

## Ottery St Mary 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	8	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	Heart Failure Clinic	Extremely likely		Excellent treatment, very thorough & friendly.		None - it's perfect for us.	Male	over 65	White British	No tick
2	Apr	Heart Failure Clinic	Extremely likely		We think the Ottery NHS service are fabulous!				over 65	White British	No tick
3	Apr	Heart Failure Clinic	Extremely likely		We are very happy with it. We can always contact you by telephone & get some advice. We feel safe & in good hands.		No.	Male	over 65	White British	No tick
4	Apr	Heart Failure Clinic	Extremely likely		Pleasant staff & surroundings.			Female	over 65	White British	No tick
5	Apr	MSK Physiotherapy	Extremely likely		The care & treatment given has enabled me to be fully functional			Male	46-55	White British	No tick

					again.						
6	Apr	MSK Physiotherapy	Extremely likely		It worked - very friendly, on time and practical advice.			Male	46-55	White British	No tick
7	Apr	MSK Physiotherapy	Extremely likely								No tick
8	Apr	Physiotherapy	Extremely likely		Very patient, helpful, sympathetic treatment from physio. (S.B.) and clear advice about exercises etc. Shall try to do all I have been advised to!!		Not at the moment - I was very pleased, v. impressed by the attitude of everyone involved.	Female	over 65	White British	No tick