

Pathfinder Complex Discharge 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	1	100.0	0.0	0.0
Aug-17	4	75.0	0.0	25.0

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	Everyone is very helpful and caring.	Nothing I can think of to improve. Keep up the good work.	Male	16-25	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	Helpful.	You could leave a contact card with the patients, so family could contact you direct. Would make it process quicker.	Female	Over 65	White British	
2	Extremely Likely	We had very good liaison at all times, giving us peace of mind as [name withheld]'s care was so well taken care of.	No.	Male	56-65	White British	
3	Extremely Likely			Male	56-65	White British	Do not publish
4	Neither Likely nor Unlikely	No choice. When a person has had stroke Pathfinders find a place. Felt we were pushed a bit to hurry up & get mum out of hospital.	It is really important that Pathfinders realise that this is somebody's mum/nan going into a home - not just another old person who a place has been found for. I think sometimes more empathy needed.	Female	Prefer not to say	White British	