

Salaried Dental Service - 'Friends and Family Test' - Jun-16 to Aug-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.	%	%	%
Jun-16	23	100.0	0.0	0.0

Jul-16	No data	No data	No data	No data
Aug-16	41	100.0	0.0	0.0

Qualitative Feedback - Jun-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		My dentist was unable to treat me so I presume this is the only option.		Have a water cooler available, it is very warm up here & after 3 flights of stairs I needed a drink!	Female	46-55	White British	
2	Barnstaple	Extremely likely		Very considerate and kind treatment.			Male	56-65	White British	
3	Barnstaple	Extremely likely		Kind and gentle treatment.				56-65	White British	
4	Barnstaple	Extremely likely		The treatment i.e. service received from superb staff is fully appreciated.		The reception area is too hot (air conditioning) for comfort.	Male	over 65	White British	

5	Barnstaple	Likely				The waiting room area is very warm, uncomfortably warm & I worry for the clients I bring here because they have seizures brought on by heat.	Female	36-45	White British	
6	RD&E (Heavitree)	Extremely likely		Have always found staff really pleasant and helpful. Prompt, friendly service.	See over!	Nothing I can think of. Maybe tea and cake?! Thanks for everything.	Female	16-25	White British	
7	RD&E (Heavitree)	Extremely likely		Dentist was so kind as were the nurses.		None.	Female	56-65	White British	
8	RD&E (Heavitree)	Extremely likely		Good care.			Female	36-45	White British	
9	RD&E (Heavitree)	Extremely likely		Brilliant dentist! Thank you so much.			Female	36-45	White British	
10	RD&E (Heavitree)	Extremely likely		Very quick.			Male	46-55	White British	
11	RD&E (Heavitree)	Extremely likely		Friendly.			Female	56-65	White British	
12	RD&E (Heavitree)	Extremely likely		Friendly staff, quick service and satisfied.			Female	36-45	White British	
13	RD&E (Heavitree)	Extremely likely		Short wait - efficient - clear advice.			Male	46-55	White British	
14	RD&E (Heavitree)	Extremely likely		They are always helpful.			Female	over 65	White British	
15	RD&E (Heavitree)	Extremely likely		Smooth as silk.			Male	56-65	White British	
16	RD&E (Heavitree)	Likely		Received apt. quickly from a telephone call I made on the Monday			Female	36-45	White British	

				morning.						
17	RD&E (Heavitree)	Likely		Good service.			Female	26-35	White British	
18	RD&E (Heavitree)	Likely		Thorough service & treatment.			Female	36-45	White British	
19	RD&E (Heavitree)	Yes					Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
20	RD&E (Heavitree)	Yes		Because they are lovely and friendly staff. Both staffs was very nice. Both units staffs was very polite & kindly. Thanks for their good information & advice.		Nothing.		under 16	Asian / Asian British	
21	RD&E (Heavitree)	Yes		Very kind and sensitive treatment of my daughter today. Thank you.			Female	under 16	White British	
22	RD&E (Heavitree)	Yes					Female	under 16	Other ethnic group	
23	Tiverton Community Hospital	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public

Qualitative Feedback - Aug-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		Excellent treatment - Mr L. was fabulous in helping J. Our deepest thanks for a great help.			Male	16-25	White British	
2	Barnstaple	Extremely likely		Extremely friendly and helpful.		No.	Male	26-35	White British	
3	Barnstaple	Extremely likely		The most friendly, helpful staff who put our needs first. Fantastic reassurance and care.		None at all.	Male	16-25	White British	
4	Barnstaple	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	Barnstaple	Extremely likely		I had a lovely time and felt very looked after.		Take on patients!	Male	26-35	White British	
6	Barnstaple	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be

										made public
7	Barnstaple	Not entered		Great dentist + nurse. Both friendly and eased my anxiety considerably. Very friendly and no pain!			Male	36-45	White British	
8	RD&E (Heavitree)	Extremely likely					Female	16-25	Other ethnic group	
9	RD&E (Heavitree)	Extremely likely					Female	26-35	White British	
10	RD&E (Heavitree)	Extremely likely		Very quick, very good.			Male	46-55	White British	
11	RD&E (Heavitree)	Extremely likely		Staff very friendly, clear with instructions I needed to receive.		N/A.	Male	16-25	White British	
12	RD&E (Heavitree)	Extremely likely		Quick + friendly.			Male	26-35	White British	
13	RD&E (Heavitree)	Extremely likely		All explained and care taken during treatment all very good.		No.		over 65	White British	
14	RD&E (Heavitree)	Extremely likely		Good service.			Male	over 65	White British	
15	RD&E (Heavitree)	Extremely likely					Female	36-45	Other ethnic group	I DO NOT wish my anonymised comments to be made public
16	RD&E (Heavitree)	Extremely likely		Excellent care!				over 65	White British	
17	RD&E (Heavitree)	Extremely likely		Brilliant, so easy.			Female	26-35	White British	
18	RD&E	Extremely		Swift and efficient		Something to grip to	Male	46-55	White	

	(Heavitree)	likely		service.		when they extract tooth??!			British	
19	RD&E (Heavitree)	Extremely likely		Good people.			Male	46-55	White British	
20	RD&E (Heavitree)	Extremely likely		Welcoming staff. Everything explained while tooth being removed.			Female	26-35	White British	
21	RD&E (Heavitree)	Extremely likely		The dentist was lovely and really relaxed my son who was very nervous. Great at updating about running late.		N/A.	Male	under 16	White British	
22	RD&E (Heavitree)	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
23	RD&E (Heavitree)	Extremely likely		A1 service - could not be better.		None.	Male	over 65	White British	
24	RD&E (Heavitree)	Extremely likely		Thank you for my new mouth.		None.	Male	26-35	White British	
25	RD&E (Heavitree)	Extremely likely		Pleasant, light airy hospital. Friendly, helpful & re-assuring staff.			Female	over 65	White British	
26	RD&E (Heavitree)	Extremely likely		All staff were amazing and made me feel comfortable when having my wisdom tooth removed. Thank you.		No.	Female	26-35	White British	
27	RD&E	Extremely					Male	36-45	White	I DO NOT wish my

	(Heavitree)	likely							British	anonymised comments to be made public
28	RD&E (Heavitree)	Extremely likely						over 65	White British	
29	RD&E (Heavitree)	Extremely likely		Excellent team! Attention! Thanks!		Is fantastic!	Female	36-45	Other ethnic group	
30	RD&E (Heavitree)	Extremely likely					Male	46-55	White British	
31	RD&E (Heavitree)	Likely		Friendly & helpful staff.			Male	56-65	White British	
32	RD&E (Heavitree)	Likely					Male	26-35	White British	
33	RD&E (Heavitree)	Likely		Staff at reception were very friendly.			Male	16-25	White British	
34	RD&E (Heavitree)	Likely		Friendly & helpful.		N/A.	Female	46-55	White British	
35	RD&E (Heavitree)	Likely					Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
36	RD&E (Heavitree)	Likely					Male	16-25	White British	
37	RD&E (Heavitree)	Not entered	Patient	Mr L. is truly great!!!						
38	RD&E (Heavitree)	Not entered	Patient	Consultation for wisdom tooth removal.			Female	46-55	White British	
39	RD&E (Heavitree)	Not entered	Parent / guardian / carer				Male	9-11	White British	I DO NOT wish my anonymised comments to be made public

40	RD&E (Heavitree)	Yes		Friendly staff.	Having an X-ray.		Female	12-15	White British	
41	RD&E (Heavitree)	Yes	Parent / guardian / carer				Female	6-8	White British	I DO NOT wish my anonymised comments to be made public
42	RD&E (Heavitree)	Yes		Very calming, especially with a nervous child.	Well explained, patient & calming.	N/A.		6-8	White British	
43	RD&E (Heavitree)	Yes		Nice dentist & nurse.			Male	6-8	White British	
44	RD&E (Heavitree)	Yes		People are nice and they don't make you do anything you don't want to.	See previous answer.	Provide chalk for chalkboard. Cups for water machine. Exposed socket in play area!	Female	9-11	White British	
45	RD&E (Heavitree)	Yes	Patient	Perfect with child patience & calming.	Child not biting dentist.		Female	6-8	White British	