

Friends and Family Test - Radiology (day cases) - Aug-21

Thinking about your time on this ward... Overall, how was your experience of our service?

Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know

Friends and Family Test score

The Friends and Family Test score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

$$\frac{\text{Very good + Good}}{\text{Very good + Good + Neither good nor poor + Poor + Very poor + Don't know}} \times 100$$

'Negative' percentage is calculated as follows:

$$\frac{\text{Poor + Very poor}}{\text{Very good + Good + Neither good nor poor + Poor + Very poor + Don't know}} \times 100$$

The Trust's target 'Positive' score is 75%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Aug-21	5	100	0.0	0.0

Qualitative feedback

	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Patient	Very good	Staff very friendly and great at reassuring me at every stage of the process. Excellent professionalism and care. I felt relaxed the whole time - thank you.		
2	Not entered	Very good	Everyone was very caring.		
3	Not entered	Very good	What a positive experience I've had today. Respectful, caring staff with great sense of humour and empathy all at same time, no worrying wait time! Many thanks all. x	Nothing.	
4	Patient	Very good	Very friendly and efficient team who genuinely care about their patients. They made me feel calm and relaxed before, during and after my procedure.	Nothing!	
5	Patient	Very good			