

Urology Suite - Friends and Family Test - Jun-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.	%	%	%
Jun-17	4	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	The staff are both efficient and pleasant to deal with.	Some appointment letters do not remind the patient to have a blood test done at their local clinic before attending the appointment.	Male	Over 65	White British	
2	Extremely Likely	I have a wonderful appreciation of North Devon Hospital. I think the medical staff are very highly trained and do an excellent job. The real charm of the hospital is the nursing staff, who are not only extremely skilful and extremely well-trained. I have been well looked after and instructed by nurse [name withheld] and after by nurse [name withheld]. They are both extremely competent, kind and loving.	Keep it as it is. Don't change anything!		Over 65	White British	
3	Likely			Female	56-65	White British	
4	Likely	[Illegible] was well.		Female	46-55	White British	