

Vanguard Unit - Friends and Family Test - Jan-17 to Feb-17

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.	%	%	%
Jan-17	7	100.0	0.0	0.0
Feb-17	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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jan-17	Extremely Likely	Very clean & hygienic. Lovely staff.	Could not be improved on.	Female	Over 65	White British	
2	Jan-17	Extremely Likely	The staff were so friendly & put me at my ease. Very efficient, explaining my procedure in a clear way.	No.	Female	56-65	White British	
3	Jan-17	Extremely Likely	Kindness from all the staff and prompt service.	Not really.	Female	Over 65	White British	
4	Jan-17	Extremely Likely	Treatment very quick. Staff extremely friendly & efficient. Overall a good experience!	No.	Female	Over 65	White British	
5	Jan-17	Extremely Likely	J & [illegible] looked after me extremely well.	No.	Male	Over 65	White British	
6	Jan-17	Extremely Likely	Because of the professional care that I have been shown from all the staff. They really do care that the patients are at ease with everything. I cannot praise the whole dept. enough.					
7	Jan-17	Extremely Likely	Staff very helpful and informative. All through my stay all staff have been extremely helpful and explained every aspect of my stay.	No.	Male	Over 65	White British	
1	Feb-17	Extremely Likely	Very caring staff. Efficient, well organised & extremely good at keeping patients informed.		Female	Over 65	White British	