

Sidmouth 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	3	100.0	0.0	0.0

Dec-15	19	100.0	0.0	0.0
Jan-16	19	100.0	0.0	0.0
Feb-16	5	100.0	0.0	0.0
Mar-16	1	100.0	0.0	0.0

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	Audiology	Extremely likely		Very good, small hospital - invaluable to Sidmouth.		Not as I know of personally.	Female	over 65	White British	No tick
2	2015	Nov	Audiology	Extremely likely		Excellent service, fully explained.			Male	over 65	White British	No tick
3	2015	Nov	Plastic Surgery	Extremely likely		From initial appraisal to operation to			Male	56-65	White British	No tick

						aftercare to sign off, Sidmouth hospital has been brilliant in all staff & surgeons. Faultless & friendly. A huge THANK YOU.						
1	2015	Dec	Audiology	Extremely likely		Very, very convenient & friendly.			Female	over 65	White British	No tick
2	2015	Dec	Audiology	Extremely likely		The audiologist gave me care and time and she was attentive to my current difficulties, obliging and engaging.			Male	over 65	White British	No tick
3	2015	Dec	Dermatology	Extremely likely		Excellent.						No tick
4	2015	Dec	Not entered	Extremely likely		The service I have received and the advice, help etc. has been absolutely first class! Well done!			Male	over 65	White British	No tick
5	2015	Dec	Ophthalmology	Extremely likely		Informative.			Female	over 65	White British	No tick
6	2015	Dec	Radiology	Extremely likely		Staff were very polite, helpful and informative.		All ok. Parking is a problem.		over 65	White British	No tick
7	2015	Dec	Radiology	Extremely		The service was		No.	Male	over	White	No tick

				likely		efficient and friendly.				65	British	
8	2015	Dec	Radiology	Extremely likely		Very kind and helpful.			Female	over 65	White British	No tick
9	2015	Dec	Radiology	Extremely likely		Convenient, polite & efficient service.		The service is excellent.	Male	46-55	White British	No tick
10	2015	Dec	Radiology	Extremely likely		Very efficient.			Female	56-65	White British	No tick
11	2015	Dec	Radiology	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
12	2015	Dec	Radiology	Extremely likely		Quick & simple.						No tick
13	2015	Dec	Radiology	Extremely likely		On time.			Female	56-65	White British	No tick
14	2015	Dec	Radiology	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
15	2015	Dec	Radiology	Extremely likely		A very good service.		None.	Female	over 65	White British	No tick
16	2015	Dec	Radiology	Extremely likely		Prompt, friendly service.		No.	Female	46-55	White British	No tick
17	2015	Dec	Radiology	Extremely likely		Polite and helpful.		No.	Male		White British	No tick
18	2015	Dec	Radiology	Extremely likely		Prompt, courteous,				56-65	White British	No tick

						informative & reassuring interaction.						
19	2015	Dec	Radiology	Likely		Satisfied.			Female	over 65	White British	No tick
1	2016	Jan	Audiology	Extremely likely		Provides the treatment I need professionally & more importantly locally.			Male	over 65	White British	No tick
2	2016	Jan	Not entered	Extremely likely		Fast appt. Seen on time. Doctor talked you through everything.		No.	Female	36-45	White British	No tick
3	2016	Jan	Parkinson's Nurse	Extremely likely		The hospital staff were friendly. A.G. was punctual and very helpful. My husband and I felt we had been listened to.		None that we can think of, we always find Sidmouth hospital a pleasant place to come for treatment.	Female	over 65	White British	No tick
4	2016	Jan	Radiology	Extremely likely		Very punctual and friendly and informative.			Male	over 65	White British	No tick
5	2016	Jan	Radiology	Extremely likely		Excellent people skills - everything that was going to happen was well explained.		None comes to mind.		46-55	White British	No tick
6	2016	Jan	Radiology	Extremely likely		Friends of similar age with health issues.		Utilise Sidmouth outpatients more - otherwise can	Female	over 65	White British	No tick

								see closure because of cutbacks.				
7	2016	Jan	Radiology	Extremely likely		Very good service. Polite and efficient radiographer.						No tick
8	2016	Jan	Radiology	Extremely likely		Seen quickly.			Female	46-55	White British	No tick
9	2016	Jan	Radiology	Extremely likely		Wonderful service.			Female	over 65	White British	No tick
10	2016	Jan	Radiology	Extremely likely		S. explained very well the process, was very polite.		No - 100% satisfied.	Male	over 65	White British	No tick
11	2016	Jan	Radiology	Extremely likely		Excellent service and communication, quick and friendly, put patient at ease.			Female	46-55	White British	No tick
12	2016	Jan	Radiology	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
13	2016	Jan	Radiology	Extremely likely		Excellent attention from all staff.		No - was easy + pleasant all the way!	Female	46-55	White British	No tick
14	2016	Jan	Radiology	Extremely likely		Complete satisfaction!		No!	Male	over 65	White British	No tick
15	2016	Jan	Radiology	Extremely likely		Just very pleased with the whole			Male	over 65	White British	No tick

						thing.						
16	2016	Jan	Radiology	Extremely likely		Very quick response for my need for an x-ray.		None - it seems very good.	Male	46-55	White British	No tick
17	2016	Jan	Radiology	Extremely likely		Swiftness - friendly.			Female	56-65	White British	No tick
18	2016	Jan	Radiology	Extremely likely		Brilliant / quick service.		None.	Male	over 65	White British	No tick
19	2016	Jan	Radiology	Likely		Nice staff.			Male	26-35	White British	No tick
1	2016	Feb	Radiology	Extremely likely		Staff very friendly & helpful, was seen virtually straightaway.			Female	26-35	White British	No tick
2	2016	Feb	Radiology	Extremely likely		Clean, quiet, prompt.		No.	Female	46-55	White British	No tick
3	2016	Feb	Radiology	Extremely likely		Appointment kept on time. Friendly staff.		No.	Male	over 65	White British	No tick
4	2016	Feb	Radiology	Extremely likely		Efficient / friendly / helpful.		Just keep up the standards!!	Female	over 65	White British	No tick
5	2016	Feb	Radiology	Extremely likely		Everything is so clean and inviting. I was attended to very promptly. Thank you.			Female	over 65	White British	No tick
1	2016	Mar	Radiology	Extremely likely		Quick service and all staff lovely!			Female	over 65	White British	No tick