

Salaried Dental Service - Friends and Family Test - Nov-17

Adult FFT card question: *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.*

Children and young person's FFT card question: *Would you tell your friends and family 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 issued in Oct-14. 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.	%	%	%
Nov-17	40	100.0	0.0	0.0

Qualitative Feedback

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

	Location	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	RD&E (Heavitree)	Extremely Likely		Very quick & efficient service.			Female	Under 16	White British	
2	RD&E (Heavitree)	Extremely Likely				Everything is perfect. No changes needed.	Female	Under 16	White British	
3	RD&E (Heavitree)	Extremely Likely		[Names withheld] are excellent and they give me confidence in them. Always pleasant and kind staff.						
4	RD&E (Heavitree)	Extremely Likely		Very informative & helpful.			Male	Under 16	White British	
5	RD&E (Heavitree)	Extremely Likely		[Name withheld] explained things so well & I felt in really safe hands. Really excellent telephone reassurance by [name withheld] when I was upset too.		Thank you.	Female	26-35	White British	
6	RD&E (Heavitree)	Extremely Likely		Wonderful staff. Super service. Thanks so much.		None - outstanding.	Female	26-35	White British	

7	RD&E (Heavitree)	Extremely Likely		Amazing experience in being looked after by all staff involved. [Name withheld] absolute star - very confidently made me feel at ease and super communication.		During treatment. Amazing!!	Male	56-65	Other ethnic group	
8	RD&E (Heavitree)	Extremely Likely		Because the service was 5* & 110% good.						
9	RD&E (Heavitree)	Extremely Likely						46-55	White British	
10	RD&E (Heavitree)	Extremely Likely		No LOL. I can't give a reason. We just felt comfortable and staff lovely.			Female	46-55	White British	
11	RD&E (Heavitree)	Extremely Likely					Female	Under 16	White British	
12	RD&E (Heavitree)	Extremely Likely		Very patient and friendly.			Female	16-25	Mixed / Multiple ethnic groups	
13	RD&E (Heavitree)	Extremely Likely					Male	Under 16	White British	
14	RD&E (Heavitree)	Extremely Likely		You provide BSL interpreters which is brilliant.		Now better because I have BSL interpreter to access information.	Female	26-35	White British	
15	RD&E (Heavitree)	Extremely Likely					Female		White British	Do not publish
16	RD&E (Heavitree)	Extremely Likely					Female	26-35	White British	
17	RD&E (Heavitree)	Extremely Likely		Lovely people.				46-55	White British	
18	RD&E (Heavitree)	Extremely Likely		Really friendly & conquered my fear.						
19	RD&E (Heavitree)	Extremely Likely					Female	26-35	White British	

20	RD&E (Heavitree)	Extremely Likely		Fast appointment, good care, on-time.			Female	56-65	White British	
21	RD&E (Heavitree)	Extremely Likely		Supporting a young person with SEND.			Male		White British	
22	RD&E (Heavitree)	Extremely Likely					Male	Over 65	White British	Do not publish
23	RD&E (Heavitree)	Extremely Likely		Excellent patient communication.				36-45	White British	
24	RD&E (Heavitree)	Extremely Likely		Very pleased with the excellent and caring service.		Well done. Keep on.	Male	Over 65	White British	
25	RD&E (Heavitree)	Extremely Likely		Very friendly and considerate to our son with autism. He like coming to the dentist which is a big deal.			Male	36-45	White British	
26	RD&E (Heavitree)	Extremely Likely		Patient-based care. Led by the patient.		None.	Female	46-55	White British	
27	RD&E (Heavitree)	Extremely Likely		Very professional, well-equipped, good staff and wide range of professionals available.		Water dispenser. Coffee, tea dispenser would be welcomed. Maybe a bigger waiting room.	Male	36-45	White British	
28	RD&E (Heavitree)	Extremely Likely		As I've been treated very well in past.			Female	46-55	White British	
29	RD&E (Heavitree)	Extremely Likely		If I knew anyone who qualified here I would recommend it. It's a very good service.						
30	RD&E (Heavitree)	Extremely Likely		It has been my dentist for years and they are very professional and understanding.		As you deal with vulnerable patients don't be too quick to strike them off the list.	Male	26-35		
31	RD&E (Heavitree)	Extremely Likely		The staff were great, listened well. And looked						

				at several options.						
32	RD&E (Heavitree)	Extremely Likely		[Name withheld] practitioner was excellent.		No.	Male	26-35	White British	
33	RD&E (Heavitree)	Extremely Likely		Very supportive & understanding about my son's A.S.D.			Female	36-45	White British	
34	RD&E (Heavitree)	Likely		Excellent treatment.		No.	Female	Under 16	White British	
35	RD&E (Heavitree)	Likely		Professional, calm, good explanation.			Female	Under 16	Mixed / Multiple ethnic groups	
36	RD&E (Heavitree)	Likely					Female	26-35	White British	Do not publish
37	RD&E (Heavitree)	Likely					Female	Under 16	Mixed / Multiple ethnic groups	Do not publish
38	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Whole service & [name withheld] excellent.		Nil.	Male		White British	
39	RD&E (Heavitree)	Yes	Not entered	[Name withheld] - first medical/dental op for my 10 year old daughter. Wonderfully gentle, kind & reassuring. Thanks.			Female	9-11	White British	
40	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Lots of encouragement for brushing teeth. Lots of explanation on the problems etc. and lots of advice.	Staff so welcoming and helpful.	Nothing.	Female	6-8	White British	