

## Salaried Dental Service - Friends and Family Test - May-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.	%	%	%
May-17	19	94.7	0.0	5.3

## 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	RD&E (Heavitree)	Extremely Likely		Fast & kind care.			Male	26-35	White British	
2	RD&E (Heavitree)	Extremely Likely				No.	Male	36-45	White British	
3	RD&E (Heavitree)	Extremely Likely		Very quick, lovely staff.			Male	26-35	White British	
4	RD&E (Heavitree)	Extremely Likely		I feel I was treated with respect and the results were outstanding. Also, the dentist made me feel very comfortable.		Make the waiting room cooler in hot weather.	Male	36-45	White British	
5	RD&E (Heavitree)	Extremely Likely		Staff were brilliant with a terrified patient, almost painless and very fast & professional.		It seemed perfect!	Female	Over 65	White British	
6	RD&E (Heavitree)	Extremely Likely		Very quick and efficient treatment, all explained well.			Male	56-65	White British	
7	RD&E (Heavitree)	Extremely Likely		Short wait, quick service, clear advice given.		No.	Male	46-55	White British	
8	RD&E	Extremely		Administration staff		I had problem in	Male	Over 65	White	

	(Heavitree)	Likely		listened carefully to telephone report of infection/abscess below wisdom tooth & my anxiety about perhaps needing second antibiotic prescription. Got me in very quickly. Very kind, thoughtful, pleasant team, including Mr L.		getting treatment after cracked, decayed tooth with underlying infection identified by NHS dentist on 17 January or needing to come out. Not sure referral from dentist indicated extent of problem or was timely enough.			British	
9	RD&E (Heavitree)	Extremely Likely		Staff helpful and kind. Dentist and dental nurse delightful, kind, gentle, explains everything really well. My daughter responded really well to them and had been dentist phobic before.		No.	Female	46-55	White British	
10	RD&E (Heavitree)	Extremely Likely		Dentist extremely confident and efficient. Nurse very reassuring.		No - couldn't fault it.	Female	56-65	White British	
11	RD&E (Heavitree)	Extremely Likely		Wonderful - tooth out in no time. Staff lovely.		Better communication with RD&E Wonford.	Male	56-65	White British	
12	RD&E (Heavitree)	Extremely Likely		Very friendly and helpful.			Male	16-25	White British	
13	RD&E (Heavitree)	Extremely Likely		Timely, efficient & informative.			Male	16-25	White British	
14	RD&E (Heavitree)	Extremely Likely		Everything was done to the best.		None.	Male	26-35	White British	

15	RD&E (Heavitree)	Extremely Likely		Mr L. removed my wisdom tooth so quickly and effortlessly. I thought it was going to be an awful experience, but thankfully not.		No. Very happy with the service.	Female	46-55	White British	
16	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Dentist always understanding of special needs.	Quick.		Female	12-15	White British	
17	RD&E (Heavitree)	Yes	Patient	Because they are friendly, kind and caring.	They looked after my teeth.	Nothing.	Female	9-11	White British	
18	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer				Male	9-11	White British	Do not publish
19	RD&E (Heavitree)	Don't Know					Male	56-65	White British	