

Podiatry Services - 'Friends and Family Test' - Feb-16 to May-16

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.	%	%	%
Feb-16	48	100.0	0.0	0.0
Mar-16	37	100.0	0.0	0.0

Apr-16	27	100.0	0.0	0.0
May-16	24	100.0	0.0	0.0

Qualitative Feedback - Feb-16

	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	Axminster Community Hospital	Extremely likely	Excellent staff. Easy access.	I think that the minor injuries service should be at Axminster hospital rather than the Axminster GP surgery.		over 65	White British	No tick
2	Axminster Community Hospital	Extremely likely	Care & treatment first class. Friendly and informative operators.		Male	over 65	White British	No tick
3	Axminster Community Hospital	Extremely likely	Extremely good & very friendly. 10/10.	Keep doing what you are doing!	Male	over 65	White British	No tick
4	Axminster Community Hospital	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	Axminster Community Hospital	Likely				over 65	White British	No tick
6	Barnstaple Health Centre	Extremely likely	The service here and at hospital was excellent and professional. My only	Make a more cheerful reception for staff and patients - everyone likes a		over 65	White British	No tick

			grumble is about the reception area. It's so dismal, not at all upbeat like the hospital, and I think that is why the receptionists never have a smile, except the new ones, and they soon disappear.	smile but it's hard in that area and office as it is at the moment.				
7	Barnstaple Health Centre	Extremely likely	The staff are always very helpful & friendly.			56-65	White British	No tick
8	Barnstaple Health Centre	Extremely likely	Lovely staff looked after really well by a very patient young lady.	All good.		over 65	White British	No tick
9	Barnstaple Health Centre	Extremely likely	Very kind attention.	No - perfect service.		over 65	White British	No tick
10	Barnstaple Health Centre	Likely	I am diabetic - it is good to get treatment on your feet by professional people.		Male	over 65	White British	No tick
11	Franklyn House	Extremely likely	Convenient to where I live & friendly staff.	Perhaps more frequent appointments. 3 months for toe nail cutting is too long & the last couple weeks painful walking.	Female	over 65	White British	No tick
12	Franklyn House	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
13	Franklyn House	Extremely likely		Car parking directly outside clinic should be 'sign posted', not left to be used by	Male	over 65	White British	No tick

				salesmen and office staff.				
14	Franklyn House	Extremely likely	On visits have been very helpful.		Male	over 65	White British	No tick
15	Franklyn House	Extremely likely	I find the service very good and the staff are helpful & friendly.		Female	56-65	White British	No tick
16	Franklyn House	Extremely likely	Care given is excellent. Staff caring & compassionate.	Already excellent.	Female	over 65	White British	No tick
17	Franklyn House	Extremely likely	Helpful advice, kind approach.			over 65	White British	No tick
18	Ilfracombe Community Hospital	Extremely likely	Great.					No tick
19	Ilfracombe Community Hospital	Extremely likely	V. good treatment.	No.	Female	over 65	White British	No tick
20	Ilfracombe Community Hospital	Extremely likely	Very happy with advice given.		Male	46-55	White British	No tick
21	Ilfracombe Community Hospital	Extremely likely	The service and attention given by the chiropody girls is excellent.					No tick
22	Okehampton Community Hospital	Extremely likely	Good service.	1st class service.		over 65	White British	No tick
23	Okehampton Community Hospital	Extremely likely	Prompt, cheerful treatment.			over 65	White British	No tick
24	Okehampton Community Hospital	Extremely likely	Completely satisfied with the foot care I receive, with courtesy and congenial approach. Continuity and	None - satisfied.	Male	over 65	White British	No tick

			appointments to suit my commitments.					
25	Sidmouth Community Hospital	Extremely likely	Everything is explained well.		Male	over 65	White British	No tick
26	Sidmouth Community Hospital	Extremely likely	Very professional and understanding.		Male	over 65	White British	No tick
27	Tiverton Community Hospital	Extremely likely	Efficient, friendly & informative care.		Female	over 65	White British	No tick
28	Tiverton Community Hospital	Extremely likely	The nurse and doctor were very friendly and made me feel very comfortable and put me at ease. This reassured me and so wasn't frightened. If only all doctors & nurses were like this. Thank you.	No.	Female	16-25	White British	No tick
29	Tiverton Community Hospital	Extremely likely	Very helpful + informative.	I can't think of any. Thanks for a great service.	Male	56-65	White British	No tick
30	Tiverton Community Hospital	Extremely likely	Dealt with my son very well and relaxed him.	N/A.	Male	under 16	White British	No tick
31	Tiverton Community Hospital	Extremely likely	Excellent service.		Female	under 16	White British	No tick
32	Tiverton Community Hospital	Extremely likely	Very welcoming, easy to find way around.		Male	16-25	White British	No tick
33	Tiverton Community	Extremely likely			Male	36-45	White British	No tick

	Hospital							
34	Tiverton Community Hospital	Extremely likely						No tick
35	Tiverton Community Hospital	Extremely likely	Great treatment, polite and very kind.					No tick
36	Tiverton Community Hospital	Extremely likely	Very friendly staff, helpful for an awkward patient like myself.		Female	16-25	White British	No tick
37	Tiverton Community Hospital	Extremely likely	Very polite, happy, professional service. A+ to the podiatry staff!	No - perfect as is.	Female	26-35	White British	No tick
38	Tiverton Community Hospital	Extremely likely	Caring staff. Very reassuring and calming atmosphere.		Female	over 65	White British	No tick
39	Tiverton Community Hospital	Extremely likely	Very helpful & informative.		Female	26-35	White British	No tick
40	Tiverton Community Hospital	Extremely likely	Good, speedy & competent service.		Male	over 65	White British	No tick
41	Tiverton Community Hospital	Extremely likely	Very friendly and kind. Relatively pain free experience and were on time.	None whatsoever. Very good experience.	Male	36-45	White British	No tick
42	Tiverton Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
43	Tiverton Community Hospital	Extremely likely	Been great each time I've been here. Friendly and made you feel		Female	16-25	White British	No tick

			comfortable.					
44	Tiverton Community Hospital	Extremely likely	Professional + efficient - very friendly service. Thank you.	N/A.	Male	16-25	White British	No tick
45	Tiverton Community Hospital	Extremely likely	Excellent service, made me feel at ease and never felt a thing.		Female	36-45	White British	No tick
46	Tiverton Community Hospital	Extremely likely	Good service - efficient op.		Female	under 16	White British	No tick
47	Tiverton Community Hospital	Extremely likely	Everything explained very well, friendly, lovely & clean. Easy to park.		Male	under 16	White British	No tick
48	Tiverton Community Hospital	Likely			Male	under 16	Other ethnic group	I DO NOT wish my anonymised comments to be made public

Qualitative Feedback - Mar-16

	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	I have been coming here regularly for about eleven years every three weeks maximum at a time and the service has been superb. My humble thanks to the staff present & past.	Nil.	Male	over 65	White British	No tick

2	Barnstaple Health Centre	Extremely likely	The excellent service and friendly staff.		Male	36-45	White British	No tick
3	Barnstaple Health Centre	Extremely likely	Very good service and happy staff.		Female	over 65	White British	No tick
4	Barnstaple Health Centre	Likely	I had no complaints. I find the service both helpful and of good use to me as a diabetic. The staff are friendly and the centre well run. Well done to all.	I don't think it needs improvement. It works well. Change maybe for worse than better.	Male	56-65	White British	No tick
5	Barnstaple Health Centre	Likely		Waiting room could be more welcoming.	Male	46-55	White British	No tick
6	Crediton Community Hospital	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	Culm Valley Health Centre	Extremely likely	Staff very pleasant and good service, very caring.		Female	over 65	White British	No tick
8	Culm Valley Health Centre	Extremely likely	Very helpful & polite & caring.		Male	over 65		No tick
9	Culm Valley Health Centre	Extremely likely	Service efficient, staff friendly.		Male	46-55	White British	No tick
10	Exmouth Community Hospital	Likely	Some hardwearing children's books or washable toys.		Female	36-45	White British	No tick
11	Franklyn House	Extremely likely	Friendly, efficient care. Can't be faulted.	No.	Male	56-65	White British	No tick

12	Franklyn House	Extremely likely			Female	over 65	White British	No tick
13	Franklyn House	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
14	Franklyn House	Extremely likely	Because they are always very friendly.	It is very hard to park.	Female	over 65	White British	No tick
15	Franklyn House	Likely		Keep to time.	Female	over 65	White British	No tick
16	Franklyn House	Likely	Very friendly and helpful.		Male	over 65	White British	No tick
17	Franklyn House	Likely	My daughter recommended this place to me. I was a bit apprehensive to leave my previous place but so glad I did! Very thorough + friendly.		Female	over 65	White British	No tick
18	Tiverton Community Hospital	Extremely likely	Because everyone is friendly and professional.		Female	16-25	White British	No tick
19	Tiverton Community Hospital	Extremely likely	Everyone was kind & helpful. The procedure was carried out carefully under hygienic conditions.		Female	over 65	White British	No tick
20	Tiverton Community Hospital	Extremely likely	Friendly and helpful.		Male	under 16	White British	No tick
21	Tiverton Community Hospital	Extremely likely	Treated v. well.		Male	16-25	White British	No tick
22	Tiverton	Extremely likely			Female	26-35	White British	I DO NOT wish my

	Community Hospital							anonymised comments to be made public
23	Tiverton Community Hospital	Extremely likely	Very helpful.					No tick
24	Tiverton Community Hospital	Extremely likely	Very welcoming and friendly staff. Thank you!	No.	Female	46-55	White British	No tick
25	Tiverton Community Hospital	Extremely likely	Fast, friendly and efficient service.		Male	under 16	White British	No tick
26	Tiverton Community Hospital	Extremely likely	Quick, efficient procedure everyone was friendly + reassuring.					No tick
27	Tiverton Community Hospital	Extremely likely	Very patient with my son who has special needs. Listened to him and met his needs well.		Male	16-25	White British	No tick
28	Tiverton Community Hospital	Extremely likely	Friendly, helpful and patient.					No tick
29	Tiverton Community Hospital	Extremely likely	Very friendly & professional, made me feel relaxed (not stressed like the GP who did this first - it regrew!).	Would be nice if it wasn't a 100 mile round journey - more locations!	Male	16-25	White British	No tick
30	Tiverton Community Hospital	Extremely likely	Really helpful and polite staff. Punctual. Gave good advice - reassuring.		Female	under 16	White British	No tick
31	Tiverton Community Hospital	Extremely likely	Good communication with the procedure.		Female	56-65	White British	No tick

32	Tiverton Community Hospital	Extremely likely	Pain relief.	Time for appointment.	Male	16-25		No tick
33	Tiverton Community Hospital	Likely	Good care.		Female	16-25	White British	No tick
34	Torrington Community Hospital	Extremely likely		Telephone appointment.	Male	over 65	White British	No tick
35	Torrington Community Hospital	Extremely likely			Female	over 65	White British	No tick
36	Torrington Community Hospital	Extremely likely	Very nice lady.		Male	over 65	White British	No tick
37	Torrington Community Hospital	Extremely likely	Lovely staff.		Male	over 65	White British	No tick

Qualitative Feedback - Apr-16

	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			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	Barnstaple Health	Likely			Male	over 65	White British	No tick

	Centre							
3	Franklyn House	Extremely likely	Always look forward to coming here. The girls are lovely and caring.	More car spaces.	Female	over 65	White British	No tick
4	Franklyn House	Extremely likely	Very friendly - made me feel at ease dealt with quickly + listened to me. Thank you!		Female	36-45	White British	No tick
5	Franklyn House	Extremely likely	Always very helpful.					No tick
6	Franklyn House	Extremely likely	Caring, polite and very thorough.			56-65	White British	No tick
7	Franklyn House	Extremely likely	The appointments arrangements run smoothly. My toe nails are cut carefully + all the staff are efficient & pleasant! Thank you.	No.	Female	over 65	White British	No tick
8	Franklyn House	Extremely likely	R. was very kind and is responsive towards my foot problem.		Male	over 65	Asian / Asian British	No tick
9	Franklyn House	Likely		A water dispenser would be good as there were a lot of out of breath OAP's who appear to have needed a drink.	Female	56-65	White British	No tick
10	Okehampton Community Hospital	Extremely likely	The podiatry care was excellent. With the whole patient's needs considered, not just the medical issues. J. is a model of how NHS services should be! 10/10.	This service was excellent.	Male	over 65	White British	No tick
11	Okehampton	Likely	To show my appreciation					No tick

	Community Hospital		for our Nat. Health treatment which is excellent in Okehampton.					
12	Ottery St Mary Community Hospital	Extremely likely	The lady who does my feet is so pleasant and helpful and I really appreciate being able to have this service locally.			over 65	White British	No tick
13	Ottery St Mary Community Hospital	Extremely likely	Always been made to feel welcome & staff very patient with us & helpful.					No tick
14	Ottery St Mary Community Hospital	Extremely likely	Always welcoming & efficient.	Keep them open.		over 65	White British	No tick
15	Tiverton Community Hospital	Extremely likely			Female	26-35	White British	No tick
16	Tiverton Community Hospital	Extremely likely	Very friendly, knowledgeable staff. Made us feel very relaxed and at ease.					No tick
17	Tiverton Community Hospital	Extremely likely			Female	16-25	White British	No tick
18	Tiverton Community Hospital	Extremely likely	Exceptional care & very professional op. Many thanks.					No tick
19	Tiverton Community Hospital	Extremely likely	Wonderful care.					No tick
20	Tiverton	Extremely likely						No tick

	Community Hospital							
21	Tiverton Community Hospital	Extremely likely			Female	26-35	White British	No tick
22	Tiverton Community Hospital	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
23	Tiverton Community Hospital	Extremely likely	It was quick and painless.					No tick
24	Tiverton Community Hospital	Extremely likely	They were just great.					No tick
25	Tiverton Community Hospital	Extremely likely			Female	46-55		I DO NOT wish my anonymised comments to be made public
26	Tiverton Community Hospital	Extremely likely	Mr R. was extremely calming & reassuring. I felt comfortable being treated by him.		Female	16-25	White British	No tick
27	Tiverton Community Hospital	Likely			Male	under 16	White British	No tick
28	Tiverton Community Hospital	Not entered	Pretty painless, fast, friendly!					No tick

Qualitative Feedback - May-16

	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	Axminster Community Hospital	Extremely likely	Because of the attentive & kind service of the podiatry staff.			over 65	White British	No tick
2	Axminster Community Hospital	Extremely likely	Very good treatment.	They are doing a very good job.	Male	over 65	White British	No tick
3	Barnstaple Health Centre	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Barnstaple Health Centre	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
5	Barnstaple Health Centre	Extremely likely	Very nice staff, very professional, only bad point is it's far too hot in waiting area.	Nothing apart from heat in waiting area.	Male	16-25	White British	No tick
6	Crediton Community Hospital	Extremely likely				over 65	White British	No tick
7	Franklyn House	Extremely likely			Female	over 65	White British	No tick
8	Franklyn House	Extremely likely	Courteous nurse - safe & good feet treatment.	No - service extremely good.	Female	over 65	White British	No tick
9	Franklyn House	Extremely likely	First class care.	Don't cut it back!	Male	56-65	White British	No tick

10	Franklyn House	Extremely likely	I was treated in a friendly, helpful manner and my prescribed insoles have entirely revolutionised my life. I am most grateful.	Coffee!!!!	Female	over 65	White British	No tick
11	Franklyn House	Likely	Have had good service but appointments could be slightly more frequent.		Male	over 65	White British	No tick
12	Holsworthy Community Hospital	Extremely likely	Always seen on time on a regular basis.	None.	Female	over 65	White British	No tick
13	Holsworthy Community Hospital	Extremely likely	Best possible treatment.			over 65	White British	No tick
14	Holsworthy Community Hospital	Extremely likely		Already well run.	Male	over 65	White British	No tick
15	Holsworthy Community Hospital	Extremely likely	Excellent service.	No.	Female	over 65	White British	No tick
16	Not Entered	Extremely likely	He was very good and gentle nurse to me.		Male	46-55	White British	No tick
17	Seaton Community Hospital	Likely	Good service.		Female	over 65	White British	No tick
18	Tiverton Community Hospital	Extremely likely	Very quick treatment. Very calm. Very friendly.		Male	under 16	White British	No tick
19	Tiverton Community Hospital	Extremely likely	Extremely helpful & efficient.		Female	16-25	White British	No tick
20	Tiverton Community	Extremely likely	No pain, friendly, easy.		Male	16-25	White British	No tick

	Hospital							
21	Tiverton Community Hospital	Extremely likely			Male		White British	No tick
22	Tiverton Community Hospital	Extremely likely	Mr R. v. friendly + E. v. supportive.		Male	46-55	White British	No tick
23	Tiverton Community Hospital	Extremely likely	Very friendly & helpful.					No tick
24	Tiverton Community Hospital	Likely	Friendly staff and quick service.					No tick