

## Axminster Community Hospital - Outpatients - 'Friends and Family Test' - Oct-15 to Mar-16

**Adult FFT card question:** *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.*

**Children and young person's FFT card question:** *Would you tell your friends that this is a good service to come to?*

### Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

The Trust's target 'Would recommend' score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Oct-15	57	100.0	0.0	0.0
Nov-15	27	100.0	0.0	0.0

Dec-15	30	100.0	0.0	0.0
Jan-16	No data	No data	No data	No data
Feb-16	No data	No data	No data	No data
Mar-16	No data	No data	No data	No data

### Qualitative Feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Year	Month	Clinic / department attended	'Friends and Family Test' Response	Children and young person's FFT card completed by:  Patient  Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve our community outpatient service?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public / your answers ever to be made public
1	2015	Oct	Dermatology	Extremely likely								No tick
2	2015	Oct	Dermatology	Extremely likely					Female	over 65	White British	No tick
3	2015	Oct	Dermatology	Extremely likely		Very efficient, friendly.			Male	over 65	White British	No tick
4	2015	Oct	Dermatology	Likely		Nice, quiet hospital, easy parking, friendly staff.			Male	36-45	White British	No tick
5	2015	Oct	ENT	Extremely		Accessibility.				over	White	No tick

				likely						65	British	
6	2015	Oct	ENT	Extremely likely					Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
7	2015	Oct	ENT	Extremely likely		Axminster hospital is a pleasant place to visit & be treated. The relaxed atmosphere is conducive to feeling better. The doctors & staff are professional & don't put you under pressure.		No. All seems to be fine as it is.	Male	over 65	White British	No tick
8	2015	Oct	ENT	Likely		Because I have only been here once before and it was a good experience.		No.	Male	26-35	White British	No tick
9	2015	Oct	General Medicine	Extremely likely		Very good & helpful talk with doctor. V. understanding.			Female	over 65	White British	No tick
10	2015	Oct	General Medicine	Extremely likely		I work in Axminster.						No tick
11	2015	Oct	General Medicine	Extremely likely		Always on time, nice people, easy parking and free.		Yes. Let RD&E Wonford know how to run a hospital.	Female	over 65	White British	No tick

						Thank you.						
12	2015	Oct	General Medicine	Extremely likely		Everything pretty good. No complaints.			Male	over 65	White British	No tick
13	2015	Oct	General Medicine	Extremely likely		The service always efficient and on time whenever I have an appointment. Staff friendly & helpful.			Male	over 65	White British	No tick
14	2015	Oct	General Medicine	Extremely likely		Service has always been good.		Keep it local.	Male	over 65	White British	No tick
15	2015	Oct	Glaucoma Clinic	Extremely likely						over 65	White British	No tick
16	2015	Oct	Glaucoma Clinic	Extremely likely		Excellent care.		Keep the beds.	Male	over 65	White British	No tick
17	2015	Oct	Glaucoma Clinic	Extremely likely		Regular six monthly appointment all arranged efficiently.				over 65	White British	No tick
18	2015	Oct	Glaucoma Clinic	Extremely likely		All care is first class. We are all very lucky to have such good care.		You cannot improve on 100% care.	Male	over 65	White British	No tick
19	2015	Oct	Glaucoma Clinic	Extremely likely		Good service - clean - neat.		Water machine in waiting room.	Female	over 65	White British	No tick
20	2015	Oct	Glaucoma Clinic	Extremely likely		Treated with courtesy and efficiency.			Female	over 65	White British	No tick
21	2015	Oct	Glaucoma Clinic	Extremely likely		We live less than 5mins from the hospital. Good &		None at all.		over 65	White British	No tick

						punctual service.						
22	2015	Oct	Glaucoma Clinic	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
23	2015	Oct	Glaucoma Clinic	Extremely likely		Friendly, informative service, given time to ask questions.				56-65	White British	No tick
24	2015	Oct	Glaucoma Clinic	Extremely likely		Always had good service.				over 65	White British	No tick
25	2015	Oct	Glaucoma Clinic	Extremely likely		I have every confidence in the professionalism of the staff and am satisfied that I am being given the best treatment and advice possible.			Female	over 65	White British	No tick
26	2015	Oct	Glaucoma Clinic	Extremely likely		Friendly and helpful always.			Female	over 65	White British	No tick
27	2015	Oct	Glaucoma Clinic	Extremely likely		The hope of being able to keep Axminster hospital & all the services it provides.		Very good.	Female	over 65	White British	No tick
28	2015	Oct	Glaucoma Clinic	Extremely likely		I value greatly the convenience of a local hospital & its personal staff.			Male	over 65	White British	No tick

29	2015	Oct	Glaucoma Clinic	Extremely likely		Because I always receive first class care from Mrs P.T. every time I attend her clinic.		No.	Male	over 65	White British	No tick
30	2015	Oct	Glaucoma Clinic	Extremely likely		Very convenient location - no long distance to travel. Friendly, helpful staff - you do not feel rushed. Usually do not have to wait long. Perfectly satisfied with treatment.			Female	56-65	White British	No tick
31	2015	Oct	Glaucoma Clinic	Extremely likely		It's a local and very good service.		Make changes to appointments online.	Male	46-55	White British	No tick
32	2015	Oct	Glaucoma Clinic	Extremely likely		Friendly staff - efficient as well.						No tick
33	2015	Oct	Glaucoma Clinic	Extremely likely		I have always received superb medical treatment and courtesy from the staff.		No.	Male	over 65	White British	No tick
34	2015	Oct	Glaucoma Clinic	Extremely likely		Very good.						No tick
35	2015	Oct	Glaucoma Clinic	Extremely likely						over 65	White British	No tick
36	2015	Oct	Glaucoma Clinic	Extremely likely		Staff pleasant and efficient. Extremely professional.			Female	over 65	White British	No tick

37	2015	Oct	Glaucoma Clinic	Extremely likely		Good service - Ms T. is first class.			Male	over 65	White British	No tick
38	2015	Oct	Glaucoma Clinic	Extremely likely		So kind.			Female	over 65	White British	No tick
39	2015	Oct	Glaucoma Clinic	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
40	2015	Oct	Glaucoma Clinic	Likely		On-going glaucoma screening is an excellent service.			Female	46-55	White British	No tick
41	2015	Oct	Orthotics	Extremely likely		Professional, efficient.		Shop, coffee?	Male	over 65	White British	No tick
42	2015	Oct	Orthotics	Extremely likely		The inner soles I have been given seem comfortable and I have no doubt they will be satisfactory & they should preclude any future problems which could necessitate surgery.		3 months waiting for my next appointment seemed a long time!	Female	over 65	White British	No tick
43	2015	Oct	Orthotics	Extremely likely		Obvious - everyone here is always helpful + kind.		No. (Beds here would be good).	Female	over 65	White British	No tick
44	2015	Oct	Orthotics	Extremely likely		Professional response to		Nothing needed.	Female	over 65	White British	No tick

						treatment needed, explained well and very polite.						
45	2015	Oct	Orthotics	Extremely likely					Male	over 65	White British	No tick
46	2015	Oct	Orthotics	Extremely likely		Friendly staff.						No tick
47	2015	Oct	Orthotics	Extremely likely		Always excellent service at Axminster hospital.		Just keep up the excellent service.	Male	over 65	White British	No tick
48	2015	Oct	Orthotics	Extremely likely					Female	over 65		I DO NOT wish my anonymised comments to be made public
49	2015	Oct	Orthotics	Likely						over 65	White British	I DO NOT wish my anonymised comments to be made public
50	2015	Oct	Orthotics	Likely		Very professional service.			Female	46-55	White British	No tick
51	2015	Oct	Orthotics	Likely		Excellent care.			Female	over 65	White British	No tick
52	2015	Oct	Pain Management	Extremely likely								No tick
53	2015	Oct	Pain Management	Extremely likely		Very helpful staff.			Female	over 65	White British	No tick
54	2015	Oct	Pain Management	Extremely likely		Very satisfied and near home.		No.		over 65	White British	No tick



55	2015	Oct	Radiology	Extremely likely		Friendly, prompt service.			Female	over 65	White British	No tick
56	2015	Oct	Radiology	Extremely likely		Helpful staff with an obvious caring attitude. Easy to park.			Male	over 65	White British	No tick
57	2015	Oct	Ultrasound	Extremely likely		Good explanation of health problem. Atmosphere, spacious environment, quiet.				over 65	White British	No tick
1	2015	Nov	Dermatology	Extremely likely		Very professional + helpful.			Male	56-65	White British	No tick
2	2015	Nov	Dermatology	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
3	2015	Nov	ENT	Extremely likely		Hospital convenient from Honiton. Excellent waiting room. Dr was most helpful.			Female	over 65	White British	No tick
4	2015	Nov	ENT	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	2015	Nov	ENT	Extremely likely		Completely positive			Female	over 65	Other ethnic	No tick

						experience.					group	
6	2015	Nov	ENT	Extremely likely		Convenience and exceptionally friendly and helpful staff.		As far as I am concerned, no improvement required.	Female	over 65	White British	No tick
7	2015	Nov	ENT	Likely					Female	over 65	White British	No tick
8	2015	Nov	ESP Clinic	Extremely likely		We consider it vital to keep this hospital open and running all the facilities are a help to the community.			Male	over 65	White British	No tick
9	2015	Nov	Glaucoma Clinic	Extremely likely		Care & attention given from H. on reception to P. in glaucoma clinic.			Female	over 65	White British	No tick
10	2015	Nov	Glaucoma Clinic	Extremely likely					Male	over 65	White British	No tick
11	2015	Nov	Glaucoma Clinic	Extremely likely		I have been to Axminster hospital since the 1960's & the care is as splendid now as it was then. Everyone is so kind & caring & the hospital always so clean, well kept, NHS trust should value it as much as I and countless others do. It needs		No - you are all first class, the care is excellent.	Female	over 65	White British	No tick

						to have the wards open again.						
12	2015	Nov	Glaucoma Clinic	Extremely likely		Axminster hospital is an essential part of our community and easy for local people without transport to attend. Treatment is always very efficient.			Female	over 65	White British	No tick
13	2015	Nov	Glaucoma Clinic	Extremely likely		Always a good service, good & friendly.		No - good at all times.		over 65	White British	No tick
14	2015	Nov	Glaucoma Clinic	Extremely likely		All staff excellent.			Female	over 65	White British	No tick
15	2015	Nov	Glaucoma Clinic	Extremely likely		I am always seen on time and always treated politely. All the staff are very helpful and caring, especially P.T.			Female	over 65	White British	No tick
16	2015	Nov	Glaucoma Clinic	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
17	2015	Nov	Glaucoma Clinic	Extremely likely		Friendly, professional staff, convenient location!			Female	46-55	White British	No tick

18	2015	Nov	Orthotics	Extremely likely		Very friendly, helpful service, with a product which will hopefully change my life!			Female	36-45	Mixed / Multiple ethnic groups	No tick
19	2015	Nov	Orthotics	Extremely likely		I have always been treated with kindness & patience. Always a smiling face.		No.	Female	over 65	White British	No tick
20	2015	Nov	Orthotics	Extremely likely		Saves me going to Exeter. Nice, local hospital, clean, nice staff.						No tick
21	2015	Nov	Orthotics	Extremely likely		I live in Seaton & to come to Axminster for treatment is preferable to going into Exeter. The treatment is an exceptional standard with no queuing and waiting around, no hassle with car parking etc. I would definitely recommend Axminster hospital to anyone needing treatment.		If you could have more clinics at Axminster that would be a great help to people who live in the east end of east Devon. Please do not close the hospital as it provides an invaluable service to the people in this area. Thank you.	Female	56-65	White British	No tick

22	2015	Nov	Orthotics	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
23	2015	Nov	Orthotics	Extremely likely		Excellent service. Thank you.			Female	over 65	White British	No tick
24	2015	Nov	Orthotics	Extremely likely		The service is excellent and it is at Axminster a service which the town needs and not at Exeter.		By keeping it in Axminster and thinking about the patients and not costings. Our population in Axminster are OAP population expanding all the time.	Male	over 65	White British	No tick
25	2015	Nov	Orthotics	Extremely likely					Male	over 65	White British	No tick
26	2015	Nov	Orthotics	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
27	2015	Nov	Orthotics	Extremely likely		Assessment and help was immediate and pleasant, caring nature from J.H.			Female	56-65	White British	No tick
1	2015	Dec	Dermatology	Extremely likely		Excellent service.						No tick

2	2015	Dec	Dermatology	Extremely likely		Friendly, efficient + punctual.			Female	56-65	White British	No tick
3	2015	Dec	Glaucoma Clinic	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	2015	Dec	Glaucoma Clinic	Extremely likely					Female	over 65	White British	No tick
5	2015	Dec	Glaucoma Clinic	Extremely likely					Female	over 65	White British	No tick
6	2015	Dec	Glaucoma Clinic	Extremely likely		Because I've been coming to this hospital for some time for treatment. I find all the staff very helpful.		Not sure.	Female	over 65	White British	No tick
7	2015	Dec	Glaucoma Clinic	Extremely likely		Careful, professional healthcare.		No. We only use it for glaucoma eye treatment.	Male	over 65	Other ethnic group	No tick
8	2015	Dec	Glaucoma Clinic	Extremely likely		I have been attending this hospital for the past 17 years, have always found it very welcoming, staff brilliant & dedicated.			Male	over 65	White British	No tick
9	2015	Dec	Glaucoma Clinic	Extremely likely		Always been pleased with treatment in			Male	over 65	White British	No tick

						various clinics over the last 10 years, sorry about the bed crisis.						
10	2015	Dec	Glaucoma Clinic	Extremely likely		Very professional service.		Coffee machine!	Female	over 65	White British	No tick
11	2015	Dec	Glaucoma Clinic	Extremely likely		I have always been more than satisfied with my treatment here.			Female	over 65	White British	No tick
12	2015	Dec	Glaucoma Clinic	Extremely likely		Excellent service.		Excellent service, please ensure it stays open.	Female	over 65	White British	No tick
13	2015	Dec	Glaucoma Clinic	Extremely likely		Always helpful.		Do not close this hospital.	Female	over 65	White British	No tick
14	2015	Dec	Glaucoma Clinic	Extremely likely		Good service.			Female	over 65	White British	No tick
15	2015	Dec	Glaucoma Clinic	Extremely likely		They were on time & looked after me.		No.	Male	over 65	White British	No tick
16	2015	Dec	Glaucoma Clinic	Extremely likely		Excellent service.			Female	over 65	White British	No tick
17	2015	Dec	Glaucoma Clinic	Extremely likely					Female	56-65	White British	No tick
18	2015	Dec	Glaucoma Clinic	Extremely likely		Very friendly and efficient.		No.	Male	over 65	White British	No tick
19	2015	Dec	Glaucoma Clinic	Extremely likely		This hospital provides a friendly, local service and sadly it is vastly underused at the present time despite all efforts to keep in-patient			Female	over 65	White British	No tick

						depts. open & one is not always offered Axminster for services that it can provide.						
20	2015	Dec	Glaucoma Clinic	Likely					Male	46-55	White British	No tick
21	2015	Dec	Glaucoma Clinic	Likely		Convenience.		No.	Male	over 65	White British	No tick
22	2015	Dec	Not entered	<b>Not entered</b>				Beyond your control. Retention of Axminster hospital.	Male	over 65	White British	No tick
23	2015	Dec	Radiology	Extremely likely		Appointments always on time. Staff helpful and convenient location.			Male	over 65	White British	No tick
24	2015	Dec	Radiology	Extremely likely		Quick, friendly & helpful.		Just be here.	Female	over 65	White British	No tick
25	2015	Dec	Radiology	Extremely likely		Very pleasant, speedy & efficient service.			Male	over 65	White British	No tick
26	2015	Dec	Radiology	Extremely likely		X-ray unit is well signed, friendly reception by staff and a good professional manner by radiologist.		Keep up the good work. The service is excellent.	Female	over 65	White British	No tick
27	2015	Dec	Radiology	Extremely likely		Today and past experiences of this service for both of					White British	No tick



						us.						
28	2015	Dec	Radiology	Extremely likely		Close to home. Convenient appointment time. Attended to promptly. Polite & kindly staff.		Provide as many services at Axminster hospital to save patients long journeys to other places such as Exeter hospital (or even Honiton hospital).	Female	over 65	White British	No tick
29	2015	Dec	Radiology	Extremely likely		Fast service, pleasant professional staff.			Female	over 65	White British	No tick
30	2015	Dec	Radiology	Extremely likely		X-ray completed by S., extra helpful lady.						No tick
31	2015	Dec	Radiology	Extremely likely		On time calm atmosphere - no waiting.			Male	over 65	White British	No tick