

**Podiatry Services - 'Friends and Family Test' - Nov-16 to Dec-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.	%	%	%
Nov-16	4	100.0	0.0	0.0
Dec-16	2	100.0	0.0	0.0

### Qualitative Feedback - Nov-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	Bideford Community Hospital	Extremely Likely			Male	Over 65	White British	
2	Bideford Community Hospital	Extremely Likely			Male	Over 65	Other ethnic group	Do not publish
3	Bideford Community Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
4	Bideford Community Hospital	Likely				Over 65		

### Qualitative Feedback - Dec-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	Extremely Likely	Friendly, professional care & support.		Male	Over 65	White British	
2	Ilfracombe Community Hospital	Extremely Likely	Very helpful and excellent treatment.	None.	Male	Over 65	White British	