

Salaried Dental Service - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	No data	No data	No data	No data
Oct-16	7	100.0	0.0	0.0

Qualitative Feedback - Oct-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		Amazing help and a lot of information for better, cleaner teeth. Very professional.		N/A.	Male	36-45	White British	
2	Barnstaple Health Centre	Extremely Likely		Fantastic dentist, made me feel totally at easy. Thank you.			Male	36-45	White British	
3	RD&E (Heavitree)	Extremely Likely					Female	Over 65	White British	Do not publish
4	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	My son has severe autism, hates his teeth and inside mouth being touched. I have to restrain him to brush his teeth which is not possible in respite care which we need as family to mentally survive. Doctor J. and nurses			Male	9-11	White British	

				gave us desensitisation visits often which helped my son getting used being at the dentist chair and teeth examined rather than just visits every six month. They let me see hygienist and Dr advised and encouraged me on low sugar diet, but this practical getting used to visits are best. Son keeps opening mouth much better, as we could not examine him out of buggy before. His teeth get better brushing at home, school respite care! Thank you. xxx.						
5	Barnstaple Health Centre	Yes		A.K. spoke in such a child-friendly manner that my daughter, who is very nervous was completely in awe! She made everything very clear and understandable to an 8 year old! Thank you. "She was amazing and I'm going to be a double princess!" R, 8yrs old.		No.	Female	6-8	White British	

6	RD&E (Heavitree)	Yes	Patient	I gave it because they are helping me and I am sure they will you.	I thought the dentist was friendly.	Brush my teeth more often.	Male	9-11	White British	
7	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish