

Salaried Dental Service - Friends and Family Test - Jan-18

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.	%	%	%
Jan-18	50	100.0	0.0	0.0

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	Barnstaple Health Centre	Extremely Likely		Dentist was amazing and made me feel at ease. Their assistant was brilliant too.		Nope.				
2	Barnstaple Health Centre	Extremely Likely		Excellent service, very nice.			Male	36-45	White British	
3	Barnstaple Health Centre	Extremely Likely		Understanding people, lovely to patients.			Female	26-35	White British	
4	Barnstaple Health Centre	Extremely Likely		Brilliant service and excellent staff.			Male	26-35	White British	
5	Barnstaple Health Centre	Extremely Likely		Very helpful and gave lots of information to us. Jolly & cheerful too!						
6	Barnstaple Health Centre	Extremely Likely		Fab service, very friendly & welcoming staff.			Female	26-35	White British	
7	Barnstaple Health	Extremely Likely		Kind treatment.			Female	Over 65	White British	

	Centre									
8	Barnstaple Health Centre	Extremely Likely		Always very friendly and informative.			Male	16-25	Mixed / Multiple ethnic groups	
9	Barnstaple Health Centre	Extremely Likely		Friendly staff. Good facilities for children.			Female	26-35	White British	
10	Barnstaple Health Centre	Likely		Helpful & friendly staff.		No.	Male	26-35	White British	
11	Barnstaple Health Centre	Likely		Was happy and treated very well there. They were very helpful.			Male	36-45	White British	
12	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	Dentist & staff were lovely.	Kind staff.	Child educational toys to play with during app. maybe?	Female	6-8	White British	
13	Barnstaple Health Centre	Yes	Not entered		That I got to see the dentist so quickly.	Nothing that I could think of.	Male	Under 6		
14	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	He was very kind. [Name withheld], aged 7.	Patient.	Nothing.	Male	6-8	White British	
15	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer				Male	6-8	White British	Do not publish
16	Barnstaple Health Centre	Yes	Not entered	My little boy was scared off the dentist and kept gagging and he come here and he felt really relaxed.			Male			
17	Barnstaple Health Centre	Yes	Not entered	Very good and friendly.			Male		White British	
18	Barnstaple Health Centre	Yes	Not entered	Dentist has a lot of patience which puts you at ease.			Male		White British	

19	Barnstaple Health Centre	Yes	Not entered	Very friendly.			Female		White British	
20	Barnstaple Health Centre	Yes	Not entered	Excellent.			Male		White British	
21	Barnstaple Health Centre	Yes	Not entered				Male		White British	Do not publish
22	Barnstaple Health Centre	Yes	Not entered	Dental care for 9-yr old. Excellent care given.				9-11	White British	
23	Barnstaple Health Centre	Yes	Not entered	Good level of care to children.	Dental nurses (all of them).			Under 6	Asian / Asian British	
24	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	Everyone friendly and put my child at ease. Good play facilities for younger children.	We were seen very quickly. Very educational.	I wouldn't say there is anything that could have been better.	Male	Under 6	White British	
25	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
26	Barnstaple Health Centre	Yes	Not entered	They are friendly.	[Illegible].	Nothing.	Female	6-8	White British	
27	Barnstaple Health Centre	Yes	Not entered	Excellent with children.		Could have been quicker.	Female	6-8	White British	
28	RD&E (Heavitree)	Extremely Likely		Always had good, polite service.		Less waiting time for an appointment.	Female	46-55	White British	
29	RD&E (Heavitree)	Extremely Likely		Excellent service, kept to time and explained everything clearly.		The hospital needs more disabled parking spaces - otherwise terrific.	Male	56-65	White British	
30	RD&E (Heavitree)	Extremely Likely		Very helpful.		No.	Male	Under 16	White British	

31	RD&E (Heavitree)	Extremely Likely		Kind, thorough & efficient.		No.	Male	56-65	White British	
32	RD&E (Heavitree)	Extremely Likely					Male	46-55	White British	
33	RD&E (Heavitree)	Extremely Likely		Professional, kind care.		Improved car parking!	Female	56-65	White British	
34	RD&E (Heavitree)	Extremely Likely		Quick, friendly, professional staff. Service with a smile!		None - carry on as you are!	Male	26-35	White British	
35	RD&E (Heavitree)	Extremely Likely		Excellent service.		No.	Male	26-35	White British	
36	RD&E (Heavitree)	Extremely Likely					Male	36-45	White British	
37	RD&E (Heavitree)	Extremely Likely		Excellent staff - very pleasant, reassuring & supportive.			Female	46-55	White British	
38	RD&E (Heavitree)	Extremely Likely		Everyone v. helpful & v. friendly. Couldn't fault service.		No.	Female	Over 65	White British	
39	RD&E (Heavitree)	Extremely Likely		Dentist was lovely Thank you. [Name withheld].		Nope.	Female	Under 16	White British	
40	RD&E (Heavitree)	Likely					Male	26-35	White British	Do not publish
41	RD&E (Heavitree)	Likely					Male	26-35	White British	Do not publish
42	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	He is funny, friendly & explained everything.	He explained what would be happening.	Not a lot.		12-15	White British	
43	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Son feels they take the time to listen to him and explain procedures clearly. He trusts the dentist here.	Everyone was very kind and understanding of son's anxiety.		Male	9-11	White British	
44	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Very helpful & patient with my daughter.			Female			
45	RD&E	Yes	Not entered	Friendly service. Great for		No.	Male	6-8	White	

	(Heavitree)			the 8-year old patient.					British	
46	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Really friendly staff. Made my son feel at ease. Thank you!			Male	6-8	White British	
47	RD&E (Heavitree)	Yes	Not entered	The dentist was really lovely and helpful.	Didn't have any teeth pulled out today!	Nothing.	Female	6-8	White British	
48	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Fantastic, dedicated service, as always. Thank you!	Friendly greeting & understanding of needs of both my children!					
49	RD&E (Heavitree)	Yes	Not entered	Because everyone very nice & helpful.			Female	Under 6	White British	
50	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Very helpful & explained the procedures.	Good communication with my son.		Male	6-8	White British	