

Pathfinder Urgent Care 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	6	100.0	0.0	0.0
Apr-18	1	100.0	0.0	0.0

May-18	4	100.0	0.0	0.0
Jun-18	12	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	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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	Brilliant service from the first responder through. All excellent, caring professionals.	How can you improve on perfection?	Female	56-65	White British	
2	Mar-18	Extremely Likely			Female	Over 65	White British	Do not publish
3	Mar-18	Extremely Likely	Everyone was most courteous and kind.		Female	Over 65	White British	
4	Mar-18	Extremely Likely	I couldn't fault the care I received, all done with respect and sense of humour.		Female	Over 65	White British	
5	Mar-18	Extremely Likely	The care and support from [name withheld] was outstanding.		Female	Over 65	White British	
6	Mar-18	Extremely Likely	Good care and attention.	Service is good - considering demand placed on it at the moment.	Female	Over 65	White British	
1	Apr-18	Likely	Great help and kindness from all the staff.		Male	Over 65	White British	
1	May-18	Extremely Likely	Took the time to listen & understand our needs.	No.	Male	Over 65	White British	
2	May-18	Extremely Likely	Very friendly, no nonsense people. Tell it like it is. Need them.	No.		Over 65	White British	
3	May-18	Extremely Likely	Treated very well. Training nurse so kind - she will make a wonderful nurse.	No. Everyone worked as hard as they could.		Over 65	White British	
4	May-18	Likely	Helpfulness of staff and patience with a smile.	No. It's good already.	Female	Over 65	White British	

1	Jun-18	Extremely Likely	Staff were patient and helpful.		Female	Over 65	White British	
2	Jun-18	Extremely Likely	The ladies were super-friendly during a painful time & stressful time for me & my husband. So impressed with how professional yet relaxed & they were fun with us. They were realistic & not patronising.	Give them all medals!!	Female	36-45	White British	
3	Jun-18	Extremely Likely	The gentleman who dealt with me was called [name withheld] and he was excellent.	None.		Over 65	White British	
4	Jun-18	Extremely Likely	Very helpful & friendly staff.	No. It is such a great service - invaluable.	Female	Over 65	White British	
5	Jun-18	Extremely Likely	Suspected broken femur but X-rays revealed no break but acute bruising and unable to walk without help (following a fall over steps).	No. The hospital staff were just wonderfully kind & helpful.	Female	Over 65	White British	
6	Jun-18	Extremely Likely	Because they have been first class.	I don't think you can.	Female	56-65	White British	
7	Jun-18	Extremely Likely	[Name withheld] immediately gave us reassurance at a time of uncertainty as to how we would manage [name withheld]'s care.	We have experienced complete satisfaction at the time of writing.	Male	Over 65	White British	
8	Jun-18	Extremely Likely	[Name withheld] was really friendly and helpful.	You could pay them more.		46-55	White British	
9	Jun-18	Extremely Likely	Very reassuring and understanding.	No need!! Very good & [illegible].	Female	Over 65	White British	
10	Jun-18	Extremely Likely		No, as received very prompt and helpful service.				
11	Jun-18	Extremely Likely	Have been in hospital three times and have been pleased with how they checked me and aftercare service.		Female	Over 65	White British	
12	Jun-18	Likely	Was treated in A&E as an emergency with care and consideration.	Make sure a cannula is removed before discharging.	Male	Over 65	White British	