

Ilfracombe 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	31	100.0	0.0	0.0
Jun-18	14	92.9	0.0	7.1

Jul-18	14	92.9	7.1	0.0
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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		Excellent care.		None perfect.	Female	Over 65	White British	
2	Extremely Likely		Seen quickly. Polite friendly staff.						
3	Extremely Likely		Very friendly efficient staff. Legends.		Sign to MIU on A361 keep this facility open!!	Male	56-65	White British	
4	Extremely Likely		Friendly, expert care within reasonable time scale.		Would have appreciated a rough idea of wait time.	Female	Over 65	White British	
5	Extremely Likely		Excellent friendly and quick service.		No.	Female	56-65	White British	
6	Extremely Likely		The staff are very friendly and very helpful and really put my mind at ease.				26-35		
7	Extremely Likely		Very helpful and quick response very friendly.		No.	Male	26-35	White British	
8	Extremely Likely		Excellent friendly & efficient service from all –		None.	Male	46-55	White British	

			thank you.						
9	Extremely Likely		Seen in good time and very useful service.		No.	Female		White British	
10	Extremely Likely		Very quick to be seen. Not too busy so waiting around is not very likely.			Female	26-35	White British	
11	Extremely Likely		Very helpful and a very short wait which was excellent to.		No.	Male	46-55	White British	
12	Extremely Likely		Very friendly and helpful staff. Better than medical service. More accommodating.		Longer opening hours.	Male	16-25	White British	
13	Extremely Likely		Really nice welcoming great service.				26-35		
14	Extremely Likely		Really well looked after staff excellent - knowledgeable and kind.			Male	Over 65	White British	
15	Extremely Likely		Seen quickly despite it being very busy and thorough treatment. Thank you.			Female	36-45	White British	
16	Extremely Likely		It's a service that is required in the area. Not everyone can travel to the next hospital & this minor injury units is a great asset to our town.		None the service is fantastic.	Male	36-45	White British	
17	Extremely Likely		Kind, helpful very happy.				26-35		
18	Extremely Likely		Staff very nice. Treatment 1st class.		Not really. All seems ok as things are.	Female	Over 65	White British	
19	Extremely Likely		Friendly & professional service.		No.	Male	Over 65	White British	
20	Extremely Likely		Because we need this service locally.		Being open on a Sunday.	Female	Over 65	White British	
21	Extremely Likely		For the care & attention I			Female	Over	White	

			received after cutting my right arm / stroke affected. Very kind & reassuring during treatment and dressing of the wound. (Omitted).				65	British	
22	Extremely Likely		We felt really welcome, friendly staff, thoroughly professional.		No.	Female	56-65	White British	
23	Extremely Likely		Very helpful and welcoming. Always get help when needed never passed away.			Male	16-25	White British	
24	Extremely Likely		First class - locally so important thank you.				Over 65	White British	
25	Extremely Likely				Fabulous team. Lovely nurses.	Male	46-55	White British	
26	Extremely Likely		Perfect treatment to make my leg better 10/10.			Male	Over 65	White British	
27	Extremely Likely		It was quick and thorough. The staff were very friendly. I felt I was treated with respect.		Reading material in reception.	Male	Over 65	White British	
28	Yes	Not entered	Friendly staff. Very helpful and considerate. Good location - close to location of accident.			Male		White British	
29	Yes	Not entered	Good local service.			Female		White British	
30	Yes	Not entered	Extremely helpful. Efficient service. Excellent all round service.		No.	Female		White British	
31	Yes	Not entered	Great service.			Female		White British	

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		Staff very helpful and explained everything very well. I would definitely come here again. Staff very skilled.		Not that I can think of.	Female	Over 65	White British	
2	Extremely Likely		Prompt service. Wonderful staff.		Keep smiling.	Male	56-65	White British	
3	Extremely Likely		Cannot fault the service.			Male	Over 65	White British	
4	Extremely Likely		Excellent attention.			Male	Over 65	White British	
5	Extremely Likely		It is great to have this local facility.				36-45		
6	Extremely Likely		Excellent service. Thank you!		N/A.	Male	56-65	White British	
7	Extremely Likely		Quick, very efficient response.			Female	56-65	White British	
8	Extremely Likely		[Name withheld], nurse. Minor injury treated quickly, efficiently. Very friendly & professional. Thank you.		None at all - excellent & everyone was helpful.		56-65	White British	
9	Extremely Likely		The reception staff were		None.	Female	36-45	White	

			lovely booking us in (we were on holiday) and [name withheld] was very thorough in terms of assessing the / my symptoms and was caring and supportive and listened to me waffling on about all our family health worries. Thoroughly lovely department - well done! Gave me great advice about moving to North Devon.					British	
10	Extremely Likely		Daughter hit her head on to concrete floor (fell over). Nurses helpful and professional.			Female	26-35	White British	
11	Extremely Likely		1. Excellent treatment. 2. No travelling. 3. Friendly staff. 4 Our local hospital.		Keep it open please.	Male	Over 65	White British	
12	Extremely Likely		Horse flu bite. Very helpful and reassuring. Don't know what we would do without our hospital.				46-55	White British	
13	Extremely Likely					Male	56-65	White British	Do not publish
14	Don't Know		Because I don't know.		Everyone at the Tyrell is brilliant!	Male	46-55	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		This hospital has always been 1st class.		Just keep it open.		Over 65	White British	
2	Extremely Likely		Excellent people, very helpful in every way. Thank you! [Name withheld].						
3	Extremely Likely		Excellent and prompt action from the team in helping me with an infection.				56-65	White British	
4	Extremely Likely		Friendly staff, great service. Thank you!!!			Female	36-45	White British	
5	Extremely Likely		Well explained what was the procedure going to be and very well completed professionally.			Male	Over 65	White British	
6	Extremely Likely		Professional, prompt & caring treatment.			Male	Over 65	White British	
7	Extremely Likely		Very helpful, friendly staff and very caring and efficient service.		No, the service was excellent.	Male	Over 65	White British	
8	Extremely Likely		Excellent service, first class.		No.	Male	Over 65	White British	

9	Extremely Likely		Extremely helpful and friendly. Lovely staff and stayed on after their time to see to me. Thank you.		Carry on as you are.	Female	16-25	White British	
10	Extremely Likely		The staff, who are very busy, took great care in treating my foot injury. They were professional, caring and really put my foot on the fast road to recovery. (No pun intended). Thanks v. much.			Male	56-65	White British	
11	Extremely Likely		Excellent from reception through to the nursing staff. Very reassuring. Thank you.						
12	Extremely Likely		Really nice, quick, friendly service.			Female	26-35	White British	
13	Extremely Likely		Superb service, friendly / helpful staff, vital to [illegible] residents.						
14	Extremely Unlikely		Come in with chest pain. Not told there is a waiting time of more than an hour.		Assess and prioritise patients based on their complaint.	Female	46-55		