

Vanguard Unit - 'Friends and Family Test' - Jan-15 to Mar-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. | % | % | % |
| Jan-15 | No data | No data | No data | No data |
| Feb-15 | 4 | 100.0 | 0.0 | 0.0 |
| Mar-15 | 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 | Well-organised, relaxing atmosphere-friendly. | | Male | over 65 | White British | No tick |
| 2 | Feb | Extremely likely | The unit is rehabilitation-designed and above all the staff were very professional but also so kind and helpful. They made the experience of surgery relaxed and helpful. Thank you. | No. I couldn't improve it. | Female | over 65 | White British | No tick |
| 3 | Feb | Extremely likely | Very well looked after. A relaxing and friendly ward. Thank you. | | Female | over 65 | White British | No tick |
| 4 | Feb | Extremely likely | Lovely staff and surgeon. Well pleased. | No. | Female | over 65 | White British | No tick |
| 1 | Mar | Extremely likely | Relaxed, friendly atmosphere in a truly professional manner - disappointed that there was no toast - especially when faced with over an hour's drive to Bude following surgery. | Yes - toast please. | Female | 56-65 | White British | No tick |
| 2 | Mar | Extremely likely | Friendly, helpful staff - great cup of tea! | | Female | 36-45 | White British | No tick |