

Podiatry Services - Friends and Family Test - Jul-17 to Sep-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.	%	%	%
Jul-17	No data	No data	No data	No data
Aug-17	16	100.0	0.0	0.0
Sep-17	10	100.0	0.0	0.0

Qualitative feedback - Aug-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	Very good service.		Male	Over 65	White British	
2	Bideford Community Hospital	Extremely Likely	Very pleased.		Male	Over 65	White British	
3	Bideford Community Hospital	Extremely Likely			Male	Over 65	White British	
4	Bideford Community Hospital	Extremely Likely	The service I receive is excellent.		Female	Over 65	White British	
5	Bideford Community Hospital	Extremely Likely	Efficient, friendly, professional service always.	Nothing of importance comes to mind!!			White British	
6	Bideford Community Hospital	Extremely Likely	Every time at appointment get good attention & results, also advice.	Would like appointments not quite so far apart - nails grow too fast.	Female	Over 65	White British	
7	Bideford Community Hospital	Extremely Likely	Well looked after feet.		Female	Over 65	White British	
8	Bideford Community Hospital	Extremely Likely				Over 65	White British	Do not publish
9	Bideford Community Hospital	Extremely Likely	I'm extremely happy & grateful for the wonderful attention I have always had at the Bideford clinic.	I appreciate the good service given. Thank you.	Female	Over 65	White British	
10	Bideford Community	Extremely Likely			Female	Over 65	White British	

	Hospital							
11	Bideford Community Hospital	Extremely Likely			Female	Over 65	White British	
12	Bideford Community Hospital	Extremely Likely	The podiatrist I have seen today is extremely competent, professional and caring. They check my nails thoroughly and then pad the ulcer area so it is [illegible].	Keep in Bideford.	Female	Over 65	White British	
13	Bideford Community Hospital	Extremely Likely	The service I get.	No.	Male	Over 65	White British	
14	Bideford Community Hospital	Extremely Likely	Bideford Hospital staff are excellent. The location & ease to access facilities are ideal for my requirements.	Keep it in Bideford!	Female	56-65	White British	
15	Bideford Community Hospital	Extremely Likely	The staff is always very friendly and very helpful.					
16	Bideford Community Hospital	Extremely Likely			Male	Over 65	White British	

Qualitative feedback - Sep-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			Female	Over 65	White British	
2	Barnstaple Health Centre	Extremely Likely			Female	Over 65	White British	

3	Bideford Community Hospital	Extremely Likely	Pleasant, helpful, gentle and is all very good service.	Not at this time!	Male	Over 65	White British	
4	Caen Medical Centre	Extremely Likely	Wonderful staff, excellent treatment.	No.	Male	Over 65	White British	
5	Caen Medical Centre	Extremely Likely	Excellent service, whoever is on.		Male	Over 65	White British	
6	Caen Medical Centre	Extremely Likely	A good service and good staff to look after you.	No.	Male		White British	
7	Caen Medical Centre	Extremely Likely	Staff are very friendly and efficient.	Not really.		Over 65	White British	
8	Caen Medical Centre	Extremely Likely	Staff very helpful & polite.		Male	Over 65	White British	
9	Ilfracombe Community Hospital	Extremely Likely	Very friendly and professional staff.		Male	Over 65	White British	
10	Torrington Community Hospital	Extremely Likely	I have had good treatment always.		Female	Over 65	White British	