

Salaried Dental Service - 'Friends and Family Test' - Nov-16 to Dec-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.	%	%	%
Nov-16	22	95.5	0.0	4.5
Dec-16	1	0.0	0.0	100.0

Qualitative Feedback - Nov-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 Health Centre	Extremely Likely		Dentist A. and dental nurse R. were absolutely brilliant!! I'm very anxious and scared but nothing was too much trouble for them. They took their time with me and helped every step of the way.				26-35	White British	
2	Barnstaple Health Centre	Extremely Likely		Very helpful, friendly and great with my daughter who was terrified of going to the dentist before coming here.		None I can think of.	Female	26-35	White British	
3	RD&E (Heavitree)	Extremely Likely				Cooler waiting room!	Male	46-55	White British	
4	RD&E (Heavitree)	Extremely Likely		Very punctual. Mr L. always very good.				Over 65	Other ethnic group	
5	RD&E (Heavitree)	Extremely Likely		The communication skills of the dentist and the nurses were excellent.		None.	Female	56-65	White British	

				They kept me calm during a difficult procedure. Thank you very much, all of you.						
6	RD&E (Heavitree)	Extremely Likely		It's important you know how people think how things are run. Great people, great care and understanding from all staff.		There's nothing I would change. You all do an amazing job. All are very caring and supportive.	Female	46-55	White British	
7	RD&E (Heavitree)	Extremely Likely		Everyone was incredibly kind & professional. I've never experienced such funny dental treatment!! Just puts you at ease - R & D are a great team!						
8	RD&E (Heavitree)	Extremely Likely		Very nice and friendly.		Nope.	Female	16-25	White British	
9	RD&E (Heavitree)	Extremely Likely		Very friendly, honest staff.			Female	36-45	White British	
10	RD&E (Heavitree)	Extremely Likely		Very kind - I am v. scared of going to the dentist and they put me at ease.			Female	26-35	White British	
11	RD&E (Heavitree)	Extremely Likely		Fast & efficient service by very friendly & helpful staff.		No.	Male	Over 65	White British	
12	RD&E (Heavitree)	Extremely Likely		Very helpful nurses and doctor and very clear on treatment that needs to be performed.		No.	Male	16-25	White British	
13	RD&E (Heavitree)	Extremely Likely		Staff have always been friendly and talk to our client directly rather than about them.			Male	16-25	White British	
14	RD&E (Heavitree)	Extremely Likely		Very positive & clear info. Really friendly staff.						

15	RD&E (Heavitree)	Extremely Likely		Staff very friendly & helpful. Just a short wait. Would recommend this service.			Male	Over 65	White British	
16	RD&E (Heavitree)	Extremely Likely		Everyone was friendly and on time.		No.	Male	46-55	White British	
17	RD&E (Heavitree)	Extremely Likely		Team very kind, told me what was going to happen, nice xx. Kind, caring!			Female	46-55	White British	
18	RD&E (Heavitree)	Extremely Likely		Excellent care.					White British	
19	RD&E (Heavitree)	Likely		Although I was initially cautious, the team were very understanding and co-operative to the patient's wishes & desires.			Male	26-35	Prefer not to say	
20	RD&E (Heavitree)	Likely		Staff friendly and service good.		Information on 1st floor need to clearer from staff.	Male		White British	
21	RD&E (Heavitree)	Likely						16-25	White British	
22	RD&E (Heavitree)	Maybe						9-11		

Qualitative Feedback - Dec-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	RD&E (Heavitree)	Neither Likely nor Unlikely		General comments - lack of information.		N/A	Male	26-35	White British	