

## Pathfinder Urgent Care Service - Friends and Family Test - May-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<br>No. | Would recommend<br>% | Would not recommend<br>% | Neither likely nor unlikely to recommend / Don't know<br>% |
|--------|------------------|----------------------|--------------------------|--|
| May-17 | 15               | 93.3                 | 6.7                      | 0.0  |

## Qualitative Feedback – May-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                 | You took the pressure off me. I was almost worn out after 3 weeks with next to no sleep. Thank you.   |  | Male   | Over 65 | White British |   |
| 2 | Extremely Likely                 | Very impressed with the professional but extremely caring way everything was dealt with.  | More than satisfied with your present service!   | Male   | Over 65 | White British |   |
| 3 | Extremely Likely                 | With the ease & advice given to me, I wouldn't hesitate to recommend your team. A good back-up idea, well done.   | I think you have it spot on.   |        | Over 65 | White British |   |
| 4 | Extremely Likely                 | Very pleased with the service.  |  | Male   | Over 65 | White British |   |
| 5 | Extremely Likely                 | The A&E doctor told mum she would be seen by the Pathfinder team so we imagined an appointment later in the week, but within the hour mum was seen by A. who gave excellent care & advice & mum was then sent home that evening happy & confident with two mobility aids. | No - because our personal experience of the service is very prompt, efficient & professional. Thank you. | Female | Over 65 | White British |   |
| 6 | Extremely Likely                 | Was assessed and within hours chair raisers were in place at my home. Many thanks.  |  | Female | Over 65 | White British |   |
| 7 | Extremely Likely                 | I have had several stays in ND Hospital and staff - all of them have always been so caring and efficient. Food's not too bad either!  | Pity you haven't got room for a bigger car park.   | Female | Over 65 | White British |   |
| 8 | Extremely Likely                 | Excellent customer care & service   |  | Male   | Over 65 | White British |   |

|    |                    |   |  |        |         |               |                |
|----|--------------------|---|--|--------|---------|---------------|----------------|
|    |                    | plus great communication - explained everything well to confused dad.                                   |  |        |         |               |                |
| 9  | Extremely Likely   | The friendly welcome I had & wonderful service - all the staff, nurses, doctor etc.                     | No.  | Male   | Over 65 | White British |                |
| 10 | Extremely Likely   | Standard of care very good.   | No.  | Female | Over 65 | White British |                |
| 11 | Extremely Likely   | Phoned me the following morning and received the guard bag that lunchtime.                              |  |        | Over 65 | White British |                |
| 12 | Likely             |   |  | Male   | Over 65 | White British | Do not publish |
| 13 | Likely             | Helpful & pleasant.   |  | Male   | Over 65 | White British |                |
| 14 | Likely             | None.   | None needed.                                 | Female | Over 65 |               |                |
| 15 | Extremely Unlikely | Disgusting the way my man was treated. To be sent home with no care or anything - he was really poorly. | Help the elderly - do not just fob them off. | Male   | Over 65 | White British |                |