

## Radiology - Friends and Family Test - Jan-19 to Apr-19

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward 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%

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Mar-19	1	100.0	0.0	0.0
Apr-19	1	100.0	0.0	0.0

Note: There was no data received for Jan-19 to Feb-19

### 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 you have received?	Patient request for anonymised comments not to be made public.
1	Mar-19	Extremely Likely	Everyone has been extremely helpful & lovely. The efficiency of caring from OPD for MRI & X-ray & the management of that is fantastic.	The use of a mobile unit in a room was good but I am hoping this is not a permanent solution & that a new room is imminent.	
1	Apr-19	Extremely Likely	First class service all the way. I cannot express my admiration enough for the way [names withheld], and most of all [name withheld], who took great care of me during my procedure. Thank you all so, so much for making me feel a bit more confident on having it done. Love you all xxxxxx. Well done!!		