

Rapid Response 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	17	100.0	0.0	0.0
Oct-17	16	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	All carers very polite, helpful and confident in their caring. Thank you to all of them that have helped my mother-in-law.		Female	56-65	White British	
2	Extremely Likely	Very pleasant and good at their job. Can't praise them enough.	Increase your staff. They spend too much time travelling.	Male	Over 65	White British	
3	Extremely Likely	Such lovely girls. Also, very sweet to my son. So pleasant and nice.	None. I cannot fault the service at all.	Female	Over 65	White British	
4	Extremely Likely	We were totally impressed with the service the carers gave. They were so friendly and cheerful which cheered me up after spending 2 weeks in hospital.	None whatsoever. They were brilliant.	Female	Over 65	White British	
5	Extremely Likely	Everybody is very nice and helpful.	None.	Female	Over 65	White British	
6	Extremely Likely	The entire team are a fantastic crew - polite, caring etc. Just what you need when you are down.	No. Nothing needs changing.		Over 65	White British	
7	Extremely Likely	Because the Rapid Response Team has been really excellent.	Difficult to improve on excellent!	Male	46-55	White British	
8	Extremely Likely	Friendly team, prepared for me meal, very helpful people.		Male	26-35	Other ethnic group	
9	Extremely Likely	Very helpful and caring, efficient, with suggestions for future aid.	No.	Male	Over 65	White British	
10	Extremely Likely	Excellent service, always on time nothing too trouble for them. They are angels with great feelings and compassion for myself - dedicated,	Your Rapid Response services are wonderful. No changing will make it any different - stay as you are.	Female	Over 65	White British	

		wonderful team. Thank you from the bottom of my heart.					
11	Extremely Likely	Because all of the carers have looked after me so well. They are kind, considerate and treat me with respect. They encourage me to do what I can but have no hesitation in helping what I cannot or have trouble doing.	No. Everything has been quite satisfactory. I don't consider it could be improved on.	Female	Over 65	White British	
12	Extremely Likely	Good care and friendly treatment.	No.		Over 65	White British	
13	Extremely Likely	In the last 8 days I've had so many lovely ladies, so helpful & very pleasant. They have all been wonderful & jolly. They are all a great team, Thank you very much.	Can't think of any improvements needed. Your great. [Name withheld].	Female	Over 65	White British	
14	Extremely Likely	Very pleased with the help given. Nice to see smiling faces early in the morning.		Female	Over 65	White British	
15	Likely	Their timings are very erratic.		Female	Over 65	White British	
16	Likely	Because everybody is so kind.	No. I wouldn't wish for anybody better.	Female	Over 65	White British	
17	Likely			Female	Over 65	White British	Do not publish

Qualitative Feedback – Oct-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	Faultless - that's the word I would use to describe the service.	The times - but that is not a fair comparison.	Male	Over 65	White British	

2	Extremely Likely	The staff are exceptional, caring, knowledgeable & courteous - the best!	None.	Female	Over 65	White British	
3	Extremely Likely	Staff were very caring and helpful.	No.		Over 65	White British	
4	Extremely Likely	Excellent service. Kind & friendly & very helpful.	None.				
5	Extremely Likely	On time, dignity, consideration and always with a smile. Thank you.	No.	Male	Over 65	White British	
6	Extremely Likely	For their care.		Female			
7	Extremely Likely	So grateful for the speed in which my husband was discharged from NDDH to be cared for at home. [Name withheld] was brilliant, the support workers were lovely, the hospital bed arrived as promised so my husband was comfortable in his final days at home. Thank you to all involved.		Female	46-55	White British	
8	Extremely Likely	Very good service.		Female	Over 65	White British	
9	Extremely Likely	After being discharged from hospital we had them for a week and so were most grateful.	It's difficult for you as we had to put in place care the same day. The carers were kind and lovely.	Male	Over 65	White British	
10	Extremely Likely	Kind, caring sympathetic & understanding.	I can't think of anything which could improve the service.	Male	Over 65	White British	
11	Extremely Likely	Because everyone has been so kind to me.	No. It has all been so nice.				
12	Extremely Likely	Friendly, professional and all in all a very pleasant experience.		Female	Over 65	White British	
13	Extremely Likely	I have nobody living with me after operation, no relatives & having just relocated from North Scotland 6 months ago no friends to help.	All of your staff have been delightful & most helpful. Thank you very much for your care. A regular time would be much preferred! Even e-mail day before perhaps - but can see your difficulties.	Female	Over 65	White British	

14	Likely	The ladies are very friendly, cheerful & speak to you as an equal. Very well chosen!	Mainly it was being too early in morning. Myself (wife in 80's) takes a while to get going - arthritis, bad back, stiff joints etc. It has been mostly sorted now & I appreciate there are others to see. It was nice that this was free - having worked all our lives we don't get much thanks.	Female	Over 65	White British	
15	Likely	Carers good.	Inform pts of time of visit. Inform pts of follow-on care.		Over 65	White British	
16	Likely	Everyone is kind & helpful.	We would like more co-operation between the different departments.	Male	Over 65	White British	