

## Bideford Minor Injury Unit - Friends and Family Test - Feb-18 to Apr-18

Adult FFT card question: *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 people's FFT card question: *Would you tell your friends 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. 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.	%	%	%
Feb-18	No data	No data	No data	No data
Mar-18	17	94.1	5.9	0.0

Apr-18	51	100.0	0.0	0.0
--------	----	-------	-----	-----

**Qualitative Feedback – Mar-18**

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

	Friends and Family Test response	Children and young people'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	Extremely Likely		I came with pain in my knee following a fall. I have had an X-ray and been given very good treatment & reassured.		It was 100%.	Female	56-65	White British	
2	Extremely Likely		Because of the excellent service I received.		No.	Female	Over 65	White British	
3	Extremely Likely		Both members of staff have been v. good in listening to my issue and very pleasant, polite and smiley. Thanks.		No.		46-55	Asian / Asian British	

4	Extremely Likely		I cut myself with an angle grinder. I attended the MIU at Bideford Hospital & received excellent treatment with a very small wait. The alternative is Barnstaple, at least a 20-minute journey. Small wait. Friendly & efficient treatment.		I cannot think of a way the service could be improved. Keep the unit open.	Male	Over 65	White British	
5	Extremely Likely		Nice & helpful staff. Nurse [name withheld] was patient & happy to help.			Female	16-25	White British	
6	Extremely Likely		I guess I was here at the right time but I was seen within 5 minutes now waiting for an X-ray. Waited four minutes - brilliant. Did not have to wait long (was quite willing to wait an hour or two).		Nothing. Staff were lovely.	Female	Over 65	White British	
7	Extremely Likely		Excellent treatment. Friendly & prompt.		Nothing.	Male	Over 65	White British	
8	Extremely Likely		The service was fast, efficient & friendly. I was reassured that my injury was nothing to worry about. Thank you. Fast, friendly & efficient.		Nothing! Excellent service.	Female	Over 65	White British	
9	Extremely Likely		Very helpful staff. Short waiting times.		Vending services.		26-35		
10	Extremely Likely		We live 12 miles away. It was only because of local knowledge that we came		No suggestions but phoning 111 is not very satisfactory.	Female	Over 65	White British	

			here. Barnstaple is another 9 miles on. But we thank you for excellent attention [name withheld].						
11	Extremely Likely		Promptly seen, good assessment & treatment well explained.			Female		White British	
12	Yes	Patient	They do a great job and make you feel comfortable and looked after.	Nice staff. Quick.		Female	9-11	White British	
13	Yes	Parent/ Guardian/ Carer	They were brilliant with my 6-year old who had a fractured leg. Really put him at ease and were fantastic.	The staff.	Nothing.	Male	6-8	White British	
14	Yes	Patient	Lovely staff.	Seen by a member of staff promptly & friendly.	Nothing.	Female		White British	
15	Yes	Patient	Excellent treatment & advice.						
16	Yes	Patient				Male		White British	Do not publish
17	No	Parent/ Guardian/ Carer	We saw [name withheld] who was rude and helpful.	All other staff were helpful.	For the nurse to be friendly and not rude.		9-11	White British	

Qualitative Feedback – Apr-18

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

	Friends and Family Test response	Children and young people’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	Extremely Likely					Male	46-55	White British	
2	Extremely Likely		Good service.						
3	Extremely Likely		We had prompt & wonderful treatment. Everyone we met was friendly & so helpful. Thank you Bideford Hospital.			Male	Over 65	White British	
4	Extremely Likely		Didn't have to wait too long. Amazing attitude from staff, very friendly, clean environment.						
5	Extremely Likely								
6	Extremely Likely		Good care fully explained.						
7	Extremely Likely		Great service from start		None. Great way it is.	Female	36-45	White	

			to finish. Thank you.					British	
8	Extremely Likely		Helpful, informative and prompt attention. Perfect!		No.	Male	Over 65	White British	
9	Extremely Likely		I was seen quickly and treated with respect. The information I was given was clear & easy to follow.			Female	Over 65	White British	
10	Extremely Likely		Quick, polite service.						
11	Extremely Likely		The staff were very friendly & helpful.			Male	56-65	White British	
12	Extremely Likely		Brilliant people & service - long may this hospital stay open. So totally satisfied.						
13	Extremely Likely		Very polite and explains everything.			Female	46-55	White British	
14	Extremely Likely		Friendly, efficient, practical advice. Very good service. Thank you. (Written by mum!)		No.	Male	16-25	White British	
15	Extremely Likely		Prompt, very professional attention! Thank you!		No.	Male	Over 65	White British	
16	Extremely Likely		All staff very helpful & friendly.			Male	Over 65	White British	
17	Extremely Likely		All staff were very helpful unlike a local GP surgery! Thank you [name withheld].		A ok.				
18	Extremely Likely		Had lovely help and everything was explained really well. Very helpful.						
19	Extremely Likely								
20	Extremely Likely		Local, fast & efficient service.			Male	56-65	White British	

21	Extremely Likely		Excellent service & attention.			Male	Over 65	White British	
22	Extremely Likely					Male	Over 65	White British	
23	Extremely Likely		Prompt and helpful.						
24	Extremely Likely		Excellent service, speedy and would definitely recommend. Thank you!			Female	46-55	White British	
25	Extremely Likely		Quick assistance & friendly.						
26	Extremely Likely		Good all round, very helpful.						
27	Extremely Likely		Been few times. Always so helpful and quick.		More hours of opening?	Female	36-45	White British	
28	Extremely Likely		Very little waiting time.		Nothing.	Male	Over 65	White British	
29	Extremely Likely		Seen quickly & staff very helpful, pleasant & professional.						
30	Extremely Likely		Nurse very knowledgeable and felt very well looked after.		Perhaps keep patient informed of the waiting time.	Male	46-55	Other ethnic group	
31	Extremely Likely		Very quick to be seen. Very kind & friendly. Spotlessly clean.						
32	Extremely Likely		Very helpful, very quick service and friendly staff.			Female	26-35	White British	
33	Extremely Likely		Very happy and helpful.						
34	Extremely Likely		Very quick - nice and easy. Very good with my child. Thank you.			Female	26-35	White British	
35	Extremely Likely		Friendly staff, great with kids.		Nope.	Male	26-35	White British	
36	Extremely Likely		Treated exceptionally well. Well informed by nurse and she was real		No.	Male	Over 65	White British	

			user-friendly. Could not fault in any way.						
37	Extremely Likely		Very quick seen & wonderful advice & help.			Female	46-55	White British	
38	Extremely Likely		Nurse was very helpful and efficient. Only waited 15mins to be seen. Very happy. x						
39	Extremely Likely		Fab service. On holiday nearby, mind put at ease & able to go and enjoy rest of the day! Thanks.						
40	Extremely Likely		Friendly service, approachable and understanding staff. This service is needed in fullest capacity for Bideford.						
41	Extremely Likely		Very friendly and helpful today.						
42	Extremely Likely		Helpful, friendly staff. Thank you. x						
43	Extremely Likely		Very helpful, quick response, nurse was lovely.		Service was perfect.	Female	56-65	White British	
44	Extremely Likely		The nurse was kind, helpful and informative, felt very relieved. [Name withheld].			Female	Over 65	White British	
45	Extremely Likely		Very helpful.						
46	Extremely Likely		All staff very helpful and pleasant.						
47	Extremely Likely		Well-informed, friendly staff!			Female	26-35	White British	
48	Extremely Likely		Very good treatment. Seen quickly & efficiently.			Female	36-45	White British	



49	Yes	Patient	Very professional and helpful.	Quickness, efficiency.		Male		White British	
50	Yes	Not entered				Female		White British	Do not publish
51	Yes	Parent/ Guardian/ Carer	Brilliant service, not long to wait. Very efficient & informative.			Female	12-15	White British	