

Salaried Dental Service - Friends and Family Test - Feb-18 to Apr-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 people'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.	%	%	%
Feb-18	5	100.0	0.0	0.0

Mar-18	19	100.0	0.0	0.0
Apr-18	16	100.0	0.0	0.0

Qualitative feedback – Feb-18

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

	Location	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? (Children and young people’s FFT card only)	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1	Barnstaple Health Centre	Extremely Likely					Male	36-45	White British	Do not publish
2	Barnstaple Health Centre	Extremely Likely		Quick appointment. All staff really friendly and helpful.			Male	Over 65	White British	
3	Barnstaple Health Centre	Extremely Likely		Normally petrified of dentists but the dentist and assistant were very friendly and kept my mind off of it. Thank you!			Female	16-25	White British	
4	Barnstaple Health Centre	Extremely Likely		Explained everything. Listened.			Female	46-55	White British	

5	Barnstaple Health Centre	Extremely Likely			Male	36-45	White British	Do not publish
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Qualitative feedback – Mar-18

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

	Location	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? (Children and young people’s FFT card only)	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		The staff was very friendly and the dentist explained everything to me very clearly.			Male	26-35	Other ethnic group	
2	RD&E (Heavitree)	Extremely Likely		All the staff are friendly & professional. The oral surgeon made an excellent job of extracting a [age omitted] (approx.) year old tooth from my gum. At all times the team was professional & caring - I cannot praise the whole unit enough.			Female	Over 65	White British	
3	RD&E (Heavitree)	Extremely Likely		Prompt, pleasant, efficient treatment.		No.	Female	46-55	White British	

4	RD&E (Heavitree)	Extremely Likely		We wouldn't have received no higher standard of care if went privately. Everything was extremely professionally & friendly.		No.	Male	26-35	White British	
5	RD&E (Heavitree)	Extremely Likely								
6	RD&E (Heavitree)	Extremely Likely		An excellent service, very efficient in communication and accommodating my needs.			Female	36-45	White British	
7	RD&E (Heavitree)	Extremely Likely		They were all amazing.		No. Fab service!	Female	36-45	White British	
8	RD&E (Heavitree)	Extremely Likely		Quick to be seen. Dentist very kind.				56-65		
9	RD&E (Heavitree)	Extremely Likely		Staff very friendly & kind.		No.	Female	36-45		
10	RD&E (Heavitree)	Extremely Likely		All good. No issues. Staff lovely.			Male	46-55	White British	
11	RD&E (Heavitree)	Extremely Likely					Female	Over 65	White British	
12	RD&E (Heavitree)	Extremely Likely		I was made to feel completely at ease and offered great advice and care! Particular thanks to Dr [name withheld].		None!	Female	16-25	White British	
13	RD&E (Heavitree)	Extremely Likely		Good services.			Male	Over 65	White British	
14	RD&E (Heavitree)	Likely		All staff very helpful and friendly.			Female	46-55	White British	
15	RD&E (Heavitree)	Likely					Female	26-35	White British	
16	RD&E (Heavitree)	Likely		Very nice staff. They were very polite & helpful.			Female	56-65	White British	
17	RD&E (Heavitree)	Yes	Not entered	Because the dentist was very friendly.			Female		White British	

18	RD&E (Heavitree)	Yes	Not entered	Made my 5-year old very comfortable, kind and caring.			Female	Under 6	White British	
19	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	[Name withheld] is the best dentist ever - so helpful & patient with a very nervous child.	[Name withheld]'s patience.	Nothing.	Female	Under 6	White British	

Qualitative feedback – Apr-18

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

	Location	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? (Children and young people's FFT card only)	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								
2	RD&E (Heavitree)	Extremely Likely		Emergency appointment. Front teeth knocked out. Saw us after hours. Fantastic. Thank you so much.			Female	36-45	White British	
3	RD&E (Heavitree)	Extremely Likely		Because the people were very helpful.			Female	16-25	White British	
4	RD&E (Heavitree)	Extremely Likely		Everything clearly explained and felt relaxed and confident.			Female	Over 65	White British	

5	RD&E (Heavitree)	Extremely Likely		Brilliant dentist and team. Make me feel safe.				46-55	White British	
6	RD&E (Heavitree)	Extremely Likely					Male	46-55	White British	Do not publish
7	RD&E (Heavitree)	Extremely Likely		Quick appointment close to where I live. Good service & manner of dentist.		I was luckily able to attend the only appointment available - more options would be ideal.	Female	26-35	White British	
8	RD&E (Heavitree)	Extremely Likely		Hygienist.		No. [Name withheld] and her assistant were amazing - excellent bedside manner and treatment. 5*.	Female	56-65	White British	
9	RD&E (Heavitree)	Extremely Likely					Male	46-55	White British	Do not publish
10	RD&E (Heavitree)	Likely					Female	26-35	White British	Do not publish
11	RD&E (Heavitree)	Likely					Female	16-25	White British	
12	RD&E (Heavitree)	Yes	Not entered	Very lovely & understanding.		No. Was brilliant.	Female		White British	
13	RD&E (Heavitree)	Yes	Not entered	My daughter hates the dentist, The dentist & I have trouble all the time but here the staff are so good & make feel relax & talk it through step by step.		I am very happy with the service.	Female		White British	
14	RD&E (Heavitree)	Yes	Not entered	Very helpful staff, great with children.		Get a smaller X-ray thing for children's mouths.				
15	RD&E (Heavitree)	Yes	Not entered	The dentist explained stuff and gave me options instead of telling me.	The dentist was very nice.	No.	Female	6-8	White British	

16	RD&E (Heavitree)	Yes	Not entered	Brought my daughter in today and everyone has been fantastic with her. All information clear and very informative. Nothing too much trouble. Thank you!		No.	Female			
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