

## Podiatry Services - Friends and Family Test - Feb-19 to Apr-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	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Feb-19	19	89.5	0.0	10.5
Mar-19	No data	No data	No data	No data
Apr-19	No data	No data	No data	No data

### Qualitative feedback - Feb-19

	Location	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 you have received?	Patient request for anonymised comments not to be made public
1	Bideford Community Hospital	Extremely Likely	Excellent care.		
2	Bideford Community Hospital	Extremely Likely	Referred by GP, always receive best treatment.		
3	Bideford Community Hospital	Extremely Likely			
4	Bideford Community Hospital	Extremely Likely	I believe that the staff give the best service with extreme pressures.	Provide more money.	
5	Bideford Community Hospital	Extremely Likely	Unable to do my own.		
6	Bideford Community Hospital	Extremely Likely	Good service.	Correct appointment time.	
7	Bideford Community Hospital	Likely			
8	Bideford Community Hospital	Likely			
9	Bideford Community Hospital	Likely			
10	Bideford Community Hospital	Neither Likely nor Unlikely	Car parking is very expensive. Very difficult for the elderly to park.		
11	Bideford Community Hospital	Neither Likely nor Unlikely	Parking is very difficult and very expensive.	Cheaper parking. Bigger car park.	
12	Holsworthy Community Hospital	Extremely Likely	A very good service & very kind staff.	N/A.	
13	Holsworthy Community Hospital	Extremely Likely	I have always been treated with respect.	No.	
14	Holsworthy Community Hospital	Extremely Likely	Polite, friendly & efficient, careful & helpful, the best I have had.	Extend his contract.	
15	Holsworthy Community Hospital	Extremely Likely	Helpful, personable, easy to talk to and discuss problems.	Make him permanent.	
16	Holsworthy Community Hospital	Extremely Likely	Convenience - local hospital, kind & caring staff offering good advice.		
17	Holsworthy Community Hospital	Extremely Likely	Had very good treatment.	No.	
18	Holsworthy Community Hospital	Extremely Likely	Because it is such a lovely hospital and the podiatry team are so good	At the present time, I can see no need of improving the service.	

			and do a good job.		
19	Holsworthy Community Hospital	Extremely Likely	Efficient, friendly service.	Unfortunately, I was referred to see musculoskeletal, not the podiatrist. However, he treated my hard skin.	