

Speech and Language Therapy - Friends and Family Test - Apr-18 to Jul-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	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-18	2	100.0	0.0	0.0
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

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 you have received?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Apr-18	Extremely Likely	The staff are helpful and friendly and should be recognised.	None - we are fortunate to have good staff & hospital.	Male	Over 65	White British	
2	Apr-18	Extremely Likely			Male	Over 65	White British	
1	Jun-18	Extremely Likely	The support and encouragement was vital to my recovery.		Female	36-45	White British	
2	Jun-18	Extremely Likely	Excellent support. Saw the same person - continuity. Felt very confident in their knowledge & advice, very positive, great communication.	Our experience was all positive.	Male	56-65	White British	
1	Jul-18	Extremely Likely	They treated my nan with care & concern.	Better communication between Docs, yourselves & patient.	Female	Over 65	White British	
2	Jul-18	Extremely Likely	It has made such a difference to my life. My voice can be heard again by family & friends.	No. Just keep on the [illegible] - perfect.	Female	Over 65	White British	