

Culm Valley Integrated Centre For Health - 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	No data	No data	No data	No data
Feb-15	No data	No data	No data	No data
Mar-15	No data	No data	No data	No data
Apr-15	No data	No data	No data	No data
May-15	9	100.0	0.0	0.0
Jun-15	No data	No data	No data	No data

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	MSK Physiotherapy	Extremely likely	Very good service.	No.	Male	56-65	White British	No tick
2	May	MSK Physiotherapy	Extremely likely	Always excellent, pleasant and helpful.	No.	Male	56-65	White British	No tick
3	May	MSK Physiotherapy	Extremely likely	Helpful, informative.		Female	over 65	White British	No tick
4	May	MSK Physiotherapy	Extremely likely	Very thorough examination and helpful advice.	Can't think of anything, very happy with service I am getting.	Male	56-65	White British	No tick
5	May	MSK Physiotherapy	Extremely likely	Very friendly and approachable and knowledgeable.	N/A.	Female	16-25	White British	No tick
6	May	MSK Physiotherapy	Extremely likely	Explanation very clear and reassuring.		Male	56-65	White British	No tick
7	May	MSK Physiotherapy	Extremely likely	Very helpful appointment.	No, very good service now.	Male	over 65	White British	No tick
8	May	MSK Physiotherapy	Extremely likely	Very helpful, friendly treatment.		Female	over 65	White British	No tick
9	May	MSK Physiotherapy	Likely	The service is local and the waiting time not too bad (only 10 minutes late).	Please, please, please try and keep to appointment times as best you can - nothing is more frustrating, particularly when you have to wait weeks for the appointment.	Male	46-55	White British	No tick