

## Franklyn House - 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	4	75.0	0.0	25.0
May-16	12	91.7	0.0	8.3
Jun-16	4	75.0	25.0	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	MSK Physiotherapy	Extremely likely					Male	over 65	White British	No tick
2	Apr	MSK Physiotherapy	Likely		Staff are very considerate and friendly. Receptionist very warm and greeting everyone, friendly.		Better parking facility, having dropped my wife who has trouble with her knees, I dropped her outside the department they went to find a parking space, to find none available, only option was to try and on main road. (Got good). People parking in disable parking who are not disabled.	Male	over 65	White British	No tick

3	Apr	MSK Physiotherapy	Likely		Service good, not kept waiting, staff pleasant & efficient.		Better parking.	Male	over 65	White British	No tick
4	Apr	Not entered	Neither likely nor unlikely		Parking atrocious. No reception at hos.		Suggest public transport when visiting. Staff could also use it.	Male	over 65	White British	No tick
1	May	MSK Physiotherapy	Extremely likely		All staff very helpful and informative and spent a lot of time with me.			Female	over 65	White British	No tick
2	May	MSK Physiotherapy	Extremely likely		Staff is kind, lovely and very helpful. This is the best physio dep. I ever been.		No! Everything is perfect. Maybe water box in waiting room. Thank you.	Female	26-35	Other ethnic group	No tick
3	May	MSK Physiotherapy	Extremely likely		I had a car crash two years ago and spent months trying to get referral for physio, my previous physio was walk-in and I wouldn't always receive treatment. Whereas here, the physio is by appointment & the drs are friendly.						No tick
4	May	MSK Physiotherapy	Extremely likely		Smiley reception from all. Positive			Female	over 65	White British	No tick

					treatment. Plain directions.						
5	May	MSK Physiotherapy	Extremely likely		No.		No drinking water?	Male	56-65		No tick
6	May	MSK Physiotherapy	Extremely likely		Helpful, friendly people, very knowledgeable.			Female	over 65	White British	No tick
7	May	MSK Physiotherapy	Likely		Friendly & helpful.			Male	26-35	White British	No tick
8	May	MSK Physiotherapy	Likely		Staff are very friendly + helpful.			Female	26-35	White British	No tick
9	May	MSK Physiotherapy	Likely					Female	36-45	Other ethnic group	No tick
10	May	MSK Physiotherapy	Likely		If anyone has this problem.			Female	over 65	White British	No tick
11	May	MSK Physiotherapy	Likely					Male	over 65	White British	No tick
12	May	MSK Physiotherapy	Don't know		This is my first appointment at this hospital.			Female	26-35	White British	No tick
1	Jun	ESP Clinic	Extremely likely		Helpful and very friendly young lady.		Parking not good but otherwise good service.		over 65	White British	No tick
2	Jun	ESP Clinic	Extremely unlikely		We had to come from 12 miles away by car as no other transport would get us here, I am disabled + there was no parking available.		Don't ask people who can only arrive by car to come here - at least RD&E has park + ride.	Male	36-45	White British	No tick
3	Jun	MSK	Extremely		Very nice & friendly						No tick

		Physiotherapy	likely		girls, beautiful environment. Very helpful info. Recommend these services.						
4	Jun	MSK Physiotherapy	Extremely likely		J. is a miracle worker! Sorted me out in 2 sessions.		Ensure messages left with colleagues are passed on.	Male	46-55	White British	No tick