

## Bideford Minor Injury Unit - Friends and Family Test - Oct-18 to Nov-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.	%	%	%
Oct-18	No data	No data	No data	No data
Nov-18	15	100.0	0.0	0.0

Qualitative Feedback – Nov-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		Fantastic job. Very quick & very friendly and competent. Could ask for more.		No.		56-65	White British	
2	Extremely Likely		Rapid response. Good, knowledgeable nurses. Excellent facility.			Male	Over 65	White British	
3	Extremely Likely		I was more than happy with my treatment today. [Name withheld] looked after me and explained everything so well - that, in itself, made me feel so much better. We need our local hospital. The staff are all great.			Female	46-55	White British	
4	Extremely Likely		Kindness, efficiency & cheerful. Absolutely fantastic! [Name withheld].		It all seemed perfect! Thank you.	Female			
5	Extremely Likely		Change of dressing at weekend as Barnstaple Med. Centre was not			Female	Over 65	Other ethnic group	

			open.						
6	Extremely Likely		Very efficient and helpful.			Male	56-65		
7	Extremely Likely		Have been very well looked after. Very nice, friendly nurse.			Female	Over 65	White British	
8	Extremely Likely		Excellent service - thank you. No waiting at all and minor procedure carried out quickly & efficiently.		No.	Male	Over 65	White British	
9	Extremely Likely		Good minor injury init.						
10	Extremely Likely		Rapid response. Great care.						
11	Extremely Likely		I came in with a swollen thumb. The response was very good. I do think that in the waiting room could be more as it looks like it needs painting - that the only thing I could say was wrong.		Service was very good and efficient.	Female	46-55	White British	
12	Extremely Likely		Tripped and had foot pain whilst on holiday.		Service was excellent.	Male	Over 65	Asian / Asian British	
13	Extremely Likely		Because they are always wonderful, kind & caring. Could not recommend them enough.			Female	Over 65	White British	
14	Yes	Patient				Male	9-11	White British	Do not publish
15	Yes	Patient	1st class treatment. Caring staff. We need this hospital. Thank you.						