

## Lynton 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	1	100.0	0.0	0.0
Nov-18	No data	No data	No data	No data

**Qualitative Feedback – Oct-18**

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

	<b>Friends and Family Test response</b>	<b>Children and young people’s FFT card completed by:</b>  <b>Patient</b>  <b>Parent / guardian / carer</b>	<b>Please can you tell us the main reason for the response you have given?</b>  <b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>  <b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Extremely Likely		I was given prompt attention. Very kind nurses!		No.	Female	Over 65	White British	