

### **Budleigh Salterton Community Hospital - Outpatients - 'Friends and Family Test' - Jan-15 to Jun-15**

*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 issued in Oct-14. 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%.

<b>Month</b>	<b>Responses No.</b>	<b>Would recommend %</b>	<b>Would not recommend %</b>	<b>Neither likely nor unlikely to recommend / Don't know %</b>
Jan-15	No data	No data	No data	No data
Feb-15	No data	No data	No data	No data
Mar-15	8	100.0	0.0	0.0
Apr-15	No data	No data	No data	No data
May-15	No data	No data	No data	No data
Jun-15	No data	No data	No data	No data

## Qualitative Feedback - Mar-15

	Month	Clinic / department attended	'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 our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Mar	Dermatology	Extremely likely	Helpful, pleasant staff. Kept well informed.		Male	over 65	White British	No tick
2	Mar	Dermatology	Extremely likely	Efficient, friendly, very helpful.	No.	Female	26-35	White British	No tick
3	Mar	Dermatology	Extremely likely	Very good service and friendly. Easy parking, friendly staff.		Female	over 65	White British	No tick
4	Mar	Dermatology	Likely	Helpful staff, no undue delays, free parking!					No tick
5	Mar	Dermatology	Likely				over 65	White British	No tick
6	Mar	Not entered	Extremely likely	I like smaller hospitals.		Male	36-45	White British	No tick
7	Mar	Not entered	Extremely likely				over 65	White British	No tick
8	Mar	Not entered	Extremely likely	Courteous and helpful staff. Excellent consultation with doctor.			56-65	White British	No tick