

## Salaried Dental Service - Friends and Family Test - Nov-18 to Feb-19

Adult FFT card question: *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.*

Children and young people's FFT card question: *Would you tell your friends and family 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 issued in Oct-14. 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.	%	%	%
Nov-18	56	96.4	0.0	3.6

Dec-18	36	100.0	0.0	0.0
Jan-19	18	100.0	0.0	0.0
Feb-19	19	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)

	Location	Friends and Family Test response	Children and young people's FFT card completed by:	Please can you tell us the main reason for the response you have given?	What do you think was good about your visit?  (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely	Patient	Would you mind telling us why you gave that answer?			Do not publish
2	Barnstaple Health Centre	Extremely Likely	Parent / guardian / carer	The dentist & dental nurse were fantastic.		No, the service was excellent.	
3	Barnstaple Health Centre	Extremely Likely		Very welcoming and reassuring. Fast service.		No.	
4	Barnstaple Health Centre	Extremely Likely		Quick, professional service.		No.	
5	Barnstaple Health Centre	Extremely Likely		Very helpful, reassuring & effective.			
6	Barnstaple Health Centre	Extremely Likely		It was pain-free and seemed easy to come out with little discomfort.			

7	Barnstaple Health Centre	Extremely Likely		Staff are well nice and friendly, always help with children.		None.	
8	Barnstaple Health Centre	Extremely Likely		Such a quick response & very friendly.		No, none at all.	
9	Barnstaple Health Centre	Extremely Likely		Kindness from the dentist, staff helpful with forms.		Happy with everything done. Found paperwork hard.	
10	Barnstaple Health Centre	Extremely Likely					
11	Barnstaple Health Centre	Extremely Likely		All is friendly & professional.			
12	Barnstaple Health Centre	Extremely Likely		Polite staff, lovely nurse & dentist & reception staff. Thank you.		It was lovely, thank you. x	
13	Barnstaple Health Centre	Extremely Likely					Do not publish
14	Barnstaple Health Centre	Extremely Likely		Very understanding and caring dentist. Explained fully. Put me at ease. Thank you truly.		N/A.	
15	Barnstaple Health Centre	Extremely Likely		Nice staff.		No.	
16	Barnstaple Health Centre	Extremely Likely		Really helpful and friendly.			
17	Barnstaple Health Centre	Extremely Likely		Friendly & well looked after.		No. Great job.	
18	Barnstaple Health Centre	Extremely Likely		Friendly staff. Great care taken by dentist. Very encouraging to keep healthy teeth & gums.			
19	Barnstaple Health Centre	Extremely Likely		Friendly, helpful staff.		Up-to-date magazines in waiting area.	
20	Barnstaple Health Centre	Extremely Likely		[Name withheld] is autistic and wouldn't normally let anyone look in his mouth but did today.		No.	

21	Barnstaple Health Centre	Extremely Likely		Good, friendly service.			
22	Barnstaple Health Centre	Extremely Likely		Very good, put me at ease, well impressed.			
23	Barnstaple Health Centre	Extremely Likely		I was in a lot of pain, had really nice staff on hand to help.		N/A.	
24	Barnstaple Health Centre	Extremely Likely		Good service.		None. Very helpful.	
25	Barnstaple Health Centre	Extremely Likely		Very happy with service.			
26	Barnstaple Health Centre	Extremely Likely		They provide a really friendly service.		None.	
27	Barnstaple Health Centre	Extremely Likely		Was treated very well and helped so much.		None.	
28	Barnstaple Health Centre	Likely					
29	Barnstaple Health Centre	Yes	Not entered	Amazing service. I cannot thank the dental staff and receptionist for there kind approach and getting my little boy emergency treatment.		No. Thank you!!	
30	Barnstaple Health Centre	Yes	Not entered	Staff so down to earth, they relaxed my sister enough to be able to do work.			
31	Barnstaple Health Centre	Yes	Not entered	Amazing, friendly staff, nothing is ever too much trouble - even my troublesome son!		N/A.	
32	Barnstaple Health Centre	Yes	Not entered	Very friendly staff, as always. Lots of patience towards SN son.		N/A.	
33	Barnstaple Health Centre	Yes	Not entered	Very friendly team, well explained in advance of any treatment, very good with my 6-year old.			

34	Barnstaple Health Centre	Yes	Not entered	I've found all staff to be professional & very friendly. Helpful.		None.	
35	Barnstaple Health Centre	Neither Likely nor Unlikely					
36	RD&E (Heavitree)	Extremely Likely		Brilliant staff team.		No.	
37	RD&E (Heavitree)	Extremely Likely		Very helpful, polite & pleasant & before clinic was open I received guidance & advice personally.			
38	RD&E (Heavitree)	Extremely Likely		Always had good service from all - always willing to help & advise.		None.	
39	RD&E (Heavitree)	Extremely Likely		I suffer from anxiety. I have had previous unsatisfactory dental health experiences past & recent past. I was seen by two dentists as emergency on [date withheld] one [date withheld] Oct 2018. Both were extremely professional, caring & I felt relieved after months of constant concern with my mouth. The receptionists were also very helpful. Phoned back when my mobile phone cut off. I was in extreme distress and all helped and dentists are treating the problems.		No. I cannot fault the service of the dentists and treatment (more is to follow) and the receptionists and all information received.	
40	RD&E (Heavitree)	Extremely Likely		So kind and helpful.		Chairs outside main door for those who can't stand.	
41	RD&E (Heavitree)	Extremely Likely		Everything explained very clearly. Felt completely at			

				ease. Very professional. Thank you.			
42	RD&E (Heavitree)	Extremely Likely		Very good, professional dental treatment/care.		No, keep it up.	
43	RD&E (Heavitree)	Extremely Likely		Very good service.		No.	
44	RD&E (Heavitree)	Extremely Likely		Staff were friendly & gave me lots of information and advice.		Nope.	
45	RD&E (Heavitree)	Extremely Likely		Friendly & helpful.			
46	RD&E (Heavitree)	Extremely Likely		Very helpful and caring. Completely understanding of the pain without that slowing the service.		No. There a good bunch.	
47	RD&E (Heavitree)	Likely					
48	RD&E (Heavitree)	Likely					Do not publish
49	RD&E (Heavitree)	Likely		The surgeon & the nurses were first class.			
50	RD&E (Heavitree)	Likely		Very thoughtful.		No.	
51	RD&E (Heavitree)	Yes	Not entered	Very quick services, good overall.	Good advices about keep teeth in the future and.		
52	RD&E (Heavitree)	Yes	Not entered	Have found the staff very helpful, very understanding and patient.			
53	RD&E (Heavitree)	Yes	Not entered	Very nice dental therapist [name withheld], reassuring to my daughter who has anxiety. We were seen on time.		No.	
54	RD&E (Heavitree)	Yes	Not entered	Very patient staff.			
55	RD&E	Yes	Patient	They're kind to me.	I knew how to brush teeth	No.	

	(Heavitree)				rightly.		
56	RD&E (Heavitree)	Neither Likely nor Unlikely		Long waiting. Not happy.			

### Qualitative feedback – Dec-18

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

	Location	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?  (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely				Perfect.	
2	Barnstaple Health Centre	Extremely Likely		Very good.		None.	
3	Barnstaple Health Centre	Extremely Likely		Felt very comfortable with dentist.			
4	Barnstaple Health Centre	Extremely Likely		Helpful, kind & made at ease.		No.	
5	Barnstaple Health Centre	Extremely Likely		Great explanations, care & advice.		None.	
6	Barnstaple Health Centre	Extremely Likely				No.	
7	Barnstaple Health Centre	Extremely Likely		Extremely professional and caring, polite.		N/A.	
8	Barnstaple Health Centre	Extremely Likely		Fast & efficient & very friendly, especially receptionist.		None.	

9	Barnstaple Health Centre	Extremely Likely		They accommodate my disabilities and always ask if I'm comfortable.		Need a few higher chairs in the waiting room.	
10	Barnstaple Health Centre	Extremely Likely					Do not publish
11	Barnstaple Health Centre	Extremely Likely		Prompt & friendly service, given appointment quickly.			
12	Barnstaple Health Centre	Extremely Likely		Very friendly.		No.	
13	Barnstaple Health Centre	Extremely Likely		Helpful response from staff over the phone. Understanding of the situation. Dental staff very helpful and child-centred.			
14	Barnstaple Health Centre	Extremely Likely		Good, polite and quick service.			
15	Barnstaple Health Centre	Extremely Likely					Do not publish
16	Barnstaple Health Centre	Extremely Likely		Very helpful appointment when we rang with a problem.			
17	Barnstaple Health Centre	Extremely Likely		Very nice and polite.		No.	
18	Barnstaple Health Centre	Extremely Likely		Nice, pleasant people to greet me. [Name withheld]'s wicked.			
19	Barnstaple Health Centre	Extremely Likely		So kind & the dentists are so gentle & reception so helpful.		Carry on as you are.	
20	Barnstaple Health Centre	Extremely Likely		Friendly staff.			
21	Barnstaple Health Centre	Extremely Likely		Quick & efficient, friendly service.		Not currently.	
22	Barnstaple Health Centre	Extremely Likely		Dentist was very nice and also quick. Good service.			
23	Barnstaple	Extremely		Professional and friendly.		Not right now.	



	Health Centre	Likely					
24	Barnstaple Health Centre	Extremely Likely		Phoned & got appt same day, receptionist very helpful.		No.	
25	Barnstaple Health Centre	Extremely Likely		Very friendly & very helpful.			
26	Barnstaple Health Centre	Extremely Likely		Very quick and very helpful. Polite & friendly staff.			
27	Barnstaple Health Centre	Likely		Gave appointment quickly, friendly & comfortable service.			
28	Barnstaple Health Centre	Yes	Not entered	Received good treatment, very helpful, explaining very well and always with a smile on their face.		No, very happy with the service.	
29	Barnstaple Health Centre	Yes	Not entered	Just excellent care. Such a caring, friendly team.			
30	Barnstaple Health Centre	Yes	Not entered	I rang the clinic and they were very helpful and fit my son in the next morning. I am very grateful for the service. The staff were lovely.		N/A.	
31	Barnstaple Health Centre	Yes	Not entered	Great advice and thorough check-ups, very good with nervous children.			
32	Barnstaple Health Centre	Yes	Not entered	Always been really kind & given my daughter time to calm down.			
33	Barnstaple Health Centre	Yes	Not entered	Staff are so calming, approachable and kind. Very good at understanding autism & sensory issues.			
34	Barnstaple Health Centre	Yes	Not entered	Very good dentist, fantastic with special needs children.			
35	Barnstaple	Yes	Not entered	Very friendly.		No.	

	Health Centre						
36	Barnstaple Health Centre	Yes	Not entered	Open doors at the same time saves the waiting.			
37	Barnstaple Health Centre	Not entered		Service good. Staff happy.			
38	Barnstaple Health Centre	Not entered		Use this only if disabled.			
39	RD&E (Heavitree)	Not entered					

### Qualitative feedback – Jan-19

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

	Location	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?  (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely		You are far & away the best provider for special needs & special care, no other dentist will treat me.		None - excellent.	
2	Barnstaple Health Centre	Extremely Likely		Very kind & pleasant experience. Also, reassuring.		No.	
3	Barnstaple Health Centre	Extremely Likely		Brilliant patient care and lovely people.		None.	
4	Barnstaple Health Centre	Extremely Likely		Fast, friendly and quality care from start to finish.		No.	
5	Barnstaple	Extremely		Excellent levels of care. Best		Remove fluoride & mercury	

	Health Centre	Likely		I've experienced for many, many years.		from all products.	
6	Barnstaple Health Centre	Extremely Likely		Very friendly and kind staff put me at ease.			
7	Barnstaple Health Centre	Extremely Likely		Professional & polite.		Keep doing what your doing. x	
8	Barnstaple Health Centre	Extremely Likely		Very helpful, kind, & understanding of a nervous patient.		More practices like this.	
9	Barnstaple Health Centre	Extremely Likely		Caring - lovely people.		No.	
10	Barnstaple Health Centre	Extremely Likely		Staff superb! Felt very at ease as very nervous. Ta!			
11	Barnstaple Health Centre	Extremely Likely		I was in and out - a pleasant experience.			
12	Barnstaple Health Centre	Extremely Likely		Both [names withheld] were wonderful, kind considerate & patient. Wonderful!		None.	
13	Barnstaple Health Centre	Likely		Friendly, efficient service.			
14	Barnstaple Health Centre	Likely		Happy with service.			
15	Barnstaple Health Centre	Yes	Patient	Because I'm scared of dentists but I'm not scared of this one because they are sooo nice to me!	They are really friendly to me!	Nothing.	
16	Barnstaple Health Centre	Yes	Patient	Cheered her up.		Nope.	
17	Barnstaple Health Centre	Yes	Not entered	Excellent service.			
18	Barnstaple Health Centre	Yes	Patient	Because they are nice to me, they tell me what is the matter with my teeth.	Seeing the dentist people.		

Qualitative feedback – Feb-19

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

	Location	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?  (Children and young people’s FFT card only)	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely		Tooth ache. Calming - just excellent!!!		No!	
2	Barnstaple Health Centre	Extremely Likely		Did not hurt one bit.		No.	
3	Barnstaple Health Centre	Extremely Likely		Very good & helpful service.		Nope.	
4	Barnstaple Health Centre	Extremely Likely		Very positive experience, a very good dentist, very vocal and communicative throughout, everyone was very helpful.		No. I think you are all doing a great job already!	
5	Barnstaple Health Centre	Extremely Likely		Fast, efficient and friendly.		No.	
6	Barnstaple Health Centre	Extremely Likely		Very pleased with appointment being made so quickly.		Excellent service.	
7	Barnstaple Health Centre	Extremely Likely					Do not publish
8	Barnstaple Health Centre	Extremely Likely		Dr [name withheld] was very professional, would highly recommend. Thank you - it was a pleasant		No.	

				experience!			
9	Barnstaple Health Centre	Extremely Likely		Nice dentists, makes you feel relaxed.			
10	Barnstaple Health Centre	Extremely Likely		The dentists were very good with a young man we brought in who had autism & learning disabilities.		No.	
11	Barnstaple Health Centre	Extremely Likely		All staff - reception, nurse & dentist extremely polite, kind and compassionate, perfect demonstration of 6Cs.		None at all - perfect.	
12	Barnstaple Health Centre	Extremely Likely		Nice, helpful staff!		Coffee machine!	
13	Barnstaple Health Centre	Extremely Likely		Friendly, prompt service.			
14	Barnstaple Health Centre	Extremely Likely		We were running late but were still able to have an appointment. Thank you.		None.	
15	Barnstaple Health Centre	Yes	Not entered				Do not publish
16	Barnstaple Health Centre	Yes	Not entered				Do not publish
17	Barnstaple Health Centre	Yes	Not entered	[Name withheld] was v. informative & very good at explaining treatment. [Name withheld] was v. kind & informative & v. helpful.			
18	Barnstaple Health Centre	Yes	Not entered	Dentist was fantastic and very caring.		None.	
19	Barnstaple Health Centre	Yes	Not entered	Very helpful & quickly got my daughter in, also was very down to earth.		N/A.	