

Crediton 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%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jan-15	7	100.0	0.0	0.0
Feb-15	9	100.0	0.0	0.0
Mar-15	9	100.0	0.0	0.0
Apr-15	4	100.0	0.0	0.0
May-15	4	100.0	0.0	0.0
Jun-15	8	100.0	0.0	0.0

Qualitative Feedback - Jan-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	Jan	Physiotherapy	Extremely likely	K.P., physio, kind, caring, considerate, knowledgeable - professional. Excellent physio. Excellent service.	Maybe supply something warm to sip on when being treated.	Female	56-65	White British	No tick
2	Jan	Rheumatology	Extremely likely	No waiting to see Dr. Clean and staff very helpful and polite. Good price for parking.	No.	Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
3	Jan	Rheumatology	Extremely likely			Male	46-55	White British	No tick
4	Jan	Rheumatology	Extremely likely	Really lovely doctor - very informative. Brilliant service.	Don't close this hospital.	Female	46-55	White British	No tick
5	Jan	Rheumatology	Extremely likely	Local hospitals are a vital local resource. They need to be maintained.		Male	46-55	White British	No tick
6	Jan	Rheumatology	Extremely likely	Very good care.		Male	46-55	White British	No tick
7	Jan	Rheumatology	Extremely likely	By appointment.	None.	Female	over 65	White British	No tick

Qualitative Feedback - Feb-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	Feb	Audiology	Extremely likely	Very good service, local and convenient.	Keep the services at Crediton Hospital.	Female	over 65	White British	No tick
2	Feb	Audiology	Extremely likely	Exceptionally good local service.	Re-open the ward.	Female	56-65	Mixed / Multiple ethnic groups	No tick
3	Feb	Audiology	Extremely likely	Because the treatment is excellent and is available locally.		Male	over 65	White British	No tick
4	Feb	Audiology	Extremely likely	I always get good service. Also, it is very convenient not having to go to Exeter all the time.		Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	Feb	Audiology	Extremely likely	Very quick and precise.	No.	Female	36-45	White British	No tick
6	Feb	Not entered	Extremely likely	This is a convenient location and service is quick and efficient.	No.	Male	56-65	White British	No tick
7	Feb	Physiotherapy	Extremely likely	To keep the hospital open.		Female	over 65	White British	I DO NOT wish my anonymised comments to

									be made public
8	Feb	Physiotherapy	Extremely likely	A very good service.		Female	over 65	White British	No tick
9	Feb	Physiotherapy	Extremely likely	The staff are always very friendly and helpful.	Keep it open.	Female	46-55	White British	No tick

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	Audiology	Extremely likely	Very good overall. Pleasant reception.	No comment. Keep services local.	Male	over 65	White British	No tick
2	Mar	Audiology	Extremely likely	I have always received wonderful service from D.		Female	over 65	White British	No tick
3	Mar	CBT Therapy	Extremely likely	How helpful.	None.	Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
4	Mar	MSK Physiotherapy	Extremely likely	Pain gone, friendly staff.		Male	over 65	White British	No tick
5	Mar	Physiotherapy	Extremely likely	I found the advice and help to be a positive input to my recovery. Staff being very approachable and easy to talk		Male	56-65	White British	No tick

				to and discuss issues.					
6	Mar	Physiotherapy	Extremely likely	Superb, friendly advice and service.		Female	46-55	White British	No tick
7	Mar	Physiotherapy	Extremely likely	I have received very good treatment from C.F. over the past few months and my symptoms are very much improved so I would recommend treatment by C.		Female	over 65	White British	No tick
8	Mar	Physiotherapy	Extremely likely	I have received good treatment which has helped with my problem.			over 65	White British	I DO NOT wish my anonymised comments to be made public
9	Mar	Physiotherapy	Extremely likely	Improvement in movement.		Female	over 65	White British	I DO NOT wish my anonymised comments to be made public

Qualitative Feedback - Apr-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	Apr	Anxiety & Depression	Extremely likely	Have had a great deal of help.		Female	46-55	White British	No tick

		Service							
2	Apr	Audiology	Extremely likely	I hope the service will continue here at Crediton for many years to come.	It would be best if the outpatient service came under the RD&E umbrella as one has quite a few other appointments with them.	Male	over 65	White British	No tick
3	Apr	MSK Physiotherapy	Extremely likely	I have been very satisfied with the physio team and especially Mr C.		Male	over 65	White British	No tick
4	Apr	MSK Physiotherapy	Extremely likely	I was given easy to understand what my problem could be in a very caring way.	Just carry on - perfect.	Male	over 65	White British	No tick

Qualitative Feedback - May-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	May	Anxiety & Depression Service	Likely	Friendly, relaxed service that makes you able to discuss difficult issues.		Female	26-35	White British	No tick
2	May	MSK Physiotherapy	Extremely likely	The treatment I had was great. A big thanks.	No.	Male	over 65	White British	No tick
3	May	MSK Physiotherapy	Extremely likely	Advice really helps with the pain and the exercises are excellent.			56-65	White British	No tick

4	May	MSK Physiotherapy	Extremely likely	Everything has been so well explained.	No improvement needed - just PLEASE KEEP IT.	Female	over 65	White British	No tick
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Qualitative Feedback - Jun-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	Jun	Anxiety & Depression Service	Extremely likely	Because it is very informative service.	Have a family planning clinic.	Female	36-45	White British	No tick
2	Jun	MSK Physiotherapy	Extremely likely	I have been very pleased with the care I have had.	It is very good as it is.	Female	over 65	White British	No tick
3	Jun	MSK Physiotherapy	Extremely likely	Very, very good exercises and very qualified and patient.	No.	Female	over 65	White British	No tick
4	Jun	MSK Physiotherapy	Extremely likely	The physio suggested an exercise to strengthen core muscles. Follow up appointment suggested another exercise and application when lifting. Only time will tell whether this is a cure but I'm sure it will help with my 1-2 times a year back pain.	No! Apart from keeping Crediton Hospital OPEN!	Male	56-65	White British	No tick
5	Jun	MSK Physiotherapy	Extremely likely	C. was very gentle and understanding and explained everything to me so that I felt at		Male	over 65	White British	No tick

				ease. I am profoundly deaf and C. made sure I heard everything.					
6	Jun	Physiotherapy	Extremely likely	In my opinion I was given very good advice to improve my mobility.	No.	Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	Jun	Physiotherapy	Extremely likely	Professional and helpful advice with treatment.		Female	56-65	White British	No tick
8	Jun	Physiotherapy	Extremely likely	Everyone was so kind and helpful.		Female	over 65	White British	I DO NOT wish my anonymised comments to be made public