

## Rapid Response 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	15	100.0	0.0	0.0
Dec-17	14	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1	Extremely Likely				Over 65	White British	Do not publish
2	Extremely Likely	Everybody is very friendly and helpful.	Can't think of anything.	Female	Over 65	White British	
3	Extremely Likely	All carers were excellent. The most dedicated service I have encountered.	Retain staff by ensuring they are paid well for the many skills they possess.		Over 65	White British	
4	Extremely Likely	All the girls showed a great deal of empathy.	Continuity of staff would help a great deal.				
5	Extremely Likely	Grateful to have the help.		Female	Over 65	White British	
6	Extremely Likely	Excellent service all together - couldn't do enough.					
7	Extremely Likely	I had a fall. District nurse come next day and made very helpful recommendation. Cannot praise you too highly!	Already excellent.	Male	Over 65	White British	
8	Extremely Likely	A super service.	Nothing.	Female	Over 65	White British	
9	Extremely Likely	All been very helpful. A good service. Always smiling.		Male	Over 65	White British	
10	Extremely Likely	The nurses were really professional, friendly and worked hard. They were great. We will miss them.	None at all. The service was exceptional.				
11	Extremely Likely	The smiling faces and very helpful.	No.	Male	Over 65	White British	
12	Extremely Likely	In my case as I can do some of my getting ready. I like the company.	I don't think so as I think the service is good as it is. The girls are very friendly and helpful.	Female	Over 65	White British	

13	Extremely Likely	We found all the staff friendly, putting us at ease with the situation we found ourselves in. Nothing was too much trouble for them. Thank you.	None. Because you give a first rate service.				
14	Extremely Likely	The staff were patient and as helpful as possible and did not rush my husband.			Over 65	White British	
15	Extremely Likely	Excellent service received.	No.	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	You are all good at your job.		Female	Over 65	White British	
2	Extremely Likely	I found this service very helpful.	Very good as it is.	Female	Over 65	White British	
3	Extremely Likely	Satisfactory service.	No.	Male	56-65	White British	
4	Extremely Likely	At a time when I needed help & assistance immediately due to a fall this service kicked in immediately & was brilliant.		Female	Over 65	White British	
5	Extremely Likely	All the carers and nurses were so helpful and nothing too much trouble.			Over 65	White British	
6	Extremely Likely	Having returned home from hospital, mobility was severely restricted and help was needed to get up, wash and dress.	Nothing springs to mind, they were very efficient.	Male	Over 65	White British	

7	Extremely Likely	Wonderful.	None.	Female	Over 65	White British	
8	Extremely Likely	It's all gone well.	No.	Female	Over 65	White British	
9	Extremely Likely	Very, very good.		Male	Over 65	White British	
10	Extremely Likely	Proficient, friendly and professional. Exceptional service.	I cannot improve on perfection.	Male	Over 65	White British	
11	Extremely Likely	My husband [name withheld] has not yet been diagnosed, but through the past few months has deteriorated a lot. I've had to call paramedics in the night when I couldn't get him off the floor as he's very tall. I got Rapid Response in not knowing much about it all - but this past week has really helped me with him. They came in mornings & evenings which really helped me.	Try to send the same helpers so that [name withheld] can recognise them. We had about 8 different ladies in the one week.	Female	Over 65	White British	
12	Extremely Likely			Male	Over 65	White British	
13	Extremely Likely	My doctor suggested that I have you. The girls were very kind and helpful.	I don't think so.	Female	Over 65	White British	
14	Likely	Quite friendly and thorough.		Female	Over 65	White British	