

Ilfracombe 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	3	100.0	0.0	0.0
Jan-18	4	100.0	0.0	0.0

Qualitative Feedback – Dec-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		It's local, nearer, available, efficient and necessary.		None.		46-55	White British	
2	Extremely Likely		Friendly reception. Felt the diagnosis fitted well with symptoms. Treatment straightforward.			Male	Over 65	White British	
3	Extremely Likely		Attention second to none. Very attentive and helpful.		None. Excellent service.	Male	Over 65	White British	

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		Nurses were very welcoming, happy and extremely considerate to my mum's welfare. They both did an excellent repair job on her cuts.		None.	Female			
2	Extremely Likely		The pain was made better by their smile.			Female	26-35	White British	
3	Extremely Likely		Suspected broken [illegible].		Really super service, friendly & efficient.	Female	56-65	White British	
4	Extremely Likely		Nursing staff are incredibly kind and helpful. You couldn't ask for more.		None.		Over 65	White British	