

Rapid Response Service - Friends and Family Test - Mar-18 to Apr-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 %
Mar-18	7	100.0	0.0	0.0
Apr-18	10	100.0	0.0	0.0

Qualitative feedback – Mar-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	My mother has received polite and courteous service from several lady carers. All seemed considerate and professional.	None.	Female			
2	Extremely Likely	Everyone is very nice and friendly and doesn't boss me around.	No.	Female	Over 65	White British	
3	Extremely Likely	The healthcare staff provided have been professional as well as friendly. They have really helped to share in caring for a very poorly family member.		Female	46-55	White British	
4	Extremely Likely			Female	Over 65	White British	Do not publish
5	Extremely Likely	Staff were friendly, courteous, helpful and professional.	No.	Male	Over 65	White British	
6	Extremely Likely	Excellent service. Punctuality, efficiency, kindness and expertise.	No.	Female	Over 65	White British	
7	Likely	You listen to me, very friendly and caring.	Communication within the services.	Female	Over 65	White British	

Qualitative feedback – Apr-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 who visited my dad were so nice & helpful.			Over 65	White British	
2	Extremely Likely	The nurses were so kind and caring and good. We needed help!		Male	Over 65	White British	
3	Extremely Likely	I hurt my arm and was in need of some help showering and dressing and was given Rapid Response girls who was so kind and always cheerful.	I don't think you need to improve.	Female	Over 65	White British	
4	Extremely Likely			Female	46-55	White British	Do not publish
5	Extremely Likely	Immediately putting the client at ease with their friendliness and relaxed approach. Helping the client feel that they were there for him.	Can't think of anything.	Male	Over 65	White British	
6	Extremely Likely	It's the truth.	No.				
7	Extremely Likely	The carers have been excellent, sensitive, tactful and gentle. I could not have wished for better service.			Over 65	White British	
8	Likely	Rapid Response Service are very reliable and courteous in times of sickness.	They could kindly confirm the exact dates and times when attending patient care.	Female	Over 65	White British	
9	Likely						
10	Likely	Broken arm.		Female	Over 65	White British	