

Rapid Response Service - 'Friends and Family Test' - Aug-16

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 'Would recommend' score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Aug-16	7	100.0	0.0	0.0

Qualitative Feedback – Aug-16

	'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 the service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	Extremely likely	The personality of the people has been brilliant, willing to help and use common sense.	Not on the basis as I have experienced.	Male	over 65	White British	
3	Extremely likely	Everyone is so helpful & kind & willing to do what has been asked. Nothing too difficult.	Not really.	Female	over 65	White British	
4	Extremely likely	Care is wonderful. I could not of coped without them. Brilliant service.		Male	over 65	White British	
5	Extremely likely	They were pleasant, helpful, informative & took time to find out what I needed & wanted, rather than assumed they already knew. They were kind but clear in what any could or couldn't do.	Not really. Well pleasing as it is. Thank you.	Female	over 65	White British	
6	Extremely likely	Caring, responsible and friendly members of the team. Really responsive to my parents' needs and requirements. Always appeared with a smile on their faces and friendly greeting manner.	Ensure times for each patient are met. One day, carer did not turn up, leaving Dad without a possible lunch! Daughter was there at that time to cover shortfall.	Female	over 65	White British	

7	Extremely likely		Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
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