

Lynton 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 | 3 | 100.0 | 0.0 | 0.0 |

| | | | | |
|--------|---------|---------|---------|---------|
| Apr-18 | No data | No data | No data | No data |
|--------|---------|---------|---------|---------|

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 | | Helpful and friendly advice appreciated. | | | Female | 16-25 | White British | |
| 2 | Extremely Likely | | Cut to hand - redressing. | | No. Wonderful service & staff. | Female | 36-45 | Other ethnic group | |
| 3 | Extremely Likely | | Excellent care when I fell over. | | No. | Female | 56-65 | White British | |