

## Radiology - Friends and Family Test - May-18 to Jul-18

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward 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%

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
May-18	7	100.0	0.0	0.0
Jun-18	5	100.0	0.0	0.0
Jul-18	1	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1	May-18	Extremely Likely			Male	Over 65	White British	Do not publish
2	May-18	Extremely Likely	The service by all the staff could not have been better.	Pay staff more salary and less for managers.		36-45	White British	
3	May-18	Extremely Likely	Very friendly. Was very accommodating for myself & my daughter.		Female	26-35	White British	
4	May-18	Extremely Likely	Polite and efficient staff. Excellent service.	No. Everything went very smoothly.	Male	46-55	White British	
5	May-18	Extremely Likely	Because everyone is so nice and the treatment is excellent.	None.		Over 65	White British	
6	May-18	Extremely Likely	All the staff were so kind and made me feel very relaxed during my treatment, such lovely people.		Female	Over 65	White British	
7	May-18	Extremely Likely	Excellent service, care and attention. Although short-staffed, I was made to feel special & every need was met. All the staff were extremely friendly.	The service was excellent but they were short-staffed! More staffing?	Female	Over 65	White British	
1	Jun-18	Extremely Likely	All staff very friendly & helpful and filled one with confidence.		Female	Over 65	White British	
2	Jun-18	Extremely Likely	Staff very friendly. Treatment to dad excellent.					
3	Jun-18	Extremely Likely	The staff were all excellent. Nothing was too much trouble. The doctor was first class, she explained everything.	No, just keep the good service I received going.	Female	Over 65	White British	
4	Jun-18	Extremely Likely	Very pleasant and helpful staff.	Stagger appointment times if possible. I waited 3.5 hours.	Male		White British	
5	Jun-18	Extremely Likely	Looked after, excellent care, can't	No, perfect.	Male	Over 65	White British	

			fault. Thank you.				
6	Jun-18	Not entered	Very good nurses, couldn't be any nicer, very pleased with my husband's care.		Male	Over 65	White British
1	Jul-18	Extremely Likely	All staff were very attentive & helpful. Everything was fully explained. Very happy with the treatment given.	None whatsoever.	Male	Over 65	White British