

Okehampton Community Hospital - Outpatients - 'Friends and Family Test' - Oct-15 to Mar-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 %
Oct-15	2	100.0	0.0	0.0
Nov-15	19	100.0	0.0	0.0

Dec-15	24	95.8	0.0	4.2
Jan-16	No data	No data	No data	No data
Feb-16	12	100.0	0.0	0.0
Mar-16	3	100.0	0.0	0.0

Qualitative Feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Year	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 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	2015	Oct	MSK Physiotherapy	Extremely likely		Helped my problem with 1 appointment - brilliant!				56-65	White British	No tick
2	2015	Oct	Physiotherapy	Extremely likely		Treatment / assessment for sciatica required. I was telephoned to be offered a short notice appointment + received excellent		None.		56-65		No tick

						assessment / treatment from a gentleman normally based in Crediton. He was very informative + pleasant.						
1	2015	Nov	MSK Physiotherapy	Extremely likely		Really pleased with the treatment / progress I have made based on treatment given.			Female	46-55	White British	No tick
2	2015	Nov	MSK Physiotherapy	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
3	2015	Nov	MSK Physiotherapy	Likely		Good advice.		As you were.	Female	over 65	White British	No tick
4	2015	Nov	MSK Physiotherapy	Likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	2015	Nov	Not entered	Extremely likely					Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
6	2015	Nov	Physiotherapy	Extremely				No.	Female	over	White	No tick

				likely						65	British	
7	2015	Nov	Physiotherapy	Extremely likely		Extremely thorough questionnaire. Down to earth with explanations of symptoms, expressed in clear, layman's terms. V. helpful explanation of previous x-ray photos. V. pleasant examination / interview by S.M.		No.	Male	56-65	White British	No tick
8	2015	Nov	Physiotherapy	Extremely likely		Very helpful and necessary.		Keep it going. Okehampton is a big rural area.	Female	over 65	White British	No tick
9	2015	Nov	Physiotherapy	Extremely likely		Always good service.		None.	Female	36-45	White British	No tick
10	2015	Nov	Radiology	Extremely likely		Local.		No - it is very good.	Female	over 65	White British	No tick
11	2015	Nov	Radiology	Extremely likely		V. good service.			Female	over 65	White British	No tick
12	2015	Nov	Radiology	Extremely likely		Your radiographer explained everything, he was very pleasant.			Female	over 65	White British	No tick
13	2015	Nov	Radiology	Extremely likely		Good treatment.			Female	over 65	White British	No tick
14	2015	Nov	Radiology	Extremely likely		Very quick. Very efficient. Very friendly.		No.		over 65	White British	No tick
15	2015	Nov	Radiology	Extremely likely		Excellent service.			Female	over 65	White British	No tick

16	2015	Nov	Radiology	Extremely likely		Professional.			Female	36-45	White British	No tick
17	2015	Nov	Radiology	Extremely likely		Very friendly and very efficient.			Female	46-55	White British	No tick
18	2015	Nov	Radiology	Extremely likely		Helpful & friendly staff. Hospital seems very efficiently run.			Male	46-55	White British	No tick
19	2015	Nov	Rheumatology	Extremely likely		Excellent service.		It's seems to be working very well.	Female	over 65	White British	No tick
1	2015	Dec	Cardiac Rehabilitation	Extremely likely					Female	56-65	White British	No tick
2	2015	Dec	MSK Physiotherapy	Extremely likely					Male	over 65	White British	No tick
3	2015	Dec	Not entered	Extremely likely		Received prompt appointment. Quick and courteous treatment at the hospital.		Our local hospital is under-used and would be far better for many who have to travel to Exeter for treatment.	Male	56-65	White British	No tick
4	2015	Dec	Not entered	Extremely likely		On time - very pleased with treatment.				over 65	White British	No tick
5	2015	Dec	Not entered	Neither likely nor unlikely		I have a nightmare standing but if I sit I have a nightmare getting up again.		Please, please, please!!! A high seat chair in waiting areas.	Female	over 65	White British	No tick
6	2015	Dec	Radiology	Extremely likely		No waiting.			Male	36-45	White British	No tick
7	2015	Dec	Radiology	Extremely likely						46-55	White British	I DO NOT wish my anonymised comments to be made

												public
8	2015	Dec	Radiology	Extremely likely		Great service, speedy appointment.			Female	46-55	White British	No tick
9	2015	Dec	Radiology	Extremely likely		Friendly, courteous, informative.			Female	over 65	White British	No tick
10	2015	Dec	Radiology	Extremely likely		Great service, personal, excellent.			Female	over 65	White British	No tick
11	2015	Dec	Radiology	Extremely likely		Prompt - kept to appointment time. Very friendly.		No.	Male	over 65	White British	No tick
12	2015	Dec	Radiology	Extremely likely		Easy to park. No waiting. Calm & competent.		No.	Female	over 65	White British	No tick
13	2015	Dec	Radiology	Extremely likely		Quick, friendly, informative, talked through everything that was being done.			Female	46-55	White British	No tick
14	2015	Dec	Radiology	Extremely likely		Appointment very convenient. Appointment on time. Appointment carried out competently & all very efficient.		No.	Female	56-65	White British	No tick
15	2015	Dec	Radiology	Extremely likely		No long queues or long wait for appointment. Excellent clinician. BUT you need transport to get to this hospital. There is no sensible public		Not at this dept. at Okehampton, but we would like our beds back at Moretonhampstead hospital!! Not for acute care, but for respite care of the	Female	56-65	White British	No tick

						transport from Moretonhampstead.		terminally ill & convalescence. Thank you.				
16	2015	Dec	Radiology	Extremely likely		Found everyone, especially the man taking x-ray, to be very friendly & informative.			Female	over 65	White British	No tick
17	2015	Dec	Radiology	Extremely likely		Fast, friendly, efficient.			Male	over 65	White British	No tick
18	2015	Dec	Radiology	Extremely likely		Very quick - no wait for appointment or for x-ray.			Female	46-55	White British	No tick
19	2015	Dec	Radiology	Extremely likely		Very quick & good.			Female	over 65	White British	No tick
20	2015	Dec	Radiology	Extremely likely		Extraordinary efficiency, on perfect time + courteous, friendly staff.		No.	Male	56-65	White British	No tick
21	2015	Dec	Radiology	Extremely likely						56-65	White British	I DO NOT wish my anonymised comments to be made public
22	2015	Dec	Radiology	Extremely likely		Not long to wait, friendly staff.			Female	56-65	White British	No tick
23	2015	Dec	Radiology	Extremely likely		Very helpful and caring.			Female	over 65	White British	No tick
24	2015	Dec	Radiology	Likely		Friendly and quick service.		No - good, quick service.		56-65	White British	No tick
1	2016	Feb	Cardiac Rehabilitation	Extremely likely		The whole ambience was good.			Male	over 65	White British	No tick

2	2016	Feb	Cardiac Rehabilitation	Extremely likely		V. good nurse, explained everything very well.			Male	56-65	White British	No tick
3	2016	Feb	Heart Failure Clinic	Extremely likely					Female	over 65	White British	No tick
4	2016	Feb	Not entered	Extremely likely		Very helpful.			Female	over 65	White British	No tick
5	2016	Feb	Radiology	Extremely likely		No waiting, no fuss. Quick & efficient.		Today could not be improved on.	Female	over 65	White British	No tick
6	2016	Feb	Radiology	Extremely likely		Bright, efficient, helpful service received from reception through to radiographer. Very many thanks.		For me it was perfect. Aren't we lucky! Short-term parking up to 20mins say could be F.O.C.??	Male	over 65	White British	No tick
7	2016	Feb	Radiology	Extremely likely		The way I have been treated today.		No.	Male	over 65	White British	No tick
8	2016	Feb	Radiology	Extremely likely		Very courteous, offered privacy, very professional service, full explanations given at each stage.			Female	46-55	White British	No tick
9	2016	Feb	Radiology	Extremely likely		The speed and care given was wonderful. Every visit to this hospital is the best had anywhere.		None.	Female	over 65	White British	No tick
10	2016	Feb	Radiology	Extremely likely		Friendly, prompt service.				over 65	White British	No tick
11	2016	Feb	Radiology	Extremely likely		Very polite & caring.			Female	over 65	White British	No tick
12	2016	Feb	Radiology	Yes	Patient	I was very nervous	It was	Nothing.	Female	9-11	White	No tick

						but the man that served (x-rayed) me made me not feel scared.	quick and friendly.				British	
1	2016	Mar	Cardiac Rehabilitation	Extremely likely		I have had a very good first experience of the cardiac rehabilitation service.		Not at the moment.	Female	over 65	White British	No tick
2	2016	Mar	Cardiac Rehabilitation	Extremely likely		Very efficient. Close to home address.			Male	over 65	White British	No tick
3	2016	Mar	Not entered	Extremely likely		Message for physios. I missed my 3rd follow up on 19.2.16 but that was because my knee has improved. I am so sorry to have missed the appointment. I know how stretched the service is but I think I'm ok now.			Male	56-65	White British	No tick