

Rapid Response Service - Friends and Family Test - Jul-17 to Aug-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 %
Jul-17	13	100.0	0.0	0.0
Aug-17	9	100.0	0.0	0.0

Qualitative Feedback – Jul-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 felt the support was especially good and the girls were extremely friendly and helpful.		Female	Over 65	White British	
2	Extremely Likely	You have all really helped me and are wonderful.	No.	Male	Over 65	White British	
3	Extremely Likely	The support workers will do anything for you. They are gentle, polite and beautiful people.	No.	Female	Over 65	White British	
4	Extremely Likely	For the extreme care and kindness and being so helpful when not too well.	A few male nurses.	Male	Over 65	White British	
5	Extremely Likely	So helpful and so kind.	Very good service.				
6	Extremely Likely	I have had super service. All so willing. Amazed how they automatically know their way around the kitchen.	Just give them to me always!!	Female	Over 65	White British	
7	Extremely Likely	Very understanding of the situation.		Male	Over 65	White British	
8	Extremely Likely	I like the service given to me.	No cause I am pleased with wot was given.	Female	Over 65	White British	
9	Extremely Likely	They were very good.		Female	Over 65		
10	Extremely Likely	It's a wonderful service.		Female	Over 65	White British	
11	Extremely Likely	Everyone is so nice and understanding. I personally feel better for it.		Female	Over 65	White British	
12	Likely	My mother is disabled and she needs full-time care.	None that I can think of.	Female	Over 65		

13	Likely	The service has been very good. Always on time.	To be given more time on visits.	Female	Over 65	White British	
14	<i>Not entered</i>	What other option is available? Free / at short notice / in communication with your GP. Daft question.	Have one person co-ordinating all the services. We were dealing with at least five different outfits.	Female	Over 65	White British	

Qualitative Feedback – Aug-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	You are marvellous.	No.	Male	Over 65	White British	
2	Extremely Likely	Because they were good in the main.	Same carers if possible. Same times.	Female	Over 65	White British	
3	Extremely Likely	Excellent care given.	More communication between counties.	Female	Over 65	White British	
4	Extremely Likely	Useful mobility aids and sofa raisers / toilet raiser etc.	Better communication amongst yourselves.	Female	Over 65	White British	
5	Extremely Likely	Because all staff are very helpful, listen to what family say and really nice to my mum.		Female	Over 65	White British	
6	Extremely Likely	Very caring, considered patient first and foremost. Nothing too much trouble.		Female	Over 65	White British	
7	Extremely Likely			Male	Over 65	White British	Do not publish
8	Extremely Likely	Every team member provided me with first class care and attention.	I don't feel that any improvement is necessary.	Female	Over 65	White British	
9	Likely	I was satisfied with the care considering the circumstances.	I would like the visits to be longer.	Male	Over 65	White British	