

Rapid Response Service - Friends and Family Test - Nov-18 to Jan-19

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:

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

'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%

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Nov-18	4	75.0	0.0	25.0
Dec-18	11	100.0	0.0	0.0
Jan-19	12	100.0	0.0	0.0

Qualitative feedback – Nov-18

	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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	I liked your service and would recommend it.		
2	Extremely Likely			Do not publish
3	Extremely Likely	Very friendly, very helpful, nothing was too much trouble.	No.	
4	Neither Likely nor Unlikely	Refresher course needed. The below issues really do need addressing. One helper emptied the toilet (wearing blue gloves), then proceeded to make sandwiches (still wearing blue gloves). I think food 1st, then toilet - and gloves do not avoid cross contamination! 1st thing upon entering patient's home, wash hands before touching food!	Basic hygiene reminders for those who need it. Use a tray - why make 2 or 3 trips to the kitchen when one will do? Boil the kettle when making tea & test the milk first! Wash up - not just slosh under the tap! Unhygienic!	

Qualitative feedback – Dec-18

	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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	I would definitely recommend your services as we were so pleased with the care we received from all the carers who visited us.		
2	Extremely Likely	Very caring and friendly, made an effort to talk.		
3	Extremely Likely	All the staff were helpful, kind and supportive, exactly what was needed at the time.		
4	Extremely Likely	The carers were all very helpful, [patient's name withheld].	N/A.	

5	Extremely Likely	Friendly, capable staff who were always willing to help. Thank you.	No!	
6	Extremely Likely	Fast, friendly service at short notice. Came to the rescue for me.	Overnight service good, also.	
7	Extremely Likely	The attendants allocated to provide your service were thoroughly professional, courteous, extremely kind and knowledgeable in all they did. Cannot praise them highly enough.	None at all.	
8	Extremely Likely	Your service helped us during the last 2 weeks of my husband's life. All the ladies were extremely professional and caring, treated my husband with dignity and respect and supported the rest of the family, especially me, by listening & caring. The service was everything anybody could possibly wish for at such a difficult time. Thank you.		
9	Extremely Likely	Their kindness and efficiency.	Keep it just as it is.	
10	Extremely Likely	Expert care provided in a timely and caring manner by all the staff.		
11	Likely	All the carers were friendly and helpful and quickly understood the situation, responding appropriately.		

Qualitative feedback – Jan-19

	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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	Very kind, helpful girls, nothing too much trouble, just needed a little help to get back on feet after pleurisy & pneumonia. Very weak when discharged from hospital.		
2	Extremely Likely	Carers were helpful, sympathetic to my needs.	No, but the standard of care must be maintained by all staff.	
3	Extremely Likely	An excellent, reliable service - experienced nurses, pleasant staff.	Perfection cannot be improved.	
4	Extremely Likely	Very friendly & helpful.	Service was very good.	

5	Extremely Likely			Do not publish
6	Extremely Likely	Extremely helpful, caring & very prompt in attending & getting the necessary treatment & equipment.	A bit more communication would be helpful, we was not advised when the social care enablement team were attending.	
7	Extremely Likely	The team was excellent, always turned up. Sometimes a little early or late but always arrived. Couldn't recommend your team enough. Thank you all so much.	Perhaps going with new people to show them how to enter buildings after hours.	
8	Extremely Likely	Excellent response & service!	No.	
9	Extremely Likely	Excellent service and wonderful caring staff.	No. You have limitless demand and do everything you can.	
10	Extremely Likely	Nothing too much trouble for them. They were friendly and caring which is what the client needs. They spent the time that was required with the client. It puts my mind at rest as they contact district nurses and doctors to save the family the worry of doing so, and they carry out the obs which care agencies do not do.		
11	Extremely Likely	Top marks in every aspect of caring. Plus, cheerful and willing approach to patients. Showing that they cared.	Can't think of any!!	
12	Likely			Do not publish