

**Ottery St Mary 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	No data	No data	No data	No data
Aug-15	12	100.0	0.0	0.0
Sep-15	No data	No data	No data	No data

## 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	Care of the Elderly	Extremely likely	Everyone always very helpful & friendly.	Nothing to change.	Female	56-65	White British	No tick
2	Care of the Elderly	Extremely likely	Care & kindness.		Female	over 65	White British	No tick
3	Care of the Elderly	Likely	Very good attention although I live in Honiton.	I do not have enough knowledge as I do not live locally.		over 65	White British	No tick
4	Eye Clinic	Extremely likely	It's important to have local facilities for all.					No tick
5	Glaucoma Clinic	Extremely likely	Small, friendly hospital, local to where I live.		Male	46-55	White British	No tick
6	Glaucoma Clinic	Extremely likely	Helpful.		Male	46-55	White British	No tick
7	Glaucoma Clinic	Extremely likely			Male	over 65	White British	No tick
8	Glaucoma Clinic	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
9	Glaucoma Clinic	Likely	Parking easy, care very pleasant.		Female	over 65	White British	No tick
10	MSK Physiotherapy	Extremely likely	The best service ever. Friendly, easy to talk to. I will never be able to thank the team enough.	No, it's just the best!!	Female	56-65	White British	No tick
11	Not entered	Extremely likely			Male	over 65	White British	No tick
12	Not entered	Extremely likely	Good service.		Male	46-55	White British	No tick