

Vanguard Unit - 'Friends and Family Test' - Jun-15 to Jul-15

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 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.	%	%	%
Jun-15	No data	No data	No data	No data
Jul-15	5	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	Jul	Extremely likely	Everyone was so very helpful + reassuring, putting me completely at ease. I felt I was in very safe hands.	Everything went so smoothly so in my opinion no need to change!	Female	over 65	White British	No tick
2	Jul	Extremely likely	All staff were helpful, caring & courteous.		Male	over 65	White British	No tick
3	Jul	Extremely likely	Having a phobia of surgery they instantly put me at ease, resulting in nothing to be frightened of.	If only!!	Male	over 65	White British	No tick
4	Jul	Extremely likely	Excellent service, thank you.		Female	over 65	White British	No tick
5	Jul	Extremely likely	Everyone is so friendly - so important in putting patients at ease.		Female	over 65	White British	No tick