

## Rapid Response Service - Friends and Family Test - Jan-18 to Feb-18

*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 %
Jan-18	16	100.0	0.0	0.0
Feb-18	9	100.0	0.0	0.0

## Qualitative Feedback – Jan-18

	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	Everyone has been kind, helpful and respectful.	No, everything is lovely.	Female	Over 65	White British	
2	Extremely Likely	Girls are friendly and will do anything that I want done. It's a smashing service.	No complaints.	Female	Over 65	White British	
3	Extremely Likely	Efficient, caring and knowledgeable. Staff seemed to go beyond their remit to help and advise. Thank you.		Female	56-65	White British	
4	Extremely Likely	Very efficient, plus so friendly and kind.		Female	Over 65	White British	
5	Extremely Likely	Because the nurses come in, do what I ask them to do - no problems.	No - everything was brilliant.	Male	56-65	White British	
6	Extremely Likely	First class service by everyone. Above standard in care. Magnificent people.	No. They all go the extra mile. Thank you.	Female	Over 65	White British	
7	Extremely Likely	The ladies in the team were so helpful, cheerful, efficient and looked after me as well as the patient.		Female	Over 65	White British	
8	Extremely Likely	My needs were [illegible] and followed by action.	No - very good.	Male	Over 65	White British	
9	Extremely Likely		No complaints.	Female	Over 65	White British	
10	Extremely Likely	Everybody was very polite and helpful and gave me back my confidence.	No.	Female	Over 65	White British	
11	Extremely Likely	I didn't realise that it existed. The people that call are extremely helpful	Only it would be nice if the same person came each time. It can be	Female	Over 65	White British	

		& understanding.	confusing for someone with dementia to know what is going on.				
12	Extremely Likely	All the girls who came to me were very kind, willing to help with my needs and making sure I was comfortable when they left me.	I have no complaints.	Female	Over 65	White British	
13	Extremely Likely	Your service was most definitely rapid. We were impressed at how quickly you actually came to help. Each and every support worker was efficient, helpful and, best of all, kind and cheery.	No!	Male	Over 65	White British	
14	Extremely Likely	Visit to A&E by ambulance but not admitted, referred to the Pathfinder Team.		Male	Over 65	White British	
15	Likely			Male	Over 65	White British	Do not publish
16	Likely			Male	Over 65	White British	Do not publish

### Qualitative Feedback – Feb-18

	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	Visitors very kind and very efficient (most welcome).	Specific times - variations sometimes confusing.				
2	Extremely Likely	Nurses were very helpful and kind. I had a fall.	One nurse used her apron as a bag, which saved one plastic bag for rubbish. Perhaps a phone call if they are running late.	Female	Over 65	White British	

3	Extremely Likely	Supportive and helpful. Very friendly girl.	No.	Male	Over 65	White British	
4	Extremely Likely	Always happy and encouraging.	None.	Female	Over 65	White British	
5	Extremely Likely	I like the girls' help & support and they were marvellous.	None.	Female	Over 65		
6	Extremely Likely	The 2 nurses were fantastic.	Train the carers the same as the NHS Rapid Response.	Female	Over 65	White British	
7	Extremely Likely	Was well treated and nothing was too much trouble. [Name withheld] from Rapid Response was kind & caring.	No.	Female	Over 65	White British	
8	Extremely Likely	Everybody has been very nice and I am very grateful.	No.	Female	Over 65	White British	
9	Likely	I have had a fine experience and well looked after during my convalescence. Thanking all at RRS.	Not competent to comment.		Over 65	White British	