

## Pathfinder Urgent Care Service - Friends and Family Test - Sep-18 to Oct-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 %
Sep-18	2	100.0	0.0	0.0
Oct-18	3	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?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	Sep-18	Extremely Likely	I found it a very caring and helpful time.	The service was excellent.	Female	Over 65	White British	
2	Sep-18	Likely	The attention I received was good and helped to ease my discomfort. Thank you, despite a long wait to see doctor for discharge.		Female	Over 65	White British	
1	Oct-18	Extremely Likely	I live alone. After a nasty fall, cut head & face. I was allowed home because I had a wonderful lady [name withheld] to stay that night.			Over 65	White British	
2	Oct-18	Extremely Likely	I've sent a thank you card to NDDH. Sadly, I addressed it to Pathway instead of Pathfinder - hope it has been received.	No, so far you are an excellent group. [Name withheld].	Male	Over 65	Mixed / Multiple ethnic groups	
3	Oct-18	Extremely Likely	[Name withheld] & the Pathfinder team were very helpful in sorting out a care package for our terminally-ill dad. Treated us all with the upmost dignity & respect.	N/A.	Female	56-65	White British	