

**Ottery St Mary 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	No Data	No Data	No Data	No Data
Nov-15	15	100.0	0.0	0.0

Dec-15	No Data	No Data	No Data	No Data
Jan-16	6	100.0	0.0	0.0
Feb-16	14	100.0	0.0	0.0
Mar-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)

	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 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	2015	Nov	ENT	Extremely likely					Male	36-45	White British	No tick
2	2015	Nov	ENT	Extremely likely		Friendly, personal care. Good explanations. Good facilities.		ENT was a little slow.	Female	over 65	White British	No tick
3	2015	Nov	ENT	Extremely likely					Male	46-55	Other ethnic group	No tick
4	2015	Nov	ENT	Extremely		On time + v.			Female	46-55	White	No tick

				likely		professional.					British	
5	2015	Nov	ENT	Extremely likely		Easy to park. Welcoming staff.			Female	46-55	White British	No tick
6	2015	Nov	ENT	Extremely likely		Very efficient and helpful.			Male	56-65	White British	No tick
7	2015	Nov	Glaucoma Clinic	Extremely likely		I have found local services most efficient & convenient. The more people who do / can use them, the greater chance of retaining such services.		Keep them all going & offer more if possible!	Male	over 65	White British	No tick
8	2015	Nov	Glaucoma Clinic	Likely		Always good treatment but usually running late.			Male	over 65	White British	No tick
9	2015	Nov	Glaucoma Clinic	Likely		Convenient location. Easily accessible compared with RD&E eye unit.		Appointment times unfortunately not often 'on time'.	Male	over 65	White British	No tick
10	2015	Nov	MSK Physiotherapy	Extremely likely		Rehab of my left shoulder has been brilliant. Surgery avoided. Caring and professional treatment. Thank you.		Keep Ottery hospital.	Male	over 65	White British	No tick
11	2015	Nov	MSK	Extremely		On my first		Not really, have	Female	over	White	No tick

			Physiotherapy	likely		appointment I could not move my head, my neck was too stiff. I had also back pain. Altogether my condition had left me depressed. I can now move & feel enormously better.		been delighted with everything.		65	British	
12	2015	Nov	Not entered	Extremely likely		A good little hospital, shame no longer do little accidents i.e. bleeding or broken bone.		Just keep doing your best to help patients.	Male	over 65	White British	No tick
13	2015	Nov	Not entered	Likely		I live in Exmouth. I would of preferred to go to Exeter. But this was very good treatment and care. Thank you.		No.	Male	36-45	White British	No tick
14	2015	Nov	Parkinson's Clinic	Extremely likely					Male	over 65	White British	No tick
15	2015	Nov	Parkinson's Clinic	Likely		Local, within walking distance. Friendly staff.			Female	over 65	White British	No tick
1	2016	Jan	Care of the Elderly	Extremely likely		The friendship and care of the staff and			Female	over 65	White British	No tick

						company of others also the fun & games and exercises.						
2	2016	Jan	MSK Physiotherapy	Extremely likely		Pleasant treatment & thorough.		No.		over 65	White British	No tick
3	2016	Jan	Physiotherapy	Extremely likely		Great! Many thanks.			Male	over 65	White British	No tick
4	2016	Jan	Radiology	Extremely likely		My husband has dementia, the lady that did his x-ray was wonderful, so patient and quick.			Male	over 65	White British	No tick
5	2016	Jan	Radiology	Extremely likely		Pleasant staff, no waiting, easy parking.			Female	56-65	White British	No tick
6	2016	Jan	Radiology	Yes	Patient				Male	Under 6	White British	I DO NOT wish my anonymised comments to be made public
1	2016	Feb	MSK Physiotherapy	Extremely likely		Understand my problem, plenty questions.			Female	over 65	White British	No tick
2	2016	Feb	MSK Physiotherapy	Extremely likely		Excellent advice. Will try to undertake when back home. Thank you.						No tick
3	2016	Feb	MSK	Extremely		Very thorough			Male	over	White	No tick

			Physiotherapy	likely		examination and consideration given to problem of shoulder strain, helpful advice too!				65	British	
4	2016	Feb	MSK Physiotherapy	Extremely likely		Local to home, small and friendly (not huge and intimidating). Lovely staff and helpful advice which felt really personal - all very accessible and un-stressful. Thanks!						No tick
5	2016	Feb	MSK Physiotherapy	Likely		Friendly & caring staff.						No tick
6	2016	Feb	MSK Physiotherapy	Likely		Wasn't waiting long and everything explained really good. Very helpful.			Female	46-55	Other ethnic group	No tick
7	2016	Feb	MSK Physiotherapy	Likely		Good explanation, caring. Few family friends in OSM but most in Exeter - would go to different hospital / centre.						No tick

8	2016	Feb	Physiotherapy	Extremely likely		The care & concern & attention to detail was excellent. I feel positive & reassured that physio will help me. Thank you.		No.	Female	over 65	White British	No tick
9	2016	Feb	Physiotherapy	Extremely likely		Helpful & confident staff.		No.	Male	over 65	White British	No tick
10	2016	Feb	Physiotherapy	Extremely likely		Problem accurately identified & advice - printed off copy for me - pertinent to the resolution of the pain provided.		Ensure my details relate to me! I was inadvertently given an appointment but it was a person with the same surname, different address.	Male	56-65	White British	No tick
11	2016	Feb	Radiology	Extremely likely		Very good & polite service & attention.			Male	56-65	White British	No tick
12	2016	Feb	Radiology	Extremely likely		Very quick service, seen half an hour before my appointment. So convenient, much better than going to Exeter.			Female	over 65	White British	No tick
13	2016	Feb	Radiology	Extremely likely		On time & friendly.		No.	Male	over 65	White British	No tick
14	2016	Feb	Radiology	Extremely		Made me feel						No tick

				likely		comfortable, explained what procedure would be easily & what would happen next. Kind, sensitive approach.							
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