

## Ilfracombe 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	8	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		Short waiting time, listened to, heard. Friendly, competent staff, excellent skills.		Not at moment except keep it going.	Male	Over 65	White British	
2	Extremely Likely		Lovely hospital, lovely fast service, lovely staff! On holiday. You need to keep this open.			Male	46-55	White British	
3	Extremely Likely		Arranged treatment prior to visiting Devon from Manchester. Staff were extremely friendly & helpful and were able to treat me in accordance with my needs.			Male	56-65	White British	
4	Extremely Likely		Very friendly, always happy to help. Giving			Female	16-25	White British	

			great advice. Would highly recommend!						
5	Extremely Likely		Visited the Minor Injury Unit following a fall in the harbour. Was attended to by [name withheld] who applied a sterile dressing. Was very grateful for the kindness shown by all the staff at the hospital. Thank you.						
6	Extremely Likely		All staff have been lovely and helpful. Good, timely assessment. Puts pressure off A&E.			Female	16-25	White British	
7	Extremely Likely		My partner needed emergency use of a nebuliser & oxygen. With the current road closures, this would have required a long diversion into NDDH. Instead we were able to use the facilities at the Tyrell. We were dealt with in a friendly, swift and professional manner, resulting in the rapid relief of my partner's symptoms.		None.		56-65	White British	
8	Extremely Likely		Brilliant treatment! Fast, friendly staff and open!			Female	56-65	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		Lovely staff. Wonderful, local service.			Female	56-65	White British	
2	Extremely Likely		The care is excellent and the treatment was brilliant.		No changes needed.	Female	Over 65	White British	
3	Extremely Likely		I'm really pleased with the response & quick handling and lovely service. I was assured by the nurse and reassured again when they checked they weren't able to find the foreign body but have quickly referred me to another service to get a resolve for my problem. Thank you so much for a				16-25		

			very friendly service.						
4	Extremely Likely		Great service. Could not be more pleased. Thank you.		No.	Male	56-65	White British	
5	Extremely Likely		Lovely care, very friendly.			Female	46-55	White British	
6	Extremely Likely					Female	46-55	White British	
7	Extremely Likely		Couldn't have had better care. [Names withheld] extremely helpful so very much appreciated. Thank you.			Male	Over 65	White British	
8	Extremely Likely		Awesome place!			Male	36-45		
9	Extremely Likely		Fantastic staff. Fantastic hospital. Fantastic treatment.			Male	Over 65	White British	
10	Extremely Likely		What a valuable service to have. Lovely staff. High standard of treatment. Thumbs up.		N/A.	Female	26-35	White British	
11	Extremely Likely		Very high standard of care. The staff were brilliant. I would recommend this hospital to anyone. An all-round exceptional experience! Well done NHS!!!			Male	56-65	White British	
12	Extremely Likely		Excellent timely and professional response. Staff very approachable.			Female	36-45	White British	
13	Extremely Likely		Location. Quick response. Excellent service.				26-35		
14	Extremely Likely		Friendly, competent staff.			Female	Over 65	White British	
15	Extremely Likely				No.	Male	46-55	White	

								British	
16	Extremely Likely		Resident at Woolacombe Bay Hotel. Accidental injury - refer to MI Unit. Excellent service from all staff. Please keep this unit open. I come from Hampshire. After fighting over many years, our local hospital goes from strength to strength with an OPD which is the envy of many. Where would we now be without it?				Over 65	White British	
17	Extremely Likely		Fantastic staff. Very, very friendly and kind. Very interactive with my 18-month old boy. Great service. A-plus.			Female	26-35	White British	
18	Extremely Likely					Male	46-55	White British	Do not publish
19	Extremely Likely		Very quick & efficient treatment. Pleasant staff.		Extended hours.	Female	46-55	White British	
20	Extremely Likely		Charming staff, kind and efficient. An excellent resource to have locally.		Keep up the good work!	Female	56-65	White British	
21	Extremely Likely		Excellent service.		Re-open the hospital fully.	Male	Over 65	White British	