

**Okehampton 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	3	100.0	0.0	0.0
Aug-15	10	100.0	0.0	0.0
Sep-15	15	100.0	0.0	0.0

### Qualitative Feedback - Jul-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	MSK Physiotherapy	Extremely likely	Very helpful, friendly staff.		Male	under 16	White British	No tick
2	MSK Physiotherapy	Extremely likely	My strength and mobility has increased as has my confidence in my ability to move around deftly and from the beginning where I shuffled and wobbled to now when I can walk, bend and climb stairs reasonably well has made a huge difference.		Female	46-55	White British	No tick
3	Physiotherapy	Extremely likely	The physios were first class and very helpful.		Male	56-65	White British	No tick

### 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	MSK Physiotherapy	Extremely likely	It done me good.	No.		over 65	White British	No tick
2	MSK	Extremely likely	Instructions are very clear		Male	over 65	White British	No tick

	Physiotherapy		and believe advice given will be beneficial.					
3	MSK Physiotherapy	Extremely likely	D. the physio and myself worked as a team; she was interested in my health problems. D. is an excellent physio and I am pleased with the way she handled my care. Many thanks D.	D. is excellent and people like her work for the patients benefit and give the solutions required. Working as a team is very important.	Female	over 65		No tick
4	MSK Physiotherapy	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
5	MSK Physiotherapy	Extremely likely	Response to my problem was very quick & dispelled anxiety over return of my symptoms.	No.	Male	over 65	White British	No tick
6	Not entered	Extremely likely	Excellent treatment. Real benefit to recovery.		Male	56-65	White British	No tick
7	Physiotherapy	Extremely likely	E. has been a great help.		Female	over 65	White British	No tick
8	Physiotherapy	Extremely likely	Service & care.			46-55	White British	No tick
9	Physiotherapy	Extremely likely	Flexibility has improved, all pain reduced.		Male	16-25	White British	No tick
10	Ultrasound	Extremely likely	Excellent service by sonarcare. Cheerful and helpful welcome from D. at reception. Assistance from T.B.	No! Would like sterile hand gel at entrance!!!	Female	46-55	White British	No tick

## Qualitative Feedback - Sep-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	Anxiety & Depression Service	Extremely likely	Welcomed at reception. Dealt with in a caring, empathetic manner. EXCELLENT!	Have hand sanitizers on main door - not just at entrance to wards please!	Female	46-55	White British	No tick
2	MSK Physiotherapy	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
3	MSK Physiotherapy	Extremely likely	Very helpful and clear explanation of exercises.		Female	over 65	White British	No tick
4	MSK Physiotherapy	Extremely likely				over 65	White British	No tick
5	MSK Physiotherapy	Extremely likely	Excellent care & advice.		Male	over 65	White British	No tick
6	MSK Physiotherapy	Extremely likely	No problem, punctual & efficient.		Female	56-65	White British	No tick
7	MSK Physiotherapy	Extremely likely	Very friendly, pleasant atmosphere, staff are all really helpful. Pleasant visit.		Female	46-55	White British	No tick
8	MSK Physiotherapy	Extremely likely	Very helpful and kind and explains very well and understanding.					No tick
9	MSK Physiotherapy	Extremely likely	Very friendly staff.		Female	46-55	White British	No tick
10	MSK	Extremely likely	Very nice and		Male	36-45	White British	No tick

	Physiotherapy		professional.					
11	MSK Physiotherapy	Extremely likely	The physio has been very helpful in understanding my posture, what I need to change and do. Also D. was kind, patient, flexible, listened.	No.	Female	46-55	White British	No tick
12	MSK Physiotherapy	Extremely likely	Very pleased with my outcome. I feel I have improved a lot in the six months of treatment.		Female	36-45	White British	No tick
13	MSK Physiotherapy	Extremely likely						No tick
14	Not entered	Extremely likely	Friendly, professional, supportive kind. They have kept or at least tried to help keep me sane for 3.5 years! I will miss you all.	No.	Female	26-35	White British	No tick
15	Physiotherapy	Extremely likely	Interested in improvement + pleasant.		Male	over 65	White British	No tick