

## Salaried Dental Service - Friends and Family Test - Jun-17

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 'Would recommend' score is 75%

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jun-17	14	100.0	0.0	0.0

## Qualitative Feedback

(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 Health Centre	Extremely Likely				Very good service.				
2	Barnstaple Health Centre	Extremely Likely		Friendly staff. Excellent service. Thank you so much.		None.	Female	36-45	White British	
3	Barnstaple Health Centre	Extremely Likely		Excellent, friendly service - wish I had come sooner.			Male	26-35	White British	
4	Barnstaple Health Centre	Extremely Likely		Friendly. Made me feel comfortable. Very nice!			Female	26-35	White British	
5	Barnstaple Health Centre	Extremely Likely		Infection in root canal.			Female	46-55	White British	
6	Barnstaple Health Centre	Extremely Likely		Excellent dentist. Made to feel very calm.				16-25	White British	
7	Barnstaple Health Centre	Extremely Likely		Very good service. Pleasant staff.		It's perfect as it is.	Male	Over 65	White British	

8	Barnstaple Health Centre	Extremely Likely		Staff/service - perfect.				26-35	White British	
9	Barnstaple Health Centre	Extremely Likely		Friendly & gentle dentist. Quick appointment. Friendly service.			Female	26-35	White British	
10	Barnstaple Health Centre	Extremely Likely		Very friendly and helpful. Nothing was too much. Thank you.				46-55	White British	
11	Barnstaple Health Centre	Extremely Likely		Friendly, very helpful staff.			Female	26-35	White British	
12	Barnstaple Health Centre	Extremely Likely		Thoroughly professional service. Very impressed - a rare find in this day & age.		No.	Male	Over 65	White British	
13	Barnstaple Health Centre	Extremely Likely		Bad tooth.			Female	26-35	White British	
14	Barnstaple Health Centre	Extremely Likely		They have so much patience and will explain everything that they are doing.			Female	46-55	White British	