

## Exeter Community Hospital - 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	9	100.0	0.0	0.0
May-16	2	100.0	0.0	0.0
Jun-16	6	100.0	0.0	0.0

## 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	Cardiac Rehabilitation	Extremely likely		Brilliant service & care.			Male	over 65	White British	No tick
2	Apr	Cardiac Rehabilitation	Extremely likely		Friendly & helpful information.			Male	over 65	White British	No tick
3	Apr	Cardiac Rehabilitation	Extremely likely		Excellent advice given.			Male	over 65	White British	No tick
4	Apr	Cardiac Rehabilitation	Extremely likely		All round good service.			Male	46-55	White British	No tick
5	Apr	Heart Failure Clinic	Extremely likely		I was treated in a very thorough, professional yet friendly manner, which I found very helpful.			Male	over 65	White British	No tick
6	Apr	MSK Physiotherapy	Extremely likely		The treatment and advice given has been really helpful compared to that I received in Mount Pleasant!			Female	46-55	White British	No tick

7	Apr	MSK Physiotherapy	Extremely likely		So friendly and helpful.		None.	Male	over 65	White British	No tick
8	Apr	MSK Physiotherapy	Extremely likely		Waiting time is reduces. Friendly staff.		Reduce the referral times.	Female	36-45	White British	No tick
9	Apr	MSK Physiotherapy	Extremely likely		I have seen a very good physio who gave me lots of help.		It takes such a long time to see a physio but I don't know the answer as what can be done about it.	Female	over 65	White British	No tick
1	May	MSK Physiotherapy	Extremely likely		Fast, friendly service. Everyone is very helpful and have time to explain what is happening.		Not enough car parking spaces.	Male	56-65	White British	No tick
2	May	MSK Physiotherapy	Extremely likely		Very friendly greeting. Very clean, light waiting room. Bit restricted for parking.		None.	Male	over 65	White British	No tick
1	Jun	Heart Failure Clinic	Extremely likely		Always most helpful and informative.			Female	over 65	White British	No tick
2	Jun	MSK Physiotherapy	Extremely likely		Time was taken to explain the muscles and issues being experienced i.e. why I have pain and physio was sympathetic but positive in approach and provided a realistic approach to improving my situation.		Ensure enough seating area in waiting room as there was a 'tribunal' going on and perfectly 'able-bodied' people were taking up the chairs and did not offer a seat to me	Male	56-65	White British	No tick

							even though I was struggling.				
3	Jun	MSK Physiotherapy	Extremely likely		I have found some very encouraging help to my condition. The member of the staff that has been helping me is very professional and seems to understand my physical problem.		Maybe extending the sessions to maximise the care?	Male	over 65	Other ethnic group	No tick
4	Jun	MSK Physiotherapy	Likely								No tick
5	Jun	MSK Physiotherapy	Likely					Male	36-45	White British	No tick
6	Jun	Physiotherapy	Extremely likely		C. was very attentive.			Female	16-25	White British	No tick