

Bideford Minor Injury Unit - Friends and Family Test - Oct-17 to Nov-17

Adult FFT card question: *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.*

Children and young person's FFT card question: *Would you tell your friends that this is a good service to come to?*

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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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	15	100.0	0.0	0.0
Nov-17	21	100.0	0.0	0.0

Qualitative Feedback – Oct-17

(Note: The children and young person’s Friends and Family Test card wording is highlighted below)

	Friends and Family Test response	Children and young person’s FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely Likely		Very prompt service. Friendly and efficient. Reassuring advice and service. An absolute necessity to keep it open!			Female	36-45	White British	
2	Extremely Likely		Short wait. Very polite and clearly explained treatment.			Female	Over 65	White British	
3	Extremely Likely		Very good & close to home. Generally, waiting times are low. Always been 'patched up' with a smile.			Female	26-35	White British	
4	Extremely Likely		On the two occasions, I have been treated with the utmost respect and care and expertise.			Female		White British	

5	Extremely Likely		Abrasion to the cornea.		Brilliant, quick, professional service. Very happy.	Female	56-65	White British	
6	Extremely Likely		Excellent, friendly service.			Female	56-65	White British	
7	Extremely Likely		Pleasant, friendly, quick service - a must for local community.		Stay open!				
8	Extremely Likely		Friendly, helpful & efficient.				56-65	White British	
9	Extremely Likely		So quick, friendly. Nothing was a bother. Professional. Very clean environment. Couldn't fault any of it.		No. Couldn't fault it.	Female	Over 65	White British	
10	Extremely Likely		Fantastic, prompt, helpful staff! Wonderful experience. Thank you.		No! Stay open!!	Female	56-65	White British	
11	Extremely Likely		Nurses & staff fantastic. Got learning disability. Had angina attack in Abbotsham Road.		Please keep unit open as needed.	Female	56-65	White British	
12	Extremely Likely		Excellent service. Thanks.		Stay open!	Male	Over 65	White British	
13	Extremely Likely		Dressing change.		Keep MIU open in Bideford please!		56-65	White British	
14	Extremely Likely		Staff great! Don't/can't drive as disabled.		Please, please keep MIU open!!		56-65	White British	
15	Extremely Likely		Absolutely wonderful, from reception to treatment. A very poorly husband in for a post-op redressing. [Name withheld] the practitioner was kind, professional and very helpful - wonderful. 5-star *****		None! Just perfect.	Female	36-45	White British	

Qualitative Feedback – Nov-17

(Note: The children and young person’s Friends and Family Test card wording is highlighted below)

	Friends and Family Test response	Children and young person’s FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely Likely		The staff are super-efficient. The nurses are friendly and caring. Waiting times were minimal.		Be open 24 hours and open up as a full hospital.	Female	Over 65	White British	
2	Extremely Likely		Satisfaction.			Male	Over 65	White British	
3	Extremely Likely		Friendly, informative & efficient.			Female	46-55	White British	
4	Extremely Likely		Fast and friendly staff answered all my questions and concerns.		Décor needs updating in all areas.	Female	46-55		
5	Extremely Likely		Excellent service and very convenient.						
6	Extremely Likely		Promptly seen. Lovely, friendly staff.		None.	Female	36-45	White British	

7	Extremely Likely					Female	26-35	White British	Do not publish
8	Extremely Likely		Great care given with little waiting time.			Female	36-45	White British	
9	Extremely Likely		An extremely efficient service. Would have been very stressful to have travelled to A&E at NDDH.		Please keep this essential MIU.		Over 65	White British	
10	Extremely Likely		Why drop-in bloods stopped at MIU as full time care.		Keep it open!	Male	56-65		
11	Extremely Likely		Friendly, informative advice given in a non-patronising way.			Female	56-65	White British	
12	Extremely Likely		First class treatment. I was treated extremely well from reception to treatment. I wish my doctor's surgery was as efficient as this. Many thanks. [Name withheld].			Male	Over 65	White British	
13	Extremely Likely		Excellent services - lovely people. Many thanks.						
14	Extremely Likely		'Knowledge' clinician explained everything well. Very helpful. High standard.		Need quicker access to doctors for children under 2yrs old.	Female	26-35	White British	
15	Extremely Likely		It's the only MIU in the area. The staff are excellent.		Make MIU in Bideford 24hr a day service. Fund the NHS properly. Scrap the STP. Value the staff!		Over 65	White British	
16	Extremely Likely		Staff extremely knowledgeable, professional and friendly. We certainly do not want to lose this vital service.			Female	56-65		

17	Likely		Really friendly and helpful staff.		Really good service.	Male	36-45	White British	
18	Likely		Friendly, prompt attention.						
19	Yes	Parent/ Guardian/ Carer				Female	9-11	White British	Do not publish
20	Yes	Patient	Prompt, friendly and very efficient service.						
21	Yes	Not entered	Local, friendly, quiet waiting. Things for our 15 month old to do.	Receptionist was non-judgemental. Entertainment for our baby.	Lick of paint. TV in waiting area.	Female	Under 6	White British	