

Crediton Community Hospital - Outpatients - 'Friends and Family Test' - Jul-15 to Sep-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.

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 %
Jul-15	1	100.0	0.0	0.0
Aug-15	2	100.0	0.0	0.0
Sep-15	6	100.0	0.0	0.0

Qualitative Feedback - Jul-15

	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	MSK Physiotherapy	Extremely likely	It helped me to know that there was something that could be done for my knee and that it would get better. I think the exercises sped up the recovery process.		Female	46-55	White British	No tick

Qualitative Feedback - Aug-15

	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	MSK Physiotherapy	Extremely likely	I already have had excellent service from this Dept. and would recommend them.	N/A.	Female	over 65	White British	No tick
2	Not entered	Extremely likely	Because it works.		Female	46-55	White British	No tick

Qualitative Feedback - Sep-15

	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	MSK Physiotherapy	Extremely likely	Extremely good treatment.		Female	over 65	White British	No tick
2	MSK Physiotherapy	Extremely likely	Excellent & professional help by my physio.		Female	56-65	White British	No tick
3	MSK Physiotherapy	Extremely likely	I have had very friendly and helpful advice and all my treatment has worked very well.	No!	Female	over 65	White British	No tick
4	MSK Physiotherapy	Extremely likely	The exercises have been extremely beneficial & well explained. Very sympathetic consultancies.	If the waiting time for 1st appointment could be reduced.	Male	over 65	White British	No tick
5	MSK Physiotherapy	Extremely likely	Friendly, easy to carry out the exercises & explained well.	More car parking.	Female	56-65	White British	No tick
6	MSK Physiotherapy	Extremely likely	Convenience, professionalism, appts. - quick - helpful, friendly. Great not to have to go into Exeter to main hospital.	Keep it open!!	Female	56-65	White British	No tick