

Vanguard Unit - 'Friends and Family Test' - Apr-15 to May-15

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%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-15	1	100.0	0.0	0.0
May-15	10	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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely	The best there is - first class treatment.		Female	over 65	White British	No tick
1	May	Extremely likely	Friendly and efficient staff. Everything was explained very well and everyone was very helpful.		Female	46-55	White British	No tick
2	May	Extremely likely	Extremely efficient and considerate, with friendly attitude.		Male	over 65	White British	No tick
3	May	Extremely likely	Well looked after. Each stage explained. Wonderful that there is no TV or music.		Female	over 65		No tick
4	May	Extremely likely	Everyone was helpful and caring.		Female	over 65		No tick
5	May	Extremely likely	Everything went very smoothly.	None.	Male	over 65	White British	No tick
6	May	Extremely likely	Caring and helpful staff.		Female	over 65	White British	No tick
7	May	Extremely likely	Friendly, efficient staff.		Female	46-55	White British	No tick
8	May	Extremely likely	Everyone so kind.					No tick
9	May	Likely						No tick
10	May	Likely	Second eye operated on so experience the same good.	Your print material is confusing for drops i.e. 28 day / 5 weeks / told to stop???	Male	over 65	White British	No tick