

Tiverton 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	No data	No data	No data	No data
Apr-15	5	100.0	0.0	0.0
May-15	No data	No data	No data	No data
Jun-15	28	100.0	0.0	0.0

Qualitative Feedback - Apr-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	Apr	MSK Physiotherapy	Extremely likely	Staff (physio lady) is very patient with me and explains what I have to do (exercises) and also tells me why it helps my shoulder and joints.	None, it's okay as it is.	Female	56-65	White British	No tick
2	Apr	MSK Physiotherapy	Extremely likely	Caring staff and shorter waiting times experienced in all departments over several years (compared with RD&E).	More high-backed chairs in waiting areas expecting elderly patients.	Female	over 65	White British	No tick
3	Apr	MSK Physiotherapy	Extremely likely	Very satisfied with skills and care shown to me. Effective and successful treatment.		Male	over 65	White British	No tick
4	Apr	MSK Physiotherapy	Extremely likely	Pleasant and effective service / therapy. Surprisingly short waiting time!	Am happy.	Male	36-45	White British	No tick
5	Apr	MSK Physiotherapy	Extremely likely	Extremely satisfied, kind and friendly.			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	Audiology	Extremely likely	Always found hospital to be well-run and friendly.	No.	Male	over 65	White British	No tick
2	Jun	Audiology	Likely				56-65		I DO NOT wish my anonymised comments to be made public
3	Jun	Cardiac Rehabilitation	Extremely likely	Excellent service. Thank you.		Male	over 65	White British	No tick
4	Jun	Fracture Clinic	Extremely likely	Everyone so nice.					No tick
5	Jun	MSK Physiotherapy	Extremely likely	I have felt well supported throughout my post-op exercises. All staff I have met have been knowledgeable + professional. Known when to encourage + push.	It was a long walk sometimes from reception to consulting room at times during the early days following surgery.	Female	56-65	White British	No tick
6	Jun	MSK Physiotherapy	Extremely likely	The care and attention on an individual basis. Reassurance.		Female	over 65	White British	No tick
7	Jun	MSK Physiotherapy	Extremely likely	All the staff are cheerful and pleased to help you and also very	Not used by me.	Male	over 65	White British	No tick

				knowledgeable about your condition. Nothing is too much trouble for them. A credit to the NHS.					
8	Jun	MSK Physiotherapy	Extremely likely	Very friendly approach, good, clear information.	N/A.	Male	46-55	White British	No tick
9	Jun	MSK Physiotherapy	Extremely likely			Female	56-65	White British	No tick
10	Jun	MSK Physiotherapy	Extremely likely	Clear, informative & reassuring.	Not from my one experience.	Female	56-65	White British	No tick
11	Jun	MSK Physiotherapy	Extremely likely	Excellent advice given clearly. Very approachable. Credit to the NHS. Very understanding. Very friendly. Couldn't do enough or more. Thank you very much.			46-55	White British	No tick
12	Jun	MSK Physiotherapy	Extremely likely	Extremely supportive service. Reassuring and informative. I felt better immediately after the assessment and followed the advice given.	No - excellent service.	Female	56-65	White British	No tick
13	Jun	MSK Physiotherapy	Extremely likely	Excellent and efficient care.		Female	46-55	White British	No tick
14	Jun	MSK Physiotherapy	Extremely likely			Female	over 65		I DO NOT wish my anonymised comments to be made public

15	Jun	Not entered	Extremely likely			Female	16-25	White British	No tick
16	Jun	Not entered	Extremely likely	Attended minor injuries dept. 31.12.14 I was seen very quickly and also a thorough examination by A. Thank you.	Sorry, no.	Female	56-65	White British	No tick
17	Jun	Not entered	Extremely likely	So much easier to get to.					No tick
18	Jun	Not entered	Extremely likely	Very nice - quick – on time.	Bigger signs.	Female	26-35	Other ethnic group	No tick
19	Jun	Not entered	Extremely likely	It a very good service.			over 65		No tick
20	Jun	Not entered	Extremely likely	Very good service.					No tick
21	Jun	Not entered	Extremely likely	Great service, doctor and nurse fantastic.		Male	46-55	White British	No tick
22	Jun	Not entered	Likely			Male	over 65	White British	No tick
23	Jun	Rheumatology	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
24	Jun	Rheumatology	Extremely likely	All easy going.		Male	over 65	White British	No tick
25	Jun	Rheumatology	Likely	Staff are friendly + approachable.		Female	26-35	Black / African / Caribbean / Black British	No tick
26	Jun	Urology	Extremely likely	The staff are extremely	No.	Male	over	White	No tick

				friendly, helpful & reassuring.			65	British	
27	Jun	Vascular	Extremely likely	Such good treatment, nurse happy and smiley. Doctor very good.		Female	over 65	White British	No tick
28	Jun	Vascular	Extremely likely				56-65	White British	No tick