

Lynton 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	No data	No data	No data	No data
Jun-18	2	100.0	0.0	0.0

Jul-18	2	100.0	0.0	0.0
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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:	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		I would be happy to come again.			Female	Over 65	White British	
2	Extremely Likely		Attentive and efficient staff.		No.		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:	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	Yes	Parent/ Guardian/ Carer	Lovely, friendly and helpful staff. The ladies were amazing with my daughter.			Female	9-11	White British	
2	Yes	Parent/ Guardian/ Carer	Calm and adequate personnel, excellent care for a knee injury. Thank you so much!	Excellent service, we were helped right away.	Can't think of anything.	Female	9-11	White British	