

## Podiatry Services - Friends and Family Test - May-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.	%	%	%
May-18	5	100.0	0.0	0.0
Jun-18	No data	No data	No data	No data
Jul-18	No data	No data	No data	No data

### Qualitative feedback - May-18

	Location	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	Holsworthy Community Hospital	Extremely Likely			Male	Over 65	Other ethnic group	
2	Holsworthy Community Hospital	Extremely Likely	The service helps me to keep on my feet which I need to do. Excellent service.	Keep offering this service, and more often if possible.				
3	Holsworthy Community Hospital	Extremely Likely		Entertainment for carers.	Male	Over 65	White British	
4	Holsworthy Community Hospital	Likely			Male	Over 65	Mixed / Multiple ethnic groups	
5	Holsworthy Community Hospital	Likely				Over 65	White British	