

Vanguard Unit - Friends and Family Test - Jul-17 to Aug-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.	%	%	%
Jul-17	6	100.0	0.0	0.0
Aug-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	Jul-17	Extremely Likely	Friendly staff. Very professional attitude from everyone and procedure was remarkably quick.		Male	Over 65	White British	
2	Jul-17	Extremely Likely	Very friendly, efficient nurses. I thought the instructions for aftercare were excellent.		Female	Over 65	White British	
3	Jul-17	Extremely Likely	Friendly atmosphere. Prompt service. Lovely cups of tea!	No.	Female	Over 65	White British	
4	Jul-17	Extremely Likely			Male	Over 65	White British	Do not publish
5	Jul-17	Extremely Likely	I felt well looked after by all staff.		Female	56-65	White British	
6	Jul-17	Extremely Likely	All the staff have been wonderful. Can't thank them enough, made me very welcome, [illegible]. Staff excellent. Would recommend to anyone. Thank you everyone.					
1	Aug-17	Extremely Likely	Lovely, caring professional staff. So understanding and put everyone at ease. Nothing was too much trouble.	Some outside cover while waiting, nothing too grand just a porch roof.	Female	56-65	White British	