

Ottery St Mary 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 | No data | No data | No data | No data |
| Feb-15 | 14 | 100.0 | 0.0 | 0.0 |
| Mar-15 | 15 | 93.3 | 0.0 | 6.7 |
| Apr-15 | No data | No data | No data | No data |
| May-15 | No data | No data | No data | No data |
| Jun-15 | No data | No data | No data | No data |

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 | Care of the Elderly | Extremely likely | People are so caring and pleasant. Also, so much easier to come to Ottery. | Thoroughly happy with service. | Female | over 65 | White British | No tick |
| 2 | Feb | Care of the Elderly | Extremely likely | Staff have always been friendly and the waiting time has been minimal. | | Female | over 65 | White British | No tick |
| 3 | Feb | Care of the Elderly | Extremely likely | Unhurried attention. No pressures. Efficiency and promptness. | | Male | over 65 | White British | No tick |
| 4 | Feb | ENT | Likely | | | Male | 26-35 | White British | I DO NOT wish my anonymised comments to be made public |
| 5 | Feb | ENT | Likely | Depends on the illness they have to which hospital they should go too. | Not sure. | Female | under 16 | White British | No tick |
| 6 | Feb | Eye Clinic | Likely | Efficient and friendly. | | Female | over 65 | White British | No tick |
| 7 | Feb | Glaucoma Clinic | Extremely likely | Ease of access, ease of parking, so much more satisfactory in every way than going to the | Just keep it up! | Male | over 65 | White British | No tick |

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|----|-----|-----------------|------------------|---|---|--------|---------|---------------|--|
| | | | | main centre in Exeter. | | | | | |
| 8 | Feb | Glaucoma Clinic | Extremely likely | | | Female | 56-65 | White British | I DO NOT wish my anonymised comments to be made public |
| 9 | Feb | Glaucoma Clinic | Extremely likely | Most convenient. | No | Male | over 65 | White British | No tick |
| 10 | Feb | Glaucoma Clinic | Extremely likely | On time - very informative. | Better magazines! | Male | over 65 | White British | No tick |
| 11 | Feb | Not entered | Extremely likely | I got good service and treatment and it is the most convenient place. | By advertising in papers and magazines. | Male | over 65 | White British | No tick |
| 12 | Feb | Not entered | Extremely likely | Received good treatment over the years, this hospital very needed. Mother had cancer, spent her last weeks here. Thanks to Ottery Hospital. | No, very good. Keeping it open for always. Ottery needs it. | Female | over 65 | White British | No tick |
| 13 | Feb | Not entered | Likely | There is no other choice. | Not changing it! | | over 65 | White British | No tick |
| 14 | Feb | Ophthalmology | Likely | The hospital is very close to my employment and I live in Exeter. | Keep the hospital open as Wonford - Exeter is so pressed. | | over 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 | ENT | Extremely likely | | | Female | over 65 | White British | No tick |
| 2 | Mar | ENT | Extremely likely | Lovely, smaller hospital. Helpful. | | Male | under 16 | White British | No tick |
| 3 | Mar | ENT | Extremely likely | | | Male | 56-65 | White British | No tick |
| 4 | Mar | ENT | Extremely likely | Local hospital meets the needs of people from the surrounding area. RD+E Wonford is excellent but is too far from Ottery St Mary. | More car parking required. The car park was full when I arrived at 2.30pm. Some light music in the waiting area would be good. | Male | over 65 | White British | No tick |
| 5 | Mar | ENT | Likely | | | Female | 56-65 | White British | No tick |
| 6 | Mar | ENT | Likely | Clinic was running 30minutes + late but we understand this happens from time to time. | Tea machine would be nice in the waiting area. | Male | 16-25 | White British | No tick |
| 7 | Mar | Glaucoma Clinic | Extremely likely | Good to be able to attend a local hospital / clinic. | Stay in Ottery St Mary. | Female | over 65 | White British | No tick |
| 8 | Mar | Glaucoma Clinic | Extremely likely | The service is always excellent and first class. | How can it improve when it's totally excellent in all areas? | Male | over 65 | White British | No tick |

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|----|-----|--------------------|-----------------------------|---|-----|--------|---------|---------------|---------|
| 9 | Mar | Glaucoma Clinic | Extremely likely | Pleasant community hospital. | | | over 65 | White British | No tick |
| 10 | Mar | Glaucoma Clinic | Extremely likely | Good timekeeping. Courteous attention. Range of services available. | | Female | over 65 | White British | No tick |
| 11 | Mar | Glaucoma Clinic | Extremely likely | No complaints. | | Female | over 65 | White British | No tick |
| 12 | Mar | Glaucoma Clinic | Extremely likely | Try not to run late. | | Female | over 65 | White British | No tick |
| 13 | Mar | Not entered | Likely | Local hospital. | | Male | 26-35 | White British | No tick |
| 14 | Mar | Ophthalmology | Extremely likely | It is close to home. I was seen on time and everything was ok. | | Female | over 65 | White British | No tick |
| 15 | Mar | Parkinson's Clinic | Neither likely nor unlikely | | No. | Male | over 65 | White British | No tick |