

### **Sidmouth 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%.

<b>Month</b>	<b>Responses No.</b>	<b>Would recommend %</b>	<b>Would not recommend %</b>	<b>Neither likely nor unlikely to recommend / Don't know %</b>
Jul-15	4	100.0	0.0	0.0
Aug-15	4	100.0	0.0	0.0
Sep-15	2	100.0	0.0	0.0

### Qualitative Feedback - Jul-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	Audiology	Extremely likely	Easy to get to, we live in Sidmouth.		Male	over 65	White British	No tick
2	Audiology	Extremely likely	All very pleasant and helpful.	No.		over 65	White British	No tick
3	Not entered	Extremely likely	Quiet & friendly. Very good, quick service & friendly staff.		Male	46-55	White British	No tick
4	Not entered	<b>Not entered</b>		A public telephone would be helpful - otherwise brilliant.	Female	over 65	White British	No tick
5	Physiotherapy	Extremely likely	A. has explained to me how to feel better!! Really inspiring, lovely person. Thank you A.	Keep him!	Female	56-65	White British	No tick

### 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	Not entered	Extremely likely	Immediate attention, professional attitude, wound left nice and tidy.	Cannot improve on excellence.	Female	over 65	White British	No tick

2	Not entered	Extremely likely				over 65	White British	No tick
3	Not entered	Extremely likely	The visit was very well-organised everything was on time. The staff and the specialist were very efficient and answered all my questions.	Having as many procedures carried out in community hospitals rather than RD&E.	Male	over 65	White British	No tick
4	Ophthalmology	Extremely likely	Staff were really friendly & welcoming. They listened to my concerns and didn't rush me.	No - it was great!	Female	16-25	White British	No tick

### Qualitative Feedback - Sep-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	Not entered	Extremely likely	Helpful staff.	At weekends it would help if the hospital answerphone says if the M.I.U. will be open or not.	Male	over 65	White British	No tick
2	Ophthalmology	Likely			Female	over 65	White British	No tick