

Lynton 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	No data	No data	No data	No data

Jan-19	2	100.0	0.0	0.0
Feb-19	No data	No data	No data	No data
Mar-19	2	100.0	0.0	0.0
Apr-19	1	100.0	0.0	0.0

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		Prompt attention & very kind.		None.	
2	Extremely Likely		The service I have received here has always been second to none.		Nothing.	

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		Extremely efficient and helpful treatment.			
2	Extremely Likely		The most friendly & helpful people I have ever come across in the NHS.		You are doing a grand job as you are.	

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		Fantastic facility. Super, helpful staff. Truly brilliant. Thank you.			