

## Pathfinder Urgent Care Service - Friends and Family Test - Sep-17 to Oct-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 %
Sep-17	5	100.0	0.0	0.0
Oct-17	2	100.0	0.0	0.0

### Qualitative feedback – Sep-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	The staff who attended me I would give 10/10. Very reliable.			Over 65	White British	
2	Extremely Likely	Because I was dealt with in a caring & [illegible].	Pay the staff more.	Male	Over 65	White British	
3	Extremely Likely	All the staff that looked after my wife were very caring, very polite and considerate. Nothing was too much trouble.	No need to improve.	Male	Over 65	White British	
4	Extremely Likely	Excellent attention I received at A&E & the follow-up during my holiday at Croyde Bay. Many thanks also the link up with my GP here in Bristol.	No.	Male	Over 65		
5	Extremely Likely	Because staff are very friendly, helpful, easy to talk to, listen to my mum and her needs. Made me feel happy with what's going to happen about care (daughter) that I can be happy that mum is going to be safe at home.		Female	Over 65	White British	

**Qualitative feedback – Oct-17**

	<b>Friends and Family Test response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely Likely			Female	Over 65	White British	
2	Extremely Likely	Kind & understanding staff & correctly assessed the amount of help I needed.		Female	Over 65	White British	