

Pathfinder Complex Discharge Service - Friends and Family Test - Mar-18 to Jun-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 | 1 | 100.0 | 0.0 | 0.0 |
| Apr-18 | 1 | 100.0 | 0.0 | 0.0 |

| | | | | |
|--------|---|-------|-----|------|
| May-18 | 4 | 75.0 | 0.0 | 25.0 |
| Jun-18 | 3 | 100.0 | 0.0 | 0.0 |

Qualitative feedback

| | Month | 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 | Gender | Age | Ethnicity | Patient request for anonymised comments not to be published |
|---|--------|----------------------------------|--|---|--------|---------|---------------|---|
| 1 | Mar-18 | Extremely Likely | [Name withheld] - informative, kind, realistic, explained everything so clearly. For the first time I felt we have a real network of support going into difficult times. | No. | Female | Over 65 | White British | |
| 1 | Apr-18 | Extremely Likely | They were very, very helpful to my husband & I concerning my dad who was in here. | No. | Male | | | |
| 1 | May-18 | Extremely Likely | Because whenever I have been anxious or unsure [name withheld] has made sure it was quickly sorted. Nothing was too much trouble. | Clone [name withheld]. | | 56-65 | White British | |
| 2 | May-18 | Extremely Likely | Excellent service. We must not lose these things. | | Female | Over 65 | White British | |
| 3 | May-18 | Extremely Likely | [Names withheld] were very helpful and caring to me and dad. Explained everything to me about what was happening as soon as they knew. | | Female | Over 65 | White British | |
| 4 | May-18 | Neither Likely nor Unlikely | There were several reasons prior to discharge and communication was non-existent with Barnstaple Hospital - [name withheld] has been and still is | Better communication from hospital staff. | | 46-55 | White British | |

| | | | great but NDDH were not good at all. | | | | | |
|---|--------|------------------|--|--|--------|---------|---------------|--|
| 1 | Jun-18 | Extremely Likely | Very professional. Kept me updated with significant developments. | N/A. | Male | Over 65 | White British | |
| 2 | Jun-18 | Extremely Likely | [Name withheld] showed great professionalism and empathy when dealing with our family. | | Female | 46-55 | White British | |
| 3 | Jun-18 | Extremely Likely | Very happy with the help received. Lots of helpful medical leaflets. | It would have been helpful to have a leaflet re: what happens financially / whether you lose your home to care costs. Given verbal info later on / daughter researched it, but initially it can be very worrying when you're not sure of the system / what help is in place financially. | Female | Over 65 | White British | |