

## Pathfinder Complex Discharge Service - Friends and Family Test - Nov-17 to Dec-17

*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.*

### 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:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Nov-17	4	100.0	0.0	0.0
Dec-17	2	100.0	0.0	0.0

### Qualitative feedback - Nov-17

	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely Likely	Living a distance from my dad, I did not have any knowledge of the local care homes available. All was explained and I was kept up to the stages of release from hospital. Most importantly, dad was happy. Thank you.	No. Keep up the good work.	Female	Over 65	White British	
2	Extremely Likely	Excellent care. Extremely helpful and considerate.	No - so helpful.	Female	Over 65	White British	
3	Extremely Likely	Approachable, friendly, good communication and kept us up-to-date.		Male	56-65	White British	
4	Extremely Likely	The pathway nurses were very friendly, helpful & efficient.	None. It worked very well for us.	Male	Over 65	White British	

### Qualitative feedback - Dec-17

	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely Likely	Very efficient service. The team went the extra mile to ensure dad was		Male			

		discharged quickly & without fuss to a home close to his wife (mum!) and followed up after discharge to ensure all was well.					
2	Extremely Likely	We couldn't fault the service we received. It was professional and objective but warm and caring at the same time - not only towards mum but towards ourselves as well.	None - for relatives without power of attorney you were an absolute lifeline. I can't express how grateful we have been.	Female	56-65	White British	