

Honiton 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	No data	No data	No data	No data
May-16	No data	No data	No data	No data
Jun-16	27	92.6	0.0	7.4

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	Jun	Audiology	Extremely likely		I have always received polite and professional service in this hospital. All staff have treated me with respect which is important to me.		I would like the name of the visiting clinic displayed on the door in the waiting room.	Female	over 65	White British	No tick
2	Jun	Heart Failure Clinic	Extremely likely		Excellent care.			Female	over 65	White British	No tick
3	Jun	Heart Failure Clinic	Extremely likely		Excellent service.			Male	56-65	White British	No tick
4	Jun	Heart Failure Clinic	Extremely likely		I was looked after extremely efficiently. Many thanks.				over 65	White British	No tick
5	Jun	MSK Physiotherapy	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
6	Jun	MSK	Extremely		I found the advice		No.	Male	over 65	White	No tick

		Physiotherapy	likely		given most excellent and found immediate relief from the neck pain I was suffering from. Wish I had come at an earlier opportunity.					British	
7	Jun	MSK Physiotherapy	Extremely likely		Came for physio and D. was extremely helpful and friendly.		No.	Female	26-35	White British	No tick
8	Jun	MSK Physiotherapy	Extremely likely					Male	56-65	White British	No tick
9	Jun	MSK Physiotherapy	Extremely likely		D. always helps me to understand the underlying problems & ways to help deal with exercises to help.		None at the present time.		56-65	Black / African / Caribbean / Black British	No tick
10	Jun	MSK Physiotherapy	Extremely likely		Very thorough & helpful.			Male	over 65	White British	No tick
11	Jun	MSK Physiotherapy	Extremely likely		The advice given to me to help was really why I came and I am sure it will help me.		No.	Male	56-65	White British	No tick
12	Jun	MSK Physiotherapy	Extremely likely		Very good, explained well. Good service.		Only the parking situation at Honiton hospital.	Male	over 65	White British	No tick
13	Jun	MSK Physiotherapy	Extremely likely		Because of the wonderful way I was treated.		Referral from GP? One for each problem? Physio clinic at surgery.	Female	56-65	White British	No tick
14	Jun	MSK	Extremely		D. inspired		No.	Male	46-55	White	No tick

		Physiotherapy	likely		confidence. She is clearly very experienced. Thorough and a good listener. We felt more optimistic after the consultation.					British	
15	Jun	MSK Physiotherapy	Extremely likely								No tick
16	Jun	MSK Physiotherapy	Extremely likely		Back and leg pain.						No tick
17	Jun	MSK Physiotherapy	Extremely likely		Understanding holistic approach and very professional & reassuring.			56-65	White British		No tick
18	Jun	MSK Physiotherapy	Extremely likely		Physio had very pleasant approach and explained clearly.			over 65	White British		No tick
19	Jun	MSK Physiotherapy	Extremely likely		Careful assessment and lots of useful information.		A website with short video clips to show how to do various exercises.	Male	56-65	Other ethnic group	No tick
20	Jun	MSK Physiotherapy	Extremely likely		They are most helpful.			Female	over 65	White British	No tick
21	Jun	MSK Physiotherapy	Extremely likely		Already feel freedom of movement.						No tick
22	Jun	MSK Physiotherapy	Extremely likely		Because of the advice and treatment I received from the physio today.						No tick

23	Jun	MSK Physiotherapy	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
24	Jun	MSK Physiotherapy	Likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
25	Jun	MSK Physiotherapy	Neither likely nor unlikely		Expected more actual 'hands-on' treatment.			Female	over 65	White British	No tick
26	Jun	Not entered	Likely					Female	under 16	White British	I DO NOT wish my anonymised comments to be made public
27	Jun	Not entered	Neither likely nor unlikely					Male	under 16	White British	I DO NOT wish my anonymised comments to be made public