

Vanguard Unit - 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. | % | % | % |
| Jan-19 | 1 | 100.0 | 0.0 | 0.0 |
| Feb-19 | 2 | 100.0 | 0.0 | 0.0 |

| | | | | |
|--------|---------|---------|---------|---------|
| Mar-19 | No data | No data | No data | No data |
| Apr-19 | 1 | 100.0 | 0.0 | 0.0 |

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 | Jan-19 | Extremely Likely | The devoted care and attention I received from Mr [name withheld] and his team and the nurses was outstanding. | The long wait for the appointment for the procedure was long and very stressful. Plus delays in getting to park. | |
| 1 | Feb-19 | Extremely Likely | Exceptional - all over! Marvellous. | None. | |
| 2 | Feb-19 | Extremely Likely | Think you're all wonderful. | No. | |
| 1 | Apr-19 | Extremely Likely | Great service, extremely friendly team. Made me feel very calm & relaxed. Should be more appreciated. | | |