

Bideford Minor Injury Unit - Friends and Family Test - May-18 to Jul-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.	%	%	%
May-18	42	100.0	0.0	0.0
Jun-18	46	97.8	0.0	2.2

Jul-18	11	100.0	0.0	0.0
--------	----	-------	-----	-----

Qualitative Feedback – May-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	Patient request for anonymised comments not to be made public
1	Extremely Likely		Friendly, helpful attention.		No.	Male	Over 65	White British	
2	Extremely Likely		Quick. Very polite / friendly / helpful. Thank you!						
3	Extremely Likely		Very efficient and caring nurse. Thank you.			Female	36-45	White British	
4	Extremely Likely		Efficient staff, friendly and caring. Thoroughly recommended.				Over 65	White British	
5	Extremely Likely		Nurse explained everything thoroughly.			Male	46-55	White British	
6	Extremely Likely		Quick, friendly & knowledgeable staff, accurate diagnosis & treatment, nice atmosphere.			Female	Over 65	White British	
7	Extremely Likely		Amazing. x			Female	16-25	White British	

8	Extremely Likely		Efficient, friendly, knowledgeable & prompt. Be lost without it.		Waiting time displayed for busy periods.	Female	Over 65	White British	
9	Extremely Likely		Everyone was nice, caring. Seen in good time, all explained to me well.			Female	56-65	White British	
10	Extremely Likely		Excellent service.						
11	Extremely Likely		Although there was a wait due to high volume of patients, nurse practitioner was polite and apologised for the delay. Professional, caring and quick to advise [illegible] of action.			Female	46-55	White British	
12	Extremely Likely		Friendly, local, easier than going to NDDH.			Female	Over 65	White British	
13	Extremely Likely		Everyone so friendly & helpful let alone efficient & not lots of time sitting around waiting. Many thanks! My second visit in 2yrs - same service.		No need.	Female	Over 65	White British	
14	Extremely Likely		Prompt & efficient treatment given, I live in Bideford & would have had to get someone to drive me to Barnstaple. Thank you.		No - it was good.	Female	Over 65	White British	
15	Extremely Likely		Just good advice.		No.	Male	46-55	White British	
16	Extremely Likely		Seen quickly and given clear advice / assessment.						
17	Extremely Likely		Very good treatment and very helpful & pleasant staff.			Female	Over 65	White British	

18	Extremely Likely		Friendly and quick.			Male	36-45	White British	
19	Extremely Likely		They are very brilliant.			Male	Over 65	White British	
20	Extremely Likely		Fast, local, friendly service.						
21	Extremely Likely		I receive consistently high quality service from Bideford Med Centre, Bid Hosp. & NDDH - thank you & please keep these invaluable facilities in Bideford. I could not easily have got to Barnstaple today.		No - it is very good as it is.	Female	56-65	White British	
22	Extremely Likely		Excellent attention. Clear explanation. Friendly nurses.						
23	Extremely Likely		Very good & polite.						
24	Extremely Likely		Excellent service.				Over 65		
25	Extremely Likely		I am unfortunately a very regular patient to this unit. This is due to my multiple medical issues. I have always been treated extremely compassionately.			Male	46-55	White British	
26	Extremely Likely		All the staff are extremely helpful!		Clearer waiting times would be handy.	Female	36-45	White British	
27	Likely		Explained problem in very understandable way.			Male	16-25	White British	
28	Likely								
29	Likely					Male	16-25	White British	
30	Likely		Very good.						

31	Yes	Patient	Polite / answer question / explain properly.	Staff were friendly.	Nothing.	Female	12-15	White British	
32	Yes	Not entered	Fast, kind and very patient.	We were seen quickly and the nurse & X-ray were very patient with my autistic son.	Nothing!	Male	9-11	White British	
33	Yes	Not entered	They help us care for everyone. [Name withheld]	Kind & helpful.	Nothing.	Female	9-11	White British	
34	Yes	Not entered		Quick, friendly.		Male	Under 6	White British	
35	Yes	Patient	Nice hospital, with an X-ray department, which hopefully takes the pressure off Barnstaple A&E.	Friendly atmosphere, clear details of injury & follow-up care.	Nothing.	Female	12-15	White British	
36	Yes	Parent/ Guardian/ Carer	Helpful, kind and informative.	All very friendly.		Female	6-8	White British	
37	Yes	Parent/ Guardian/ Carer	Very reassuring, very informative, made us all feel relaxed and in good hands.	Everything, quickly seen, things explained well.	Nothing.	Male	9-11	White British	
38	Yes	Parent/ Guardian/ Carer	Friendly, convenient & helpful (nurses & people who work here are nice).	Pain relief immediate!	Nothing.	Male	9-11	White British	
39	Yes	Parent/ Guardian/ Carer	Good advice, friendly practitioner.			Female		Other ethnic group	
40	Yes	Patient	Receptionist polite & listened. Practitioner, professional, friendly, gave us excellent advice - amazing service.	Professional & friendly 5* service.	Nothing. Everyone was amazing.	Female	12-15	White British	

41	Yes	Not entered	Very caring and professional.						
42	Yes	Not entered	Really helpful & clear information, made us feel comfortable.	Magazines, practice nurse, we loved the stickers.		Female	12-15	White British	
43	Not entered		First class treatment. Many thanks [name withheld].						

Qualitative Feedback – Jun-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	Patient request for anonymised comments not to be made public
1	Extremely Likely					Male	Over 65	White British	
2	Extremely Likely		[Name withheld] was doctor on duty and [name withheld] was on X-ray in the afternoon. Both were charming and had a great sense of humour - a must when one is in pain due to fracture in little toe - ouch!! When I rang my surgery, the receptionist was very off when I asked		Amazing service from front desk to seeing a doctor and having X-ray. I did not feel a number or nuisance.		Over 65	White British	

			if I could see a nurse, so felt a nuisance.						
3	Extremely Likely		Nice reception. Very pleasant technician who gave me good advice and put my mind at rest.			Male	Over 65	White British	
4	Extremely Likely		Arriving here very scared about my wife, it was wonderful to have such gentle, caring and professional service close to home.			Male	Over 65	White British	
5	Extremely Likely		We saw [name withheld] and she was fantastic with my 2-year old who usually screams the moment she sees a doctor. We had no tears and laughter!! Amazing.			Female	26-35	White British	
6	Extremely Likely		Myself and family, past and present, have always regarded Bideford Hospital as the finest asset to health and treatment Bideford has and hopefully will continue to have.		No. Excellent.	Male	Over 65	White British	
7	Extremely Likely		Very caring, empathetic nurse. Thoughtful and calming way with her. Quick and prompt service. Thank you.						
8	Extremely Likely		Good, friendly staff and very efficient.			Male	56-65	White British	
9	Extremely Likely		Just a brilliant, quick, friendly service. Thank you.						

10	Extremely Likely		Service was absolutely brilliant.		Service was excellent.	Female	56-65	White British	
11	Extremely Likely		Fast, efficient, pleasant, knowledgeable. Treated with respect. Thank you! Better than going to Barnstaple!			Female	46-55	White British	
12	Extremely Likely		I am elderly and live 18 miles from Bideford. I am so grateful when I can come to the Bideford Hospital and not drive 24 miles to Barnstaple and it is hard for me to drive in the dark or for any length of time on straight roads so I don't.			Female	Over 65	White British	
13	Extremely Likely				No.		26-35	White British	
14	Extremely Likely					Male	36-45	White British	
15	Extremely Likely		Quick service, friendly staff.						
16	Extremely Likely		Excellent nursing care.						
17	Extremely Likely		Quick.						
18	Extremely Likely		I have received excellent care! It is very difficult for me to get to A&E in Barnstaple. Bideford Minor Injuries is invaluable to me and my family. They are very professional, capable and helpful and the waiting time is much less than at A&E. Our doctor's surgery		Don't close it!!!! It is essential. We cannot all go to Barnstaple and our GP surgery is too busy to see us!	Female	36-45	White British	

			is so busy you can never get seen so the minor injuries unit is an excellent service to us and other families in Bideford.						
19	Extremely Likely		Quick response. Knowledgeable and friendly staff. Close to home.						
20	Extremely Likely		Although quiet, I was seen very quickly. The nurse I saw was very polite and helpful. I left feeling positive about my injury and informed of what to expect.			Male	26-35	White British	
21	Extremely Likely		Quick and efficient.		No.		Over 65	White British	
22	Extremely Likely		Very pleasant staff. Nurse practitioner listened and asked relevant questions. Gave reassurance and advice.			Female	56-65	White British	
23	Extremely Likely		Seen very quickly, everyone very friendly and helpful.		No.	Male	Over 65	White British	
24	Extremely Likely		Such a happy, friendly lady. Very convenient MIU and we are very lucky to have you.		We have refreshments and TV.	Female	56-65	White British	
25	Extremely Likely		I would recommend to anyone day or night.				Over 65	White British	
26	Extremely Likely		The care and staff were fab, [names withheld]. Thank you.			Female	26-35	White British	

27	Extremely Likely		Even though I was a bit of a problem and had to attend twice in one day, they were very kind and caring. They helped me to get in touch with others who can help me.			Female	Over 65	White British	
28	Extremely Likely		Very informative by the nurse.			Male	46-55	White British	
29	Extremely Likely		Really quick and efficient service.		No.		36-45	White British	
30	Likely		Good service.		No.	Male	36-45	White British	
31	Likely		Professional service. Prompt and courteous. Highly recommended.		N/A.	Male	56-65	White British	
32	Likely		Broken hand.						
33	Yes	Parent/ Guardian/ Carer	I was lucky to be seen very quickly. Nurse was very good, found problem quickly.	Helpful receptionist. Not long to wait.	Nothing.	Male	9-11	White British	
34	Yes	Parent/ Guardian/ Carer	Because you are friendly and kind.					White British	
35	Yes	Parent/ Guardian/ Carer	We had excellent advice.						
36	Yes	Not entered	Lovely & friendly.	Friendly & reassuring.	Nope.		9-11	White British	
37	Yes	Patient	Because it's a good hospital.	Not too long waiting.	Nothing.	Male	12-15	White British	
38	Yes	Parent/ Guardian/ Carer	Lovely staff & fast to be seen.	Timescale.			6-8	White British	
39	Yes	Not entered	Everyone was kind & helpful.	Lovely staff.	Nothing.	Female	6-8	White British	

40	Yes	Patient	Because all the staff are really kind and great. Thank you all so much.	Everything.	Pay the staff better wages.	Female	6-8	Asian / Asian British	
41	Yes	Parent/ Guardian/ Carer				Female	6-8	White British	Do not publish
42	Yes	Not entered	All team were amazing. Thank you so much for your help.		None.	Female		White British	
43	Yes	Not entered	Very helpful and friendly.			Female		White British	
44	Yes	Not entered	Because they do not hurt your injury and they understand how your feeling.		No.			White British	
45	Yes	Not entered	Quick and professional service. Superb!					White British	
46	Maybe	Not entered				Female	12-15	White British	

Qualitative Feedback – Jul-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	Patient request for anonymised comments not to be made public
1	Extremely Likely		Everyone is fantastic and caring.						
2	Extremely Likely		Seen very promptly,			Female	Over	White	

			lovely friendly nurse. An efficient service. Thank you!				65	British	
3	Extremely Likely		Very friendly and helpful.						
4	Extremely Likely		Seen straightaway. Excellent service. Thank you.		More co-operation than from own GP who sent me here (Dr [name withheld]).	Female	Over 65	White British	
5	Extremely Likely		[Name withheld] was quick & efficient & a cheerful & pleasant manner. Many thanks for such a wonderful service.		Parking a big problem.	Female	Over 65	White British	
6	Extremely Likely		The staff was fantastic, also made us laugh. Thank you.		No.	Male	36-45	White British	
7	Extremely Likely		The kindness, knowledge and expertise of the healthcare assistant [name withheld] when we needed a very large dressing was excellent. Very many thanks.						
8	Extremely Likely					Female	Over 65	White British	Do not publish
9	Yes	Not entered	You had toys and helped my son.	The car.	Had sweets.		6-8	White British	
10	Yes	Not entered	Son had a cut on his arm that needed a stitch. Staff were amazing with him. Will defo take him back if he needs it.			Male			
11	Yes	Parent/ Guardian/ Carer	Very quick & efficient.	Friendly & puts mind at ease. Knowledgeable.		Female	9-11	White British	