

Pathfinder Urgent Care Service - Friends and Family Test - Jul-17 to Aug-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 %
Jul-17	8	100.0	0.0	0.0
Aug-17	4	100.0	0.0	0.0

Qualitative Feedback – Jul-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	Because I was satisfied in every way with the treatment I received.		Female	Over 65	White British	
2	Extremely Likely	Efficient service. Friendly staff. Very helpful.		Male	Over 65	White British	
3	Extremely Likely	Very helpful, positive and caring staff.		Female	Over 65	White British	
4	Extremely Likely	[Names withheld] were fantastic & very helpful.	None that I can think of. Thank you.	Female	Over 65	White British	
5	Extremely Likely	Very kind & helpful people.		Female	Over 65	White British	
6	Extremely Likely	Well looked after by all. Nothing too much trouble.	No. It is already so good.		Over 65	White British	
7	Extremely Likely	The help given by your team was professional, kind and caring. Well done.	I think you are doing well already.				
8	Extremely Likely	On Friday 21, I fell down my stairs at home & broke my wrist (right). I was at A&E most of that day. The attention to me was fantastic.	None.	Male	Over 65	White British	

Qualitative Feedback – Aug-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	Only a limited amount of contact with the pathfinder but what we had was good.		Male	Over 65	White British	
2	Extremely Likely				Over 65	White British	
3	Extremely Likely	The team were very professional, kind and gave the level of support and encouragement needed to get me mobilised. They gave me time to recover as I had problems with the effects of painkillers. Very low pulse. Lovely people.	N/A.	Female	56-65	White British	
4	Extremely Likely	Very helpful & friendly. Reassured our elderly mum well.	No.	Female	Over 65	White British	