

**Culm Valley Integrated Centre For Health - 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	9	100.0	0.0	0.0
Nov-15	8	100.0	0.0	0.0

Dec-15	1	100.0	0.0	0.0
Jan-16	20	100.0	0.0	0.0
Feb-16	1	100.0	0.0	0.0
Mar-16	7	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	MSK Physiotherapy	Extremely likely		Very satisfied with communication, explanation & treatment.						No tick
2	2015	Oct	MSK Physiotherapy	Extremely likely		My treatment has improved my pain immediately.			Female	36-45	White British	No tick

3	2015	Oct	MSK Physiotherapy	Extremely likely		Very helpful, friendly staff who explain everything.			Female	46-55	White British	No tick
4	2015	Oct	MSK Physiotherapy	Extremely likely		Commitment to improvement of my condition. Helpful, prompt, positive attitude.			Female	46-55	White British	No tick
5	2015	Oct	MSK Physiotherapy	Extremely likely		Treatment, advice given. Care & concern about my condition throughout my course of treatment. First class.	If I had to have any further treatment I could not think of a way the service could be improved.	Male	over 65	White British	No tick	
6	2015	Oct	MSK Physiotherapy	Extremely likely		Extremely helpful and informative. Thank you			Female	46-55	White British	No tick
7	2015	Oct	MSK Physiotherapy	Extremely likely		I have been looked after by a lovely lady physio who has helped me a great deal.				56-65	White British	No tick
8	2015	Oct	MSK Physiotherapy	Extremely likely		Very happy with the treatment given and follow up	No - all good.	Female	46-55	White British	No tick	

						appointments. Happy with everything.						
9	2015	Oct	MSK Physiotherapy	Likely		V.		Quicker GP referral.	Female	46-55	White British	No tick
1	2015	Nov	MSK Physiotherapy	Extremely likely		Very helpful + friendly staff who listened.			Female	26-35	White British	No tick
2	2015	Nov	MSK Physiotherapy	Extremely likely		Very good service. I felt they listened to my concerns and treated me as an individual.			Female	56-65	White British	No tick
3	2015	Nov	MSK Physiotherapy	Extremely likely		Physio V. was very helpful and very caring. Got lots of help and advice in managing my back.		No.	Male	36-45	White British	No tick
4	2015	Nov	MSK Physiotherapy	Extremely likely		Confident & helpful members of staff. Clearly knows her job.		Not such a long waiting list!!!	Female	over 65	White British	No tick
5	2015	Nov	MSK Physiotherapy	Extremely likely		Because the help I have been receiving for my hip, knee, shoulder & wrist has been excellent. Both		The waiting lists are quite long & more staff would enable patients to be helped at an earlier stage - more beneficial.	Female	over 65	White British	No tick

						S. & V. have encouraged me & the exercises have been good and now many of the problems have been resolved or at least are being improved with regular exercise THANK YOU.						
6	2015	Nov	MSK Physiotherapy	Extremely likely		Friendly - exercises explained really well and expanded on regularly. It really has made a difference. Thank you.			Female	56-65	White British	No tick
7	2015	Nov	MSK Physiotherapy	Extremely likely		Excellent treatment from H.B. for my very painful back.		Not in the physio dept!	Male	over 65	White British	No tick
8	2015	Nov	MSK Physiotherapy	Extremely likely		I have been given very practical advice, my expectations were exceeded.		Nothing I can think of.	Female	56-65	White British	No tick
1	2015	Dec	MSK Physiotherapy	Extremely likely		Professional & efficient.			Male	56-65	White British	No tick
1	2016	Jan	MSK	Extremely		Good		Quicker	Female	over	White	No tick

			Physiotherapy	likely		information, well explained.		appointments.		65	British	
2	2016	Jan	MSK Physiotherapy	Extremely likely		Clear information given and very helpful.						No tick
3	2016	Jan	MSK Physiotherapy	Extremely likely				None.	Male	over 65	White British	No tick
4	2016	Jan	MSK Physiotherapy	Extremely likely		Lovely lady gave treatment, name of V. - very effective.			Female	56-65	White British	No tick
5	2016	Jan	MSK Physiotherapy	Extremely likely		The staff were very helpful and friendly.			Female	56-65	White British	No tick
6	2016	Jan	MSK Physiotherapy	Extremely likely		Excellent, supportive and constructive treatment and diagnosis.		After working hours availability.	Female	46-55	White British	No tick
7	2016	Jan	MSK Physiotherapy	Extremely likely		The exercises for my condition have improved my range of movement and my wellbeing.		In my case the service received has been most efficient and on time. Keep it up!	Female	over 65	White British	No tick
8	2016	Jan	MSK Physiotherapy	Extremely likely						over 65	White British	I DO NOT wish my anonymised comments to be made public

9	2016	Jan	MSK Physiotherapy	Extremely likely		I found the exercises given to me & the attention shown greatly helped my recovery.			Female	over 65	White British	No tick
10	2016	Jan	MSK Physiotherapy	Extremely likely		Very informative and actually cared about the issues and didn't dismiss out of hand, the advice was spot on and I've healed really quickly.		None.	Female	46-55	White British	No tick
11	2016	Jan	MSK Physiotherapy	Extremely likely		Only been twice but both times have been of a good service, on time, nice staff. Good physio.		No.	Female	46-55	White British	No tick
12	2016	Jan	MSK Physiotherapy	Extremely likely		Very efficient service, very knowledgeable physiotherapist. Most impressed!		No, excellent service.	Female	56-65	White British	No tick
13	2016	Jan	MSK Physiotherapy	Extremely likely		Excellent advice and very informative.		No.	Female	over 65	White British	No tick
14	2016	Jan	MSK Physiotherapy	Extremely likely		When I first started physio I		None.	Female	46-55	White British	No tick

						was in a considerable amount of pain. V.'s treatment has alleviated it almost completely.						
15	2016	Jan	MSK Physiotherapy	Extremely likely		Excellent service.		Good service.	Male	over 65	White British	No tick
16	2016	Jan	MSK Physiotherapy	Extremely likely		Clear, helpful care & instructions.			Female	56-65	White British	No tick
17	2016	Jan	MSK Physiotherapy	Extremely likely		Very useful and helpful visit to the physio.			Female	over 65		No tick
18	2016	Jan	MSK Physiotherapy	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
19	2016	Jan	MSK Physiotherapy	Likely		Just a thorough, friendly, knowledgeable service.						No tick
20	2016	Jan	MSK Physiotherapy	Likely		Professional treatment, clear advice.		Speed up time between making appointment and attending appointment. Reduce waiting time for appointment.	Male	56-65	White British	No tick



1	2016	Feb	MSK Physiotherapy	Extremely likely		Very good.			Female	over 65	White British	No tick
1	2016	Mar	MSK Physiotherapy	Extremely likely		Good quality classes and friendly staff.						No tick
2	2016	Mar	MSK Physiotherapy	Extremely likely		Very patient and very helpful. I feel I have achieved a lot from these classes.			Female	56-65	White British	No tick
3	2016	Mar	MSK Physiotherapy	Extremely likely					Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
4	2016	Mar	MSK Physiotherapy	Extremely likely		I feel the physio I saw was extremely knowledgeable & professional & had a great 'bedside manner'. Thank you.		If this is a typical appointment it does not need improving!	Female	46-55	White British	No tick
5	2016	Mar	MSK Physiotherapy	Extremely likely		Really nice, great physio exercises, explained everything clearly + it's made a huge		No, it's a great service. Thank you.	Female	36-45	White British	No tick

						difference + reduced the pain greatly.						
6	2016	Mar	MSK Physiotherapy	Extremely likely		Helped me greatly with my condition.			Female	46-55	White British	No tick
7	2016	Mar	MSK Physiotherapy	Extremely likely		Just after a few days of exercises the physio gave me pain eased, feeling much better.			Female	56-65	White British	No tick