

## Podiatry Services - 'Friends and Family Test' - Jun-16 to Aug-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.	%	%	%
Jun-16	20	95.0	5.0	0.0
Jul-16	5	80.0	0.0	20.0

Aug-16	No data	No data	No data	No data
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### Qualitative Feedback - Jun-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 at keeping problem under control.		Female	46-55	White British	
2	Axminster Community Hospital	Extremely likely	Excellent care, close to home and also request for feedback.	Bring more services to local hospital. Shorten waiting times for appointments.	Female	over 65	White British	
3	Barnstaple Health Centre	Extremely likely	Kind, friendly & efficient staff - excellent service.	No.		56-65	White British	
4	Barnstaple Health Centre	Extremely likely	When you arrived at the Barnstaple centre you greeted with a smile. You're always treated with respect which means a lot to me. They are all very nice.	A nice cup of coffee with a biscuit would be nice. [illegible] a big thank you.		over 65	White British	
5	Barnstaple Health Centre	Extremely likely	Kind manner of treatment. Good explanation of treatment & expected outcome. Also, information on what to do if things deteriorate.		Female	over 65	White British	

6	Barnstaple Health Centre	Likely	I attended the podiatry service today with my mother who is very pleased with the service. However, as her carer, I found the waiting room unbearably hot & stuffy. A fan or similar should be provided in the summer months. Luckily the podiatrist allowed me into the treatment area to wait.	Make waiting room cooler for carers, awaiting patients.	Female	over 65	White British	
7	Bideford Community Hospital	Extremely likely				over 65	White British	
8	Bideford Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
9	Exmouth Community Hospital	Extremely likely	My wife needs treatment. I have a corn on my foot which at my age unable to reach.			over 65	White British	
10	Sidmouth Community Hospital	Extremely likely			Male	over 65	White British	
11	Sidmouth Community Hospital	Extremely unlikely	1 hour 10mins late for appointment. No information provided as to why. Appointments are never on time. This is a pity as the care is excellent when you are actually	Keep patients advised if there is a delay to appointments. Look after your patients and their relatives / carers. When you reach 90 and 93 you may be grateful for some good customer service and	Female	over 65	White British	

			seen.	thoughts.				
12	Tiverton Community Hospital	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
13	Tiverton Community Hospital	Extremely likely	Careful, caring, professional, timely, speedy.		Male	46-55	White British	
14	Tiverton Community Hospital	Extremely likely	Pleasant experience - easy parking, lovely clean building, very nice staff.		Female	46-55	White British	
15	Tiverton Community Hospital	Extremely likely	I found the staff admirable and Mr J. was superb, professional & kind.	No.	Female	over 65	White British	
16	Tiverton Community Hospital	Extremely likely	Friendly staff who explain your procedure easily and clearly.		Male	16-25	White British	
17	Tiverton Community Hospital	Extremely likely		Advise procedure + implications prior to attendance.	Male	46-55	White British	
18	Tiverton Community Hospital	Extremely likely	Good service.	None.	Male	over 65	White British	
19	Tiverton Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
20	Tiverton Community Hospital	Likely	Friendly staff and quick service.					

### Qualitative Feedback - Jul-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	Likely	Because looking after your feet as well as the rest of you is just as important.					
2	Barnstaple Health Centre	Likely			Male	over 65	White British	
3	NDDH	Don't know			Male	36-45	White British	
4	RD&E (Heavitree)	Extremely likely	Really efficient. Runs on time, very friendly staff. The information clear and exercises worked well. My podiatrist, T.J., fantastic!	Fine people who don't turn up without a good reason.	Female	56-65	White British	
5	RD&E (Heavitree)	Extremely likely	Just good service & well-mannered staff.		Female	56-65	White British	