

Franklyn House - Outpatients - 'Friends and Family Test' - Jan-15 to Jun-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 issued in Oct-14. 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 %
Jan-15	No data	No data	No data	No data
Feb-15	No data	No data	No data	No data
Mar-15	3	66.7	0.0	33.3
Apr-15	No data	No data	No data	No data
May-15	No data	No data	No data	No data
Jun-15	No data	No data	No data	No data

Qualitative Feedback - Mar-15

	Month	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	Mar	ESP Clinic	Extremely likely	Attentive and knowledgeable staff who are understanding and kind. Everything was explained well and they made the whole process a lot more bearable.	No receptionist so had no idea where to go. Saw signs for Hip and Knee triage but letter said extended scope.	Female	46-55	White British	No tick
2	Mar	Physiotherapy	Extremely likely	The specialist dealing with my knee issue was extremely thorough and had clarified the issue for me in great detail. Thank you.		Female	16-25	White British	No tick
3	Mar	Tissue Viability	Neither likely nor unlikely	Parking facility very bad.	Parking facility very bad.				No tick