

Podiatry Services - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	8	100.0	0.0	0.0
Oct-16	6	83.3	0.0	16.7

Qualitative Feedback - Sep-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	I am usually seen on time and all the podiatrists and assistants are very nice and helpful etc.	It would be more convenient if the appointment was the same day & time each appointment. I could plan ahead then to avoid clashes.	Male	over 65	White British	
2	Bideford Community Hospital	Extremely likely	I have been attending for several years and been well looked after.			over 65	White British	
3	Bideford Community Hospital	Extremely likely	Not much else to do!	No! It is good.	Male	over 65	White British	
4	Bideford Community Hospital	Extremely likely	Good treatment - local resident.		Female	56-65	White British	
5	Bideford Community Hospital	Extremely likely				over 65	White British	
6	Bideford Community Hospital	Likely			Male	over 65	White British	
7	Okehampton Community Hospital	Extremely likely	The lady gave me a wonderful detailed examination of my feet, intrasound too and a cut of all my toenails + examination of my skin too. Many thanks.		Female	56-65	White British	

8	Okehampton Community Hospital	Extremely likely	Excellent service for my 93 year old mother. Thank you very much indeed.		Female	56-65	White British	
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Qualitative Feedback - Oct-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	S. has an amazing personality. Best medical professional I've ever seen.		Male	36-45	White British	
2	Holsworthy Community Hospital	Extremely Likely	Very caring.		Male	Over 65	White British	
3	Holsworthy Community Hospital	Extremely Likely			Male	56-65	White British	
4	Holsworthy Community Hospital	Likely	I receive brilliant treatment & am extremely grateful. I would recommend this team to anyone but I know how difficult it is with so many people needing treatment.	As it stands it's absolutely brilliant - long may it continue.	Female	Over 65	White British	
5	Holsworthy Community Hospital	Likely		More parking.	Female	Over 65	White British	
6	Holsworthy Community Hospital	Neither Likely nor Unlikely	Depends on chiropodist - some excellent others very poor (have burnt my feet).	Managers should check quality of service which they obviously do not.	Female	Over 65	White British	