

Podiatry Services - 'Friends and Family Test' - Jun-15 to Jul-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	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jun-15	21	100.0	0.0	0.0
Jul-15	14	100.0	0.0	0.0

Qualitative Feedback - Jun-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	Jun	Holsworthy Community Hospital	Extremely likely	Always appreciated everything that has been done.		Male	over 65	White British	No tick
2	Jun	Holsworthy Community Hospital	Extremely likely	Very friendly, efficient and competent service.		Male	over 65	White British	No tick
3	Jun	Holsworthy Community Hospital	Likely	Always happy, with tx.		Female	over 65	White British	No tick
4	Jun	Holsworthy Community Hospital	Likely	I can't complain.		Male	over 65	White British	No tick
5	Jun	Holsworthy Community Hospital	Likely	It's better than going to Barnstaple.	None.	Male	56-65	White British	No tick
6	Jun	Ilfracombe Community Hospital	Extremely likely	I have never met such helpful and understanding staff & physios and podiatrist, also reception staff etc. What more can I say, they are WONDERFUL & lovely too!		Female	over 65	White British	No tick
7	Jun	RD&E (Heavitree)	Likely	What a lovely young lady T. is, very kind and helpful.		Female	over 65	White British	No tick

8	Jun	RD&E (Heavitree)	Likely	Staff friendly and helpful, however parking is atrocious! Disabled spaces are nearly always full and if you are a carer, leaving the person you are escorting is not possible.	Better parking facilities.	Female	46-55	White British	No tick
9	Jun	Seaton Community Hospital	Extremely likely	Good service / very convenient / local / obviously not travelling far for treatment!	Parking at times can be difficult. The yellow line on the road adjacent to Seaton hospital has not helped the situation.		over 65	White British	No tick
10	Jun	Sidmouth Community Hospital	Extremely likely	The combination of charm and technical expertise is admirable and I am hard to please!		Male	over 65	White British	No tick
11	Jun	Torrington Community Hospital	Extremely likely	I've been coming over a long time, the service has always been good. I've always been treated well with care.	A text message would be good.	Female	over 65	White British	No tick
12	Jun	Torrington Community Hospital	Extremely likely	I am satisfied with the treatment.		Female	over 65	White British	No tick
13	Jun	Torrington Community Hospital	Extremely likely	Very satisfied with all my podiatry treatment.	No.	Male	over 65	White British	No tick
14	Jun	Torrington Community Hospital	Extremely likely	I feel I received good care from the chiropodist.		Female	over 65	White British	No tick

15	Jun	Torrington Community Hospital	Extremely likely		Ring for appointments.	Female	over 65	White British	No tick
16	Jun	Torrington Community Hospital	Extremely likely	Lovely staff.		Female	56-65	White British	No tick
17	Jun	Torrington Community Hospital	Extremely likely	Happy with treatment I receive.		Female	over 65	White British	No tick
18	Jun	Torrington Community Hospital	Extremely likely		Telephone - not post card in.	Female	over 65	White British	No tick
19	Jun	Torrington Community Hospital	Likely			Male	over 65	White British	No tick
20	Jun	Torrington Community Hospital	Likely			Male	over 65	White British	No tick
21	Jun	Torrington Community Hospital	Likely			Male	over 65	White British	No tick

Qualitative Feedback - Jul-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	Jul	Barnstaple Health Centre	Extremely likely	The service is excellent, staff attitude is extremely pleasant. The best I have		Male	over 65	White British	No tick

				ever experienced.					
2	Jul	Barnstaple Health Centre	Extremely likely	All the podiatrists are always most friendly, not only know what they are doing but do it well, and take care in what they do. I have been visiting the service for a couple of years or so now and to date have only lost one toe!?!	A greater continuity of podiatrist would be welcome. Seldom do I see the same person on later visits. (I do realise some of the difficulties you have).		over 65	White British	No tick
3	Jul	Barnstaple Health Centre	Extremely likely	Always friendly + helpful.			over 65	White British	No tick
4	Jul	Barnstaple Health Centre	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	Jul	Barnstaple Health Centre	Extremely likely	I have been very pleased with the help I have received.		Female	over 65	White British	No tick
6	Jul	Barnstaple Health Centre	Extremely likely	Have always found both the service and staff to be excellent, never had a complaint.	No.	Female	56-65	White British	No tick
7	Jul	Barnstaple Health Centre	Extremely likely	Very efficient + helpful, little if any waiting time, good service.		Male	over 65	White British	No tick
8	Jul	Barnstaple Health Centre	Extremely likely	We are very lucky to have such specialised care in our area.	Water on offer?	Female	over 65	White British	No tick
9	Jul	Barnstaple Health	Extremely likely	Years of excellent personal service.					No tick

		Centre							
10	Jul	Barnstaple Health Centre	Extremely likely	I found the podiatry service excellent and very helpful.	I have nothing but satisfaction for the service provided.	Male	over 65	White British	No tick
11	Jul	Barnstaple Health Centre	Extremely likely	Excellent service.					No tick
12	Jul	Barnstaple Health Centre	Likely	Very good.		Female	over 65	White British	No tick
13	Jul	Barnstaple Health Centre	Not entered				over 65	White British	I DO NOT wish my anonymised comments to be made public
14	Jul	Holsworthy Community Hospital	Likely	Very short. Didn't do a good job at all. Kept on about how far she had to come.		Female	over 65	White British	No tick
15	Jul	Sidmouth Community Hospital	Extremely likely	30 years of good experience at various clinics (chiropractic, glaucoma, diabetes, audiology) at this hospital.	Just keep on going with the various clinics locally.	Female	over 65	White British	No tick