

### Moretonhampstead 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<br>No. | Would recommend<br>% | Would not recommend<br>% | Neither likely nor unlikely to recommend / Don't know<br>% |
|--------|------------------|----------------------|--------------------------|--|
| Jan-15 | No data          | No data              | No data                  | No data  |
| Feb-15 | 4                | 100.0                | 0.0                      | 0.0  |
| Mar-15 | No data          | No data              | No data                  | No data  |
| 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 - 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   | Dermatology                  | Extremely likely                   | Very friendly staff. I have been treated with respect and understanding.      | No I'm very happy with the service.  | Female | 26-35   | Other ethnic group | No tick   |
| 2 | Feb   | Dermatology                  | Extremely likely                   | Extremely informative and friendly, made one feel like a person not a number. | Not by my experience, well done!   |        | over 65 | White British      | No tick   |
| 3 | Feb   | Dermatology                  | Likely                             |   |  | Female | 56-65   | White British      | No tick   |
| 4 | Feb   | Not entered                  | Extremely likely                   |   |  | Male   | 56-65   | White British      | I DO NOT wish my anonymised comments to be made public                              |