

## Radiology - Friends and Family Test - Nov-17 to Dec-17

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward 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%

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Nov-17	8	100.0	0.0	0.0
Dec-17	4	100.0	0.0	0.0

## Qualitative feedback

	Month	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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Nov-17	Extremely Likely	The nurses are all really nice & friendly. They are very attentive & efficient.	None.		Over 65	White British	
2	Nov-17	Extremely Likely	Level of care exceptional. Each patient treated as an individual. Supportive, understanding & caring.		Female	36-45	White British	
3	Nov-17	Extremely Likely	The staff are so nice, friendly and helpful and certainly know what they're doing, I was very happy with my short stay.	None - perfect.		Over 65	White British	
4	Nov-17	Extremely Likely	Everything went extremely well. Staff were all very friendly and explained everything that was going on. The whole procedure was a good experience, not a bad one.	None.	Female	Over 65	White British	
5	Nov-17	Extremely Likely	I asked for the form because I wanted to say how impressed I am with the whole department. The whole procedure of the day was calm, organised and timely and peaceful. My friend was anxious about his procedure but the calmness put him at ease. [Names withheld] were especially helpful. Thank you.	No. Perfect today.	Male			
6	Nov-17	Extremely Likely	Very pleased with all aspects of this unit. Staff wonderful.		Male	Over 65	White British	
7	Nov-17	Extremely Likely	I was welcomed, looked after, kept	There was nothing else	Male	Over 65	White British	

			informed and made very comfortable throughout my stay.	anyone could do to improve on the service. I feel blessed that we have this excellent hospital in North Devon.				
8	Nov-17	Extremely Likely	Friendly staff.	No!	Male	56-65	White British	
1	Dec-17	Extremely Likely	I was treated very well by the friendly staff.	More staff would make the experience even better.	Male	Over 65	White British	
2	Dec-17	Extremely Likely	The staff are friendly and very efficient.	None.	Male	56-65	White British	
3	Dec-17	Extremely Likely	Friendly, efficient care - informed at each stage what would be happening. [Name withheld] is superb!		Male	56-65	White British	
4	Dec-17	Extremely Likely	Everybody so caring, thoughtful. I had excellent attention all my time here. Thank you.	No - everything excellent.	Female	Over 65	White British	