

## Podiatry Services - 'Friends and Family Test' - Jan-15 to May-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 issued in Oct-14. 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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jan-15	23	100.0	0.0	0.0
Feb-15	45	97.8	0.0	2.2
Mar-15	11	100.0	0.0	0.0
Apr-15	15	86.7	6.7	6.7
May-15	20	90.0	5.0	5.0

### Qualitative Feedback - Jan-15

	Month	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	Jan	Crediton Community Hospital	Extremely likely	The service is always excellent.	Just be here!		over 65	White British	No tick
2	Jan	Crediton Community Hospital	Extremely likely	Very satisfied. Helpful advice and friendly.		Female	56-65	White British	No tick
3	Jan	Crediton Community Hospital	Extremely likely	Excellent.	None.	Female	36-45	White British	No tick
4	Jan	Crediton Community Hospital	Extremely likely	Because I am satisfied with the treatment which is local. I do not want to have to travel to Exeter.		Male	over 65	White British	No tick
5	Jan	Crediton Community Hospital	Extremely likely	I am well-served by Crediton Hospital and its staff.	Keep going.	Male	over 65	White British	No tick
6	Jan	Honiton Community Hospital	Extremely likely	Super treatment over a long period - Thanks very much.	Perfection cannot be improved.	Male	over 65	White British	No tick
7	Jan	Honiton Community Hospital	Extremely likely			Female	over 65	White British	No tick
8	Jan	Honiton Community Hospital	Extremely likely	Good treatment but too long between appointments.	Too long between appointments.	Female	over 65	White British	No tick
9	Jan	Honiton	Extremely likely	Friendly, explains,		Female	over	White	No tick

		Community Hospital		great person.			65	British	
10	Jan	Honiton Community Hospital	Extremely likely	Excellent, consistent care.	Suggest make it easier for emergency slot.	Male	over 65	White British	No tick
11	Jan	Ilfracombe Community Hospital	Extremely likely	Very professional, on time and pleasant.		Female	56-65	White British	No tick
12	Jan	Ilfracombe Community Hospital	Extremely likely	Excellent service			over 65	White British	No tick
13	Jan	Ilfracombe Community Hospital	Extremely likely	On time and very good care					No tick
14	Jan	Ilfracombe Community Hospital	Extremely likely			Male	26-35	White British	No tick
15	Jan	Ilfracombe Community Hospital	Likely	Been coming in for several years of this service. Also a patient in the past.					No tick
16	Jan	Okehampton Community Hospital	Extremely likely	I have always had excellent care from this department. All staff are very kind.		Female	over 65	White British	No tick
17	Jan	Torrington Community Hospital	Extremely likely	The chiropodists I have seen over 30 years have always been friendly, polite and efficient and I always look forward to my visits.		Female	over 65	White British	No tick
18	Jan	Torrington	Extremely likely	Very good service	None.	Male	over	White	No tick

		Community Hospital		from all staff.			65	British	
19	Jan	Torrington Community Hospital	Extremely likely	Staff very friendly.	None.	Female	over 65	White British	No tick
20	Jan	Torrington Community Hospital	Extremely likely	Have been coming many years and am pleased with the treatment.					No tick
21	Jan	Torrington Community Hospital	Likely			Female	over 65	White British	No tick
22	Jan	Torrington Community Hospital	Likely			Female	56-65	White British	No tick
23	Jan	Torrington Community Hospital	Likely	Happy with my treatment.			over 65	White British	No tick

### **Qualitative Feedback - Feb-15**

	Month	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	Feb	Crediton Community Hospital	Extremely likely	Very good service.		Female	over 65	White British	No tick
2	Feb	Crediton Community Hospital	Extremely likely	Very good service.	Please keep the service as it is.	Male	over 65	White British	No tick
3	Feb	Crediton Community	Extremely likely	I am very happy with the service given, also	No.		over 65	White British	No tick

		Hospital		that it is local to where I live.					
4	Feb	Crediton Community Hospital	Extremely likely	Because so many services have been cut back and people with learning disabilities are not getting their feet looked at.		Female	over 65	White British	No tick
5	Feb	Crediton Community Hospital	Extremely likely	My main reason for my response is the quality of treatment I receive which is very good and friendly, I would definitely recommend my friends.		Female	over 65	White British	No tick
6	Feb	Crediton Community Hospital	Extremely likely	The podiatrist, who I see on Thursday and who lives in Cheriton Bishop, is extremely efficient and cheerfully friendly. This hospital is only 2 miles away whereas Exeter (Wonford) is 10miles and Tiverton is 15miles away.	First half hour parking free or only 50p cost maximum.	Male	over 65	White British	No tick
7	Feb	Crediton Community Hospital	Extremely likely	Because I really need this help as I cannot do the treatment myself ( I am 83yrs old).	No, it is great but please keep this service open and thank you for all your help.	Male	over 65	White British	No tick
8	Feb	Crediton	Extremely likely	All hospitals are	Bring back hospital		over	White	No tick

		Community Hospital		overworked and NHS will regret closure of local hospital beds. Exeter hospital is excellent.	beds for local patients.		65	British	
9	Feb	Crediton Community Hospital	Likely	Always a cheerful staff. Helpful.		Female	over 65	White British	No tick
10	Feb	Crediton Community Hospital	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
11	Feb	Crediton Community Hospital	Likely			Male	over 65	White British	No tick
12	Feb	Crediton Community Hospital	Likely	I have never had a problem with appointments when arranged. The only thing is the gap between appointments is getting longer.	At busy times the car parking is limited.	Male	over 65	White British	No tick
13	Feb	Crediton Community Hospital	Neither likely nor unlikely	Because I get blue badge parking near the hospital otherwise the parking is awful.	Better car parking.		over 65	White British	No tick
14	Feb	Ilfracombe Community Hospital	Extremely likely	First class treatment from really good staff.	Cannot think of any.		over 65	White British	No tick
15	Feb	Ilfracombe Community Hospital	Extremely likely	Always friendly and efficient service.	No.	Male	over 65	White British	No tick

16	Feb	Ilfracombe Community Hospital	Extremely likely	Best hospital in North Devon. Best care and attention.		Male	over 65	White British	No tick
17	Feb	Ilfracombe Community Hospital	Extremely likely	Friendly, efficient service.	No improvement necessary. Keep this service available at all times.	Male	over 65	White British	No tick
18	Feb	Ilfracombe Community Hospital	Extremely likely	Good service.	No.	Female	over 65	White British	No tick
19	Feb	Ilfracombe Community Hospital	Extremely likely	I found K. very helpful and a caring individual.		Male	over 65	White British	No tick
20	Feb	Ilfracombe Community Hospital	Extremely likely	Experienced and pleasant staff who know what they're doing.		Male	56-65	White British	No tick
21	Feb	Ilfracombe Community Hospital	Extremely likely	Convenient, very friendly and helpful.			over 65	White British	No tick
22	Feb	Ilfracombe Community Hospital	Extremely likely	It is much easier to attend appointments in Ilfracombe.		Female	36-45	White British	No tick
23	Feb	Ilfracombe Community Hospital	Extremely likely		Just keep coming.		over 65	White British	No tick
24	Feb	Ilfracombe Community Hospital	Likely	No, all fine.		Female	36-45	White British	No tick
25	Feb	Okehampton Community Hospital	Extremely likely	Because of the excellent care they give.	Don't mess with it.	Male	over 65	White British	No tick
26	Feb	Okehampton	Extremely likely	Wonderful foot		Female	over	White	No tick

		Community Hospital		treatment today. Now able to work without pain!			65	British	
27	Feb	Ottery St Mary Community Hospital	Extremely likely	Easy parking. Cheerful, pleasant attention, very helpful all round.	No.	Male	over 65	White British	No tick
28	Feb	Ottery St Mary Community Hospital	Extremely likely	I do not want the hospital to close. I think it is a silly idea when the population is rising and a greater proportion of older people. It is a well-loved, efficient hospital and needs to be used more.		Female	over 65	White British	No tick
29	Feb	Ottery St Mary Community Hospital	Extremely likely	Location - ease of access, brilliant staff.	Please maintain the service.	Female	over 65	White British	No tick
30	Feb	Ottery St Mary Community Hospital	Extremely likely			Male	over 65	White British	No tick
31	Feb	Ottery St Mary Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
32	Feb	Ottery St Mary Community Hospital	Extremely likely	When you receive a first class service it is good to be able to feed this information	As far as I am concerned the service is excellent, well-managed and rarely, if		over 65	White British	No tick



				back. These forms give you the opportunity to do so!	ever, do you have to wait longer than your appointed time.				
33	Feb	Ottery St Mary Community Hospital	Extremely likely	Caring, friendly and expert treatment.		Female	over 65	White British	No tick
34	Feb	Ottery St Mary Community Hospital	Extremely likely				over 65	White British	No tick
35	Feb	Ottery St Mary Community Hospital	Extremely likely			Female	over 65	White British	No tick
36	Feb	Ottery St Mary Community Hospital	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
37	Feb	Ottery St Mary Community Hospital	Extremely likely	I am very satisfied with the service.		Female	over 65	White British	No tick
38	Feb	Ottery St Mary Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
39	Feb	Ottery St Mary Community Hospital	Likely	No other choice.	Leave as it is.	Male	over 65	White British	No tick
40	Feb	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised

		Community Hospital								comments to be made public
41	Feb	Ottery St Mary Community Hospital	Likely					56-65	White British	I DO NOT wish my anonymised comments to be made public
42	Feb	Ottery St Mary Community Hospital	Likely				Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
43	Feb	Torrington Community Hospital	Extremely likely	Very kind and helpful staff.	Appointments by phone.	Female	over 65	White British	No tick	
44	Feb	Torrington Community Hospital	Extremely likely	Very useful service.		Female	over 65	White British	No tick	
45	Feb	Torrington Community Hospital	Extremely likely			Male		White British	No tick	

### **Qualitative Feedback - Mar-15**

	Month	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	Mar	Holworthy Community Hospital	Extremely likely	Service always good and effective. Staff all very friendly and helpful (to older patient). Service enables patient to get exercise without	Card system feels archaic and unwieldy. Would help staff if centralised.	Female	over 65	White British	No tick

				painful feet which is so necessary. Also, I cannot manage to do foot raise.					
2	Mar	Holsworthy Community Hospital	Extremely likely	Local and helpful.		Female	over 65	White British	No tick
3	Mar	Holsworthy Community Hospital	Extremely likely	Because we don't want to lose the Hospital or any of its services.		Female	over 65	White British	No tick
4	Mar	Ilfracombe Community Hospital	Extremely likely				over 65	White British	No tick
5	Mar	Ilfracombe Community Hospital	Extremely likely	Exactly what one would expect from a local hospital - friendly, efficient, really first class.		Male	over 65	White British	No tick
6	Mar	Ottery St Mary Community Hospital	Extremely likely	Very satisfied.		Female	over 65	White British	No tick
7	Mar	Ottery St Mary Community Hospital	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
8	Mar	Seaton Community Hospital	Likely	Good service.	None.	Female	over 65	White British	No tick
9	Mar	Torrington Community Hospital	Extremely likely	I have always received excellent treatment at this hospital. May it		Male	over 65	White British	No tick

				continue.					
10	Mar	Torrington Community Hospital	Extremely likely			Male	56-65	White British	No tick
11	Mar	Torrington Community Hospital	Extremely likely	Benefit of experience!	Not really.	Male	over 65	White British	No tick

### **Qualitative Feedback - Apr-15**

	Month	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	Apr	Crediton Community Hospital	Extremely likely	I hope the service will continue here at Crediton for many years to come.	It would be best if the outpatient service came under the RD&E umbrella as one has quite a few other appointments with them.	Male	over 65	White British	No tick
2	Apr	Crediton Community Hospital	Extremely likely	J. (chiroprapist) is brilliant. Always friendly and very, very helpful. This hospital is nearest to where I live so not far to travel.	Just make sure it stays here - a local community facility.	Female	over 65	White British	No tick
3	Apr	Franklyn House	Likely	The staff are very friendly and professional.	Could do with a cafeteria.		over 65	White British	No tick
4	Apr	Franklyn House	Likely			Male	over 65	White British	No tick
5	Apr	Franklyn	Neither likely	The care varies -	Have it nearer home	Female	over	White	No tick

		House	nor unlikely	sometimes excellent, sometimes poor.	and more often.		65	British	
6	Apr	Franklyn House	Unlikely	The time gap between appointments for the over 90's is too long. A lot of them take calcium for osteoporosis which makes their nails grow faster. Thickened nails makes them limp and hobble and more likely to fall.	Make the time gaps between appointment less. I am the carer for my 90 yr. old mother who has Alzheimer's.	Female	over 65	White British	No tick
7	Apr	Franklyn House	Extremely unlikely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
8	Apr	Holsworthy Community Hospital	Extremely likely	The staff are all very friendly and helpful.	No point in recommending as no one can access your service anymore.	Female	over 65	White British	No tick
9	Apr	Holsworthy Community Hospital	Likely	I have always had friendly and efficient service at this clinic. Keep up the good work.			over 65	White British	No tick
10	Apr	Not Entered	Extremely likely	I have always had wonderful treatment. Kind staff. Very pleasant.		Female	over 65	White British	No tick
11	Apr	Sidmouth Community Hospital	Extremely likely	Skill, courtesy, dignity.	Stop people chatting, arguing etc. on mobile phones in waiting	Male	over 65	White British	No tick

					area, you could tell people this as they check in!				
12	Apr	Torrington Community Hospital	Extremely likely	Professional podiatrist was very caring and attentive to me and my problem. I am always much improved after each visit and treatment.	Perfect as it is.	Male	over 65	White British	No tick
13	Apr	Torrington Community Hospital	Extremely likely	Easy to get to as local and good service.		Male	over 65	White British	No tick
14	Apr	Torrington Community Hospital	Extremely likely	Friendly, cheerful service.		Male	over 65	White British	No tick
15	Apr	Torrington Community Hospital	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public

### **Qualitative Feedback - May-15**

	Month	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	May	Holsworthy Community Hospital	Unlikely	Not getting any answers about what my long term treatment will be.	Not be sent from pillar to post.	Female	over 65	White British	No tick
2	May	NDDH	Extremely likely	I am very happy with my treatment.		Male	46-55	White British	No tick

3	May	Torrington Community Hospital	Extremely likely	Excellent treatment.	No. Service is 1st class in every way.	Male	over 65	White British	No tick
4	May	Torrington Community Hospital	Extremely likely	Very good treatment.	No, very satisfied with service in every way.	Female	over 65	White British	No tick
5	May	Torrington Community Hospital	Extremely likely	Whenever I visit any NHS establishment I am always very well treated.					No tick
6	May	Torrington Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	May	Torrington Community Hospital	Extremely likely	Friendly, professional staff.	Email / phone for appointments.	Male	over 65	White British	No tick
8	May	Torrington Community Hospital	Extremely likely			Female	over 65	White British	No tick
9	May	Torrington Community Hospital	Extremely likely	Good treatment.		Female	over 65	White British	No tick
10	May	Torrington Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
11	May	Torrington Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
12	May	Torrington Community	Extremely likely	Adjust appointment times.	It's good enough as it is.		over 65		No tick

		Hospital							
13	May	Torrington Community Hospital	Extremely likely	I am happy with the service.	Access to clinic is quite a long walk.		over 65	White British	No tick
14	May	Torrington Community Hospital	Extremely likely		No.	Male	over 65	White British	No tick
15	May	Torrington Community Hospital	Extremely likely	I have been very happy with the treatment that I have received.		Female	over 65	White British	No tick
16	May	Torrington Community Hospital	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
17	May	Torrington Community Hospital	Likely	Always happy with treatment.		Female	over 65	White British	No tick
18	May	Torrington Community Hospital	Likely	Treatment is good once we get in.	Access to appointments - card system doesn't always work. Would like to email / text / phone.	Female	over 65	White British	No tick
19	May	Torrington Community Hospital	Likely			Female	over 65	White British	No tick
20	May	Torrington Community Hospital	Don't know			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public