

Rapid Response Service - 'Friends and Family Test' - Nov-16 to Dec-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 %
Nov-16	10	100.0	0.0	0.0
Dec-16	8	100.0	0.0	0.0

Qualitative Feedback – Nov-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	To help me to take care of my husband whilst he had diarrhoea.	We found it just fine and would not change anything.	Male	Over 65	White British	
2	Extremely Likely	Because it is a first class service, much welcomed.			Over 65	White British	
3	Extremely Likely	All the ladies were lovely, very kind and very efficient. I really looked forward to them coming and they all made my day brighter. Well done ladies!! You are all a credit to the N.D.H.		Female	Over 65	White British	
4	Extremely Likely	When the girls came they were very good.		Male	Over 65	White British	
5	Extremely Likely	Great service and valuable help.	Possibly longer than a week.	Female	Over 65	White British	
6	Extremely Likely	A very good service and very nice people.	Unlikely.				
7	Extremely Likely	All caring staff and hardworking.	None. Keep the staff you got. They are the soldiers.				
8	Extremely Likely	All the team were very professional and understanding. Nothing was out of the question when asking for help and assistance. Will miss them!	Not from our perspective. Very happy!	Female	Over 65	White British	
9	Extremely Likely	With the help of your service Rapid Response I was able to stay at home & remain independent.	I wish the service was longer & not just one week.	Female	Over 65	White British	
10	Likely			Female	Over 65	White British	Do not publish

Qualitative Feedback – Dec-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	Professional, very kind.	Keep up the hard work.	Male	Over 65	White British	
2	Extremely Likely	All the carers have been fantastic. Very patient and caring to mum's needs.		Female		White British	
3	Extremely Likely	I found all carers very good.	The time of arriving is sometimes unhelpful.	Female	Over 65	White British	
4	Extremely Likely	Valuable help when he really needs it.		Male	56-65	White British	
5	Extremely Likely	Very helpful to have help at short notice in a crisis.		Female	56-65	White British	
6	Extremely Likely	The care and dedication given at short notice has been marvellous. Can highly recommend, especially S., for all the help in getting a prescription that the local Boots wouldn't get in time.	No, great as it is.	Female	Over 65	White British	
7	Extremely Likely	All the staff are helpful & caring.		Female	Over 65	White British	
8	Extremely Likely	There when we needed them. We didn't even have to ask. We were still in shock but they thought of everything we might need.	No, it was excellent. Thank you so much to J. & N. who set everything up and to all the carers who were wonderful.	Female	Over 65	White British	