

## Podiatry Services - 'Friends and Family Test' - Aug-15 to Sep-15

*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 score is 75%.

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-15	3	100.0	0.0	0.0
Sep-15	2	100.0	0.0	0.0

## Qualitative Feedback - Aug-15

	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 our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Franklyn House	Extremely likely	Mrs D. - continuous care for feet.	Excellent.	Male	56-65	White British	No tick
2	Ottery St Mary Community Hospital	Extremely likely	Because it's so important to the public in OSM & district.		Male	over 65	White British	No tick
3	Sidmouth Community Hospital	Extremely likely	Excellent treatment. Courteous. Dignity. Prompt.	Put a prominent notice in the waiting area asking or TELLING people NOT to use mobiles. People arguing to someone about feeding the dog in a loud voice is <u>not</u> what you want to hear in a hospital environment. Also, people walking in and out having used the toilet opposite the door. Not staff or patients. There was a notice recently but it's gone.	Male	over 65	White British	No tick

### Qualitative Feedback - Sep-15

	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 our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Barnstaple Health Centre			It would be welcoming to patients to be addressed by their title i.e. Mr or Mrs - not their surname only.				No tick
2	Sidmouth Community Hospital	Extremely likely	Wonderful medical skills and lovely manner & friendly, warm attention. A huge thank you.		Female	over 65	White British	No tick
3	Tiverton Community Hospital	Extremely likely	People were very friendly.			16-25	White British	No tick