

Bideford Minor Injury Unit - Friends and Family Test - Dec-17 to Jan-18

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.	%	%	%
Dec-17	No data	No data	No data	No data
Jan-18	35	100.0	0.0	0.0

Qualitative Feedback – Jan-18

(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		Efficient service & lovely staff.			Female	56-65	White British	
2	Extremely Likely		Friendly, caring staff.						
3	Extremely Likely		The person I saw was lovely, informative, made me feel at ease.		Not this time.	Female	26-35	White British	
4	Extremely Likely		Very helpful.						
5	Extremely Likely		Always very thorough & helpful.			Female	36-45	White British	
6	Extremely Likely		Very friendly & helpful.		No.	Female	36-45	White British	
7	Extremely Likely		Very friendly, needs met.			Male	26-35	White British	
8	Extremely Likely		Really good advice.						
9	Extremely Likely		Nice & friendly staff. Very efficient.						

10	Extremely Likely		Quick service. Knowledgeable & reassuring nurse.			Female	16-25	White British	
11	Extremely Likely		Very nice lady.			Male	16-25	White British	
12	Extremely Likely		Because I feel fortunate indeed that we still have our MIU in Bideford & such helpful staff for the 'unexpected'. None of us know what's ahead for us in terms of injuries!!						
13	Extremely Likely		[Illegible] & friendly unit, close to home. No long wait.			Female	Over 65	White British	
14	Extremely Likely		Quick and good.			Male	56-65	White British	
15	Extremely Likely		Seen quickly. Service polite, friendly, efficient & knowledgeable.		N/A.	Female	36-45	Other ethnic group	
16	Extremely Likely		The reception was excellent. No waiting and a wonderful sensitive nurse. Very clear instruction for the curing time. [Name withheld].		None, but please keep the hospital going.	Male	Over 65	White British	
17	Extremely Likely		Quick & friendly treatment.			Female	46-55	White British	
18	Extremely Likely		Prompt service. Friendly & professional staff. Local, which is important.		Would be good if X-rays could be done locally rather than travelling to Barnstaple.		Over 65	White British	
19	Extremely Likely		Very professional.			Male	46-55	White British	
20	Extremely Likely		Excellent, knowledgeable lady really helped & made me aware of how to			Female	46-55	White British	

			recover.						
21	Extremely Likely		A marvellous asset for the Bideford community. Very professional.			Male	Over 65	White British	
22	Extremely Likely		Very friendly staff. Professional service. Thank you.			Female	36-45	White British	
23	Extremely Likely		Very happy and friendly people. Looked after well.						
24	Extremely Likely		Staff great! Walking near hospital had chest pains. Please keep unit open, as needed.		Nothing.	Female	56-65	White British	
25	Extremely Likely		Friendly, helpful staff.			Female	46-55	White British	
26	Extremely Likely		Have been treated several times in the last 5 weeks and have been very happy with treatment received. Thank you.			Male	Over 65	White British	
27	Extremely Likely		Was seen by a lovely nurse. Looked at my injury and gave really helpful advice.			Female	26-35	White British	
28	Extremely Likely		Very helpful with advice.			Female	16-25	White British	
29	Extremely Likely		Excellent, competent staff.				Over 65	White British	
30	Extremely Likely		Was seen quickly and really helpful			Female	16-25	White British	
31	Likely					Male	36-45	White British	
32	Likely		Was seen quickly. Lovely staff!		No.	Female	16-25	White British	
33	Yes	Parent/	The staff was lovely to my	A friendly		Female		White	

		Guardian/ Carer	daughter who was very upset & scared.	place. Warm & welcoming staff.				British	
34	Yes	Not entered	My 7-year old son was seen immediately after an acute allergic response. The nurse was very professional and extremely informative. They treated my son with care and sensitively. Their knowledge & experience put me at ease and I felt my son was in safe hands. Thank you!		N/A.	Male	6-8	White British	
35	Yes	Patient	Quick and easy. Friendly.	It was nice and quick.		Female	9-11	White British	