

Salaried Dental Service - Friends and Family Test - Aug-18 to Oct-18

Adult FFT card question: *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.*

Children and young people's FFT card question: *Would you tell your friends and family that this is a good service to come to?*

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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.	%	%	%
Aug-18	57	96.5	0.0	3.5

Sep-18	49	91.8	2.0	6.1
Oct-18	56	100.0	0.0	0.0

Qualitative feedback – Aug-18

(Note: The children and young people’s Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people’s FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit? (Children and young people’s FFT card only)	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely		Good, friendly care.				46-55	White British	
2	Barnstaple Health Centre	Extremely Likely		You have been so kind to me to fit me in.			Female	Over 65	White British	
3	Barnstaple Health Centre	Extremely Likely		Very [illegible], very caring, would recommend.						
4	Barnstaple Health Centre	Extremely Likely					Female	46-55	White British	Do not publish
5	Barnstaple Health Centre	Extremely Likely		Friendly, efficient, very pleased.			Male	16-25	White British	

6	Barnstaple Health Centre	Extremely Likely					Female	26-35	White British	Do not publish
7	Barnstaple Health Centre	Extremely Likely		The dental team, [names withheld], were incredibly kind with dealing with my irrational fear.			Female	26-35	White British	
8	Barnstaple Health Centre	Extremely Likely		Very communicative. Helpful. Kind. Good with the kids.			Female	36-45	White British	
9	Barnstaple Health Centre	Extremely Likely		Nurse and dental very helpful and went the extra mile for my wellbeing.			Female	56-65	White British	
10	Barnstaple Health Centre	Extremely Likely		Wonderful staff in reception, dental assistant & a fab dentist [name withheld].		No. Everything excellent.	Female	46-55	White British	
11	Barnstaple Health Centre	Extremely Likely					Male	36-45	White British	Do not publish
12	Barnstaple Health Centre	Extremely Likely		Quick treatment, swift diagnosis.			Male	26-35	White British	
13	Barnstaple Health Centre	Extremely Likely		Understanding. 1st class helpful.		None.	Female	56-65	White British	
14	Barnstaple Health Centre	Extremely Likely		Prompt service and friendly staff.		Not really.	Male	56-65	White British	
15	Barnstaple Health Centre	Extremely Likely		Friendly staff. Excellent service.			Male	26-35	White British	
16	Barnstaple Health Centre	Extremely Likely		The staff were very helpful.			Female	Over 65	White British	
17	Barnstaple Health	Extremely Likely		I love you guys.		Keep it up. xxx				

	Centre									
18	Barnstaple Health Centre	Extremely Likely		Good service.		Quicker appts.				
19	Barnstaple Health Centre	Extremely Likely		Friendly and polite.			Male	16-25	White British	
20	Barnstaple Health Centre	Extremely Likely								
21	Barnstaple Health Centre	Likely				A female dentist please.	Male	46-55	White British	
22	Barnstaple Health Centre	Likely		Spoke directly to me to understand. Very comfortable room.			Female	36-45	White British	
23	Barnstaple Health Centre	Yes	Not entered	The understanding given to anxious patients is top class.		None. It is excellent as is.	Male		White British	
24	Barnstaple Health Centre	Yes	Not entered	Lovely people and treat my kids who have disabilities. I was scared to take them to dentist but I'm so happy to bring them here.		Just to keep doing as they are.				
25	Barnstaple Health Centre	Yes	Patient				Female	9-11	White British	Do not publish
26	RD&E (Heavitree)	Extremely Likely		Every member of staff very friendly and helpful. 10 out of 10. Thank you all.			Female	46-55	White British	
27	RD&E (Heavitree)	Extremely Likely		Warm, friendly welcome.						
28	RD&E (Heavitree)	Extremely Likely		Excellent service. Could not be better. Thank you		No. Perfect.	Male	Over 65	White British	

				very much.						
29	RD&E (Heavitree)	Extremely Likely						Over 65	White British	
30	RD&E (Heavitree)	Extremely Likely		Friendly.			Male	26-35	White British	
31	RD&E (Heavitree)	Extremely Likely		Extremely kind & caring staff. Looked after me well.			Male	26-35	White British	
32	RD&E (Heavitree)	Extremely Likely		Good dentist [name withheld] is the best. Feel good. Thank you.			Male	26-35	White British	
33	RD&E (Heavitree)	Extremely Likely					Male	16-25	White British	
34	RD&E (Heavitree)	Extremely Likely		Polite, helpful, efficient staff.		No. Keep it up!				
35	RD&E (Heavitree)	Extremely Likely		Very good with little one.			Female	36-45	White British	
36	RD&E (Heavitree)	Extremely Likely		Everyone was very kind and patient.			Female	36-45	White British	
37	RD&E (Heavitree)	Extremely Likely		Dentist and staff very nice.			Female	Over 65	White British	
38	RD&E (Heavitree)	Extremely Likely		Thought you were very good.		No.	Male	Over 65	White British	
39	RD&E (Heavitree)	Extremely Likely					Male	26-35	White British	
40	RD&E (Heavitree)	Extremely Likely		Absolutely brilliant.				Over 65	White British	
41	RD&E (Heavitree)	Extremely Likely		The overall service I received to help me is the best / quickest I have had in a very long time.			Male	56-65	White British	
42	RD&E (Heavitree)	Extremely Likely					Female	26-35	White British	Do not publish
43	RD&E (Heavitree)	Extremely Likely								
44	RD&E	Extremely		Dentist was lovely, put me			Female	56-65	White	

	(Heavitree)	Likely		at ease.					British	
45	RD&E (Heavitree)	Extremely Likely		Phoned am, given emergency appointment same day!						
46	RD&E (Heavitree)	Likely		Very helpful staff.						
47	RD&E (Heavitree)	Likely		Competent, helpful and friendly staff.			Male	26-35	White British	
48	RD&E (Heavitree)	Likely					Female	16-25	Other ethnic group	
49	RD&E (Heavitree)	Likely		Fabulous staff!			Female	36-45	White British	
50	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Friendly and helpful service. Patient with my daughter, with everything explained.		Nothing in my experience today.	Female		White British	
51	RD&E (Heavitree)	Yes	Not entered	[Name withheld] gave excellent care to my 15yr old son who was very anxious about a procedure. Despite his worries, she put him at ease and was able to do all the work needed.			Male	12-15		
52	RD&E (Heavitree)	Yes	Not entered	I like the dentist. He was nice. [Name withheld].			Male	Under 6	White British	
53	RD&E (Heavitree)	Yes	Not entered	The staff are happy, friendly.	They were funny and helped me clean my teeth properly.	Nothing.	Male	9-11	White British	
54	RD&E (Heavitree)	Yes	Not entered	It's actually good.	Very friendly staff.		Male	Under 6	White British	
55	RD&E (Heavitree)	Yes	Not entered	We were seen very quickly and the dental officer was very reassuring and understanding.	The lack of time spent waiting and the professionalism.	Nothing. Everything was superb.	Male	Under 6	White British	

56	RD&E (Heavitree)	Maybe	Patient	I think that you could have paper cups.	That I got to see a picture of what my mouth will look like with a crown.	Use more sustainable materials. This was truly what [name withheld] said. I am thankful. Everyone is kind. Ta.	Female	6-8	White British	
57	RD&E (Heavitree)	Maybe	Parent/ Guardian/ Carer				Male	12-15	White British	Do not publish

Qualitative feedback – Sep-18

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by:	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit? (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely	Patient	Very understanding, helpful & thorough.		More new patient slots available - expand!	Female	16-25	White British	
2	Barnstaple Health Centre	Extremely Likely					Male	36-45	White British	Do not publish
3	Barnstaple Health Centre	Extremely Likely		Because I have such bad toothache I'm so happy to be seeing the dentist.		N/A.	Female	26-35	White British	

4	Barnstaple Health Centre	Extremely Likely					Female	Over 65		Do not publish
5	Barnstaple Health Centre	Extremely Likely		Friendly atmosphere.		None.	Male	36-45	White British	
6	Barnstaple Health Centre	Extremely Likely		Very quick, very friendly, extremely helpful.		No.	Female	56-65	White British	
7	Barnstaple Health Centre	Extremely Likely		Very calming, reassuring dental officer.		No.	Male	46-55		
8	Barnstaple Health Centre	Extremely Likely		Great staff and service. Made to feel at ease. Professional!			Male	46-55	White British	
9	Barnstaple Health Centre	Extremely Likely		Staff are very polite and caring.			Female	26-35	White British	
10	Barnstaple Health Centre	Extremely Likely		The service has been quick & prompt.			Female	26-35	White British	
11	Barnstaple Health Centre	Extremely Likely		Friendly and helpful and got rid of the pain.			Male	26-35	White British	
12	Barnstaple Health Centre	Extremely Likely						Over 65	White British	Do not publish
13	Barnstaple Health Centre	Extremely Likely					Female	56-65	White British	
14	Barnstaple Health Centre	Extremely Likely		Good dentist and team.			Male	Over 65	White British	
15	Barnstaple Health Centre	Extremely Likely		Quick, painless.			Male	26-35	White British	

16	Barnstaple Health Centre	Extremely Likely		Great service. Thank you!				36-45		
17	Barnstaple Health Centre	Extremely Likely		Very good service.			Female	36-45	White British	
18	Barnstaple Health Centre	Extremely Likely		Service excellent and everything explained well.			Female	36-45	White British	
19	Barnstaple Health Centre	Likely		N/A.		None.	Female	16-25	White British	
20	Barnstaple Health Centre	Yes	Not entered	Very helpful and attentive to my son's needs.			Male			
21	Barnstaple Health Centre	Yes	Not entered				Female		White British	Do not publish
22	Barnstaple Health Centre	Neither Likely nor Unlikely					Female	26-35	White British	
23	RD&E (Heavitree)	Extremely Likely		Nice service.						
24	RD&E (Heavitree)	Extremely Likely		Polite and friendly.						
25	RD&E (Heavitree)	Extremely Likely								
26	RD&E (Heavitree)	Extremely Likely		Staff very friendly.						
27	RD&E (Heavitree)	Extremely Likely		Friendly & easy to use.			Male	36-45	White British	
28	RD&E (Heavitree)	Extremely Likely		Kind, informative staff.		None!				
29	RD&E (Heavitree)	Extremely Likely		Quick to get an appointment. Charming staff, clean & fun waiting room. Thank you!			Female	26-35	White British	

30	RD&E (Heavitree)	Extremely Likely		Everyone is lovely & helpful.			Female	26-35	White British	
31	RD&E (Heavitree)	Extremely Likely				No.				
32	RD&E (Heavitree)	Likely		Very friendly service.		No.	Male	36-45	White British	
33	RD&E (Heavitree)	Likely								
34	RD&E (Heavitree)	Likely								
35	RD&E (Heavitree)	Likely								
36	RD&E (Heavitree)	Likely								
37	RD&E (Heavitree)	Yes	Not entered	Calm with child and patient.						
38	RD&E (Heavitree)	Yes	Not entered	The very calming atmosphere & approach to [name withheld] & treatment.		Not really, no. Brilliant service!	Male	12-15	White British	
39	RD&E (Heavitree)	Yes	Patient		The toys.		Male	6-8	White British	
40	RD&E (Heavitree)	Yes	Not entered	Because even I got told stuff I did not know about. Really good.	Interesting.	Nothing.	Female	6-8	White British	
41	RD&E (Heavitree)	Yes	Not entered	The people were nice.	Stickers.		Male	Under 6	White British	
42	RD&E (Heavitree)	Yes	Not entered	The staff were nice and taught me new things.	Nice staff and gave me stuff.	Listen lots.	Female	12-15	White British	
43	RD&E (Heavitree)	Yes	Not entered	Really nice dentist and friendly nurse.	Everything was well explained.	Nothing. All was great.	Female	6-8	White British	
44	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer				Male	9-11	White British	
45	RD&E (Heavitree)	Yes	Parent/ Guardian/	Very calm & patient, understanding of children	Everything - very pleased.	Nothing.	Male	Under 6	White British	

			Carer	with additional needs.						
46	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Because they are nice and friendly.	The speed and the lesson how to brush my teeth.		Male	6-8	White British	
47	RD&E (Heavitree)	Maybe	Not entered		Brushing my teeth.		Female	9-11	White British	
48	RD&E (Heavitree)	No	Not entered	No.	I don't know.	I don't know.	Male	6-8	White British	
49	RD&E (Heavitree)	I don't know	Not entered							

Qualitative feedback – Oct-18

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit? (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely		Nothing to fault, everyone super-friendly.		None.	Male	16-25	White British	
2	Barnstaple Health Centre	Extremely Likely		[Name withheld], great dentist.			Male	26-35	White British	
3	Barnstaple Health Centre	Extremely Likely		Explained well, kind, caring. Thank you.			Female	36-45	White British	

4	Barnstaple Health Centre	Extremely Likely		Good communication, excellent service & caring & understanding approach to treatment.				46-55	White British	
5	Barnstaple Health Centre	Extremely Likely		The help has been great. The nurse [name withheld] and dentist [name withheld] has been very helpful for my wellbeing. All staff at Barnstaple are lovely to me.			Female	56-65	White British	
6	Barnstaple Health Centre	Extremely Likely					Female	Over 65	White British	
7	Barnstaple Health Centre	Extremely Likely		Everyone has been so helpful.		Not really.				
8	Barnstaple Health Centre	Extremely Likely		Early appointment. Professional & friendly service.		No.	Male	56-65	White British	
9	Barnstaple Health Centre	Extremely Likely		No waiting and dentist very nice.			Female	46-55	White British	
10	Barnstaple Health Centre	Extremely Likely		Friendly staff, very helpful.		No.	Male	36-45	White British	
11	Barnstaple Health Centre	Extremely Likely		Everything was great.			Female	46-55	White British	
12	Barnstaple Health Centre	Extremely Likely					Male	26-35	White British	Do not publish
13	Barnstaple Health Centre	Extremely Likely		Very patient in here with me.		No.	Female	46-55	White British	

14	Barnstaple Health Centre	Likely		Friendly and informative.		No.		26-35	White British	
15	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	My son enjoys coming to his appointments and the staff are all lovely and welcoming. He says he feels safe here.		No.	Male			
16	Barnstaple Health Centre	Yes	Not entered	The people are funny.	I liked [name withheld]. He was good at explaining things.	Nothing!	Male	9-11	White British	
17	Barnstaple Health Centre	Yes	Not entered	They were friendly.			Male		White British	
18	Barnstaple Health Centre	Yes	Not entered	Excellent treatment and advice. Friendly.			Female			
19	Barnstaple Health Centre	Yes	Not entered	Daughter had tooth pain.		No.	Female			
20	Barnstaple Health Centre	Yes	Not entered	Really friendly staff. Very professional.		None.	Female		White British	
21	Barnstaple Health Centre	Yes	Not entered	Yes, very friendly dentist.	He was funny.	I don't know.		6-8	White British	
22	RD&E (Heavitree)	Extremely Likely		So glad that I could get dental appointment today, not knowing that I had no dentist as had not been to mine for 2 years and had been crossed off.		No.	Female	56-65	White British	
23	RD&E (Heavitree)	Extremely Likely					Female	46-55	White British	
24	RD&E (Heavitree)	Extremely Likely		Very good w / children.		Less delay for appointment.				

25	RD&E (Heavitree)	Extremely Likely		Very helpful reception lady. Very understanding and quick to help.		N/A.	Female	26-35	White British	
26	RD&E (Heavitree)	Extremely Likely		Very good.		No.	Female	26-35	White British	
27	RD&E (Heavitree)	Extremely Likely		All staff great and explain to what they were doing.			Female	46-55	White British	
28	RD&E (Heavitree)	Extremely Likely		Very pleasant dentist.		Please wash the carpets in the waiting room!	Male	Over 65	White British	
29	RD&E (Heavitree)	Extremely Likely		Very friendly staff & consultation.			Female	Over 65	White British	
30	RD&E (Heavitree)	Extremely Likely		In & out v. quickly. Lovely staff. Great view.						
31	RD&E (Heavitree)	Extremely Likely					Male	36-45	White British	
32	RD&E (Heavitree)	Extremely Likely		All very efficient. Times & staff. Thank you.			Female	Over 65	White British	
33	RD&E (Heavitree)	Extremely Likely		Efficient, caring service.		Nil.	Female	56-65	White British	
34	RD&E (Heavitree)	Extremely Likely					Female	Over 65	White British	Do not publish
35	RD&E (Heavitree)	Extremely Likely					Male	16-25	White British	Do not publish
36	RD&E (Heavitree)	Extremely Likely		First class service.		No.	Male	Over 65	White British	
37	RD&E (Heavitree)	Extremely Likely		Because I like to encourage dental health on friends & family. You don't get any more teeth, after all! Long live the NHS. x		N/A.	Female	16-25	White British	
38	RD&E (Heavitree)	Extremely Likely					Male	46-55	White British	Do not publish
39	RD&E (Heavitree)	Extremely Likely		Everything very well explained as treatment			Male	56-65	White British	

				went along. Very gentle.						
40	RD&E (Heavitree)	Extremely Likely					Male	Over 65	White British	
41	RD&E (Heavitree)	Extremely Likely		His whole approach to the individual supported was excellent.				46-55		
42	RD&E (Heavitree)	Extremely Likely		Very caring dental team who performed my teeth extraction. I understood what they were telling me during surgery and afterwards.		N/A.	Male	Over 65	White British	
43	RD&E (Heavitree)	Extremely Likely					Female	46-55	White British	Do not publish
44	RD&E (Heavitree)	Extremely Likely		Everyone is very nice.		No.	Female	26-35	White British	
45	RD&E (Heavitree)	Extremely Likely		Excellent advice & treatment.			Female	Over 65	White British	
46	RD&E (Heavitree)	Extremely Likely		Nice, caring people. Explaining well what is happening. All extremely clean, well organised and friendly and calm.			Female	36-45	Other ethnic group	
47	RD&E (Heavitree)	Likely		Good service given.			Female	56-65	White British	
48	RD&E (Heavitree)	Likely								
49	RD&E (Heavitree)	Likely					Female	16-25	Other ethnic group	
50	RD&E (Heavitree)	Likely				N/A.		56-65	White British	
51	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Dentist was really nice & reassuring. Quick waiting time. Calm / relaxed environment.			Male	Under 6	White British	

52	RD&E (Heavitree)	Yes	Not entered				Male		Mixed / Multiple ethnic groups	
53	RD&E (Heavitree)	Yes	Not entered	Very friendly and helpful.			Male		White British	
54	RD&E (Heavitree)	Yes	Not entered	Prompt, friendly. Explained procedure very calm, worked well as a team. Excellent service Thank you.		N/A.	Male		White British	
55	RD&E (Heavitree)	Yes	Not entered	Both dentists we saw were very good. We didn't have to wait long either. [Name withheld] was very patient & friendly!	All.		Female	Under 6	White British	
56	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Child feels at ease which makes it better for them.	The toy area for the children. Also how good they were at making my child feel at ease.	Nothing.	Female	Under 6	White British	