

Podiatry Services - Friends and Family Test - Apr-17

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.

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-17	5	100.0	0.0	0.0

Qualitative Feedback - Apr-17

	Location	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Barnstaple Health Centre	Extremely Likely	In view of the excellent service & kind attention I have received with much gratitude.	None.	Male	Over 65	White British	
2	Bideford Community Hospital	Extremely Likely	Always excellent service.	Phone for appointments.	Female	46-55	White British	
3	Bideford Community Hospital	Extremely Likely	Always been very pleased with the excellent service.	Be better if we could phone for an appointment instead of sending letters to each other or go on-line and make an appointment.				
4	Bideford Community Hospital	Extremely Likely	Every time we have come J. has been treated with the best care and kindness. Thank you all very much.	No. You are doing great as you are. Thank you.	Male	Over 65	White British	
5	Bideford Community Hospital	Extremely Likely	V. courteous.		Female	Over 65	White British	