

Culm Valley Integrated Centre For Health - 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	1	100.0	0.0	0.0
May-16	8	100.0	0.0	0.0
Jun-16	No data	No data	No data	No data

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	MSK Physiotherapy	Extremely likely		Everything was explained fully. Very helpful person - V. Left feeling so much better in myself.						No tick
1	May	MSK Physiotherapy	Extremely likely		Great treatment, lovely people.		No - keep it as it is.	Female	over 65	White British	No tick
2	May	MSK Physiotherapy	Extremely likely		Fast, fantastic, positive help with rehab.						No tick
3	May	MSK Physiotherapy	Extremely likely		I am amazed at how the physiotherapist has been able to help me with my problem. Her kind, caring and thoughtful manner has eased my worry because of having a bad experience in the past. I am very		I am very grateful to have this service so close to home. Thank you so much.	Female	56-65	White British	No tick

					grateful to her.						
4	May	MSK Physiotherapy	Extremely likely		Looked after very well, made a big difference. Thank you.			Male	56-65	White British	No tick
5	May	MSK Physiotherapy	Extremely likely		Made a huge difference to me and I didn't believe it could make so much difference.		Make more treatments available on NHS.	Male	56-65	White British	No tick
6	May	MSK Physiotherapy	Extremely likely					Male	over 65	White British	No tick
7	May	MSK Physiotherapy	Extremely likely		I have received wonderful help.						No tick
8	May	MSK Physiotherapy	Extremely likely		I've seeing S.C. today and I've find the service extremely helpful and she was the only Dr has listened + examined me. Very happy and grateful the service, care I've received.		N/A.	Female	36-45	White British	No tick