

Rapid Response Service - Friends and Family Test - Jun-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 %
Jun-17	14	100.0	0.0	0.0

Qualitative Feedback – Jun-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	Wonderful carers. They have given so much help, love & care. Thank you so much.	No.	Male	Over 65	White British	
2	Extremely Likely	I've told everybody how lovely they all are. I recommend Rapid Response to everyone.	I'm happy with everything & praising the girls to everyone.				
3	Extremely Likely	Good service. Girls very caring and easy to talk to.	No.		Over 65	White British	
4	Extremely Likely	Kindness of support workers. Caring. Wonderful.	None.	Female	Over 65	White British	
5	Extremely Likely	The best care I have had. Everyone was wonderful.	No - lovely as it is.				
6	Extremely Likely	Very helpful & considerate.		Female	Over 65	White British	
7	Extremely Likely	Well-trained, well-presented and all had very good personal skills. 10/10.	Vital service. Need to keep the government under pressure to understand the requirement & fund the service properly.	Female	Over 65	White British	
8	Extremely Likely	Very impressed with service given and the way they organised other visits to come in to help. Excellent time response.		Male	Over 65	White British	
9	Extremely Likely	The girls helped me in my time of need. I couldn't have done it myself.	Instruct ladies how to get in the house - key-wise.	Female	Over 65	White British	
10	Extremely Likely	For the professional care and attention to detail. Also, the sensitivity to [name withheld] - vascular dementia condition.		Female	Over 65	White British	

11	Extremely Likely			Male	Over 65	White British	
12	Extremely Likely	All very helpful.	None.	Female	Over 65	White British	
13	Likely	Good staff and well looked after.		Female	Over 65	White British	
14	Likely	People were a great help.			Over 65	White British	
15	<i>Not entered</i>	Very fragile after a TIA and a fall.	No. Excellent care. Very friendly and efficient.	Female	Over 65	White British	