

Honiton Community Hospital - 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	28	100.0	0.0	0.0
Feb-15	6	83.3	0.0	16.7
Mar-15	39	97.4	0.0	2.6
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 - Jan-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	Jan	Care of the Elderly	Extremely likely	I feel confident in the care given.		Female	over 65	White British	No tick
2	Jan	Care of the Elderly	Extremely likely	Excellent care given, thoughtfulness by consultant and excellent advice.		Female	over 65	White British	No tick
3	Jan	Care of the Elderly	Extremely likely	Because they are very nice.			over 65	White British	No tick
4	Jan	Care of the Elderly	Extremely likely	Lovely nurse to welcome you.			over 65	White British	No tick
5	Jan	Care of the Elderly	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	Jan	Care of the Elderly	Extremely likely	You are very local for me. Always very friendly and caring.		Female	over 65	White British	No tick
7	Jan	Care of the Elderly	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public

8	Jan	Care of the Elderly Neurology	Likely	Because we live in Axminster and our hospital is likely to close.		Male	56-65	White British	No tick
9	Jan	Movement Disorder	Extremely likely			Male	over 65	White British	No tick
10	Jan	Movement Disorder	Extremely likely	Well cared for.	No.	Female	over 65	White British	No tick
11	Jan	Movement Disorder	Extremely likely	Good service.			over 65	White British	No tick
12	Jan	Movement Disorder	Extremely likely	We have attended once before at this clinic and found all staff very polite and courteous. Excellent care.		Female	over 65	White British	No tick
13	Jan	Movement Disorder	Extremely likely	Doctors are always friendly and efficient. Nurses are lovely too.		Male	56-65	White British	No tick
14	Jan	Movement Disorder	Extremely likely	Local with easy access.	Parking is always an issue.	Male	56-65	White British	No tick
15	Jan	Movement Disorder	Extremely likely	Convenient and more personal than larger hospitals.	None.	Female	over 65	White British	No tick
16	Jan	Movement Disorder	Extremely likely	Convenience		Male	over 65	White British	No tick
17	Jan	Movement Disorder	Likely	Usually no waiting - or very little. Friendly, courteous staff, local hospital for us.		Male	over 65	White British	No tick
18	Jan	Neurology	Extremely likely	Very helpful and caring.	No need - very good.	Male	over 65	White British	No tick
19	Jan	Neurology	Extremely likely	Minimal waiting. Little car traffic.	Larger car park.		over 65	White British	No tick

20	Jan	Neurology	Extremely likely	Much easier coming to Honiton Hospital rather than Exeter.		Female	26-35	White British	No tick
21	Jan	Neurology	Extremely likely	Always on time and caring.					No tick
22	Jan	Neurology	Extremely likely			Male	over 65	White British	No tick
23	Jan	Neurology	Extremely likely	This is only my second visit.		Male	over 65	White British	No tick
24	Jan	Neurology	Likely			Female	46-55	White British	No tick
25	Jan	Not entered	Extremely likely	Very helpful and Dr P. is wonderful, also the clinical support worker.		Male	over 65	White British	No tick
26	Jan	Parkinson's Clinic	Extremely likely	Because the treatment and service is very good.		Male	over 65	White British	No tick
27	Jan	Respiratory	Extremely likely	Very good here.	N/A.	Male	over 65	White British	No tick
28	Jan	Respiratory	Extremely likely				over 65	White British	No tick

Qualitative Feedback - Feb-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	Feb	Care of the Elderly	Likely	No parking spaces. More radiologists needed for x-ray as	Improve parking for disabled. Improve x-ray.	Female	56-65	White British	No tick

				hardly opened.					
2	Feb	Care of the Elderly	Neither likely nor unlikely			Male	over 65	White British	No tick
3	Feb	Movement Disorder	Extremely likely	Good quality care. Time taken, appointment not rushed.			over 65	White British	No tick
4	Feb	Movement Disorder	Likely	I am seen on time by very competent staff.		Female	46-55	White British	No tick
5	Feb	Movement Disorder	Likely	Satisfactory treatment.			over 65	White British	No tick
6	Feb	Not entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public

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	Care of the Elderly	Neither likely nor unlikely	Lack of information regarding my husband's condition and little communication regarding same.		Female	over 65	White British	No tick

2	Mar	Chest Clinic	Extremely likely	Always received excellent and friendly service.		Female	over 65	White British	No tick
3	Mar	Dermatology	Extremely likely	Helpful, kind and efficient service.		Female	56-65	White British	No tick
4	Mar	Dermatology	Extremely likely	Was treated with courtesy and warmth. Responsive.		Male	46-55	White British	No tick
5	Mar	Dermatology	Extremely likely	I was very worried about the treatment I had to have. The doctor and nurse were very re-assuring and I needn't have worried. Went in ten minutes early for appointment - good for nervous patient.	No.	Female	over 65	White British	No tick
6	Mar	Dermatology	Extremely likely	Very kind people and waiting time brilliant - only 11 minutes.		Female	56-65	White British	No tick
7	Mar	Dermatology	Extremely likely	Good communication. Good advice.		Male	over 65	White British	No tick
8	Mar	Dermatology	Extremely likely	Was a friendly environment. The nurse explained all that was happening and made me feel confident with what they were doing.		Female	56-65	White British	No tick
9	Mar	Dermatology	Extremely likely	Really helpful to come to a local hospital rather than have to		Female	56-65	Other ethnic group	No tick

				travel 45min to Exeter.					
10	Mar	Geriatric Medical Clinic	Extremely likely	Have found my appointments helpful and on time.		Female	over 65	White British	No tick
11	Mar	Geriatric Medical Clinic	Likely	Free car parking.		Female	56-65	White British	No tick
12	Mar	Movement Disorder	Extremely likely	Staff always very caring.					No tick
13	Mar	Movement Disorder	Extremely likely	Very prompt, friendly service.		Male	over 65	White British	No tick
14	Mar	Movement Disorder	Extremely likely	Very kind and obliging.		Female		White British	No tick
15	Mar	Movement Disorder	Extremely likely			Male	over 65	White British	No tick
16	Mar	Movement Disorder	Extremely likely	Because it is very good.		Male	over 65	White British	No tick
17	Mar	Movement Disorder	Extremely likely	Good care, encouragement.	I am happy with all help.	Female	over 65	White British	No tick
18	Mar	Movement Disorder	Extremely likely	I was given a diagnosis and the outcome explained, thus giving me reassurance and peace of mind.	No.	Female	over 65	White British	No tick
19	Mar	Movement Disorder	Extremely likely	Everyone very helpful.		Male	over 65	White British	No tick
20	Mar	Movement Disorder	Extremely likely	Excellent and friendly service.					No tick
21	Mar	Movement Disorder	Likely						No tick
22	Mar	Movement Disorder	Likely				over 65	White British	No tick
23	Mar	Movement Disorder	Likely			Male	over 65	White British	No tick

24	Mar	Neurology	Extremely likely	I was treated with respect and Dr G. was very thorough. Thanks.					No tick
25	Mar	Neurology	Extremely likely	Polite friendly staff (only 2!). A little bit strange to have no reception but sensible in view of efficiency - no great wait to see specialist (15mins) and no apparent need for ushers etc. as at RD&E. Also, good to be seen closer to home (4miles) than RD&E (25miles).					No tick
26	Mar	Neurology	Extremely likely	Very helpful and understanding. Take time to make sure you are ok and understand what's going on. Explains anything you get confused about.	Nope.	Female	16-25	White British	No tick
27	Mar	Neurology	Extremely likely	Relaxed atmosphere, quickly seen.	No.	Female	36-45	White British	No tick
28	Mar	Neurology	Extremely likely			Male	46-55	White British	No tick
29	Mar	Neurology	Extremely likely	Convenience of location and a much more positive experience at reception.	More frequent availability of consultant appointments.	Female	26-35	White British	No tick

30	Mar	Neurology	Extremely likely	Always as pleasant as a hospital visit could be! On time usually, helping plan other tasks around it.	Nothing jumps out at me.	Female	over 65	White British	No tick
31	Mar	Neurology	Likely	Confused always and never sure what's happening.	No.	Male	26-35	White British	No tick
32	Mar	Neurology	Likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
33	Mar	Neurology	Likely	Very pleasant manner, good examination, felt someone had taken an interest.					No tick
34	Mar	Neurology	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
35	Mar	Neurology	Likely	Pleasant surroundings. Good parking. Not crowded.		Male	over 65	White British	No tick
36	Mar	Not entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
37	Mar	Respiratory	Extremely likely	Have always been happy with my treatment at this		Female	over 65	White British	No tick

				hospital over many years.					
38	Mar	Respiratory	Extremely likely	Excellent care by my consultant. Small, friendly hospital.			over 65	White British	No tick
39	Mar	Respiratory	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public