

## Vanguard Unit - Friends and Family Test - Sep-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.	%	%	%
Sep-17	8	100.0	0.0	0.0

**Qualitative feedback**

	<b>Friends and Family Test response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely Likely	All the staff were so helpful, caring and concerned. Couldn't have done more.		Female	Over 65	White British	
2	Extremely Likely			Male	Over 65	White British	Do not publish
3	Extremely Likely	Excellent care and friendly staff.			Over 65	White British	
4	Extremely Likely	The staff were very friendly and put one at ease. A very enjoyable afternoon.		Male	Over 65	White British	
5	Extremely Likely	Excellent, friendly experience. Thank you.		Female	Over 65	White British	
6	Extremely Likely			Male	Over 65	White British	Do not publish
7	Extremely Likely	Kind, helpful, sympathetic & patient with geriatrics!!	Not necessary.	Male	Over 65	White British	
8	Extremely Likely	My mother suffers anxiety. She was very nervous about being left alone with staff. The staff took extra care with her and one practitioner ([name withheld]) made sure she was happy and stayed with her. I am very impressed. The actual procedure & routine was actioned very well - smooth transition and great aftercare, well explained.		Female		White British	