

Ilfracombe Minor Injury Unit - Friends and Family Test - Aug-18 to Sep-18

Adult FFT card question: *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 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. 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	7	100.0	0.0	0.0
Sep-18	9	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)

	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?	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1	Extremely Likely						46-55	White British	Do not publish
2	Extremely Likely		Extremely efficient and empathetic. Put me at ease very quickly. Thank you.				Over 65	White British	
3	Extremely Likely		1 1/2 wait at Bideford A&E. 4 1/2 wait at Barnstaple A&E. 5mins in and out at the Tyrell. Amazing service. Thank you, and comment from a practice nurse elsewhere that the Steri-Strips were so neat.		None.	Female	56-65	White British	
4	Extremely Likely		Excellent service, lovely helpful staff, very clean and tidy.			Male	Over 65	White British	
5	Extremely Likely		Efficient and friendly staff and nurses.			Female	36-45	Other ethnic group	
6	Extremely Likely		Prompt triage and treatment. Patient-				46-55	White British	

			centred care. A very much needed resource for North Devon. Negates unnecessary trips to A&E, especially in a rural environment such as Ilfracombe.						
7	Extremely Likely		I had to come to the Tyrell with a lump that had erupted. Was eternally grateful that the wonderful staff were able to help me. Thank you.			Female	56-65	White British	

Qualitative Feedback – Sep-18

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

	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?	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	Extremely Likely		We received help very quickly & efficiently when my husband had an accident on our arrival to the resort.			Male	Over 65	White British	
2	Extremely Likely		Friendly, caring and compassionate staff. Listened to my views and discussed my treatment			Female	26-35	White British	

			with me. Went over and above.						
3	Extremely Likely		Very, very good care given to myself on a hand injury. Seen by [name withheld] in minor injuries.		None.	Male	Over 65	White British	
4	Extremely Likely		Hand injury, excellent care give by nurse Tuesday. Very, very good care. We are on holiday at this time.		No.		Over 65	White British	
5	Extremely Likely		My husband developed a rash which turned to blisters on his arm. We are on holiday and needed advice. The reception staff were very welcoming and extremely helpful. The nurse was very thorough, reassuring and helpful. The complete experience was a pleasant one. Thank you.				Over 65	White British	
6	Extremely Likely		Friendly, efficient service.			Male	46-55	White British	
7	Extremely Likely		Because you saved me from going to Barnstaple A&E. Thank you so much.			Female	Over 65	White British	
8	Extremely Likely		Well treated. Lovely staff. Job done.		No.	Male	16-25	White British	
9	Yes	Not entered	[Name withheld] was very good and friendly and [name withheld] was very funny.			Male		White British	