

## Rapid Response Service - Friends and Family Test - Jan-17 to Feb-17

*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 %
Jan-17	16	100.0	0.0	0.0
Feb-17	20	100.0	0.0	0.0

## Qualitative Feedback – Jan-17

	'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	I had a fall.		Female	Over 65	White British	
2	Extremely Likely			Female	Over 65	White British	Do not publish
3	Extremely Likely	Nothing was too much trouble. All very nice and kind.	None.	Female	Over 65	White British	
4	Extremely Likely	I have been well looked after and couldn't ask for anything more.	No.	Female	Over 65	White British	
5	Extremely Likely	Cheerful & caring.					
6	Extremely Likely	Excellent care from all the team.	No.	Female	Over 65	White British	
7	Extremely Likely	It's because it's nice to have someone to talk to and put my mind at rest.	No.	Male	Over 65	White British	
8	Extremely Likely	Lovely, friendly and very helpful.	Be longer than 7 days!	Female	Over 65	White British	
9	Extremely Likely	Because you're all so friendly and nice.		Female	Over 65	White British	
10	Extremely Likely	Wonderful, caring team. Supportive of client & family. J. was so reassuring, professional, calm & patient, though whole team first class. Thank you.	Have the ability to extend service for a longer period. Securing ongoing care has been stressful - due to low staffing resources & high demand.	Female	Over 65	White British	
11	Extremely Likely	Efficient - respect for patient - cheerful demeanour.	We used your service for a way to get our patient ready to start the day well - it worked!	Male	Over 65	White British	
12	Extremely Likely	Help to wash and move D.	Get the treatment going sooner.	Female	Over 65	White British	
13	Extremely Likely	At every stage you took mum's needs and wishes into account. She was	No!	Female	46-55	White British	

		assessed and monitored thoroughly and everyone we dealt with was professional, cheerful and sympathetic. We really appreciated the manual aids which were demonstrated and made our handling of mum easier. From the start we have been really impressed Thank you.					
14	Extremely Likely	Wonderful ladies and so helpful. Very kind to D. so I can't thank them enough.		Male			
15	Extremely Likely	After phone call from doctor someone was there within 40 minutes and were very helpful and professional.	Collection of equipment used at premises. Should be collected quicker and process should be much easier.	Male	56-65	White British	
16	Likely	Reliable & pleasant.		Female	Over 65	White British	

### Qualitative Feedback – Feb-17

	'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	Mother had fall.	Just keep what you're doing. Fantastic service. Great people.	Male	46-55	White British	
2	Extremely Likely			Male	Over 65	White British	Do not publish
3	Extremely Likely	Reliable service, get help when needed, staff friendly and helpful.		Female	Over 65	White British	
4	Extremely Likely			Female	46-55	White British	Do not publish

5	Extremely Likely	Everyone was so helpful and lovely.		Female	Over 65	White British	
6	Extremely Likely	Have had very good care.	Not really.	Male	Over 65	White British	
7	Extremely Likely	Helped with needs in a caring, professional manner. Talked to her in a way she accepted their help. Made a lot of difference.	Having an early slot - was great for someone who's up around 5.	Female	Over 65	White British	
8	Extremely Likely	All the support workers have been very helpful.		Female	Over 65	White British	
9	Extremely Likely	Very pleasant staff, very helpful.		Female	56-65	White British	
10	Extremely Likely	Very good.			Over 65		
11	Extremely Likely	After phoning there was very quick response from friendly, capable paramedics. Very caring professionals. Thank you.	Not really. We found this service all we could wish for in the circumstances.		Over 65	White British	
12	Extremely Likely	The reason I have said extremely likely is because the service is excellent.	No.	Male	Over 65	White British	
13	Extremely Likely	Having friendship.	Having the service longer.	Female	Over 65	White British	
14	Extremely Likely	Everyone was polite, helpful and brilliant with my mother.	Can't think of anything that could be improved upon!	Female	Over 65	White British	
15	Extremely Likely	I appreciate people coming in to look after me.	No.				
16	Extremely Likely	Very impressed with the speed in which the care package was put in place. Communication was excellent, keeping the family fully informed. The carers have all been professional and very kind.		Female	Over 65	White British	
17	Extremely Likely	Fantastic support system. It was required immediately post-discharge due to struggling once home. Care & support was excellent.	This would have been better arranged whilst in hospital instead of introducing post-discharge. I'm completing this as the daughter. D/N arranged the support.	Female	Over 65	White British	
18	Likely	Everyone has been polite, patient and caring.	My mum is hard of hearing and therefore the communication has	Female		White British	

			been difficult. If there was a way of accessing a hearing aid it would have helped.				
19	Likely	Very pleased with the people that have come. They have been very kind and helpful.		Female	Over 65	White British	
20	Likely	Very helpful.	Does not require change.	Male	Over 65		