

Pathfinder Urgent Care Service - Friends and Family Test - Jul-18 to Aug-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 %
Jul-18	5	100.0	0.0	0.0
Aug-18	5	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	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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	Jul-18	Extremely Likely	The advice given was extremely helpful and useful.		Male	Over 65		
2	Jul-18	Extremely Likely	Myself & my family have been looking after my mother for years and [name withheld] (of team Barnstaple) came up with helpful suggestions we had not thought of.	Get me [name withheld]. His attitude and understanding were brilliant.	Female	Over 65	White British	
3	Jul-18	Extremely Likely	I was treated very well indeed, especially by the Pathfinder Team who were very helpful.	None.	Male	Over 65	White British	
4	Jul-18	Extremely Likely	Very friendly staff and a nice environment.	Not really. Very pleased.	Male	Over 65	White British	
5	Jul-18	Extremely Likely	During my recent time in the Emergency Department I was treated with the utmost care and courtesy by members of the Pathfinder Team and with a badly needed, and very welcome, sense of humour. My thanks to those concerned.		Female	Over 65	White British	
1	Aug-18	Extremely Likely	We were at breaking point with a [age omitted]-yr old who constantly needed us with her and you came just at the right time. Thank you.	You have a wonderful team and service. Can't improve on perfect.	Female	Over 65	White British	
2	Aug-18	Extremely Likely	Caring and thorough, even calling me next day to confirm how I was getting on. Thanks to all three of the team who helped me.	Don't change a thing - can't fault service to me as a holidaymaker with no local ties.	Female	56-65	White British	
3	Aug-18	Extremely Likely	[Name withheld] was very supportive		Female			

			during my mother's admission onto [illegible] with a broken humerus. [Name withheld] then took over when [name withheld] went on leave and, although mum's stay has been longer than expected, all the discharge team have been very supportive. Thank you. [Name withheld].					
4	Aug-18	Extremely Likely	1st class medical treatment. Cheerful, happy, kind, caring staff.		Female	Over 65	White British	
5	Aug-18	Extremely Likely			Male	Over 65	White British	Do not publish