

Salaried Dental Service - Friends and Family Test - Mar-19 to Jun-19

Adult FFT card question: *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.*

Children and young people's FFT card question: *Would you tell your friends and family 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 issued in Oct-14. 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.	%	%	%
Mar-19	41	100.0	0.0	0.0

Apr-19	38	97.4	0.0	2.6
May-19	31	100.0	0.0	0.0
Jun-19	9	88.9	0.0	11.1

Qualitative feedback – Mar-19

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by:	Please can you tell us the main reason for the response you have given?	What do you think was good about your visit? (Children and young people's FFT card only)	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	Barnstaple Health Centre	Extremely Likely	Patient	Would you mind telling us why you gave that answer?			
2	Barnstaple Health Centre	Extremely Likely	Parent / guardian / carer				Do not publish
3	Barnstaple Health Centre	Extremely Likely		We are happy with the way the lovely dentist and staff took care of us.		Keep doing what you are doing, it's just great.	
4	Barnstaple Health Centre	Extremely Likely		Staff are fantastic. Patient and kind.		None.	
5	Barnstaple Health Centre	Extremely Likely		Friendly, approachable staff. Waiting times fairly good.		No.	
6	Barnstaple Health Centre	Extremely Likely		Helpful & friendly.		No.	

7	Barnstaple Health Centre	Extremely Likely		Incredibly professional. Both the surgeon and nurses made my tooth removal very bearable.		No!	
8	Barnstaple Health Centre	Extremely Likely		Great dentist.		N/A.	
9	Barnstaple Health Centre	Extremely Likely		Seen as an emergency not from this area as on holiday. Friendly and welcoming - makes all the difference when you are anxious.			
10	Barnstaple Health Centre	Yes	Not entered	Friendliness to 9yr old. V. compassionate to his concerns.			
11	Barnstaple Health Centre	Yes	Not entered	Fantastic dentist.		N/A.	
12	Barnstaple Health Centre	Yes	Not entered	Very friendly & helpful staff.			
13	Barnstaple Health Centre	Yes	Not entered	The most helpful team I've come into contact with while trying to get my daughter seen.			
14	RD&E (Heavitree)	Extremely Likely		Excellent service.			
15	RD&E (Heavitree)	Extremely Likely		Great and very friendly service, once again.		None.	
16	RD&E (Heavitree)	Extremely Likely		Nice, pleasant people.		No.	
17	RD&E (Heavitree)	Extremely Likely		Everyone very helpful, very friendly.		None - was perfect.	
18	RD&E (Heavitree)	Extremely Likely		Very efficient service, friendly & helpful and quite painless!		No - carry on!	
19	RD&E (Heavitree)	Extremely Likely		Pleasant staff - felt comfortable. Thorough examination.		No.	

20	RD&E (Heavitree)	Extremely Likely		The whole experience was excellent. Cannot speak highly enough for treatment received.			
21	RD&E (Heavitree)	Extremely Likely		Amazing staff, friendly.		None.	
22	RD&E (Heavitree)	Extremely Likely		The oral surgeon was calm and professional, made me feel in safe hands and team were also kind and professional.		No.	
23	RD&E (Heavitree)	Extremely Likely		The 3 (visits) exceptional, have been very professional, especially dental surgeon. Thank you.			
24	RD&E (Heavitree)	Extremely Likely		Competent, helpful, friendly and experienced staff.			
25	RD&E (Heavitree)	Extremely Likely		Because your team is the elite dental practice in Exeter.		Simply carry on.	
26	RD&E (Heavitree)	Extremely Likely		The dentist that treated me well and I am very pleased with the services.		No.	
27	RD&E (Heavitree)	Extremely Likely		Informative, helpful, comforting.		No.	
28	RD&E (Heavitree)	Extremely Likely		Very professional.		None.	
29	RD&E (Heavitree)	Extremely Likely		The oral surgeon Mr [name withheld] was extremely kind and efficient. The dental nurses were likewise and very calming & reassuring. I am a very nervous patient!			
30	RD&E (Heavitree)	Extremely Likely		Professional, quick, courteous.		All good.	

31	RD&E (Heavitree)	Extremely Likely		Brilliant - interpreter booked without even asking.			
32	RD&E (Heavitree)	Extremely Likely		Everything good.		None.	
33	RD&E (Heavitree)	Extremely Likely		Very helpful staff - thank you so much.		Parking!! More blue badge not on slope! Thanks.	
34	RD&E (Heavitree)	Extremely Likely		Great, prompt service.		None.	
35	RD&E (Heavitree)	Likely					Do not publish
36	RD&E (Heavitree)	Likely		Polite.		No.	
37	RD&E (Heavitree)	Likely		Put at ease by having everything explained to me.			
38	RD&E (Heavitree)	Likely		Very friendly and caring.			
39	RD&E (Heavitree)	Likely					Do not publish
40	RD&E (Heavitree)	Likely					Do not publish
41	RD&E (Heavitree)	Yes	Not entered	[Name withheld] has been so patient with my son who was terrified of the dentist. He has now completed his treatment & loves to come.		N/A.	
42	RD&E (Heavitree)	Not entered		Punctuality.		None.	

Qualitative feedback – Apr-19

(Note: The children and young people’s Friends and Family Test card wording is highlighted below)

	Location	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? (Children and young people’s FFT card only)	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	Barnstaple Health Centre	Extremely Likely		Painful gum - tooth.		Very good service.	
2	Barnstaple Health Centre	Extremely Likely					Do not publish
3	Barnstaple Health Centre	Extremely Likely		Brilliant, friendly, pain relieving!		Nope, you're perfect already.	
4	Barnstaple Health Centre	Extremely Likely		Very good, well done.		None.	
5	Barnstaple Health Centre	Extremely Likely		Lovely staff - really friendly, no problems.		Keep up the good work.	
6	Barnstaple Health Centre	Extremely Likely		For the helpful & friendly service.			
7	Barnstaple Health Centre	Likely		Called number needing emergency treatment and got appointment next day. Helpful and wanting to assist, unlike the general area-wide support number who were useless and uncaring.		Nothing comes to mind.	
8	Barnstaple Health Centre	Yes	Parent/ Guardian/Carer	Reception, amazing help! Real good at looking after		Staff having up-to-date info. on benefits - not their fault	

				my daughter (who has special needs).		if they can't help people avoid fines.	
9	Barnstaple Health Centre	Yes	Patient	Because they were very nice and friendly.	The dentist was gentle & I had the afternoon off school.	Nothing, everything was good.	
10	RD&E (Heavitree)	Extremely Likely					Do not publish
11	RD&E (Heavitree)	Extremely Likely		A lovely man.			
12	RD&E (Heavitree)	Extremely Likely		As usual, lovely, friendly staff & a completely fuss-free procedure. Top marks to Mr [name withheld] team!		None, it's fabulous.	
13	RD&E (Heavitree)	Extremely Likely		Very kind & helpful in every way.			
14	RD&E (Heavitree)	Extremely Likely		A fantastic service. Staff wonderful & very professional.		Could not be better! Thank you.	
15	RD&E (Heavitree)	Extremely Likely		Very happy with the service, very polite.		No.	
16	RD&E (Heavitree)	Extremely Likely		Amazing work. Friendly and very reassuring.		Amazing service.	
17	RD&E (Heavitree)	Extremely Likely		Excellent extraction of two teeth.			
18	RD&E (Heavitree)	Extremely Likely		Quick, efficient, good advice.			
19	RD&E (Heavitree)	Extremely Likely		Brilliant service.			
20	RD&E (Heavitree)	Extremely Likely		We have so much confidence in Mr [name withheld] dealing with our son who suffers from anxiety & learning difficulties. Such a sense of humour & gets well with him. Wish he was my		It's perfect. Thank you.	

				dentist. (Mum).			
21	RD&E (Heavitree)	Extremely Likely		Made me feel comfortable and informed what was going in treatment.			
22	RD&E (Heavitree)	Extremely Likely		Really nice & caring staff.			
23	RD&E (Heavitree)	Extremely Likely					
24	RD&E (Heavitree)	Extremely Likely		Very good service after the initial wait.			
25	RD&E (Heavitree)	Extremely Likely		The patient care and communication throughout treatment was excellent.		No!	
26	RD&E (Heavitree)	Extremely Likely		Very helpful on the phone, kind, caring.			
27	RD&E (Heavitree)	Extremely Likely		Lovely people explained everything really well & looked after me very [illegible].			
28	RD&E (Heavitree)	Extremely Likely		[Name withheld] & his team, including admin staff, went the extra mile. I was made to feel comfortable and relaxed as I had been anxious.		Keep it up.	
29	RD&E (Heavitree)	Likely					
30	RD&E (Heavitree)	Likely					Do not publish
31	RD&E (Heavitree)	Yes	Not entered	Very good care and very patient with toddler.		No - all good.	
32	RD&E (Heavitree)	Yes	Not entered	Because the dentist that treated my son was brilliant with him, really, really impressed. [Name withheld].			

33	RD&E (Heavitree)	Yes	Parent/ Guardian/Carer	Son was in massive pain, but this hospital sorted it out (brilliant).		No, service is brilliant.	
34	RD&E (Heavitree)	Yes	Not entered	Because everyone was friendly.	Nice, kind.		
35	RD&E (Heavitree)	Yes	Not entered	Very friendly & quick.	Friendly staff.	Nothing.	
36	RD&E (Heavitree)	Yes	Not entered	Good service.	Good nurses.	More toys.	
37	RD&E (Heavitree)	Yes	Patient	Because it's friendly.	They help me look after my teeth.	Nothing.	
38	RD&E (Heavitree)	Maybe	Not entered	First time visit. [Name withheld]	Toys, off school. I could sit on mum's lap.	Not waiting too long.	

Qualitative feedback – May-19

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by:	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? (Children and young people's FFT card only)	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	Barnstaple Health Centre	Extremely Likely	Patient	Very nice people and helpful, not long to wait.		No, was good.	
2	Barnstaple Health Centre	Extremely Likely	Parent / guardian / carer	Quick & easy. All dealt with nicely, all staff polite & helpful.		No.	
3	Barnstaple Health Centre	Extremely Likely		Well explained further treatment.		None.	

4	Barnstaple Health Centre	Extremely Likely		Good care, nice staff, good services.			
5	Barnstaple Health Centre	Extremely Likely		Staff always kind, respectful & understanding. And listens to my view too.		No. I would suggest this clinic be used as a template for NHS dental services in Cornwall. Other practices would learn a lot.	
6	Barnstaple Health Centre	Extremely Likely		Good dental care given.			
7	Barnstaple Health Centre	Extremely Likely		Really, really excellent service. Very helpful.		Keep doing what your doing. Very friendly service.	
8	Barnstaple Health Centre	Extremely Likely					Do not publish
9	Barnstaple Health Centre	Extremely Likely		Wonderful staff, patient, caring and professional at all times.			
10	Barnstaple Health Centre	Extremely Likely		Quick, friendly and good job.			
11	Barnstaple Health Centre	Extremely Likely		Brilliant service, very kind team.			
12	Barnstaple Health Centre	Extremely Likely		The team were so friendly and reassuring which is amazing as they know patients overreact.			
13	Barnstaple Health Centre	Extremely Likely		Amazing staff! [Names withheld] were amazing & made it a great experience.		None at all.	
14	Barnstaple Health Centre	Extremely Likely		Friendly & professional.		No.	
15	Barnstaple Health Centre	Extremely Likely		Very patient and supportive. Friendly dentist & nurses.		No, it was very good. Wish he was my dentist all of the time.	
16	Barnstaple Health Centre	Extremely Likely		Fast appointment, very helpful receptionist.			
17	Barnstaple Health Centre	Extremely Likely		Friendly / professional.		No.	

18	Barnstaple Health Centre	Extremely Likely		Many.		All good.	
19	Barnstaple Health Centre	Yes	Parent/ Guardian/Carer	[Name withheld] was very patient with my special needs' son.		No.	
20	Barnstaple Health Centre	Yes	Parent/ Guardian/Carer	Superb staff, beyond friendly and super-accommodating.	Staff!	Can't beat excellent!	
21	RD&E (Heavitree)	Extremely Likely					
22	RD&E (Heavitree)	Extremely Likely		Everything was explained well.			
23	RD&E (Heavitree)	Extremely Likely		I have a gag reflex problem. Difficult for my dentist to take X-rays. I had an abscess, had tooth taken out.		No. It was all excellent. Staff are brilliant.	
24	RD&E (Heavitree)	Extremely Likely		Dentist was extremely good with patient who has autism.		No.	
25	RD&E (Heavitree)	Extremely Likely		Emergency - was able to get me in first thing this morning.		N/A.	
26	RD&E (Heavitree)	Extremely Likely		Was made to feel very comfortable at all times.		Totally satisfied.	
27	RD&E (Heavitree)	Extremely Likely		The team were fantastic! Explained everything as they went along. It was much better than I thought.			
28	RD&E (Heavitree)	Extremely Likely		Friendly staff. Not waiting long, painless procedure.			
29	RD&E (Heavitree)	Extremely Likely		Staff were very friendly & reassuring & put me at ease, very professional.			
30	RD&E (Heavitree)	Likely					Do not publish

31	RD&E (Heavitree)	Likely		Helpfulness & caring.		No.	
32	RD&E (Heavitree)	Not entered		Helpful and friendly.			

Qualitative feedback – Jun-19

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by:	Please can you tell us the main reason for the response you have given?	What do you think was good about your visit? (Children and young people's FFT card only)	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	Barnstaple Health Centre	Extremely Likely		Excellent service.		None.	
2	Barnstaple Health Centre	Extremely Likely		All very good. I would come again.			
3	Barnstaple Health Centre	Extremely Likely		Fast & very friendly response and professional.		Air-conditioned waiting room.	
4	Barnstaple Health Centre	Extremely Likely		Friendly dentist, professional.		N/A.	
5	Barnstaple Health Centre	Likely					Do not publish
6	Barnstaple Health Centre	Likely		Everything was as expected.		No.	
7	Barnstaple Health Centre	Yes	Parent/ Guardian/Carer	Staff polite & friendly. Made my son at ease and went above and beyond to accommodate us.		None.	

8	Barnstaple Health Centre	Yes	Parent/ Guardian/Carer	My autistic son had a tooth out today, such good care. Outstanding, if only all dentists could be like this. Amazing.		None.	
9	Barnstaple Health Centre	Neither Likely nor Unlikely					
10	Barnstaple Health Centre	Not entered					Do not publish