

## Vanguard Unit - 'Friends and Family Test' - Jun-16 to Jul-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.	%	%	%
Jun-16	1	100.0	0.0	0.0
Jul-16	17	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	Jun	Extremely likely	Friendly, helpful and talked you through everything going on, clean & cheerful. 11/10 if possible.	Long slope hard for disabled people to walk up.	Male	over 65	White British	
1	Jul	Extremely likely	Everyone is extremely kind & puts you at ease. Very thorough, especially with infection control. Explanation of process was excellent. Well done!	No.	Female	46-55	White British	
2	Jul	Extremely likely	Staff extremely nice & friendly. Can't do enough for you.		Female	56-65	White British	
3	Jul	Extremely likely	The doctors & nurses were very caring and put everybody at ease. No complaints at all. Fantastic.		Female	over 65	White British	
4	Jul	Extremely likely	Very professional staff. Looked after extremely well. Staff are a credit to the Trust.	More staff required.	Male	over 65	White British	
5	Jul	Extremely likely	Extremely helpful people with a good sense of humour. Very professional.	I don't see how it could be improved.	Male	over 65	White British	
6	Jul	Extremely likely	Friendly staff who kept us informed at all stages.		Female	over 65	White British	
7	Jul	Extremely likely	We were treated well and a special request we made we		Female	over 65	White British	

			got!				
8	Jul	Extremely likely	Excellent care in every way. All the staff were cheerful and inspired confidence. Thank you so much.		Female	over 65	White British
9	Jul	Extremely likely			Male	over 65	White British
10	Jul	Extremely likely		Farmers weekly & TV.	Male	over 65	White British
11	Jul	Extremely likely	Friendly, efficient, knowledgeable staff. A credit to the NHS.		Male	over 65	White British
12	Jul	Extremely likely	Very efficient, welcoming and pleasant staff. Very smooth procedure, wonderful service by all staff concerned. Very satisfied.	Perhaps a TV in the waiting area.	Male	over 65	White British
13	Jul	Extremely likely	Everything is great. Very friendly. Everything possible to put you at ease.				
14	Jul	Extremely likely	Everyone was so reassuring & kind. Thank you.				
15	Jul	Extremely likely	Excellent treatment by wonderful staff. Very professional and kind.				
16	Jul	Extremely likely	Very good - did operation with kind & efficient staff and very cheerful.				
17	Jul	Likely	Very positive experience in the eye clinic. Friendly staff and excellent facilities.		Male	over 65	White British