

Salaried Dental Service - Friends and Family Test - Dec-17

Adult FFT card question: *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.*

Children and young person's FFT card question: *Would you tell your friends and family 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 issued in Oct-14. 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	65	95.4	0.0	4.6

Qualitative Feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Location	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	RD&E (Heavitree)	Extremely Likely		My dentist was very understanding of my fear and helped me through it.			Female	16-25	White British	
2	RD&E (Heavitree)	Extremely Likely		Fantastic response, swift operation, did very well with the difficult procedure. Very patient with patient who was initially reluctant with procedure.		Different dentist that we expected.	Male	16-25	Mixed / Multiple ethnic groups	
3	RD&E (Heavitree)	Extremely Likely		Very pleasant experience.			Male	46-55	White British	
4	RD&E (Heavitree)	Extremely Likely		The dentist was very friendly. They were very helpful and explained what they were doing. My son was very relaxed and comfortable. Thank you to [name withheld].			Male			
5	RD&E (Heavitree)	Extremely Likely		Always friendly and, as my daughter has special			Female	16-25	White British	

				needs, it's not scary.						
6	RD&E (Heavitree)	Extremely Likely					Male	Under 16		
7	RD&E (Heavitree)	Extremely Likely		Cost is free.				16-25	White British	
8	RD&E (Heavitree)	Extremely Likely		Very good service.			Male	46-55	White British	
9	RD&E (Heavitree)	Extremely Likely		Extremely patient, friendly and caring staff. Careful preparation.		No.	Female	Over 65	White British	
10	RD&E (Heavitree)	Extremely Likely		Suffered for a year with my tooth with my dental practice. Got referred here and was in and out in 5mins. Tooth out at last (relief).				46-55	White British	
11	RD&E (Heavitree)	Extremely Likely		[Illegible].		By giving a smile with a service.	Female	36-45	White British	
12	RD&E (Heavitree)	Extremely Likely		5-star service. First class staff. No pain.		It's all there.	Male	Over 65	White British	
13	RD&E (Heavitree)	Extremely Likely		Staff were very helpful and friendly and were aware of patient's needs.		Doing a great job.	Female	36-45	White British	
14	RD&E (Heavitree)	Extremely Likely		Cannot thank [name withheld] enough for their gentle and patient manner to my son. She is amazing.			Female	46-55	White British	
15	RD&E (Heavitree)	Extremely Likely		Excellent advice & care given. Really made me feel calm.			Male	26-35	White British	
16	RD&E (Heavitree)	Extremely Likely		1st class / excellent service & best attention ever received from [name withheld].			Male	Over 65	White British	
17	RD&E (Heavitree)	Extremely Likely		[Name withheld] is both a expert dentist, both		No. Already good & v. streamlined.	Female	Over 65	White British	

				professional & caring to the right degree. I feel safe with her.						
18	RD&E (Heavitree)	Extremely Likely		[Name withheld] is an amazing dentist and a really great person too. I laughed - unbelievable.						
19	RD&E (Heavitree)	Extremely Likely		Superb service. Extremely polite, helpful and friendly. Well-informed information received.				Over 65	White British	
20	RD&E (Heavitree)	Extremely Likely		Good, friendly environment and good dentistry. Got tooth out.		No.	Female	26-35	White British	
21	RD&E (Heavitree)	Extremely Likely		Dental extraction.		No.	Female	56-65	White British	
22	RD&E (Heavitree)	Extremely Likely		The staff were amazingly friendly and kept me calm. Thank you!						
23	RD&E (Heavitree)	Extremely Likely					Female	46-55	White British	Do not publish
24	RD&E (Heavitree)	Extremely Likely		Very good and nice to one.		Very good service.	Male	26-35	White British	
25	RD&E (Heavitree)	Extremely Likely		Because they make are teeth healthy here.		Everything is ok!	Female	Under 16	Other ethnic group	
26	RD&E (Heavitree)	Extremely Likely		Amazing people and treatment. Thank you.			Female	56-65	White British	
27	RD&E (Heavitree)	Extremely Likely		Limited access to dental care for the disabled.			Male	16-25	White British	
28	RD&E (Heavitree)	Extremely Likely					Male	26-35	White British	
29	RD&E (Heavitree)	Extremely Likely		Good reception and staff care received.			Male	36-45	White British	
30	RD&E (Heavitree)	Extremely Likely		Very good service.			Male	Over 65	White British	

31	RD&E (Heavitree)	Extremely Likely		I have had a very positive experience. Very attentive and timely help. Thank you.		None.	Female	26-35	White British	
32	RD&E (Heavitree)	Extremely Likely		Very friendly and welcoming staff made me feel at ease during appointment and treatment.			Female	56-65	White British	
33	RD&E (Heavitree)	Extremely Likely					Female	46-55	White British	Do not publish
34	RD&E (Heavitree)	Extremely Likely					Female	46-55	White British	Do not publish
35	RD&E (Heavitree)	Extremely Likely		Good service.						
36	RD&E (Heavitree)	Extremely Likely		Because I suffer a neurological condition that effects my voice and causes me to have panic attacks and they are extremely good with me here.			Male	56-65	White British	
37	RD&E (Heavitree)	Extremely Likely		The dentist is extremely good.			Male	56-65	White British	
38	RD&E (Heavitree)	Extremely Likely					Male	36-45	White British	
39	RD&E (Heavitree)	Extremely Likely		Very patient.				16-25		
40	RD&E (Heavitree)	Extremely Likely					Female	36-45	White British	Do not publish
41	RD&E (Heavitree)	Extremely Likely		Dental appointment as my daughter is comfortable with the dental practice here at RD&E Heavitree.		No suggestions needed - all good service.	Female	56-65	White British	
42	RD&E (Heavitree)	Likely					Female	26-35	White British	

43	RD&E (Heavitree)	Likely					Male	Under 16	White British	
44	RD&E (Heavitree)	Likely					Male	36-45	White British	Do not publish
45	RD&E (Heavitree)	Likely		It's close to where I live and is easy to access especially for a disabled person like me.		Nothing I can think of.		16-25	White British	
46	RD&E (Heavitree)	Likely		Good dentist.		Happy treatment.				
47	RD&E (Heavitree)	Likely		The whole team were fantastic, very supportive and rallied around.		No.	Male	46-55	White British	
48	RD&E (Heavitree)	Likely					Female	56-65	White British	Do not publish
49	RD&E (Heavitree)	Likely		Being quick to see me.			Male	16-25	White British	
50	RD&E (Heavitree)	Likely					Female	16-25	White British	
51	RD&E (Heavitree)	Likely					Female	46-55	White British	
52	RD&E (Heavitree)	Likely		Good / excellent service, just prolonged wait to get treatment needed. [Name withheld] first saw dentist in early July 2017. Will not receive first treatment before January 2018 at the earliest. I appreciate that is due to high demand and deprivation of funds.		Initial assessment by dentist was for extraction under anaesthetic but dentist did not seem au fait with prospect all teeth would be extracted under that regime instead of needing two separate consultations. First repair under sedation. Second extract only unrepairable teeth.	Female	16-25	White British	

						Communication - improved. Plus better funding by gov.				
53	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Happy staff.	Happy, friendly staff.	Adult chair in child's play area.	Male	Under 6	White British	
54	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	[Name withheld] made my daughter feel very comfortable as she is normally scared of visiting the dentist.	[Name withheld] was very kind and patient with my daughter and explained each step of treatment so she knew what to expect.		Female	6-8	White British	
55	RD&E (Heavitree)	Yes	Not entered				Male	9-11	White British	
56	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Made my daughter's trip less traumatic. Helped with her anxiety re: dentists.	On-time appointments. Very good with my daughter. Helpful staff.	Nothing.	Female	6-8	White British	
57	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Waiting time isn't too long. Friendly, smiling staff.	Really nice dentist. We were made to feel comfortable and understood everything.	N/A.	Female	6-8	White British	
58	RD&E (Heavitree)	Yes	Not entered	The staff are very good and very patient with children. They also explain what they are doing and show the instruments used. The staff helped my 6yr old daughter to relax as she was uptight.			Female	6-8	White British	
59	RD&E (Heavitree)	Yes	Not entered	[Name withheld] was cool with my 6-year old.				6-8		
60	RD&E	Yes	Not entered	Extremely great	Explanation of all	Nothing. All	Female	6-8	White	

	(Heavitree)			treatment! Very kind and professional.	procedures.	fabulous!			British	
61	RD&E (Heavitree)	Yes	Not entered	Fantastic. Very informative.	New toothbrush. Met lovely people.	Nothing. They were perfect.	Male	9-11	White British	
62	RD&E (Heavitree)	Yes	Not entered	Great with my son who is being assessed for ADHD and autism.				6-8	White British	
63	RD&E (Heavitree)	Neither Likely nor Unlikely		I'm here as a dentist referral. V. happy with service so far.		N/A.	Female	36-45	White British	
64	RD&E (Heavitree)	Maybe	Parent/ Guardian/ Carer		Very patient with [name withheld].		Male	6-8	White British	
65	RD&E (Heavitree)	Don't Know					Female	46-55	White British	Do not publish
66	RD&E (Heavitree)	<i>Not entered</i>						46-55	White British	Do not publish