

Okehampton 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	6	100.0	0.0	0.0
May-16	No data	No data	No data	No data
Jun-16	No data	No data	No data	No data

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	Apr	Cardiac Rehabilitation	Extremely likely		Friendly, comprehensive service.		Fitness programme in Okehampton.	Male	46-55	White British	No tick
2	Apr	Cardiac Rehabilitation	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
3	Apr	Cardiac Rehabilitation	Likely		Good natured, well informed, friendly and knowledgeable.			Male	56-65	White British	No tick
4	Apr	Heart Failure Clinic	Extremely likely		K. provides excellent link between patient & consultant, explains & reassures me.			Male	56-65	Other ethnic group	No tick
5	Apr	Heart Failure Clinic	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	Apr	Leg Ulcer Clinic	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised

										comments to be made public
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