

Seaton 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	No data	No data	No data	No data
Mar-15	4	100.0	0.0	0.0
Apr-15	No data	No data	No data	No data
May-15	No data	No data	No data	No data
Jun-15	1	100.0	0.0	0.0

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	Physiotherapy	Extremely likely	Treated at all times with patience and sensitivity. Realistic analysis and diagnosis - also a realistic prognosis.			over 65	White British	No tick
2	Mar	Physiotherapy	Extremely likely	Have helped me with a problem I've had for years. Most grateful! Wonderful, understanding staff.	More staff time.	Female	over 65	White British	No tick
3	Mar	Physiotherapy	Extremely likely	Staff always helpful, understanding and communicate very closely.		Female	36-45	White British	No tick
4	Mar	Physiotherapy	Extremely likely	Convenience, expertise.		Male	over 65	White British	No tick

Qualitative Feedback - Jun-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	Jun	Physiotherapy	Extremely likely	Everyone is so kind and nothing is too much trouble. A., my physio, always goes the second mile + has many skills which she uses to good effect. We are so fortunate to have this & the other facilities at Seaton Hospital which is essential to many of us who also have difficult in travelling distance.			over 65	White British	No tick