

### Okehampton 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	53	100.0	0.0	0.0
Feb-15	31	100.0	0.0	0.0
Mar-15	6	100.0	0.0	0.0
Apr-15	1	100.0	0.0	0.0
May-15	2	100.0	0.0	0.0
Jun-15	2	100.0	0.0	0.0

## 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	ENT	Extremely likely	Clean environment, friendly staff, was relatively quick - all a good experience.	Light background music maybe, is a tad quiet, but may not suit everyone!	Male	46-55	White British	No tick
2	Jan	ENT	Extremely likely	Very clean, tidy and with helpful staff, it made for a peaceful, pleasant and easy visit.	None.		46-55	White British	No tick
3	Jan	ENT	Extremely likely	Because I was asked to. I was very pleased with the treatment I received and the doctor was very attentive.	Not really.	Female	over 65	White British	No tick
4	Jan	ENT	Extremely likely				36-45	White British	No tick
5	Jan	ENT	Extremely likely	Very happy with everything.					No tick
6	Jan	ENT	Extremely likely	Quickly seen.		Male	36-45	White British	No tick
7	Jan	ENT	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to

									be made public
8	Jan	ENT	Extremely likely	Because I've never had problems when I came here getting treatment.					No tick
9	Jan	ENT	Likely	Situated close to residential home.	Do not expect to be asked to attend for 1.30pm* and then not be seen until 2pm when there is no others waiting. *30mins before 2pm appointment as quoted on appointment letter for tests prior to 2pm.	Male	over 65	White British	No tick
10	Jan	ENT	Likely	Good, efficient and timely service.		Male	46-55	White British	No tick
11	Jan	Not entered	Extremely likely				over 65	White British	No tick
12	Jan	Not entered	Extremely likely	Quick and friendly.		Female	56-65	White British	No tick
13	Jan	Not entered	Extremely likely	A very good, kind service.	No.	Female	36-45	White British	No tick
14	Jan	Not entered	Extremely likely		I have only lived here for two months but am very happy with everything.	Female	56-65	White British	No tick
15	Jan	Not entered	Extremely likely	Very pleasant and efficient.	No.	Male	46-55	White British	No tick
16	Jan	Not entered	Extremely likely	Excellent care and attention offered.		Male	over 65	White British	No tick
17	Jan	Not entered	Extremely likely	Very friendly.	No.	Male		White British	No tick

18	Jan	Not entered	Likely				over 65	White British	No tick
19	Jan	Radiology	Extremely likely	Charming, intelligent, helpful and professional response at each stage - and spot on timing. All immediate too!! Thank you. Well done team.	No - impossible.	Female	56-65	White British	No tick
20	Jan	Radiology	Extremely likely	Very efficient and friendly. The procedure was discussed, consequently I was put at ease		Female	56-65	White British	No tick
21	Jan	Radiology	Extremely likely	I have always had excellent treatment at this hospital.					No tick
22	Jan	Radiology	Extremely likely	Extremely helpful technician (S.) Showed great care and was clear with all instructions.		Female	56-65	White British	No tick
23	Jan	Radiology	Extremely likely	Attitude x-ray - S. was radiographer. Appointment started exactly on time. Friendly receptionist. Very caring radiographer.	No - very good.	Female	over 65	White British	No tick
24	Jan	Radiology	Extremely likely	Quick, local service. Well-treated.	No.	Female	56-65	White British	No tick

25	Jan	Radiology	Extremely likely	The patient is deaf and dumb and the operator of the x-ray was extremely patient and kind.	No.	Male	over 65	White British	No tick
26	Jan	Radiology	Extremely likely	On time, very quick, pleasant treatment from staff.		Female	56-65	White British	No tick
27	Jan	Radiology	Extremely likely	Efficient, helpful, pleasant service from all concerned.		Female	46-55	White British	No tick
28	Jan	Radiology	Extremely likely	Quick and friendly.		Female	over 65	White British	No tick
29	Jan	Radiology	Extremely likely	Quick, efficient service. Kind and friendly x-ray technician.		Female	56-65	White British	No tick
30	Jan	Radiology	Extremely likely	Helpful, efficient, very quick and clear follow-up advice.					No tick
31	Jan	Radiology	Extremely likely	Went to doctor's at 9am. Had x-ray in Okehampton at 1.30pm.					No tick
32	Jan	Radiology	Extremely likely	No waiting + local - no trip to Exeter!	More types of appointments e.g. different specialists to save going to Exeter.	Female	46-55	White British	No tick
33	Jan	Radiology	Extremely likely	As always - extremely professional, polite and helpful staff. Almost a pleasant experience!					No tick

34	Jan	Radiology	Extremely likely	The receptionist at the hospital went out of her way to sort out an emergency appointment for me. The young man in x-ray was polite, pleasant, efficient and extremely helpful. He explained everything carefully to me and was very reassuring. Thank you.		Female	56-65	White British	No tick
35	Jan	Radiology	Extremely likely	Seen to on time, very pleasant staff.		Male	over 65	White British	No tick
36	Jan	Radiology	Extremely likely	I was seen promptly and courteously.		Female	over 65	White British	No tick
37	Jan	Radiology	Extremely likely	Very friendly, reassuring and excellent. Clear explanation - put me fully at ease. Very quick service, seen almost immediately at appointed time - couldn't be better.	None - paying for car park?	Female	46-55	White British	No tick
38	Jan	Radiology	Extremely likely	Caring and efficient.			56-65	White British	No tick
39	Jan	Radiology	Extremely likely	Quick, friendly efficient.		Female	46-55	White British	No tick
40	Jan	Radiology	Extremely likely			Female	over 65	White British	No tick
41	Jan	Radiology	Extremely likely	I arrived 7 days early					No tick

				(by mistake) and I was fitted in. I've had many X-rays and it was fast and thorough.					
42	Jan	Radiology	Extremely likely	Excellent response. Very good service	Excellent service. No improvement required.	Female	over 65	White British	No tick
43	Jan	Radiology	Extremely likely	Friendly, helpful staff. Quick service.	It's first class already.	Female	46-55	White British	No tick
44	Jan	Radiology	Extremely likely	I only waited a few minutes before I was called. Very pleased with the way I was dealt with.					No tick
45	Jan	Radiology	Extremely likely			Male	over 65	White British	No tick
46	Jan	Radiology	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
47	Jan	Radiology	Extremely likely	The difference between Oke. and Exeter is convenience! At Oke. appointments run to time and staff have time. You need to spread the load.	N/A. Excellent	Male	56-65	White British	No tick
48	Jan	Radiology	Extremely likely	Speed and convenience.		Female	over 65	White British	No tick
49	Jan	Radiology	Extremely likely	Because I was asked.	No.		36-45	White British	No tick
50	Jan	Radiology	Likely	Quick appointment		Female	46-	White	No tick

				and friendly, efficient service on day of x-ray.			55	British	
51	Jan	Radiology	Likely	Convenient and helpful.	No.	Female	36-45	White British	No tick
52	Jan	Radiology	Likely			Male	over 65	White British	No tick
53	Jan	Ultrasound	Extremely likely			Female	over 65		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	Occupational Therapy	Extremely likely	Very thorough and efficient.					No tick
2	Feb	Physiotherapy	Extremely likely	Staff extremely helpful and responsive to needs of patient.		Female	46-55	White British	No tick
3	Feb	Physiotherapy	Extremely likely	Pain in shoulder.		Female	36-45	White British	No tick
4	Feb	Physiotherapy	Extremely likely	The therapist took great care to advise me and my son about how to look after his injury with exercises and a bit of education.					No tick
5	Feb	Physiotherapy	Extremely likely	I have received		Female	over	White	No tick



				attentive, knowledge and caring attention, thank you.			65	British	
6	Feb	Physiotherapy	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
7	Feb	Physiotherapy	Extremely likely	Staff went out of their way to assist / be helpful. Very relaxed hospital all round.	Everything appears ok as it is.	Male	over 65	White British	No tick
8	Feb	Physiotherapy	Extremely likely	Impressed with the capable nature of the consultation which filled me with confidence.		Male	over 65	White British	No tick
9	Feb	Physiotherapy	Extremely likely	Wonderful treatment, thank you. Very helpful and in-tune with my requirements.		Female	36-45	White British	No tick
10	Feb	Physiotherapy	Extremely likely	The physio was brilliant, very caring and patient.		Male	under 16	White British	No tick
11	Feb	Physiotherapy	Extremely likely	Very helpful and resourceful. Tried several options to help with problem.		Female	under 16	White British	No tick
12	Feb	Physiotherapy	Extremely likely	Clear, concise explanations about condition and treatment.		Male	over 65	White British	No tick
13	Feb	Physiotherapy	Extremely likely	Very good.		Female	46-	White	No tick

							55	British	
14	Feb	Physiotherapy	Extremely likely	Treatment as hoped and expected.		Male	56-65	White British	No tick
15	Feb	Physiotherapy	Extremely likely	Very professional and friendly.	No.		over 65	White British	No tick
16	Feb	Physiotherapy	Extremely likely						No tick
17	Feb	Physiotherapy	Likely	Plenty of help.		Female	over 65	White British	No tick
18	Feb	Physiotherapy	Likely	Informative, confident.					No tick
19	Feb	Physiotherapy	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
20	Feb	Radiology	Extremely likely	Polite, friendly, efficient.			over 65	White British	No tick
21	Feb	Radiology	Extremely likely	Excellent service with a smile!	None.	Female	56-65	White British	No tick
22	Feb	Radiology	Extremely likely	Quick efficient - near to home.		Female	over 65	White British	No tick
23	Feb	Radiology	Extremely likely	Friendly, helpful staff made me feel very comfortable, answered any questions I had.		Female	46-55	White British	No tick
24	Feb	Radiology	Extremely likely	Quiet and friendly.		Female	56-65	White British	No tick
25	Feb	Radiology	Extremely likely	Very good service. Excellent.					No tick
26	Feb	Radiology	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised

									comments to be made public
27	Feb	Radiology	Extremely likely	Straightforward and quick service.	No.	Female	56-65	White British	No tick
28	Feb	Radiology	Extremely likely		No.	Female	over 65	White British	No tick
29	Feb	Radiology	Extremely likely	Because it's local.		Female	over 65	White British	No tick
30	Feb	Radiology	Extremely likely	Polite, helpful and fully explained everything.	None, all is good.	Female	56-65	White British	No tick
31	Feb	Radiology	Likely	Quick efficient treatment.			56-65	White British	No tick

### **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	MSK Physiotherapy	Extremely likely	Lovely staff and very helpful. I've noticed my knee has changed my everyday life even better.	No.	Female	16-25	White British	No tick
2	Mar	MSK Physiotherapy	Extremely likely			Male	16-25	White British	No tick
3	Mar	Physiotherapy	Extremely likely	Excellent diagnosis and help identifying and correcting my		Male	26-35		No tick

				back and left issue. Pleasant and cheery manner, it's been a pleasure. Thanks.					
4	Mar	Physiotherapy	Extremely likely	Pleasant, very helpful staff. Explains condition / treatment fully.					No tick
5	Mar	Physiotherapy	Extremely likely	E. has been extremely helpful and supportive during my period of recuperation.		Female	56-65	White British	No tick
6	Mar	Physiotherapy	Likely	Care is good and it gets sorted.		Female	46-55	White British	No tick

### Qualitative Feedback - Apr-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	Apr	Not entered	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public

### Qualitative Feedback - May-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	May	Physiotherapy	Extremely likely	Very helpful and information provided was excellent.		Female	36-45	White British	No tick
2	May	Physiotherapy	Extremely likely	Good advice given to overcome back and shoulder pain, much better now.		Male	over 65	White British	No tick

### Qualitative Feedback - Jun-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	Jun	MSK Physiotherapy	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	Jun	Not entered		Car parking! There is no sign on the upper					No tick

				part of the car park to say that one has to pay and or where. The sign is lower down.					
3	Jun	Physiotherapy	Extremely likely	Very helpful.	No.	Female	over 65	White British	No tick