

Rapid Response Service - 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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
May-18	13	100.0	0.0	0.0
Jun-18	11	100.0	0.0	0.0
Jul-18	11	100.0	0.0	0.0

Qualitative feedback – May-18

	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 made public
1	Extremely Likely	Everybody was kind and courteous, nothing was too much trouble.					
2	Extremely Likely	Because they're all very kind and have done everything I've asked. They've been brilliant.	None at all, you're pretty damn good as you are.	Female	Over 65	White British	
3	Extremely Likely	I was caring for my [age omitted] mum at home, which is where she wanted to be and the carers, district nurses were invaluable to me in her final few days. I can't praise the care enough.	I haven't because the service we received was brilliant.	Female	46-55	White British	
4	Extremely Likely	Everyone understood my condition & treated me with respect & were very professional.		Male	Over 65	Mixed / Multiple ethnic groups	
5	Extremely Likely	All staff friendly & willing (nothing too much trouble). Very satisfied.	Not really.	Female	Over 65	White British	
6	Extremely Likely	Careful consideration, efficient, knowledgeable, well-trained, polite, friendly and timely.	Timing should be configured slightly better - supper @ 4pm! - but good.		Over 65	White British	
7	Extremely Likely	All the carers were friendly, efficient, cheerful and kind.		Female	Over 65		
8	Extremely Likely	Carers have always listened to the patient's wishes and been extremely friendly and helpful.	No, works very well.	Male	Over 65	White British	
9	Extremely Likely	All staff had an empathy for the sensitive nature of new patients who are emotional at this stressful time.			Over 65	White British	
10	Extremely Likely	As the name says, rapid response. Efficient, respectful, friendly.	No.	Male	56-65	White British	

11	Extremely Likely	Fantastic service. All the girls are lovely.	None.	Female	Over 65	White British	
12	Extremely Likely	Nasty fall.	Not so much time writing notes. The staff were excellent, very kind.		Over 65	White British	
13	Extremely Likely	Staff were very friendly and caring.	None.	Male	Over 65	White British	

Qualitative feedback – Jun-18

	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 made public
1	Extremely Likely	The nurses were always very pleasant and friendly and carried out all work in a happy way.		Male	Over 65	White British	
2	Extremely Likely	All your ladies were wonderful in dealing with my husband, even on his grumpy days and being very uncooperative.	Not that I can think of at this moment in time.	Female	Over 65	White British	
3	Extremely Likely			Female	Over 65	White British	Do not publish
4	Extremely Likely	Very friendly. Reliable. Helpful.	No.				
5	Extremely Likely	Very nice carers - do an excellent job.	Try to stick to times agreed as much as possible.		Over 65	White British	
6	Extremely Likely	The carers/support workers were very cheerful and friendly and always on time.	None.				
7	Extremely Likely	The team were efficient and caring.		Female	Over 65	White British	
8	Extremely Likely	Support workers were very lovely. Nothing too much trouble. Always willing to help.	None.	Female	Over 65	White British	
9	Extremely Likely	Very efficient, pleasant and kind. I have received a lot of support and understanding.	No. It's excellent.	Female	Over 65	White British	

10	Likely			Male	Over 65	White British	Do not publish
11	Likely	All the carers have been friendly & efficient. They were very kind and gave confidence to the patient.	If possible, a little earlier at the weekends, but not essential. Thank you.		Over 65	White British	

Qualitative feedback – Jul-18

	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 made public
1	Extremely Likely	I had a fall and had a hip operation.	Excellent service. Does not need improving.	Female	Over 65	White British	
2	Extremely Likely	Service & care 10/10. All staff very helpful & kind. Offer private care & help NHS with extra money.	Try change. Have 2 showers a week with H.L.C. Have to fight for breath - nurse [name withheld] asked me to try stand & sit body wash. The help this gives me is life-saving. Thank you all.		Over 65	White British	
3	Extremely Likely	They have done what was asked.	No. You are all very good.	Female	Over 65	White British	
4	Extremely Likely	After falling & breaking my wrist, the response was fantastic and all credit for the wonderful care the ladies gave me. 10/10.		Female	Over 65	White British	
5	Extremely Likely	Very helpful and very efficient and very approachable.	No.	Female	Over 65		
6	Extremely Likely	The excellent service given to me.	Cannot think of any.	Male	Over 65	White British	
7	Extremely Likely	Amazing service. My mother had a bad fall (long life) and broke wrist and both hand incapacitated.	The service and staff was very quick and efficient. Staff were very helpful and informative. Excellent staff & service.	Female	Over 65	White British	
8	Extremely Likely	Very happy with everything you did for mum. Thanks.		Female	Over 65	White British	

9	Extremely Likely	Very keen to help. Everyone was lovely. Shame you couldn't stay longer.		Female	Over 65	Other ethnic group	
10	Extremely Likely	The evening carers on the first day assessed we needed extra care to what was booked. Carers arrived early morning and were so needed after a difficult night.		Female	Over 65	White British	
11	Likely	Friendly & helpful.	No.	Female	Over 65	White British	