

## Radiology - Friends and Family Test - Oct-19 to Mar-20

*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.	%	%	%
Oct-19	3	100.0	0.0	0.0
Nov-19	No data	No data	No data	No data

Dec-19	1	100.0	0.0	0.0
Jan-20	3	100.0	0.0	0.0
Feb-20	5	100.0	0.0	0.0
Mar-20	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	Oct-19	Extremely likely	Happy & helpful staff.		
2	Oct-19	Extremely likely	I am more than happy with all the treatment I've had at this hospital. Thank you all very much.	Perfect as it is.	
3	Oct-19	Extremely likely	Made to feel welcome from being greeted in waiting room, nurse introduced lovely, asked how I like to be addressed. Full information at every stage from all staff. Attention to personal comfort. The procedure I had dreaded became much easier and fear disappeared.		
1	Dec-19	Extremely likely	Everybody today was very attentive, kind and listened to us. No faults at all to be found. Thank you.		
1	Jan-20	Extremely likely	Upon entering the ward I was greeted with a nurse who showed compassion and helpfulness. But on a negative note the temperature of the room was very uncomfortably hot.		
2	Jan-20	Extremely likely	Very helpful, considerate & friendly.		
3	Jan-20	Extremely likely			
1	Feb-20	Extremely likely	Very pleasant, efficient staff & treatment. The whole hospital staff we dealt with were cheerful & helpful.		
2	Feb-20	Extremely likely	The nurses were very friendly and made my stay good.		

3	Feb-20	Extremely likely	100% in all areas.	None.	
4	Feb-20	Extremely likely	Friendly staff, very helpful, everything explained well and made to feel at ease.	No, not on this occasion.	
5	Feb-20	Extremely likely	They looked after me very well & the staff looked after me all day. The surgeon was really good.	No, they couldn't do more.	