

## Pathfinder Urgent Care Service - Friends and Family Test - Nov-18 to Feb-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	No data	No data	No data	No data
Dec-18	3	100.0	0.0	0.0

Jan-19	2	100.0	0.0	0.0
Feb-19	1	100.0	0.0	0.0

### 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?	Patient request for anonymised comments not to be published
1	Dec-18	Extremely Likely	Everyone was friendly, helpful, processed me quickly and answered all my questions. Thank you.		
2	Dec-18	Extremely Likely	Very friendly & helpful. Nothing too much trouble.	Get a bigger car park?	
3	Dec-18	Extremely Likely	Everyone was lovely.	Possibly more privacy for staff phone calls?	
1	Jan-19	Extremely Likely	The three practitioners who were involved in my treatment performed their tasks impeccably, the triage nurse, the doctor and the care team therapist all contributed to my speedy recovery.	Simply keep up the good work! [Name withheld]	
2	Jan-19	Extremely Likely	I went through A&E for myself. The Pathfinder Team were very helpful explaining any help that I needed. I agreed and they have got in touch with Holsworthy Hospital occupational therapist, and I had a visit from one of the clinical support workers who is going to sort out some extra aids for me.		
1	Feb-19	Extremely Likely	For the caring and helpful service you gave me.		