

Tiverton 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	1	100.0	0.0	0.0
Nov-15	6	100.0	0.0	0.0

Dec-15	1	100.0	0.0	0.0
Jan-16	5	100.0	0.0	0.0
Feb-16	4	75.0	25.0	0.0
Mar-16	4	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	Oct	MSK Physiotherapy	Extremely likely		I came to Physio feeling really down. After meeting K. and having a chat I feel so much more confident. Also, the exercises she showed me how			Female	over 65	White British	No tick

						to do has helped me so much. Thank you K.						
1	2015	Nov	ENT	Extremely likely		Very welcoming & friendly - efficient + kind, lovely service! Thank you both.			Female	16-25	White British	No tick
2	2015	Nov	MSK Physiotherapy	Extremely likely						over 65	White British	I DO NOT wish my anonymised comments to be made public
3	2015	Nov	MSK Physiotherapy	Extremely likely		Staff always lovely and friendly, take time to explain things.		Booking in for physio. - never remember whether to go to desk or come straight down to dept.	Female	56-65	White British	No tick
4	2015	Nov	MSK Physiotherapy	Extremely likely		You have been treating my daughter since January and have helped her understand why she is suffering so much pain. K. is a brilliant person and physio.		Listen to what the patient has to say as it is them who are suffering and tell you what it's like.	Female		White British	No tick
5	2015	Nov	Oncology	Extremely likely		Very efficient and friendly staff. Not				over 65	White British	No tick

						far to travel. Easy to park.						
6	2015	Nov	Ophthalmology	Extremely likely		The nurse was very welcoming and reassuring and the clinician equally helpful. Also, very good timekeeping.		Nothing comes to mind.	Female	over 65	White British	No tick
1	2015	Dec	Not entered	Extremely likely					Male	over 65	White British	No tick
1	2016	Jan	Not entered	Extremely likely		Excellent care from start to finish. Professional & caring. Thank you.			Female	36-45	White British	No tick
2	2016	Jan	Orthopaedics	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
3	2016	Jan	Radiology	Extremely likely		Phoned me with apt. time just a few days after seeing doctor. Quiet & quick for x-ray.			Male	56-65	White British	No tick
4	2016	Jan	Radiology	Extremely likely		Was seen on time.			Male	over 65	White British	No tick
5	2016	Jan	Radiology	Extremely likely		The female radiologist had a		Tell D. (the radiologist) to be	Female	46-55	White British	No tick

						very good manner and excellent patient skills, etc. I could not fault her at all.		less abrupt and to improve his manner, etc.				
1	2016	Feb	MSK Physiotherapy	Extremely unlikely		I am filling this in before I have had my treatment. However, I am appalled that at 37 weeks pregnant (with a 14 month old baby at home as well) I have had to wait 13 days for an urgent appt.		Treat urgent as urgent.	Female	26-35	White British	No tick
2	2016	Feb	Radiology	Extremely likely		Very efficient and quick.				over 65	White British	No tick
3	2016	Feb	Radiology	Extremely likely		Wonderful staff & no horrible travel.		Keep it!		56-65	White British	No tick
4	2016	Feb	Radiology	Extremely likely		Excellent treatment & pleasant staff.			Female	over 65	White British	No tick
1	2016	Mar	Radiology	Extremely likely		Staff are kind, polite & caring. I didn't have to wait.			Female	over 65	White British	No tick
2	2016	Mar	Radiology	Extremely likely		Friendly staff, informative, prompt		No.		56-65	White British	No tick

						appointment.						
3	2016	Mar	Radiology	Extremely likely		Local to home, ease of access / parking.		No suggestions at present.	Female	46-55	White British	No tick
4	2016	Mar	Ultrasound	Extremely likely		Very helpful, kind & caring. Nothing too much trouble.				36-45	White British	No tick