

## Podiatry Services - Friends and Family Test - Jan-17 to Mar-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.	%	%	%
Jan-17	1	100.0	0.0	0.0
Feb-17	2	100.0	0.0	0.0
Mar-17	3	100.0	0.0	0.0

### Qualitative Feedback - Jan-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	North Devon District Hospital	Extremely Likely	Always first class treatment.	Bit crowded today.	Male	Over 65	White British	

### Qualitative Feedback - Feb-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	North Devon District Hospital	Extremely Likely	Coming here for 7 years. During that time I have received an excellent, caring, professional service.	More cheerful waiting room with better selection of reading matter.	Male	Over 65	White British	
2	North Devon District Hospital	Extremely Likely	Essential service given cheerfully & with respect by the practitioners.	Reception could try smiling now and again!!!	Male	Over 65	White British	

### Qualitative Feedback - Mar-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	Bideford Community Hospital	Extremely Likely			Female	36-45	White British	Do not publish
2	Bideford Community Hospital	Extremely Likely		Keep service local.		56-65	White British	

3	Bideford Community Hospital	Extremely Likely	I have always been looked after and never had any problems. Staff are friendly.	I would like it to be more frequent but I know this is wishful thinking.	Female	Over 65	White British	
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