

Radiology - Friends and Family Test - Oct-17

We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward 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%

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-17	9	100.0	0.0	0.0

Qualitative feedback

	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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely Likely	[Names withheld] were so competent & caring! Super people.	I had first class treatment from this dept. Couldn't fault any of the service.	Female	56-65	White British	
2	Extremely Likely	So good at their job.	Give them more pay.	Male	Over 65	White British	
3	Extremely Likely	The staff (both doctors and nurses) could not have done more to put me at ease for my procedure. Whilst I was in aftercare for 6 hours, nothing was too much for the nursing staff. Thank you very much.	You could not have done more to look after me.	Male	Over 65	White British	
4	Extremely Likely	All of the staff were extremely pleasant and professional. I was extremely relaxed before and after the procedure.	It might be a good idea to have a patient information leaflet for the caudal epidural injection procedure.	Male	56-65	White British	
5	Extremely Likely	Very good.	No.	Male	Over 65	White British	
6	Extremely Likely		No. Service great.	Male	Over 65	White British	
7	Extremely Likely	Very professional. Very helpful. Excellent towards the patient.		Male	46-55	White British	
8	Extremely Likely	Lovely staff, efficient and very helpful, knowledgeable and friendly.		Male	Over 65	White British	
9	Extremely Likely	The staff were all fantastic. I was made to feel really comfortable at every stage. Everything was explained in great detail, leaving me at ease. Staff were happy to chat and stopped to listen and knew when a rest was needed. 10/10!	The service is fab!	Female	46-55	White British	