

Exmouth Community Hospital - Outpatients - 'Friends and Family Test' - Jul-15 to Sep-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.

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 %
Jul-15	43	100.0	0.0	0.0
Aug-15	3	100.0	0.0	0.0
Sep-15	22	100.0	0.0	0.0

Qualitative Feedback - Jul-15

	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	Dermatology	Extremely likely	Efficient service. Friendly. Information.	No.	Female	56-65	White British	No tick
2	Dermatology	Extremely likely	100% happy with my appointment from start to finish.	No - 100% perfect.	Female	56-65	White British	No tick
3	Dermatology	Extremely likely	Timely, charming, competent, long-term follow-up plan agreed.	No.	Male	over 65	White British	No tick
4	Dermatology	Extremely likely	The initial referral had a prompt response & I was given an appointment at my local hospital. I did not have to wait long when I attended & the clinician explained clearly about my problem & also directed me to a website.	Clearer signage - I initially went to the wrong part of the hospital.	Female	56-65	White British	No tick
5	Dermatology	Extremely likely	Felt at ease during the consultation.		Female	36-45	White British	No tick
6	Fracture Clinic	Extremely likely	Fast, efficient & friendly!					No tick
7	Fracture Clinic	Extremely likely	It is a safe place to come.		Male	under 16	White British	No tick
8	Fracture Clinic	Extremely likely	Very nice and skilful doctor, didn't make me feel anxious at all.		Female	under 16		No tick
9	Fracture Clinic	Extremely likely	Local.		Male	over 65	White British	No tick

10	Fracture Clinic	Likely	Only one in Exmouth.		Female	under 16	White British	No tick
11	Physiotherapy	Extremely likely	V. (my physio nurse) was always on time with my appts. She was kind, caring patient & helpful re: my shoulder problem. She really couldn't have been better.	No - as far as I am concerned your service has been excellent.	Female	over 65	White British	No tick
12	Physiotherapy	Extremely likely	Kindness, caring, knows her job.		Female	over 65	White British	No tick
13	Physiotherapy	Extremely likely	Very helpful and took time to assess my treatment.					No tick
14	Physiotherapy	Extremely likely	Most helpful physio I have seen in long time.	No.	Female	over 65	White British	No tick
15	Physiotherapy	Extremely likely	Very efficient, helpful & friendly. Answer all questions & give great advice - even on other areas to the one seen for!		Female	16-25	White British	No tick
16	Physiotherapy	Extremely likely	E. (the physio) is extremely helpful & pleasant and actually listens to what one says. Much better experience than I had years previously.		Female	over 65	White British	No tick
17	Physiotherapy	Extremely likely	Because of the treatment I had which was very good.					No tick
18	Physiotherapy	Extremely likely	Extremely helpful physio. Thank you.	No.		over 65	White British	No tick

19	Physiotherapy	Extremely likely	Extremely helpful & fast & efficient service.		Male	36-45	White British	No tick
20	Physiotherapy	Extremely likely			Male	over 65	White British	No tick
21	Physiotherapy	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
22	Physiotherapy	Extremely likely	Very good.	No.	Male	56-65	White British	No tick
23	Physiotherapy	Extremely likely	The physio was very helpful and explained things. Also, very importantly, she listened.			46-55	White British	No tick
24	Physiotherapy	Extremely likely	Very friendly and took an interest in what I had to say. Thank you.		Female	over 65	White British	No tick
25	Physiotherapy	Extremely likely	E. was very thorough - talked through everything with me and answered all questions.			over 65	White British	No tick
26	Physiotherapy	Extremely likely	The help and information given has been amazing, so friendly and comfortable.		Female	26-35	White British	No tick
27	Physiotherapy	Extremely likely	E. was very helpful today. Her advice I will carry out. Yes, I can recommend her. Thank you.					No tick
28	Physiotherapy	Extremely likely	Friendly, efficient and knowledgeable service.		Male	over 65	White British	No tick
29	Physiotherapy	Extremely likely	Good service & friendly.		Female	36-45	White British	No tick
30	Physiotherapy	Extremely likely	Excellent help with exercises.	None.	Male	56-65	White British	No tick
31	Physiotherapy	Extremely likely	Physio has been helpful		Female	over 65	White British	No tick

			and given me what I hope will be useful exercises to do.					
32	Physiotherapy	Extremely likely	Have used this service (physio) once before as well as today. Always pleasant staff, helpful + efficient.		Female	46-55	Other ethnic group	No tick
33	Physiotherapy	Extremely likely	The physio has shown great care, guided me through a very difficult and painful period for me, for which I am most grateful.	No, not really. I have been extremely well looked after by my physio and the occupational staff. With thanks.	Female	over 65	White British	No tick
34	Physiotherapy	Extremely likely	Very professional & understanding.		Female	46-55	White British	No tick
35	Physiotherapy	Extremely likely	I was treated by E. She was very helpful and encouraging. All the staff are very pleasant.	No - it seems perfect to me.	Male	over 65	White British	No tick
36	Physiotherapy	Likely			Female	36-45	White British	No tick
37	Physiotherapy	Likely	Fairly happy with service & treatment.	I would have liked to see a physio much sooner & I believe having an injection sooner would have helped - this was more my GP's fault than yours.	Female	56-65	White British	No tick
38	Physiotherapy	Likely			Female	26-35	White British	No tick
39	Physiotherapy	Likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be

								made public
40	Ultrasound	Extremely likely	On time, efficient, small accessible premises. Very friendly and helpful.	Keep small centres open - don't centralise!		46-55	White British	No tick
41	Ultrasound	Extremely likely	Kind, caring, professional.		Female	over 65	White British	No tick
42	Ultrasound	Extremely likely	Very quick to get an appointment. Kind & friendly manner.		Male	26-35	White British	No tick
43	Urology	Extremely likely	On time. Quick.		Female	56-65	White British	No tick

Qualitative Feedback - Aug-15

	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	Physiotherapy	Extremely likely	My physio was very knowledgeable and explained my problem to me. The exercises he gave me were very effective and, over the weeks, I have gained a great benefit from them. He was very easy to talk to and I felt very comfortable with him.	Get more physios. I had to wait 10 weeks for an appointment. I had been in pain for 3 months before I saw the doctor to be referred.	Female	over 65	White British	No tick
2	Physiotherapy	Extremely likely	Reassurance that my problems could be dealt with and early referral to a consultant at RD&E. A	Keep doing what you're doing.		over 65	White British	No tick

			very friendly and helpful place to be although not much of hands on.					
3	Physiotherapy	Extremely likely	Physios are very helpful.	Service is very good.	Female	over 65	White British	No tick

Qualitative Feedback - Sep-15

	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	Physiotherapy	Extremely likely	Very pleasant young lady, very helpful and kind V.	No - quite happy with treatment. Thank you.	Female	over 65	White British	No tick
2	Physiotherapy	Extremely likely	I thought she was very good.		Female	over 65	White British	No tick
3	Physiotherapy	Extremely likely	J. explained what I needed to do very well and gave me pictures of what needed to be done outside of physio.	No.	Female	over 65	White British	No tick
4	Physiotherapy	Extremely likely	Very efficient. Seen on time. Thorough examination. Reassuring.	Once in the chain everything is very good, but initial appointments required 2+ months wait.	Male	over 65	White British	No tick
5	Physiotherapy	Extremely likely	Clear explanation of problems & possible outcome of any treatment.					No tick
6	Physiotherapy	Extremely likely	Very clear advice & straightforward.		Male	over 65	White British	No tick

7	Physiotherapy	Extremely likely	J. was helpful and supportive and I feel that my recovery is mainly due to the exercises she gave me. 9 months ago I couldn't move my arm - now I can raise it over my head.	It seems fine to me.	Female	over 65	White British	No tick
8	Physiotherapy	Extremely likely	Prompt & efficient treatment + good advice. Signage not good for finding physio dept. - 2 wrong turns.					No tick
9	Physiotherapy	Extremely likely	Everything was explained to me. Exercises were shown & explained thoroughly. Felt very easy & pleased with the explanation / diagnosis.		Female	46-55	White British	No tick
10	Physiotherapy	Extremely likely	The service I receive from K.P. was first class.					No tick
11	Physiotherapy	Extremely likely	Medical help in Exmouth for my wife and myself has been exceptional. Many thanks.		Male	over 65	White British	No tick
12	Physiotherapy	Extremely likely	Very professional. Explained in 'layman terms' and I left feeling really good and knew what I had to do. Thank you.					No tick
13	Physiotherapy	Extremely likely	Very good service. Physio very good, providing	N/A.	Male	36-45	White British	No tick

			treatment that makes a difference.					
14	Physiotherapy	Likely	A.is very good.	No.	Female	over 65	White British	No tick
15	Ultrasound	Extremely likely	Very caring and sympathetic staff. Prompt response time. Didn't have to travel into Exeter. A more intimate experience altogether.	Very happy with everything.	Female	over 65	White British	No tick
16	Ultrasound	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
17	Ultrasound	Extremely likely	Very nice hospital. Staff extremely helpful.		Female	over 65	White British	No tick
18	Ultrasound	Extremely likely	Very friendly and helpful.		Female	36-45	White British	No tick
19	Ultrasound	Extremely likely	Lovely lady, very knowledgeable, made sure I was aware of what was going on and was clear on her results to me. Left me with no questions.	Nope, very quick, thank you.				No tick
20	Ultrasound	Extremely likely	Friendly, speedy, checked everything thoroughly.	Nope.	Female	26-35	White British	No tick
21	Ultrasound	Extremely likely	Efficiency of A&E people at this hospital is 2nd to none.		Female	over 65	White British	No tick
22	Ultrasound	Likely	Would have preferred to have this done at my local hospital.		Male		White British	No tick