

Vanguard Unit - 'Friends and Family Test' - Dec-15 to Jan-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 score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Dec-15	1	100.0	0.0	0.0
Jan-16	6	100.0	0.0	0.0

Qualitative Feedback - Dec-15

	'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	Extremely likely	The two nurses I was met by within the unit were extremely friendly and made me feel very relaxed.	Inform patients before the day on where they are going to be i.e. passed the maternity unit end, not in the main hospital.	Female	46-55	White British	No tick

Qualitative Feedback - Jan-16

	'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	Extremely likely	The skill, care and consideration of all the staff, medical and nursing, in the dept. and theatre. Thank you.					No tick
2	Extremely likely	Everyone was so kind and understanding - you all do a great job.					No tick
3	Extremely likely	The care given is excellent - the staff are kind, caring and professional. You are put at ease from the word go and the whole operation is clockwork.	Already the best.	Male	over 65	White British	No tick
4	Extremely likely	Kind, reassuring treatment from whole staff.		Female	over 65	White British	No tick
5	Extremely likely	Pleasant people, courteous and friendly.	Better contact nos., a little more help before op.	Male	56-65	White British	No tick

6	Extremely likely	Everyone was so friendly & explained everything for me. Thank you very much.					No tick
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