Speech and Language Therapy - Friends and Family Test - Aug-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:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-18	**2**	**100.0**	**0.0**	**0.0**
Sep-18	**3**	**100.0**	**0.0**	**0.0**
Oct-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1	Aug-18	Extremely Likely	████████████████████	████████████████████	Female			Do not publish
2	Aug-18	Likely	While, on balance, I appreciate the help, exercise and explanations provided, there might have been more focus on the treatment, more structure and rationale. The significance and relevance of the time allocated to the service might have been more clear, especially at the start of the programme.	Improvement could be made if the structure and aim of the treatment were initially more clear, thereby promoting self-progression. While individual attention has been much appreciated and development made from the individual's needs, more overall specific guidance might have been helpful.	Female	Over 65	White British	
3	Aug-18	Not entered	Highly individual to requirement, but good for me.	Potential to improve appt. times & keep them same.				
1	Sep-18	Extremely Likely	[Name withheld] has been so very helpful, most pleasant and very friendly, and helped us very much.	None whatsoever. Very good, thank you. From [names withheld].	Male	Over 65	White British	
2	Sep-18	Likely	I found the young lady who dealt with me very helpful and patient.		Female	Over 65	White British	
3	Sep-18	Likely	Got on well with nurse.		Male	Over 65	White British	
1	Oct-18	Extremely Likely	Woman was pleasant, very friendly, helpful and offered good support.	No.	Male	Over 65	White British	
2	Oct-18	Extremely Likely	Care was given to ensure understanding during each therapy session.	More numeric tasks.	Female	56-65	White British	