassuring - giving time for a complete explanation of what was being done, why & findings. A credit to the NHS.		Male	56-65	White British	No tick