

Ilfracombe Minor Injury Unit - Friends and Family Test - Dec-18 to Apr-19

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.	%	%	%
Dec-18	11	100.0	0.0	0.0

Jan-19	9	100.0	0.0	0.0
Feb-19	2	100.0	0.0	0.0
Mar-19	15	100.0	0.0	0.0
Apr-19	26	100.0	0.0	0.0

Qualitative Feedback – Dec-18

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

	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?	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	Extremely Likely					
2	Extremely Likely		I have attended the Tyrell Hospital on several appointments. I cannot praise the treatment I have received too highly, nor the attention I've had from the specialists or nurses.		None at all. Fantastic service in all ways.	
3	Extremely Likely		Lovely, friendly staff. Speedy			

			treatment.			
4	Extremely Likely		Fabulous staff!!			
5	Extremely Likely		Not busy, friendly staff, and efficient service.			
6	Extremely Likely		Important to have a local hospital service open and accessible. Alternative is to drive for 30mins minimum.			
7	Extremely Likely		Being open on the weekends was a lifesaver. I have infected toe and I'm diabetic which means I didn't want to leave it.			
8	Extremely Likely		Weekend opening and staff are great.			
9	Extremely Likely		The Tyrell are brilliant - thank goodness they are here.			
10	Extremely Likely		Very good treatment. Handy location.			
11	Yes	Not entered	So pleased the Tyrell is here as we were in A&E last night until 01.00 and left without being seen as children were very tired. I just wanted my child to be checked out which was done here to a high standard. The nurses were very helpful and friendly putting us both at ease. I would always come here again (if it's open). A-star rating! Thank you.			

Qualitative Feedback – Jan-19

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

	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?	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	Extremely Likely		Great place the NHS has here. Fantastic staff and A-star care.			
2	Extremely Likely		Good service and care given.			
3	Extremely Likely		Treated with respect and was very well looked after. Would recommend the very thorough service and kindness given.			
4	Extremely Likely		Very good service / nursing care.		No.	
5	Extremely Likely		Fast and friendly service. Brilliant advice for future care.			
6	Extremely Likely		Friendly, caring staff.			
7	Extremely Likely		Staff were very efficient and helpful - gave clear, relevant advice.			
8	Extremely Likely		Always welcoming.			
9	Yes	Not entered	Quick, friendly staff.			

Qualitative Feedback – Feb-19

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

	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?	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	Extremely Likely		Cut to head.			
2	Extremely Likely		What a brilliant place this MIU is. Staff are friendly & caring. Very quick treatment and I was referred to Eye Clinic straightaway directly, zero fuss. Please keep these MIU going. Thank you NHS!			

Qualitative Feedback – Mar-19

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

	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?	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	Extremely Likely		Rapid, professional & pleasant examination within 1/2hour of the request by [name withheld] & rapid referral (immediate) to consultant at Barnstaple. Very good service from the Minor Injury Unit at Ilfracombe!			
2	Extremely Likely		Reception staff very understanding & quickly called surgery to sort out my problem.			
3	Extremely Likely					Do not publish
4	Extremely Likely		They were just brilliant, quite excellent.		Let people know!	
5	Extremely Likely		Fast and efficient service by very friendly and professional staff who always have a smile.			
6	Extremely Likely		Excellent care!		Keep doing what your doing.	
7	Extremely Likely					Do not publish
8	Extremely Likely		Cat bite plus my mother fainted.		None! Very good service.	
9	Extremely Likely		Happy with the service provide, lovely staff.		Keep going.	
10	Extremely Likely		Great service. Quick, thorough and friendly.		Keep it open.	
11	Extremely Likely		What a lovely little hospital, so rare to see but vital. Please keep this open. My treatment was very high standard. The staff working were exemplary. NHS at its best.			
12	Extremely Likely		The staff are all so caring and nothing ever seems to be too much trouble for them. Our town is so very lucky to have such a wonderful service available to both locals and visitors.		Service was excellent.	

13	Extremely Likely		Great, friendly service.		None.	
14	Extremely Likely		Excellent treatment from the moment we arrived. This is our 3rd visit over time and have nothing but praise for all the staff. Professional, caring, knowledgeable, all with a good sense of humour!		No, not required in my opinion.	
15	Yes	Not entered	Fast care, friendly staff. what a lovely facility to have. Big thumbs up! Thank you.			

Qualitative Feedback – Apr-19

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

	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?	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	Extremely Likely		The nurses were very helpful & put me at ease.		No.	
2	Extremely Likely		Quick and efficient service.		No.	
3	Extremely Likely		Very quick service, seen within 10mins. Friendly staff. Care of treatment was 100%. Thank you.			
4	Extremely Likely		Seen quickly with right treatment for our problem. Thank you because I don't like			

			bump on the head.			
5	Extremely Likely		Seen very quick and nurses very friendly and reassuring.			
6	Extremely Likely		Lovely staff, very friendly.			
7	Extremely Likely		Very friendly staff - amazing! Thank you.			
8	Extremely Likely		Good, friendly, prompt service.			
9	Extremely Likely					
10	Extremely Likely		Treated well and seen as soon as possible. Always happy with treatment.			
11	Extremely Likely		Very friendly, polite, quick!			
12	Extremely Likely		The staff were professional, kind & compassionate, non-judgemental & happy. A real asset to North Devon.		No improvement needed. Keep up the good work.	
13	Extremely Likely		Seen promptly. Friendly helpful advice.			
14	Extremely Likely		Friendly, efficient & good teamwork. Safe in their hands. Good rapport with amb service.		None.	
15	Extremely Likely		They made me feel very comfortable and safe in their care. Excellent service to me as a patient & my family members waiting.			
16	Extremely Likely		Competent & friendly attention.			
17	Extremely Likely		Very friendly staff and really polite. Made us feel welcome and checked my mum fully after a fall and head injury. Gave good advice. Thank you for your help.		No.	
18	Extremely Likely		The nurses saved my life.		No.	
19	Extremely Likely		The 2 nurses [names withheld] were very friendly & professional			

			whilst putting my husband at ease whilst stitching his finger. Thank you.			
20	Extremely Likely		I came in and the reception lady was very understanding - with a smile. The nurse was very good and knew exactly what to do. I can't fault my visit to the Tyrell Hospital - it was first class.		The service couldn't be improved, it was first class.	
21	Extremely Likely		Reception good. Doctor very, very good. Thank you everyone. [Name withheld]		No. Everything good.	
22	Extremely Likely		I didn't have to go to Barnstaple from Ilfracombe.		Keep the X-ray dept. in Ilfracombe.	
23	Extremely Likely		We are so pleased that we have this local service available. Super staff. Very lovely.			
24	Extremely Likely		Very efficient.		No. All good.	
25	Likely		Was seen quickly.			
26	Yes	Not entered	1. Kept informed. 2. Felt confident in expertise of [illegible] providing advice & good aftercare. 3. Good care & understanding of a 13yr old. 4. Treated with respect & dignity. 5. Clean environment.			