

Tiverton Community Hospital - Outpatients - 'Friends and Family Test' - Apr-16 to Jun-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 %
Apr-16	12	100.0	0.0	0.0
May-16	7	100.0	0.0	0.0
Jun-16	9	100.0	0.0	0.0

Qualitative Feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	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	Apr	MSK Physiotherapy	Extremely likely					Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
2	Apr	MSK Physiotherapy	Extremely likely		Experienced + friendly physio, quick responses.		Offer evening appointments for working people.	Female	16-25	White British	No tick
3	Apr	MSK Physiotherapy	Extremely likely								No tick
4	Apr	MSK Physiotherapy	Extremely likely		Pain in top arm.			Female	56-65	White British	No tick
5	Apr	MSK Physiotherapy	Extremely likely		It has been very helpful being in a class with others. And more amusing exercising together.		Not really!	Female	over 65	White British	No tick
6	Apr	MSK Physiotherapy	Extremely likely		Excellent group physio class. Made good progress. Pity			Female	over 65	White British	No tick

					can't be for longer.						
7	Apr	MSK Physiotherapy	Extremely likely		Because it has help me a lot.			Female	over 65	White British	No tick
8	Apr	MSK Physiotherapy	Extremely likely		Well run department, friendly & efficient, caring staff.			Male	over 65	White British	No tick
9	Apr	MSK Physiotherapy	Extremely likely		D. really motivated me today and I appreciate the continuity of care.		There is a long wait for the exercise class.	Female	over 65	White British	No tick
10	Apr	MSK Physiotherapy	Extremely likely		Excellent advice & care from V. in Tiverton.		None.	Male	over 65	White British	No tick
11	Apr	MSK Physiotherapy	Extremely likely		Most helpful for getting me fully mobile. Brilliant service.			Female	over 65	White British	No tick
12	Apr	MSK Physiotherapy	Extremely likely		Care is extremely good. I am hoping the treatment I am getting will work.		The hospital is clean & well organised.	Female	56-65	White British	No tick
1	May	MSK Physiotherapy	Extremely likely		Fantastic support. Lovely physio. Great company. Very encouraging.		No - it was fantastic!	Female	16-25	White British	No tick
2	May	MSK Physiotherapy	Extremely likely		Very kind & clear instructions & very helpful.		More equipment.	Male	over 65	White British	No tick
3	May	MSK Physiotherapy	Extremely likely		The physio was extremely attentive & really listened to me. She explained		Ideally, would be seen sooner. However, I understand	Female	over 65	White British	No tick

					everything clearly and explained her diagnosis & treatment thoroughly. A positive experience.		current staffing levels do not facilitate this.				
4	May	MSK Physiotherapy	Extremely likely		Very friendly & helpful. Nothing too much trouble.		No. Found very efficient.	Female	over 65	White British	No tick
5	May	MSK Physiotherapy	Extremely likely		Because so far have had a good communication with Tiverton physio dept. Everyone is very kind and thoughtful. It is nice being treated with respect.		Not at the moment.	Female	46-55	White British	No tick
6	May	MSK Physiotherapy	Extremely likely		Loads of encouragement at all times with professional assistance. Very pleased with my progress. Thank you.		None.	Male	over 65	White British	No tick
7	May	MSK Physiotherapy	Extremely likely		The staff are extremely supportive and helpful. S. is friendly and always			Female	26-35	White British	No tick

					takes time to answer all my questions. She doesn't push harder than I can manage.						
1	Jun	Fracture Clinic	Likely		Friendly, efficient, speedy. Easy access, clean, friendly, helpful.		Best service already.	Female	over 65	White British	No tick
2	Jun	MSK Physiotherapy	Extremely likely		Have been given excellent service.			Female	over 65	White British	No tick
3	Jun	MSK Physiotherapy	Extremely likely		V. was fantastic & encouraging and the 6 week gym sessions have really benefitted me. Thank you.			Female	46-55	White British	No tick
4	Jun	MSK Physiotherapy	Extremely likely		Just so good, putting you first and giving individual, excellent service.			Female	56-65	White British	No tick
5	Jun	MSK Physiotherapy	Extremely likely		3 months ago I was in constant discomfort & pain and had very limited movement in my arm. Now I am able to use it again. Work most of the time with no pain.			Female	36-45	White British	No tick

6	Jun	MSK Physiotherapy	Extremely likely		The range of exercises and supervision of the way these are carried out have been excellent and have greatly assisted the increased movement I have in my knee joint since my replacement op.			Female	over 65	White British	No tick
7	Jun	MSK Physiotherapy	Extremely likely					Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
8	Jun	MSK Physiotherapy	Extremely likely		The physio team have been excellent. Thank you.						No tick
9	Jun	Radiology	Extremely likely		Good service.			Male	56-65	White British	No tick