

Vanguard Unit - 'Friends and Family Test' - Oct-16 to Dec-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.	%	%	%
Oct-16	5	100.0	0.0	0.0
Nov-16	5	100.0	0.0	0.0

Dec-16	6	100.0	0.0	0.0
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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	Oct	Extremely Likely	Great staff, very helpful.					
2	Oct	Extremely Likely			Female	Over 65	White British	
3	Oct	Extremely Likely	Staff & consultants all very attentive and explained everything they were doing & tried to make patients feel at ease.		Female	Over 65	White British	
4	Oct	Extremely Likely	Staff very caring.	No need to improve the service.	Male	Over 65	White British	
5	Oct	Extremely Likely	Very smoothly run. Staff very efficient, warm & friendly. Put you at ease. A quiet place to reflect.		Female	Over 65	White British	
1	Nov	Extremely Likely	Everyone is so helpful and good and great coffee & biscuits.	Can't be improved.	Male	Over 65	White British	
2	Nov	Extremely Likely	Yes. Everything was just great, all the staff were just lovely.	It would be difficult to improve a service which is great.	Male	Over 65	White British	
3	Nov	Extremely Likely	The professional attention given me, also kindness. I would not fault this department at all.		Female	Over 65	White British	
4	Nov	Extremely Likely	The experience I had was very positive. Every member of staff was friendly & professional & filled me full of confidence. I was	None at all. It was excellent.	Female	Over 65	White British	

			quite nervous but there was no need. I will encourage any person in my position to have the procedure done.					
5	Nov	Likely	Very [illegible] and satisfied.					
1	Dec	Extremely Likely	Good, friendly staff. Excellent treatment.					
2	Dec	Extremely Likely	Professional, friendly and welcoming staff who reassure you and keep you informed throughout the day. Thank you!	None.	Male	46-55	White British	
3	Dec	Extremely Likely	Previous family experience.					
4	Dec	Extremely Likely	A truly exemplary professionalism together with the human touch which make a daunting experience bearable.	Stagger waiting times before day surgeries to avoid waiting.	Male	Over 65	White British	
5	Dec	Extremely Likely	Found all staff absolutely brilliant, could not have had better treatment, would like to thank everyone for all their kindness and hard work.					
6	Dec	Extremely Likely	Homely atmosphere and attention to detail.					