

Vanguard Unit - 'Friends and Family Test' - Feb-16 to May-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.	%	%	%
Feb-16	3	100.0	0.0	0.0
Mar-16	6	100.0	0.0	0.0

Apr-16	2	100.0	0.0	0.0
May-16	2	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	Feb	Extremely likely	Could not have asked for better care.		Female	over 65	White British	No tick
2	Feb	Extremely likely	Made to feel at ease from moment of arrival until discharge. Polite and friendly staff. Very reassuring.	No.	Female	46-55	White British	No tick
3	Feb	Extremely likely	Very friendly and reassuring staff. Efficient and caring.		Female	46-55	White British	No tick
1	Mar	Extremely likely	Staff are very caring.		Male	over 65	White British	No tick
2	Mar	Extremely likely	Staff very kind and efficient.	A vending machine would be handy. Also, TV to help pass the time.	Male	over 65	White British	No tick
3	Mar	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Mar	Extremely likely			Female	over 65	White British	No tick
5	Mar	Extremely likely			Male	over 65	White British	No tick
6	Mar	Likely			Male	over 65	White British	No tick
1	Apr	Extremely likely	All aspects of care have been at a very high standard.		Male	over 65	White British	No tick

2	Apr	Extremely likely	Excellent care, very friendly staff + organised. Very excepting of our requests / requirements. Thank you to all staff and J. for all help throughout.	Due to disability it would be very helpful for waiting time prior to procedure to be less as a suggestion.	Male		White British	No tick
1	May	Extremely likely	Very helpful, considerate staff.			over 65	White British	No tick
2	May	Extremely likely	A very well organised and friendly service.	None - already excellent.	Male	over 65	White British	No tick