

Salaried Dental Service - 'Friends and Family Test' - Feb-16 to May-16

Adult FFT card question: *We would like you to think about your recent experiences of our service. How likely are you to recommend our service 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.*

Children and young person's FFT card question: *Would you tell your friends and family that this is a good service to come to?*

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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

The Trust's target score is 75%.

| | Responses | Would recommend | Would not recommend | Neither likely nor unlikely to recommend / Don't know |
|---------------|-----------|-----------------|---------------------|---|
| | No. | % | % | % |
| Feb-16 | No data | No data | No data | No data |

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|--------|----|-------|-----|-----|
| Mar-16 | 50 | 98.0 | 2.0 | 0.0 |
| Apr-16 | 20 | 100.0 | 0.0 | 0.0 |
| May-16 | 12 | 100.0 | 0.0 | 0.0 |

Qualitative Feedback - Mar-16

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

| | Location | 'Friends and Family Test' Response | Children and young person's FFT card completed by: Patient Parent / guardian / carer | Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer? | What do you think was good about your visit? | Have you any suggestions for ways we can improve the service you have received? What could we have done better? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public. |
|---|------------|------------------------------------|--|--|--|--|--------|----------|---------------|---|
| 1 | Barnstaple | Extremely likely | | | | | Female | under 16 | White British | I DO NOT wish my anonymised comments to be made public |
| 2 | Barnstaple | Extremely likely | | They are really helpful and friendly. | | | Female | under 16 | White British | No tick |
| 3 | Barnstaple | Extremely likely | | I'm a nervous patient and the dentist was very understanding and reassuring. | | | Female | 26-35 | White British | No tick |
| 4 | Barnstaple | Extremely likely | | Explanation of treatment was | | | Male | under 16 | White British | No tick |

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| | | | | fantastic. Talked to child as well as parent. Kind and calm staff. Stickers were great! | | | | | | |
| 5 | Barnstaple | Extremely likely | | Friendly, helpful staff. Treatment very good. Treatment went well. | | | Female | 46-55 | White British | No tick |
| 6 | Barnstaple | Extremely likely | | Information was given that was understood by all. | | N/A. | Female | 36-45 | White British | No tick |
| 7 | Barnstaple | Extremely likely | | | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 8 | Barnstaple | Extremely likely | | Very friendly staff. | | | Female | 46-55 | | No tick |
| 9 | RD&E (Heavitree) | Extremely likely | | | | | Male | 26-35 | White British | I DO NOT wish my anonymised comments to be made public |
| 10 | RD&E (Heavitree) | Extremely likely | | | | | Female | 46-55 | White British | No tick |
| 11 | RD&E (Heavitree) | Extremely likely | | Excellent, got rid toothache, very helpful chap. Thanks. | | No. | Male | 26-35 | White British | No tick |
| 12 | RD&E (Heavitree) | Extremely likely | | Very kind staff. | | | Male | 36-45 | White British | No tick |
| 13 | RD&E (Heavitree) | Extremely likely | | Staff very friendly and helpful. Appointment on time. | | N/A. | Female | 46-55 | White British | No tick |

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| 14 | RD&E (Heavitree) | Extremely likely | | Really friendly dentist, recommend any time. | | | | 46-55 | White British | No tick |
| 15 | RD&E (Heavitree) | Extremely likely | | Very good service, all very friendly. | | | Female | 46-55 | White British | No tick |
| 16 | RD&E (Heavitree) | Extremely likely | | Very sympathetic to anxiety & very gentle. | | | Female | 36-45 | White British | No tick |
| 17 | RD&E (Heavitree) | Extremely likely | | Dentist was very thorough and explained everything clearly. | | Shorter waiting time. Ability to book the appointment for the extraction at the time of the assessment. | Female | 56-65 | White British | No tick |
| 18 | RD&E (Heavitree) | Extremely likely | | | | | | | | No tick |
| 19 | RD&E (Heavitree) | Extremely likely | | Very clear explaining problem, quick with solution. | | | Male | 36-45 | White British | No tick |
| 20 | RD&E (Heavitree) | Extremely likely | | It's a good service in emergencies. | | | Female | 16-25 | White British | No tick |
| 21 | RD&E (Heavitree) | Extremely likely | | Very reassuring and friendly. | | | | 46-55 | White British | No tick |
| 22 | RD&E (Heavitree) | Extremely likely | | Very patient and thought about my child needs. | | | Female | 26-35 | White British | No tick |
| 23 | RD&E (Heavitree) | Extremely likely | | Friendly staff and very good service. | | | Female | 46-55 | Other ethnic group | No tick |
| 24 | RD&E (Heavitree) | Extremely likely | | The dentist I saw was very nice and put me at ease straightaway. | | | Female | 36-45 | White British | No tick |
| 25 | RD&E | Extremely likely | | Just good customer | | | | | | No tick |

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| | (Heavitree) | likely | | service. | | | | | | |
| 26 | RD&E (Heavitree) | Extremely likely | | | | | Male | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 27 | RD&E (Heavitree) | Extremely likely | | J. clarified what treatment I needed clearly and made me feel at ease. | | | Female | 46-55 | White British | No tick |
| 28 | RD&E (Heavitree) | Extremely likely | | Dr L. was wonderful & kind. I appreciated what he did, marvellous. | | | Female | over 65 | White British | No tick |
| 29 | RD&E (Heavitree) | Extremely likely | | | | | Male | 46-55 | White British | No tick |
| 30 | RD&E (Heavitree) | Extremely likely | | Very professional and kind. | | | Male | 46-55 | Other ethnic group | No tick |
| 31 | RD&E (Heavitree) | Extremely likely | | Very friendly, warm staff. A welcoming + relaxing visit. Thanks. | | N/A. | Female | 26-35 | White British | No tick |
| 32 | RD&E (Heavitree) | Extremely likely | | Thoughtfulness. Civility of the staff was a treat. | | I doubt I could improve on perfection. | Female | over 65 | White British | No tick |
| 33 | RD&E (Heavitree) | Extremely likely | | Excellent service. Thank you for sorting out a difficult problem for me. | | Not really. | Male | 46-55 | White British | No tick |
| 34 | RD&E (Heavitree) | Extremely likely | | Friendly, put you at ease, take their time telling you things. All round very good. | | | Female | 36-45 | White British | No tick |
| 35 | RD&E | Extremely | | Prompt, courteous | | | Female | over | White | No tick |

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| | (Heavitree) | likely | | attention when we used the drop-in service. | | | | 65 | British | |
| 36 | RD&E (Heavitree) | Extremely likely | | Patient saw B.D. As a new patient, very happy with dentist and service provided. | | | | | | No tick |
| 37 | RD&E (Heavitree) | Extremely likely | | Everyone is brilliant and makes you feel good. | | | Female | 36-45 | White British | No tick |
| 38 | RD&E (Heavitree) | Extremely likely | | Very friendly and professional service. | | | Female | 16-25 | White British | No tick |
| 39 | RD&E (Heavitree) | Extremely likely | | | | | Male | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 40 | Barnstaple | Likely | | Lovely staff. | | No. | Female | 16-25 | White British | No tick |
| 41 | RD&E (Heavitree) | Likely | | | | | Female | 46-55 | White British | I DO NOT wish my anonymised comments to be made public |
| 42 | RD&E (Heavitree) | Likely | | Quick and good service, man very knowledge. | | | Male | 26-35 | White British | No tick |
| 43 | RD&E (Heavitree) | Likely | | Just times and waiting. | | | Male | 26-35 | White British | No tick |
| 44 | RD&E (Heavitree) | Likely | | It was very good. | | | Male | 16-25 | Other ethnic group | No tick |
| 45 | RD&E (Heavitree) | Likely | | Good patient care and a knowledgeable | | | Male | 26-35 | White British | No tick |

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|----|---------------------|-----------------------|---------------------------------|--|--|---|--------|------------|------------------|---------|
| | | | | dentist. | | | | | | |
| 46 | RD&E (Heavitree) | Extremely unlikely | | Incredibly rude. No people skills. Rude to the nurse. | | Get a new dentist. | Male | 16-25 | White British | No tick |
| 47 | Barnstaple | Yes | Parent / guardian / carer | The receptionist is always very friendly and helpful, and the dentist is very kind and calming. I always get a sticker for being a good boy. | I like using the lift and pressing the buttons. | Some children's magazines, puzzle sheets / activities and colouring in books. | Male | 6-8 | White British | No tick |
| 48 | RD&E (Heavitree) | Yes | | Good service. Friendly & helped me not to feel scared. | | Nothing. | Female | 9-11 | White British | No tick |
| 49 | RD&E (Heavitree) | Yes | Patient | They give you good advice. It's nice and clean! | | | Female | 9-11 | White British | No tick |
| 50 | RD&E (Heavitree) | Yes | | Because the lady was friendly and it was better than I thought it was going to be. | The dentist was nice and told me what was happening before doing it. | Nothing. | Female | under 6 | White British | No tick |

Qualitative Feedback - Apr-16

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

| | Location | 'Friends and Family Test' Response | Children and young person's FFT card completed by: Patient Parent / guardian / carer | Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer? | What do you think was good about your visit? | Have you any suggestions for ways we can improve the service you have received? What could we have done better? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public. |
|---|------------|------------------------------------|--|--|--|--|--------|----------|---------------|---|
| 1 | Barnstaple | Extremely likely | | Quick and efficient, friendly, professional. | | No. | Female | 16-25 | White British | No tick |
| 2 | Barnstaple | Extremely likely | | Brilliant service - wonderful. | | None. | Female | 46-55 | White British | No tick |
| 3 | Barnstaple | Extremely likely | | Very helpful staff. | | No. | Female | under 16 | White British | No tick |
| 4 | Barnstaple | Extremely likely | | Very friendly staff, very patient with my being anxious, puts you at ease straightaway. | | None. | Female | 36-45 | White British | No tick |
| 5 | Barnstaple | Extremely likely | | | | | Male | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 6 | Barnstaple | Extremely likely | | I'm a nervous person but the two ladies I had today were fantastic. Thank you. | | | Female | 46-55 | White British | No tick |
| 7 | Barnstaple | Extremely | | Very polite and | | | Male | over | White | No tick |

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| | | likely | | helpful. So glad I could get emergency treatment, as I am new to the area. | | | | 65 | British | |
| 8 | Barnstaple | Extremely likely | | Very good service, professional, even cooked after my Mrs. | | | | | | No tick |
| 9 | RD&E (Heavitree) | Extremely likely | | Lovely dentist. | | | Female | 16-25 | White British | No tick |
| 10 | RD&E (Heavitree) | Extremely likely | | Extremely efficient service, excellent staff and communication. | | | Male | 56-65 | White British | No tick |
| 11 | RD&E (Heavitree) | Extremely likely | | Very friendly receptionist. Appointment started on time (early actually) Mr L. and T. very reassuring and procedure explained fully. | | | Female | over 65 | White British | No tick |
| 12 | Barnstaple | Likely | | Rang in morn, got me in in lunchtime. Proper. | | | Male | 26-35 | Other ethnic group | No tick |
| 13 | Barnstaple | Likely | | Previous dental centres haven't been the greatest so it's a nice change. | | N/A. | | 16-25 | | No tick |
| 14 | Barnstaple | Likely | | Put me right at ease. | | | Female | 36-45 | White British | No tick |
| 15 | RD&E (Heavitree) | Yes | Parent / guardian / | Because the dentist was nice and didn't | It didn't hurt, dentist was nice. | Nothing. | Female | 6-8 | White British | No tick |

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|----|---------------------|-----|---------------------------------|--|---|---|--------|------|------------------|---------|
| | | | carer | hurt me. | | | | | | |
| 16 | RD&E (Heavitree) | Yes | Parent / guardian / carer | He was very nice. | He was very kind. I liked playing toys in waiting area. | All good. | Male | 9-11 | White British | No tick |
| 17 | RD&E (Heavitree) | Yes | Parent / guardian / carer | My son has ASD and the dentist and staff were extremely good working with him. | Patience and understanding with my son. | | Male | 6-8 | White British | No tick |
| 18 | RD&E (Heavitree) | Yes | Parent / guardian / carer | They were very efficient, on time, informative & good with son (as he gets nervous). | Efficient, friendly staff. | Nothing! Very good every time we have come. | Male | 9-11 | White British | No tick |
| 19 | RD&E (Heavitree) | Yes | | Lovely, caring, kind, understanding, patient. Dr H., | Dentist, assistant + all other staff. | No! | Male | 9-11 | White British | No tick |
| 20 | RD&E (Heavitree) | Yes | Patient | Fantastic with my very worried daughter! Thank you so much. | | Nothing! | Female | 6-8 | White British | No tick |

Qualitative Feedback - May-16

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

| | Location | 'Friends and Family Test' Response | Children and young person's FFT card completed by: Patient Parent / guardian / carer | Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer? | What do you think was good about your visit? | Have you any suggestions for ways we can improve the service you have received? What could we have done better? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public. |
|---|------------|------------------------------------|--|--|--|--|--------|----------|---------------|---|
| 1 | Barnstaple | Extremely likely | | Very helpful in difficult & unusual circumstances. Also, very diligent regarding protocol. | | | | | | No tick |
| 2 | Barnstaple | Extremely likely | | Very friendly staff and just amazing service. Thank you. | | | Male | under 16 | White British | No tick |
| 3 | Barnstaple | Extremely likely | | Painless & efficient. Dentist was reassuring & very polite. | | | Male | over 65 | White British | No tick |
| 4 | Barnstaple | Extremely likely | | Excellent service. | | All very good. | Male | 36-45 | White British | No tick |
| 5 | Barnstaple | Extremely likely | | All staff and dentist are very supportive and caring. | | | Female | 36-45 | White British | No tick |
| 6 | Barnstaple | Extremely likely | | Very friendly staff. [Illegible] definitely recommend the service. | | No. | Female | 46-55 | White British | No tick |

| | | | | | | | | | | |
|----|------------|------------------|--|--|---|-----------------------------------|--------|----------|---------------|---------|
| 7 | Barnstaple | Extremely likely | | | | Too humid in waiting room. | Female | under 16 | White British | No tick |
| 8 | Barnstaple | Extremely likely | | Very friendly. Dentist (D.) excellent with my child. | | Waiting room very warm!! No A/C!! | Male | 26-35 | White British | No tick |
| 9 | Barnstaple | Extremely likely | | Staff were very polite and helpful. | | None. | | 46-55 | White British | No tick |
| 10 | Barnstaple | Extremely likely | | Toothache and slightly swell face and infection. | | | Female | 16-25 | White British | No tick |
| 11 | Barnstaple | Likely | | Good, friendly service and advice. | | | Male | 56-65 | White British | No tick |
| 12 | Barnstaple | Yes | | Because my dentist J. is very kind, caring and funny. She also makes me feel in control of what's happening. | I'm no longer frightened of injections. | Nothing. | Female | 12-15 | White British | No tick |