

Honiton 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 | No data | No data | No data | No data |
| Aug-15 | 13 | 100.0 | 0.0 | 0.0 |
| Sep-15 | No data | No data | No data | No data |

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 | Dermatology | Extremely likely | | | | | | No tick |
| 2 | Dermatology | Extremely likely | Staff very helpful & efficient. | N/A. | Female | over 65 | White British | No tick |
| 3 | Dermatology | Extremely likely | | | Male | 46-55 | White British | No tick |
| 4 | Dermatology | Extremely likely | Efficiency and friendliness of staff. Questions answered and things explained. | | Female | 46-55 | White British | No tick |
| 5 | Dermatology | Extremely likely | Clear and concise information given - did not feel hurried. | No. | Female | 56-65 | White British | No tick |
| 6 | Dermatology | Extremely likely | Very friendly + competent. | | Male | over 65 | White British | No tick |
| 7 | Dermatology | Extremely likely | Good, friendly consultation and advice (no parking charge). | | Male | 56-65 | White British | No tick |
| 8 | Dermatology | Extremely likely | Everyone has been helpful and kind. | No. | Female | over 65 | White British | No tick |
| 9 | Dermatology | Extremely likely | Prompt, efficient & thorough. | | Male | over 65 | White British | No tick |
| 10 | Dermatology | Extremely likely | Easy to find hospital & clinic, friendly, efficient, quick. | Send a map and letter. | Female | 56-65 | White British | No tick |
| 11 | Dermatology | Extremely likely | I am very impressed with the way I have been dealt with, especially as I have | No. | Female | over 65 | White British | No tick |

| | | | | | | | |
|----|-------------|------------------|---|-----|------|---------|---|
| | | | spent many years in the health service before I retired. | | | | |
| 12 | Dermatology | Extremely likely | Close to home. Comprehensive advice. Clean and helpful. | No. | Male | 56-65 | White British No tick |
| 13 | Dermatology | Likely | | | | over 65 | White British I DO NOT wish my anonymised comments to be made public |