

Crediton Community Hospital - Outpatients - 'Friends and Family Test' - Apr-16 to Jun-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 %
Apr-16	4	100.0	0.0	0.0
May-16	5	100.0	0.0	0.0
Jun-16	3	100.0	0.0	0.0

Qualitative Feedback

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

	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	Apr	Cardiac Rehabilitation	Extremely likely		Very helpful & informative.			Male	46-55	White British	No tick
2	Apr	Cardiac Rehabilitation	Likely					Female	36-45	White British	No tick
3	Apr	Heart Failure Clinic	Extremely likely		Excellent info / time spent explaining.			Male	over 65	White British	No tick
4	Apr	Physiotherapy	Extremely likely		Very successful treatment, superb instruction. A positive experience. Inspires confidence in my recovery.						No tick
1	May	Cardiac Rehabilitation	Extremely likely		Informative about path ahead.			Male	46-55	White British	No tick
2	May	Cardiac Rehabilitation	Extremely likely		Very helpful and informative.			Male	over 65	White British	No tick
3	May	Cardiac Rehabilitation	Extremely likely		The nurse gave my husband positive advice about what to do to hasten his		Self-help groups for patients & family. It would be helpful to talk	Female	over 65	White British	No tick

					recovery e.g. on swimming, and set up an exercise programme for him. Seeing a health professional is always reassuring because after leaving hospital the patient & his family can feel very unsupported.		to other people in the same situation.				
4	May	Heart Failure Clinic	Extremely likely		Convenient. Easy to understand. Staff polite & friendly. Parking.			Male	over 65	White British	No tick
5	May	Physiotherapy	Extremely likely		Best physio service I've ever had. Before had good initial assessments (Exeter) but because I'm not straightforward & it's not just one thing, it's almost like they have been overwhelmed & after 3 appointments I'm discharged. But here the team are brilliant & work with you. And they are prepared to stay the mile. They keep going with you till you're at a stage you can comfortably manage			Female	56-65	White British	No tick

					symptoms on your own. Your team give physio a good name, highly recommend them.						
1	Jun	Cardiac Rehabilitation	Extremely likely		Very good service from nurse.			Male	46-55	White British	No tick
2	Jun	Cardiac Rehabilitation	Extremely likely		I feel the whole of me has been looked after with great tact & patience. Very caring.		The service was excellent.	Female	over 65	White British	No tick
3	Jun	MSK Physiotherapy	Extremely likely		Helpful information given.		Parking!!	Female	over 65	White British	No tick