

Tiverton 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%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jul-15	6	100.0	0.0	0.0
Aug-15	12	100.0	0.0	0.0
Sep-15	No data	No data	No data	No data

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	Fracture Clinic	Extremely likely	Dr. and nurse D. were brilliant, so caring.			56-65	White British	No tick
2	Fracture Clinic	Extremely likely	Very good doctor and nurse.					No tick
3	General Surgery	Extremely likely	Helpful.					No tick
4	General Surgery	Extremely likely	All so nice and happy.					No tick
5	MSK Physiotherapy	Extremely likely	Staff are wonderfully polite & approachable. So pleased to have a diagnosis & the information needed to change. 10/10. Thank you so much for all your help.	Nope. It's clean, light.	Female	26-35	White British	No tick
6	Not entered	Extremely likely						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	Gynaecology	Extremely likely	Good care & wellbeing.	Waiting times.	Male	26-35	White British	No tick

2	MSK Physiotherapy	Extremely likely	V. was very thorough. Both her explanation of what she was going to ask + do, then whilst examining my daughter + post diagnosis.	No, outstanding.	Female	under 16	White British	No tick
3	MSK Physiotherapy	Extremely likely	Due to recent leg injury I have been very impressed with how well cared for I have been.	None - extremely efficient.	Female	26-35	White British	No tick
4	MSK Physiotherapy	Extremely likely	The service I have been given has been carried out with care, feeling and a great deal of expertise.		Male	over 65	White British	No tick
5	MSK Physiotherapy	Extremely likely	I came here with terrible pain all down my right leg from my buttocks. I have had 6 sessions of acupuncture & now only get a twinge in the top of my buttock. Wonderful!		Female	over 65	White British	No tick
6	MSK Physiotherapy	Extremely likely	Very thorough, friendly & professional. Clear exercise instructions were given. Thank you.	None - every person I have spoken to who has visited the physiotherapy team has a high opinion of the team members they saw.	Male	36-45	White British	No tick
7	MSK Physiotherapy	Extremely likely	Therapist was great! Thank you.		Male	26-35	White British	No tick
8	MSK Physiotherapy	Extremely likely	Excellent instruction & friendly staff.	Carry on - perfect.	Male	56-65	White British	No tick
9	MSK Physiotherapy	Extremely likely	Back & hip fractures & osteoarthritis.	Being referred to a more senior person as I've seen		56-65	White British	No tick

				today earlier.				
10	MSK Physiotherapy	Extremely likely	I have received excellent advice and it has improved my pain.	No. What you are doing is very good.	Female	over 65	White British	No tick
11	MSK Physiotherapy	Extremely likely	Very helpful.	None.	Female	46-55	White British	No tick
12	MSK Physiotherapy	Extremely likely	Very helpful and treatment effective, feeling better. I just think if physio was discussed at time of problem a quicker diagnosis & treatment - less time off work.		Female	46-55	White British	No tick