

Podiatry Services - Friends and Family Test - Jun-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.	%	%	%
Jun-17	12	100.0	0.0	0.0

Qualitative Feedback - Jun-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1	Barnstaple Health Centre	Extremely Likely			Female	56-65	White British	Do not publish
2	Barnstaple Health Centre	Extremely Likely			Male	Over 65	White British	
3	Barnstaple Health Centre	Extremely Likely			Male	Over 65	White British	
4	Barnstaple Health Centre	Extremely Likely	Good service.		Male	56-65	White British	
5	Barnstaple Health Centre	Extremely Likely	All of the staff are very pleasant & very competent.		Male	Over 65	White British	
6	Barnstaple Health Centre	Extremely Likely	I have received top treatment and treated with great respect over 10yrs at least with visits about every 3 weeks over that period and my very occasional lapses of memory on appointment times have been tolerated, thank goodness. Your staff are very courteous and commendable. Thank you.	None.		Over 65		
7	Barnstaple Health Centre	Extremely Likely	It's lovely. I've always had a good service. Staff are great. Very friendly.		Female	Over 65	White British	
8	Bideford Community Hospital	Extremely Likely	I am very grateful for the treatment I am getting.		Female	Over 65	White British	
9	Bideford Community Hospital	Extremely Likely			Male	36-45	White British	Do not publish

10	Bideford Community Hospital	Extremely Likely	I have always received excellent treatment and my feet are very grateful too! Thank you.		Female	Over 65	White British	
11	Bideford Community Hospital	Likely			Female	56-65	White British	
12	Bideford Community Hospital	Likely			Male	56-65	White British	