

## Rapid Response Service - Friends and Family Test - Mar-17 to Apr-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 %
Mar-17	14	100.0	0.0	0.0
Apr-17	13	100.0	0.0	0.0

## Qualitative Feedback – Mar-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	Have received an excellent service.	Don't think the service needs improving.	Female	56-65	White British	
2	Extremely Likely	The service by the carers was marvellous - friendly, cheerful & very efficient. I can find no fault in any way. Thank for looking after me.		Female	Over 65	White British	
3	Extremely Likely	Extra carers for my husband while I was ill as well was very valuable.		Female	Over 65	White British	
4	Extremely Likely	Needed to help very elderly lady and her family in her home, suddenly gone downhill at the age of 90.	No. Great job. Thanks. Dad came home from work early Monday at 3 for meeting - no-one turned up.	Female	Over 65	White British	
5	Extremely Likely	The response team came early in the morning to help me get dressed.	No.	Female	Over 65	White British	
6	Extremely Likely	The service is excellent and I would recommend it to friends & my family.	Not that I can think of except it to be longer.		Over 65	White British	
7		Because I fell & fractured my ankle.	You cannot.	Female	Over 65	White British	
8	Extremely Likely	Very kind & very helpful.		Female	Over 65	White British	
9	Extremely Likely	Very friendly, professional staff. Always smiling & willing to help.	N/A.	Female	Over 65	White British	
10	Extremely Likely	Everything has been very good. I have been looked after very well. Thank you!	No.	Female	Over 65	White British	
11	Extremely Likely	Because I like the company.	No.		Over 65	White British	
12	Extremely Likely	I'm extremely happy with the service.	None at all.				

13	Extremely Likely	All the girls are very polite & nice & care for me in a kindly manner & careful.	I would like the service to be longer than seven days.				
14	Extremely Likely	Excellent team - have been a 'life saver'.	No. Well organised.	Female	36-45		

### Qualitative Feedback – Apr-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	Professional, kind, caring.			Over 65	White British	
2	Extremely Likely	Because the people who work for them are pleasant/cheerful.	Better timing. Perhaps ring a certain time before arrival.				
3	Extremely Likely			Female	Over 65	White British	Do not publish
4	Extremely Likely	The help received for my husband was excellent. Kind, caring, thorough. All staff very polite.	Your staff provided all the assistance we required. Thank you.	Female	Over 65	White British	
5	Extremely Likely	Their care for me after breaking my right wrist has been wonderful. I can't thank them enough.		Female	Over 65	White British	
6	Extremely Likely	Injured knee, so was unable to care for myself. I live alone. The ladies have been fantastic.	No - couldn't have wished for more. Thank you. Very grateful.	Female	Over 65	White British	
7	Extremely Likely	Every one of your ladies have been a credit to your service, I would like them for friends.	You can't improve on excellence. Thank you.	Male	Over 65	White British	
8	Extremely Likely	Super service, really pleased with everybody. Loved everyone. Will		Female	Over 65	White British	

		miss you all. Thank you.					
9	Extremely Likely	Because the other carers can't give me the same care that we get from RRSW.	No, all the girls are wonderful.				
10	Extremely Likely	I was given the support when I needed it as I was not moving around and couldn't do my usual thing.	No. It was excellent and I am sorry to see it go.	Female	Over 65	White British	
11	Extremely Likely	All staff have been professional, efficient, friendly, caring and treated my father-in-law with dignity.	None.				
12	Extremely Likely			Female	Over 65	White British	Do not publish
13	Extremely Likely	I have been given great help & kindness.		Female	Over 65	White British	