

## Vanguard Unit - 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.	%	%	%
Dec-19	3	100.0	0.0	0.0
Jan-20	2	100.0	0.0	0.0

Note: There was no data received for Oct-19/Nov-19 and Feb-20/Mar-20

### 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	Dec-19	Extremely likely	Everyone in the ward extremely friendly and professional.		
2	Dec-19	Extremely likely	I was so happy with care & treatment received. [Name withheld]		
3	Dec-19	Extremely likely	[Names withheld] were very welcoming, made you feel at ease. The consultant introduced himself & the team made the experience really good. Thank you to everyone involved in my treatment.	No, it was a really good service.	
1	Jan-20	Extremely likely	Made very welcome and reassured. Kind, thoughtful staff. Procedure well explained as it went along.		Do not publish
2	Jan-20	Likely	Friendly, good care.		