

Rapid Response Service - 'Friends and Family Test' - Sep-16 to Oct-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 %
Sep-16	8	100.0	0.0	0.0
Oct-16	11	100.0	0.0	0.0

Qualitative Feedback – Sep-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	All the ladies who helped me have been so kind, polite and helpful.	No. I couldn't fault the response I had in any way.	Female	over 65	White British	
2	Extremely likely	All been very helpful and friendly.	Having the service for longer.	Male	over 65	White British	
3	Extremely likely	A good team of women to help me at a rather upsetting time. A pleasure to meet those that visited me. I was unaware of your service.		Female	over 65	White British	
4	Extremely likely	Very pleased with level of care received.		Male	46-55	White British	
5	Extremely likely	Thank you all for all your help and kindness in the past week. It was like a breath of fresh air when the carers entered the house.	Carry on with the excellent work.	Male	over 65	White British	
6	Extremely likely			Male	over 65	White British	Do not publish
7	Extremely likely	So far my treatment I have received has been 100%. Everybody has been so kind and treated me with so much respect.	I think this service is first class.	Female	over 65	White British	
8	Extremely likely	Very caring & helpful.					

Qualitative Feedback – Oct-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			Female	Over 65	White British	Do not publish
2	Extremely Likely	I've had excellent service from ladies who have been supporting me this week. They are very nice and kind. I would definitely recommend it.		Female	Over 65	White British	
3	Extremely Likely	Blocked catheter.	111 take a long time to answer and are not quick enough to respond with help.	Male	Over 65	White British	
4	Extremely Likely	Everybody has been so nice and friendly. I have received so much help and support.	No.	Female	Over 65	White British	
5	Extremely Likely	The girls were very kind and nothing was too much trouble.	None, it was excellent.	Female	Over 65	White British	
6	Extremely Likely	The service was excellent, the carers were brilliant and so kind to my husband and myself, nothing was too much trouble. It was such a help when we needed it. Can't thank them enough, the girls and P. were great. Thank you so much.	No improvement necessary in our opinion.	Male	Over 65	White British	
7	Extremely Likely	Wonderful, confidence-giving.	Could not be better.	Female	Over 65	White British	
8	Extremely Likely	Kindness, sensitivity, competent, professional.	No.	Female	Over 65	White British	

9	Extremely Likely	Professional and all good at the jobs.	Says service is a brilliant.			White British	
10	Extremely Likely	Good fun and good at the job.	Nope - we are good the way we are.	Male	Over 65		
11	Likely	Every help I have been given, wonderful.	No.				