

Pathfinder Urgent Care 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	2	100.0	0.0	0.0
Dec-17	5	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	Fantastic, sympathetic care.		Female	Over 65	White British	
2	Extremely Likely	I would like to express sincere thanks to the paramedic who brought me to the hospital & to all the staff on the ward for their care & kindness. Given to me by dedicated staff. We are so lucky to have the N.D. Hospital.		Female	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 helpful to us. Extremely caring.	Keep doing the same.	Female	Over 65	White British	
2	Extremely Likely	Very helpful.	No. Very good service.	Female	Over 65	White British	
3	Extremely Likely	Care was exceptional.		Male	Over 65	White British	
4	Extremely Likely	We found everyone was so helpful and caring. Many thanks.			Over 65	White British	
5	Extremely Likely	Kindness and courtesy and couldn't do enough for me. Made me feel like being at home.	None at all.	Female	Over 65	White British	