

Radiology - Friends and Family Test - Aug-18 to Sep-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.	%	%	%
Aug-18	3	100.0	0.0	0.0
Sep-18	2	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	Aug-18	Extremely Likely	Very attentive, excellent attention to patient.	None.	Male	56-65	White British	
2	Aug-18	Extremely Likely	Kind and caring staff, wonderful doctors. Despite the fact they were all rushed off their feet, they did their jobs to absolute perfection!		Female	46-55	White British	
3	Aug-18	Extremely Likely	Care was excellent. Staff very caring and informative.		Female	56-65	White British	
1	Sep-18	Extremely Likely	The ladies made you feel at home and were very friendly - couldn't ask for a better time.	Don't get rid of good staff.		56-65	White British	
2	Sep-18	Extremely Likely	Thought staff here a really caring, thoughtful team. Wonderful treatment this angioplasty with [name withheld] at the helm. Despite early start, walk out feeling warm & good.	Can't think of any! Wonderful treatment. Thank you to you all.	Female	Over 65	White British	