

Exmouth 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	13	100.0	0.0	0.0
May-16	9	100.0	0.0	0.0
Jun-16	12	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	Fracture Clinic	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
2	Apr	Fracture Clinic	Yes	Parent / guardian / carer	Very friendly & caring to my 4 year old.			Male	Under 6	White British	No tick
3	Apr	Physiotherapy	Extremely likely		I have always found my physio helpful and positive. She is always understanding and listens to what's wrong.		No.	Female	16-25	White British	No tick
4	Apr	Physiotherapy	Extremely likely					Female	56-65	White British	No tick
5	Apr	Physiotherapy	Extremely likely		A very thorough examination and discussion regards areas of pain, feel		No suggestions.	Female	over 65	White British	No tick

					confident that if pain continues I would receive the proper attention to make life more comfortable.						
6	Apr	Physiotherapy	Extremely likely		The very friendly attention and good explanation of what is needed for my knee problem.		No. It all seems to run very well.	Male	over 65	White British	No tick
7	Apr	Physiotherapy	Extremely likely		Staff have always been very helpful.		Sometimes it's hard to get through via phone.	Female	under 16	White British	No tick
8	Apr	Physiotherapy	Extremely likely		Very helpful sessions. Advice, booklets, exercises given with future outlook & way forward noted. All options available considered & hydrotherapy offer taken up. No stress!			Female	over 65	White British	No tick
9	Apr	Physiotherapy	Extremely likely		Very efficient and reliable, good communication and patient interface. Feel as though it is very targeted and customised to the patient.			Male	over 65	White British	No tick

10	Apr	Radiology	Extremely likely		Nurses all so kind and very professional.		All marvellous!!!	Female	over 65	White British	No tick
11	Apr	Radiology	Extremely likely		The Radiographer was very efficient and very kind.		Service was excellent, no complaints at all. Parking could be improved.	Male	over 65	White British	No tick
12	Apr	Ultrasound	Extremely likely		Really lovely, friendly staff. Didn't have to wait, they were being on time. Thank you.		N/A.		26-35	White British	No tick
13	Apr	Ultrasound	Extremely likely		Clear, organised, clear explanations of procedure.				46-55	White British	No tick
1	May	Physiotherapy	Extremely likely		Didn't have to wait too long + good sound advice.						No tick
2	May	Physiotherapy	Extremely likely		Very helpful and clear about what to do to help symptoms.			Female	46-55	White British	No tick
3	May	Physiotherapy	Extremely likely		The physiotherapist has encouraged me to continue the treatment & even though it has been slow progress amazing improvement is taking place.		No.	Female	over 65	White British	No tick
4	May	Physiotherapy	Extremely likely		Excellent,			Female	56-65	White	No tick

			likely		professional, caring service. Very helpful.					British	
5	May	Physiotherapy	Extremely likely		Extremely friendly and helpful service.			Male	over 65	White British	No tick
6	May	Physiotherapy	Extremely likely		Staff very friendly and efficient.			Female	over 65	White British	No tick
7	May	Physiotherapy	Extremely likely		K. made very much better. Thank you.				over 65	White British	No tick
8	May	Physiotherapy	Extremely likely		Now have understanding of where & why the pain comes on + exercises to fix.		No.	Male	over 65	White British	No tick
9	May	Ultrasound	Extremely likely		Good service. On time, pleasant & helpful & explained the procedure & result.		No.	Male	over 65	White British	No tick
1	Jun	Physiotherapy	Extremely likely		Punctual and polite.			Female	36-45	White British	No tick
2	Jun	Physiotherapy	Extremely likely		The physiotherapist (B.) was friendly, thorough & explained everything as we progressed. She reassured me & was calm & professional throughout.			Female	over 65	White British	No tick
3	Jun	Physiotherapy	Extremely likely		Very supportive physio (A.Z.) Very efficient tel. support also when changing			Female	over 65	White British	No tick

					appointments.						
4	Jun	Physiotherapy	Extremely likely		I have been seen by E. for shoulder & arm pain, the exercises have worked well. I have also had experience of volunteering as a receptionist in the past.		None.	Female	over 65	White British	No tick
5	Jun	Physiotherapy	Extremely likely		Good physio - J.A. on time. Patience in abundance, friendly [illegible] unit.			Female	over 65	White British	No tick
6	Jun	Physiotherapy	Extremely likely		Excellent, easy to follow advice and did not feel hurried in any way.		No.	Male	over 65	White British	No tick
7	Jun	Physiotherapy	Extremely likely		Great attention. Easy access to clinic. No waiting around.			Female	over 65	White British	No tick
8	Jun	Physiotherapy	Extremely likely		Physio I saw was very nice. She explained what she was going to do & carried out examination thoroughly and gently.			Female	56-65	White British	No tick
9	Jun	Physiotherapy	Extremely likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be made public

10	Jun	Physiotherapy	Extremely likely				Parking.	Male	56-65	White British	No tick
11	Jun	Physiotherapy	Extremely likely		Efficient, caring, listening & proactive service.			Female	over 65	White British	No tick
12	Jun	Physiotherapy	Extremely likely		Very helpful and sympathetic.		No.	Female	56-65	White British	No tick