

Vanguard Unit - 'Friends and Family Test' - Aug-16 to Sep-16

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.	%	%	%
Aug-16	9	100.0	0.0	0.0
Sep-16	1	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	Aug	Extremely likely	Made to feel comfortable from the first moment of walking in the door. Treated with respect and friendliness from all staff! Excellent.		Male	over 65	White British	
2	Aug	Extremely likely	Everyone was so friendly & answered any questions you might have, and a lovely cup tea after.		Female	56-65	White British	
3	Aug	Extremely likely	Everyone was brilliant. Thank you. Excellent tea!			over 65	White British	
4	Aug	Extremely likely	Delightfully helpful and kind staff + very efficient.	None.	Male	over 65	White British	
5	Aug	Extremely likely	Kind, friendly, lovely staff. The whole team wonderful!!!	No improvement needed.	Female	over 65	White British	
6	Aug	Extremely likely	Great people, great service!	Let's have more tea!	Male	over 65	White British	
7	Aug	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
8	Aug	Extremely likely	Politeness & helpful throughout. Happy atmosphere.		Female	over 65	White British	
9	Aug	Likely	Friendly atmosphere, calming effect on patients.	A bench or waiting area outside the unit for people who arrive early.	Female	over 65	White British	

1	Sep	Extremely likely		Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
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