

Pathfinder Urgent Care Service - Friends and Family Test - Jan-17 to Feb-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 % |
|--------|------------------|----------------------|--------------------------|--|
| Jan-17 | 1 | 100.0 | 0.0 | 0.0 |
| Feb-17 | 2 | 100.0 | 0.0 | 0.0 |

Qualitative Feedback – Jan-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 | Good assessment. | Don't duplicate by seeing one doctor in A&E and another on the ward. | | | | |
| 2 | <i>Not entered</i> | I have been well looked after. | No. | Female | Over 65 | White British | |

Qualitative Feedback – Feb-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 | Mother had fall. | Amazing service! | | 46-55 | White British | |
| 2 | Extremely Likely | Good service, staff friendly & helpful. | | Female | Over 65 | White British | |