Rapid Response Service - 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:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \text{ X100}$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \text{ X100}$$

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 %
Feb-19	7	100.0	0.0	0.0
Mar-19	19	100.0	0.0	0.0
Apr-19	19	100.0	0.0	0.0

Qualitative feedback – Feb-19

	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 made public
1	Extremely Likely	Sympathetic care provided with courtesy, consideration for the impact on the whole family. Quick, efficient, nothing was too much.		
2	Extremely Likely	███████████████████████████████		Do not publish
3	Extremely Likely	Two very caring ladies came and did everything they could do to help.		
4	Extremely Likely	Once my husband became ill enough to require nursing at home in his final days, the medical response was immediate and very efficient. Whatever was required it was provided albeit equipment or nursing care. The whole system worked like clockwork. Excellent.	In my experience of this service, it is hard to see how it could be improved upon. Thank you so much.	
5	Extremely Likely	Timely & efficient.		
6	Extremely Likely	Very helpful, professional and very nice people (ladies). [Name withheld]		
7	Likely	Only needed for two days as a relative was staying, but she was helpful and polite.		

Qualitative feedback – Mar-19

	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 made public
1	Extremely Likely	Very attentive.	No.	
2	Extremely Likely	Fast, efficient, friendly service.	None - cannot be improved!	

3	Extremely Likely	Very good and caring service by all staff!!	Not really because all ok. Thank you for help!!	
4	Extremely Likely	You have a wonderful team. So friendly and helpful. Nothing is too much for any of them, a pleasure to be treated by them.	I think there should be some [illegible] could make a small donation to the cause. I know everyone could not afford it but some of us could.	
5	Extremely Likely	Excellent caring staff & [illegible] giving me more confidence in my ability.	Am extremely pleased with the NHS back-up & treatment in hospital.	
6	Extremely Likely	I am very happy with the service.	No.	
7	Extremely Likely			
8	Extremely Likely	They have been very kind to me.		
9	Extremely Likely	All staff encountered showed a true caring ad non-judgement attitude. They were always prepared to support both my husband, the client, and myself.	Excellent is hard to improve.	
10	Extremely Likely	You gave us a very prompt response - you were very efficient & helpful.		
11	Extremely Likely	Because the service has been very good & all the support workers been very good.	None.	
12	Extremely Likely	All the carers were so nice and friendly and treated my husband with dignity.		
13	Extremely Likely	The team of ladies who came to help me were always kind and considerate with constant smiles. More people like these lovely ladies would make the world a better place.	Your system, as I see it, was almost perfect, so why mess with it? I have no idea how much backroom help you get, but you all deserve full support. My sincere thanks for the wonderful help.	
14	Extremely Likely	I feel privileged to have been cared for by these ladies. Thank you so much.	No.	
15	Extremely Likely	Very pleased with all of you. [Name withheld]	No.	
16	Extremely Likely	All of the team who came out to me were very well trained in all they did for me. Also, very kind, polite, efficient & thorough in all aspects of care. Thank you to all of you.	None - service is wonderful as it is.	
17	Extremely Likely	Got time to talk to me as well as being professional.	Yes! Just stay here.	
18	Extremely Likely	Excellent service.	No.	
19	Likely	Everyone so caring & helpful. Great team.	Not really.	
20	Not entered	Could not ask for better teamwork. All the nurses truly caring, always with a smile.	The service has been 1st class.	

Qualitative feedback – Apr-19

	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 made public
1	Extremely Likely	Care was put in place very promptly. Carers were polite and very helpful.	Perhaps supplying a schedule of visits/times more readily would be helpful.	
2	Extremely Likely	All the carers were very polite and helpful and did what we enquire. We were very pleased. Thank you so very much.	No, it is alright as it is.	
3	Extremely Likely	I am the patient and the team were with me for four days. They were caring, attentive and happy to prepare any meal. Very pleasant to talk to.	Not really. The region is very fortunate to have such a team available so quickly, who adapt easily to any situation.	
4	Extremely Likely	Because you have given me such wonderful care.	Golly, I wouldn't think so, it's been wonderful.	
5	Extremely Likely	Would have found it very difficult to have managed without the help from the team.	Cannot think of anything to improve the service. (Very, very good).	
6	Extremely Likely	██		Do not publish
7	Extremely Likely	You have all been so kind to me.	No.	
8	Extremely Likely	All nurses/carers were extremely helpful, professional and were excellent with my granddad. Particular mention to [names withheld].	I understand how restricted you are, but tailoring the times of the visits to the patient would be helpful.	
9	Extremely Likely	Very regular and helpful attendance.	Calls in advance would be useful.	
10	Extremely Likely	I have been overwhelmed by the kindness, care and dignity given to my mother and myself. Your team are truly amazing!	Please don't change your service in any way, it's perfect.	
11	Extremely Likely	Caring staff and looked after my father-in-law well.		
12	Extremely Likely	First week not very good. Last 3 days when [names withheld] came (2 angels) service excellent.	More nurses needed.	
13	Extremely Likely	Needed help after collapsing. All incredible, help was given - nothing was too much. Thank you.	I cannot think of anything because all my needs were met. Thank you.	
14	Extremely Likely	I thought it was amazing.		
15	Extremely Likely	All the support workers have been excellent - friendly,	It would have been even better if RRS could have	

		professional, so helpful and caring. They also made sure continuing care was in place.	continued with care - as the service was so good.	
16	Extremely Likely	Very good.	No.	
17	Extremely Likely	Knowing someone is going to come and, if I had a relapse, I knew someone would be visiting. Very good care given.	No.	
18	Likely	Because I wasn't safe to be in the house on my own.	No.	
19	Likely	The care has been very helpful Thank you.	No.	