

Sidmouth 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 | 1 | 100.0 | 0.0 | 0.0 |
| Feb-15 | No data | No data | No data | No data |
| Mar-15 | No data | No data | No data | No data |
| Apr-15 | 2 | 100.0 | 0.0 | 0.0 |
| May-15 | 2 | 100.0 | 0.0 | 0.0 |
| Jun-15 | 2 | 100.0 | 0.0 | 0.0 |

Qualitative Feedback - Jan-15 to 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 | Jan | Not entered | Likely | Pleased with help given. | None. | Male | 56-65 | White British | No tick |
| 1 | Apr | Audiology | Extremely likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 2 | Apr | Not entered | Not entered | The help and care we received from everyone here was exceptional! As two octogenarian visitors on holiday, it was wonderful to receive such attention. Thank you. | | | over 65 | White British | No tick |
| 3 | Apr | Physiotherapy | Extremely likely | I have received excellent personal service and advice. Thank you. (I saw R. - physio.) | No, even telephone contact worked for me. | Female | over 65 | White British | No tick |
| 1 | May | Audiology | Extremely likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |

| | | | | | | | | | |
|---|-----|-------------|------------------|---|--|--------|---------|---------------|--|
| 2 | May | Radiology | Extremely likely | Excellent, seen on time. Very polite and efficient, feel very fortunate. | | | | | No tick |
| 1 | Jun | Audiology | Extremely likely | Very helpful and professional. | | Female | over 65 | White British | No tick |
| 2 | Jun | Not entered | Extremely likely | Level & quality of care of onward nursing & hospice care has been excellent, whether by phone or face-to- face. So professional and caring. Patient comes first and is very much put at ease - highly recommended. Thank you. | | Male | 56-65 | White British | No tick |
| 3 | Jun | Not entered | Not entered | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |