

Crediton 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	4	100.0	0.0	0.0
Nov-15	2	100.0	0.0	0.0

Dec-15	4	100.0	0.0	0.0
Jan-16	3	100.0	0.0	0.0
Feb-16	No data	No data	No data	No data
Mar-16	5	100.0	0.0	0.0

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	Anxiety & Depression Service	Extremely likely		There is not ONE healthy drink (except water) or snack for sale in the machine. Dreadful unhealthy options - coca cola, diet coke, chocolate bars etc.						No tick

2	2015	Oct	MSK Physiotherapy	Extremely likely		Been very pleased with the care I have received.		No.	Female	over 65	White British	No tick
3	2015	Oct	MSK Physiotherapy	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	2015	Oct	MSK Physiotherapy	Extremely likely		The exercises & care I've been given have made a real difference to my everyday life – thank you very much, C.		No - appointments were on time & care excellent.	Female	56-65	White British	No tick
1	2015	Nov	MSK Physiotherapy	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
2	2015	Nov	MSK Physiotherapy	Extremely likely		C.F. is the kindest therapist with positive results.		It provides the necessary privacy. No improvements.	Female			No tick
1	2015	Dec	Cardiac Rehabilitation	Extremely likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
2	2015	Dec	MSK	Extremely		Treatment has			Male	56-65	White	No tick

			Physiotherapy	likely		made a marked and positive improvement to the back pain I have endured for over 30 years - excellent.					British	
3	2015	Dec	Physiotherapy	Extremely likely						over 65	White British	I DO NOT wish my anonymised comments to be made public
4	2015	Dec	Physiotherapy	Extremely likely		Everyone at the hospital is so kind & the physio was lovely.			Female	56-65	White British	No tick
1	2016	Jan	Heart Failure Clinic	Extremely likely		Treatment and services very good.			Male	over 65	White British	No tick
2	2016	Jan	Physiotherapy	Extremely likely		C.F., physiotherapist, has been wonderful and treated me with the utmost respect and cannot rate her highly enough.		More physiotherapists so can run a five day week service.	Male	over 65	White British	No tick
3	2016	Jan	Physiotherapy	Likely		Therapists are respectful, esp. C., admin lovely.		5 day a week service.	Male	over 65	White British	No tick
1	2016	Mar	Cardiac Rehabilitation	Extremely likely		Very good service.			Male	56-65	White British	No tick
2	2016	Mar	Cardiac	Extremely		Very relaxed and			Male	over	White	No tick

			Rehabilitation	likely		good explanations for any / all concerns.				65	British	
3	2016	Mar	Cardiac Rehabilitation	Extremely likely					Male	over 65	Mixed / Multiple ethnic groups	No tick
4	2016	Mar	Cardiac Rehabilitation	Extremely likely		I needed to ask questions.			Male	over 65	White British	No tick
5	2016	Mar	Heart Failure Clinic	Extremely likely		Good service.			Male	over 65		No tick