

Radiology - Friends and Family Test - Oct-18 to Dec-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.	%	%	%
Oct-18	2	100.0	0.0	0.0

Nov-18	3	100.0	0.0	0.0
Dec-18	No data	No data	No data	No data

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	Oct-18	Extremely Likely	Well treated. Very polite.		Female	56-65	White British	
2	Oct-18	Likely	Came in on a Sunday for an appointment (MRI scan), was seen in a timely manner, staff very friendly & helpful.	N/A.		56-65	White British	
1	Nov-18	Extremely Likely	Help and care provided by doctor, nurses (particularly [name withheld]) and staff.	No.	Male	Over 65	White British	
2	Nov-18	Extremely Likely	Total attention and caring, post the liver biopsy, totally efficient. Thank you [names withheld]. Dr [name withheld] was very clear about the procedure before & during biopsy.	None.	Male	Over 65	White British	
3	Nov-18	Extremely Likely	The treatment I have received today was excellent, all nurses were kind, caring and professional. Thank you. [Name withheld]	I do not think you could improve my treatment today.	Female	Over 65	White British	
4	Nov-18	Not entered	I have found every [illegible] that I have done has been very good. P.S. staff very good. [Name withheld].					