

Podiatry Services - Friends and Family Test - Oct-17 to Nov-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	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-17	3	100.0	0.0	0.0
Nov-17	8	100.0	0.0	0.0

Qualitative feedback - Oct-17

	Location	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	Barnstaple Health Centre	Extremely Likely			Male	Over 65	White British	
2	Bideford Community Hospital	Extremely Likely		Appointment system.	Male	46-55		
3	Bideford Community Hospital	Extremely Likely			Male	Over 65	White British	

Qualitative feedback - Nov-17

	Location	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1	Ilfracombe Community Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
2	Ilfracombe Community Hospital	Extremely Likely	Very polite, caring and pleasant.	All very good.	Male	Over 65	White British	
3	Ilfracombe Community Hospital	Extremely Likely			Male	Over 65	White British	Do not publish
4	Ilfracombe Community Hospital	Extremely Likely	Highly delighted with the podiatrists.		Female	Over 65	White British	

5	Ilfracombe Community Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
6	Ilfracombe Community Hospital	Extremely Likely	Very happy with help & advice given to me. Definitely will recommend.		Female	Over 65	White British	
7	Ilfracombe Community Hospital	Likely		No.	Female	Over 65	White British	
8	North Devon District Hospital	Extremely Likely	Impeccable care for the last 10 months.		Male	Over 65	White British	
9	South Molton Community Hospital	Not entered		Side chair with arms.	Male	Over 65	White British	