

Podiatry Services - 'Friends and Family Test' - Oct-15 to Jan-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.	%	%	%
Oct-15	2	100.0	0.0	0.0
Nov-15	16	93.8	0.0	6.2

Dec-15	53	98.1	1.9	0.0
Jan-16	74	98.6	1.4	0.0

Qualitative Feedback - Oct-15

	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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Barnstaple	Extremely likely	Could not expect better service anywhere - it is excellent.			over 65		No tick
2	Tiverton Community Hospital	Extremely likely	Excellent service. Well looked after!		Male	16-25	White British	No tick

Qualitative Feedback - Nov-15

	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?	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	Lovely treatment.		Female	over 65	White British	No tick
2	Culm Valley Health	Extremely likely			Female	56-65	White British	No tick

	Centre							
3	Ilfracombe Community Hospital	Extremely likely	A very good service, good to be so local.	No.	Male	36-45	White British	No tick
4	Okehampton Community Hospital	Extremely likely	My feet (non - feeling M.S.) 'feel' wonderful. Happy days.	No, I'm very happy - thank you.	Female	56-65	White British	No tick
5	Okehampton Community Hospital	Extremely likely	My podiatry lady (J.) is first class, most caring and helpful. YES, Top marks for NHS - good service. Thank you.	No - just keep it going please!		over 65	White British	No tick
6	Okehampton Community Hospital	Extremely likely	I received excellent service and appreciate the kind manner of the young lady podiatrist called J. Her attention to detail is first class as my nerve ends in my feet need watching, especially as I become older.			over 65	White British	No tick
7	Ottery St Mary Community Hospital	Extremely likely	Very polite, understanding & helpful on how to make the most of treatment.		Female	over 65	White British	No tick
8	Ottery St Mary Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
9	Ottery St Mary Community Hospital	Extremely likely	We need to keep our hospitals. The population is increasing NOT decreasing, so WE DO need all OUR		Female	over 65	White British	No tick

			community hospitals.					
10	Ottery St Mary Community Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
11	Ottery St Mary Community Hospital	Extremely likely	Because it is in my home town and it is good service. Which I hope it will continue.	YES. I would like to see the emergency unit reopen.	Male	over 65	White British	No tick
12	Ottery St Mary Community Hospital	Extremely likely	Because it is near where I live & such a good service.	I would like to see the EMU reopen. It is so helpful if you can get in if you are in a hurry.	Female	over 65	White British	No tick
13	Ottery St Mary Community Hospital	Extremely likely	Excellent service.		Female	over 65	White British	No tick
14	RD&E (Heavitree)	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
15	RD&E (Heavitree)	Extremely likely	Punctual and very friendly.			over 65	White British	No tick
16	RD&E (Heavitree)	Neither likely nor unlikely	Timing - often late in.		Female	over 65	White British	No tick

Qualitative Feedback - Dec-15

	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	Extremely likely	Good service.	No.	Male	over 65	White British	No tick
2	Barnstaple	Extremely likely	So good.		Male	56-65	White British	No tick
3	Barnstaple	Extremely likely			Female	56-65	White British	No tick
4	Bideford Community Hospital	Extremely likely	Pain to my left foot bottom of corn.			over 65	White British	No tick
5	Bideford Community Hospital	Extremely likely						No tick
6	Bideford Community Hospital	Extremely likely	Extremely good care.		Female	over 65	White British	No tick
7	Bideford Community Hospital	Extremely likely	Kind & professional.	Fine as it is.	Male	over 65	White British	No tick
8	Bideford Community Hospital	Extremely likely	Excellent, timely, friendly treatment given. Usually, right on time. (Now we have to pay there is somewhere to park!!!)	No need.	Male	over 65	White British	No tick
9	Bideford Community Hospital	Extremely likely			Male	56-65	White British	No tick
10	Bideford Community Hospital	Extremely likely			Male	over 65	White British	No tick
11	Bideford	Extremely likely	Very pleasant and helpful,		Male	under 16	White British	No tick

	Community Hospital		gave good advice.					
12	Bideford Community Hospital	Extremely likely	Excellent service each time. Very pleased with treatment & advice.	No, cannot suggest any improvements, service is excellent.	Female	over 65	White British	No tick
13	Bideford Community Hospital	Extremely likely	Very capable people doing this service, honest & helpful always.	No, it's pretty good considering the lack of money & help from this government.	Female	over 65	White British	No tick
14	Bideford Community Hospital	Extremely likely	Good, attentive staff, usually on time with appointment.		Female	over 65	White British	No tick
15	Bideford Community Hospital	Likely	Because I've always been treated well.	Yes - ask the car park owners to allow us the patients to have an hour free parking for appointments - £1.80 is one heck of a lot to pay for genuine 20 min appointment. PLEASE.	Female	over 65	White British	No tick
16	Crediton Community Hospital	Extremely likely	The service is excellent & the podiatrist very knowledgeable & helpful and it's local so easy for me to get to appointments.		Female	26-35	White British	No tick
17	Crediton Community Hospital	Extremely likely	Because I receive such excellent care for my feet which helps my mobility so much & means I can keep walking.	Please retain this facility at Crediton - people like me would not be able to manage without it. We are unable to travel to further centres.	Female	over 65	White British	No tick
18	Crediton Community Hospital	Extremely likely	Friendly, effective service.	More staff. More outpatients to save people going to RD&E.	Male	over 65	White British	No tick
19	Franklyn House	Extremely likely	Excellent care.		Male	56-65	White British	No tick

20	Franklyn House	Extremely likely	Good treatment.		Male	over 65	White British	No tick
21	Franklyn House	Extremely likely	Excellent, thorough, clear explanations.	No, it was great to be seen so quickly.	Female	36-45	White British	No tick
22	Holsworthy Community Hospital	Extremely likely	I've been very well looked after after all the years (at least 30) that I've been coming in.	No.	Male	over 65	White British	No tick
23	Holsworthy Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
24	Holsworthy Community Hospital	Extremely likely		Already excellent.	Male	over 65	White British	No tick
25	Holsworthy Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
26	Holsworthy Community Hospital	Extremely likely	Because of the service I receive which is excellent.		Female	over 65	White British	No tick
27	Okehampton Community Hospital	Extremely likely	Good service.		Male	over 65		No tick
28	Okehampton Community Hospital	Extremely likely	Excellent service, first class treatment.	No - will leave that to the pros.	Female	over 65	White British	No tick
29	Seaton Community Hospital	Extremely likely	Excellent.		Male	over 65	White British	No tick
30	Seaton Community	Extremely likely	Good service.	None.	Male	over 65	White British	No tick

	Hospital							
31	Sidmouth Community Hospital	Extremely likely	Lucky to have hospital.		Female	over 65	White British	No tick
32	Sidmouth Community Hospital	Likely			Male	over 65	White British	No tick
33	Tiverton Community Hospital	Extremely likely	Friendly, efficient, painless, very pleased!	None!		over 65	White British	No tick
34	Tiverton Community Hospital	Extremely likely	Friendly staff- he good job done.					No tick
35	Tiverton Community Hospital	Extremely likely	Friendly, efficient. Great care. Would come back again!!					No tick
36	Tiverton Community Hospital	Extremely likely	Staff were extremely helpful, patient & welcoming.					No tick
37	Tiverton Community Hospital	Extremely likely	Slick & friendly service.	Keep things the same - why change a brilliant service?	Male	over 65	White British	No tick
38	Tiverton Community Hospital	Extremely likely	Very friendly experience and excellent service and care taken doing daughter's toes.	Don't need to.	Male	46-55	White British	No tick
39	Tiverton Community Hospital	Extremely unlikely	No bread sticks in the vending machine. V. unhappy 4 year old.	Bigger vending machine. I'm 4 & peckish.	Male	under 16	White British	No tick
40	Torrington Community Hospital	Extremely likely	Very good care and attention.		Male	over 65	White British	No tick
41	Torrington	Extremely likely	The attendants were		Female	over 65	White British	No tick

	Community Hospital		helpful.					
42	Torrington Community Hospital	Extremely likely				over 65	White British	No tick
43	Torrington Community Hospital	Extremely likely			Male	over 65	White British	No tick
44	Torrington Community Hospital	Extremely likely	I have found the staff very helpful and friendly.			over 65	White British	No tick
45	Torrington Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
46	Torrington Community Hospital	Extremely likely	Treatment very good, but not frequent enough.			over 65	White British	No tick
47	Torrington Community Hospital	Extremely likely	Always seem to do a good job, always friendly & chatty.	Seems ok to me.	Male	over 65	White British	No tick
48	Torrington Community Hospital	Extremely likely	Good service and I'm grateful.	Government give you more money.	Male	over 65	White British	No tick
49	Torrington Community Hospital	Extremely likely	Wonderful treatment which makes a real difference!					No tick
50	Torrington Community Hospital	Extremely likely	I have always been v. well treated. The staff are always v. helpful, polite & cheerful.		Male	over 65	White British	No tick
51	Torrington Community	Likely				over 65	White British	No tick

	Hospital							
52	Torrington Community Hospital	Likely	Only service available!		Male	over 65	White British	No tick
53	Torrington Community Hospital	Likely	Treat me well - not everyone.		Male	over 65	White British	No tick

Qualitative Feedback - Jan-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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Barnstaple	Extremely likely	I would gladly recommend the Podiatry services for anyone who needed your excellent services & assure you all.	None.	Male	over 65	White British	No tick
2	Barnstaple	Extremely likely	Very friendly, helpful service.		Female	over 65	White British	No tick
3	Barnstaple	Extremely likely			Male	over 65	White British	No tick
4	Barnstaple	Extremely likely	You are polite and caring.	No.	Male	over 65	White British	No tick
5	Barnstaple	Extremely likely	I have been well treated and all staff are helpful and pleasant.	It all seems fine - can't suggest anything at all.	Female	over 65	White British	No tick
6	Barnstaple	Extremely likely	Always good treatment.					No tick
7	Barnstaple	Extremely likely	Staff all wonderful.					No tick
8	Barnstaple	Extremely likely	Excellent treatment.	No need.	Male	over 65	White British	No tick
9	Bideford	Extremely likely	Friendly & polite assistants	No.	Male	over 65	White British	No tick

	Community Hospital		who really seem to care about the welfare of the patient.					
10	Bideford Community Hospital	Extremely likely		Keep service open!!	Female	over 65	White British	No tick
11	Bideford Community Hospital	Extremely likely			Male	over 65	White British	No tick
12	Bideford Community Hospital	Extremely likely			Male	over 65	White British	No tick
13	Bideford Community Hospital	Extremely likely						No tick
14	Bideford Community Hospital	Extremely likely	For the excellent treatment received.		Female	over 65	White British	No tick
15	Crediton Community Hospital	Extremely likely	To keep our hospital open.	Re-open our hospital. From experience, I had to travel to Okehampton when my husband needed follow-up care.	Female	over 65	White British	No tick
16	Crediton Community Hospital	Extremely likely	Nice to have service local to home.		Female	over 65	White British	No tick
17	Crediton Community Hospital	Extremely likely			Male	over 65	White British	No tick
18	Crediton Community Hospital	Extremely likely	Excellent service.		Female	over 65	White British	No tick
19	Crediton	Extremely likely			Male	over 65	White British	I DO NOT wish my

	Community Hospital							anonymised comments to be made public
20	Crediton Community Hospital	Extremely likely	Usual top rate attention.		Male	over 65	White British	No tick
21	Crediton Community Hospital	Extremely likely	I have always had very good service from podiatry service people to help me.	One word - transport!		over 65	White British	No tick
22	Culm Valley Health Centre	Extremely likely	I think it's a very good service.		Male	56-65	White British	No tick
23	Culm Valley Health Centre	Extremely likely	Good service & very satisfied.	No.		56-65	White British	No tick
24	Culm Valley Health Centre	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
25	Culm Valley Health Centre	Extremely likely	Very polite, gentle on my foot, felt very at ease.			36-45	White British	No tick
26	Culm Valley Health Centre	Extremely likely	I think chiropodist is wonderful. As I have bad circulation, it's very comforting to know that she looks after my feet, my nails are crooked etc. but she soon sorts them out as I cannot get down to sort myself out. Thank you.		Female	over 65	White British	No tick
27	Exmouth Community	Extremely likely	I have been seen every week and the podiatrists		Female	over 65	White British	No tick

	Hospital		have referred me for antibiotics, x-rays, B.T.'s and kept in close contact with my GP. I am very pleased to have been referred to them.					
28	Franklyn House	Extremely likely	Very friendly, warm & caring.		Female	over 65	White British	No tick
29	Franklyn House	Extremely likely	Good service.		Male	over 65	White British	No tick
30	Franklyn House	Extremely likely	Friendly and thorough service, useful to know that you can always return if any further pain.	Get the original gardening firm back (from Exminster) as current ones don't care about these surroundings.	Female	46-55	White British	No tick
31	Franklyn House	Extremely likely	Everything is 100% in every way.		Male	over 65	White British	No tick
32	Franklyn House	Extremely likely	Because the staff are caring, friendly & efficient. A good, warm atmosphere.	The old story - insufficient parking.	Male	over 65	White British	No tick
33	Franklyn House	Extremely likely	Very pleasant and helpful staff, couldn't ask for better.		Female	over 65	White British	No tick
34	Franklyn House	Extremely likely	You have always been very helpful & efficient.		Female	over 65	White British	No tick
35	Franklyn House	Extremely likely	I have always received good service & treatment.	No.	Male	over 65	White British	No tick
36	Franklyn House	Extremely likely	The nurse was friendly, informative and efficient.	Car parking was a nightmare.	Female	over 65	White British	No tick
37	Franklyn House	Extremely likely	People were very kind and helpful and gave good advice and were gentle.		Female	over 65	White British	No tick
38	Franklyn House	Extremely likely	Nice people and caring.	No.	Male	56-65	White British	No tick

39	Franklyn House	Extremely likely	Clean, helpful, professional, friendly, compassionate.		Male	over 65	White British	No tick
40	Franklyn House	Extremely likely	Excellent care and service.		Female	56-65	White British	No tick
41	Not Entered	Extremely likely	Everything was excellent - nothing could be faulted.	No.	Female	over 65	White British	No tick
42	Not Entered	Extremely likely	Everyone involved is very helpful, friendly and efficient. Thank you!		Female	under 16	White British	No tick
43	Not Entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
44	Not Entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
45	Ottery St Mary Community Hospital	Extremely likely	Think it's a wonderful service. Am horrified by suggestions that hospital may be downgraded and beds closed. Why aren't all local hospitals upgraded etc. for more general use instead of putting more pressure on the RD&E.		Female	over 65	White British	No tick
46	Ottery St Mary Community Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
47	Seaton Community	Extremely likely	Staff always attentive & professional and take care		Male	over 65	White British	No tick

	Hospital		of my feet.					
48	Seaton Community Hospital	Extremely likely	Friendly & professional.	No.	Male	over 65	White British	No tick
49	Seaton Community Hospital	Extremely likely			Male	over 65	White British	No tick
50	Seaton Community Hospital	Extremely likely	I specifically ask on appointment to see M. as he is very attentive, very thorough and friendly, always attending to any treatment my feet need at the time.	Can't better excellence.	Male	over 65	White British	No tick
51	Seaton Community Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
52	Seaton Community Hospital	Extremely likely	Unable to reach my feet.	Would like more frequent appointments.		over 65	White British	No tick
53	Seaton Community Hospital	Likely	Professional treatment.			over 65	White British	No tick
54	Seaton Community Hospital	Likely			Male	over 65	White British	No tick
55	Tiverton Community Hospital	Extremely likely	Everyone was kind and informative. I was given enough time and didn't feel rushed.	No - it was really good.	Female	16-25	White British	No tick
56	Tiverton Community	Extremely likely	Excellent practitioners - deserve a raise!	N/A.	Female	16-25	White British	No tick

	Hospital							
57	Tiverton Community Hospital	Extremely likely	They were very friendly.	Nope.	Female	under 16	White British	No tick
58	Tiverton Community Hospital	Extremely likely	Treated well, made to feel at ease and everything explained.		Male	46-55	White British	No tick
59	Tiverton Community Hospital	Extremely likely	Very friendly and helpful, put your mind at ease.	No.		46-55	White British	No tick
60	Tiverton Community Hospital	Extremely likely	Excellent service, very friendly and explained everything well!					No tick
61	Tiverton Community Hospital	Extremely likely	It's good to be here.					No tick
62	Tiverton Community Hospital	Extremely likely	Very friendly and professional service, thank you.					No tick
63	Tiverton Community Hospital	Extremely likely	Very kind, professional.					No tick
64	Tiverton Community Hospital	Extremely likely	A really friendly experience, the team are all lovely & make you feel really at ease about the whole procedure.	N/A.	Female	26-35	White British	No tick
65	Tiverton Community Hospital	Extremely likely	Good staff, really nice bloke did surgery.		Male	16-25	White British	No tick
66	Tiverton Community Hospital	Extremely likely	Mr R. is a very nice man indeed. Great personality and extremely		Female	46-55	Asian / Asian British	No tick

			professional. Thank you.					
67	Tiverton Community Hospital	Extremely likely			Female	26-35	White British	No tick
68	Tiverton Community Hospital	Extremely likely	You have two very nice guys there!! (+ efficient)					No tick
69	Tiverton Community Hospital	Extremely likely	Very friendly, at ease.					No tick
70	Tiverton Community Hospital	Extremely likely	Informative, showed understanding & compassion.					No tick
71	Tiverton Community Hospital	Unlikely	I have waited 4 months for an appointment. I have been in pain and on restricted duties at work.	Waiting times have to be shorter.				No tick
72	Torrington Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
73	Torrington Community Hospital	Extremely likely	Lovely staff.		Female	over 65	White British	No tick
74	Torrington Community Hospital	Likely			Female	over 65	White British	No tick