

Radiology - Friends and Family Test - May-19 to Sep-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.	%	%	%
May-19	No data	No data	No data	No data
Jun-19	5	100.0	0.0	0.0

Jul-19	1	100.0	0.0	0.0
Aug-19	4	100.0	0.0	0.0
Sep-19	No data	No data	No data	No data

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	Jun-19	Extremely Likely	The staff here in Radiology were lovely & excellent standard of care. My nurse [name withheld] was really nice & made me feel at ease.		
2	Jun-19	Extremely Likely	Very friendly and informative staff. Delivered a fantastic service with no waiting (seen before appointment time). Fantastic and caring approach to teenagers. Thank you.	You can't perfect perfection!! Please don't change a thing.	
3	Jun-19	Extremely Likely	Fast, efficient treatment, pleasant staff.		
4	Jun-19	Extremely Likely	All staff very friendly, patient (with the patient!) & caring. Nothing was too much trouble.		
5	Jun-19	Extremely Likely	Extremely good treatment. Nurses very nice and professional.	No, the service I received was amazing.	
1	Jul-19	Extremely Likely	Hopefully, this treatment will end 6 months of pain! Staff were wonderful. [Name withheld]		
1	Aug-19	Extremely Likely	The nurses [names withheld]. Treated me very professionally, also with great care & kindness which put my mind at ease before my procedure, also during. Well done ladies, you should be commended. Mr [name withheld]	The only comment I can make is about the appointment letter not being very self-explanatory about meds, also contradictory about not eating before biopsy?	
2	Aug-19	Extremely Likely	Nobody chooses to come into hospital and it's not exactly a holiday destination but, if radiology is required, I was impressed by all nursing staff and I have no reason to complain and would recommend them highly.		

3	Aug-19	Extremely Likely	Both staff and treatment top class. Could not have been better.	Could not have been improved.	
4	Aug-19	Extremely Likely	Staff are really pleasant and helpful, nothing too much trouble, staff are lovely. Understaffed need more for def. Pleasant day!	More staff.	
1	Sep-19	Not entered	The friendliness and care I received from the staff and being kept up to date with what was happening.		