

Friends & Family Test Scores January to March 2015 (Quarter 4)

1. Trust Responses and Friends & Family Test (FFT) Scores

In the period January to March 2015 (Quarter 4), a total of **2,705** surveys were completed.

Table 1 Total number of surveys by service.

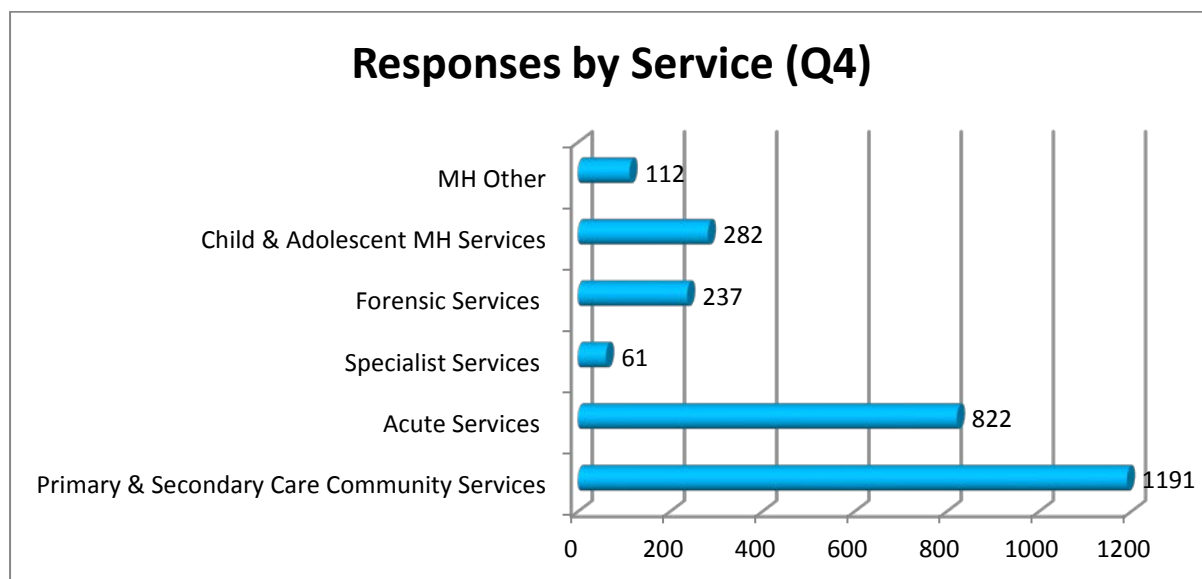
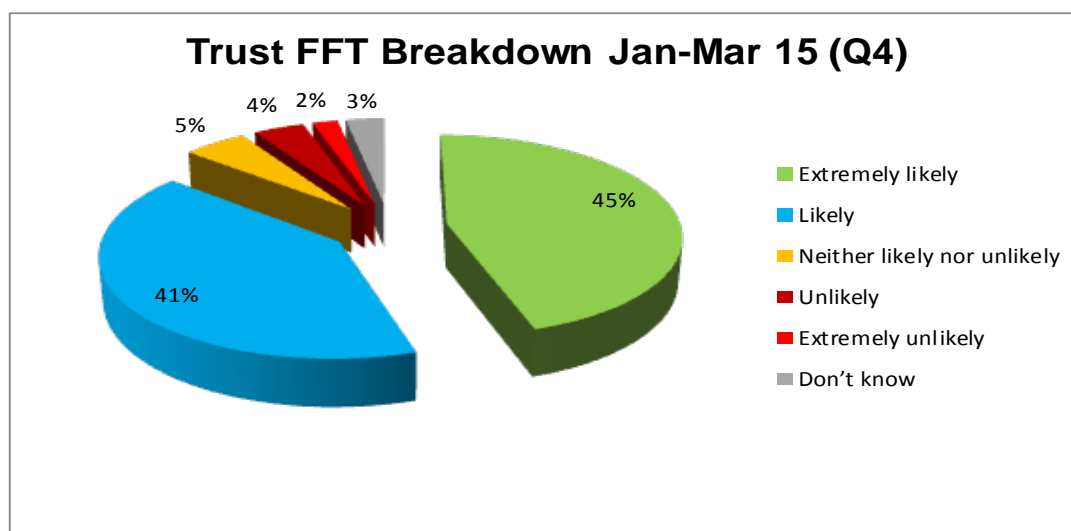


Table 2: Breakdown of Friends & Family test responses for Q4 trust-wide.

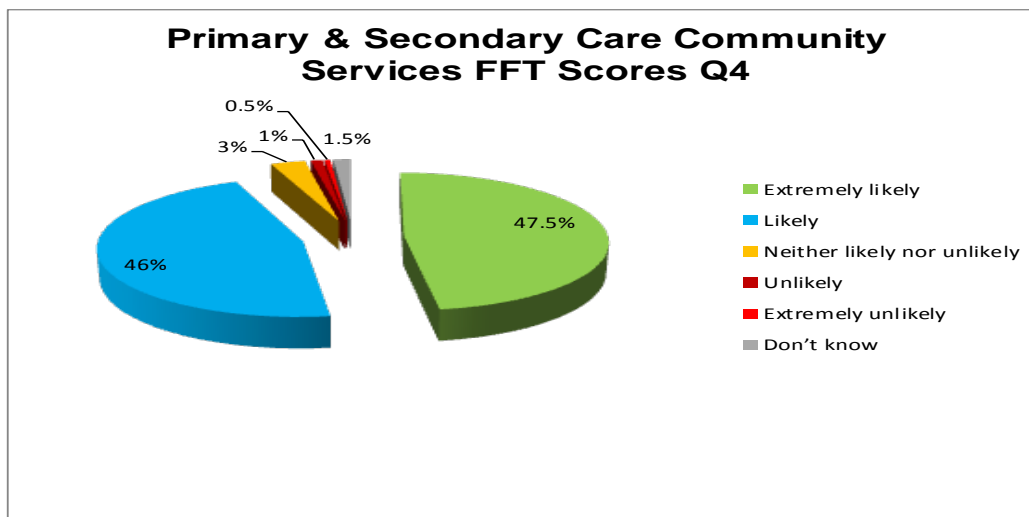


89% of patients who completed the survey said they would recommend our services to friends and family if they needed them.

(FFT result is calculated by combining extremely likely and likely, dividing by the total number of responses, excluding don't know answers.)

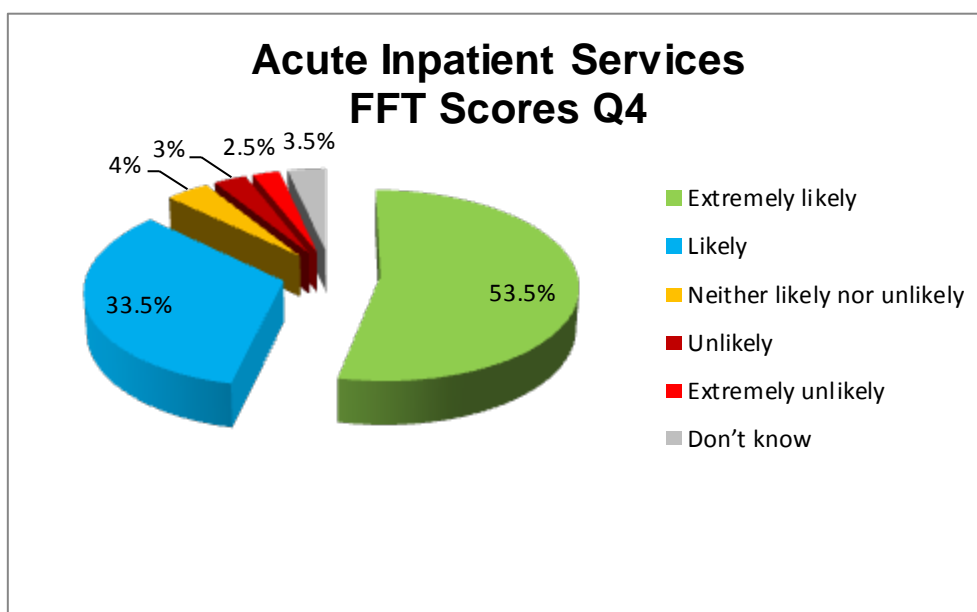
2. FFT Scores by Service

Table 3: Breakdown of Friends & Family test responses for Q4 for Primary & Secondary Care Community Services



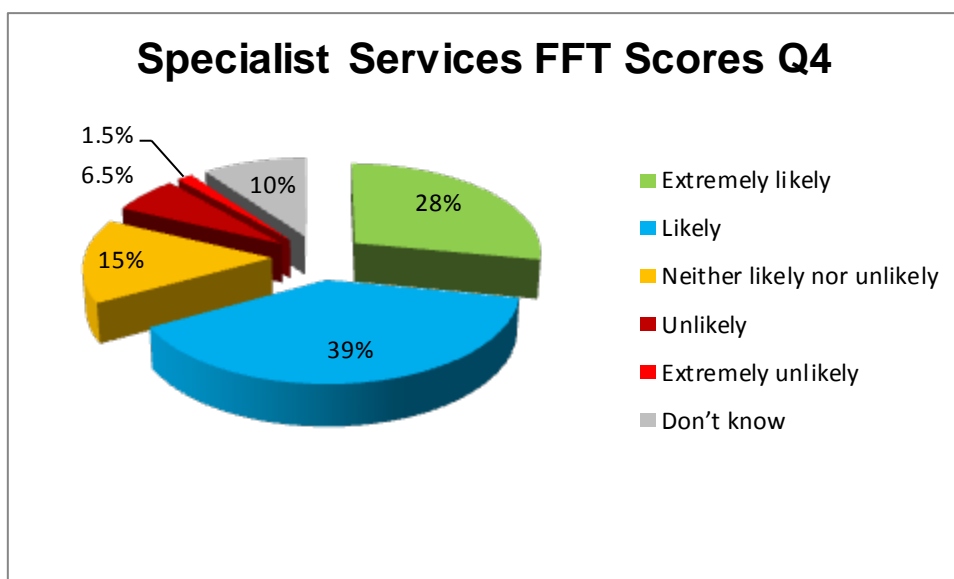
95% of patients who completed the survey in Primary & Secondary Care Community Services said they would recommend our services to friends and family if they needed them.

Table 4: Breakdown of Friends & Family test responses for Q4 for Acute Services



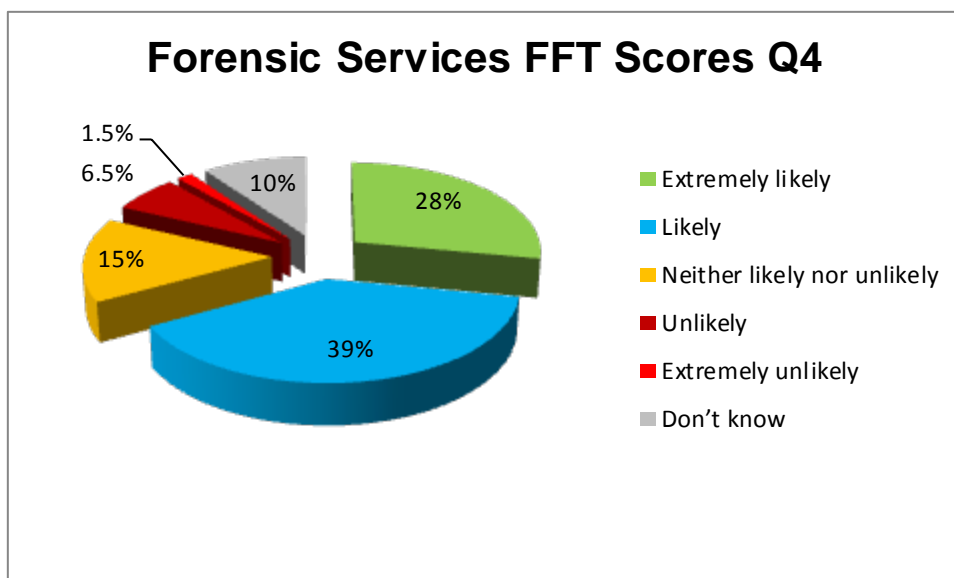
90% of patients who completed the survey in Acute Services said they would recommend our services to friends and family if they needed them.

Table 5: Breakdown of Friends & Family test responses for Q4 for Specialist Services (i.e. Eating Disorders, Trust-wide Specialist Psychotherapy, Trust-wide Deaf Service & Children’s Inpatient Wards).



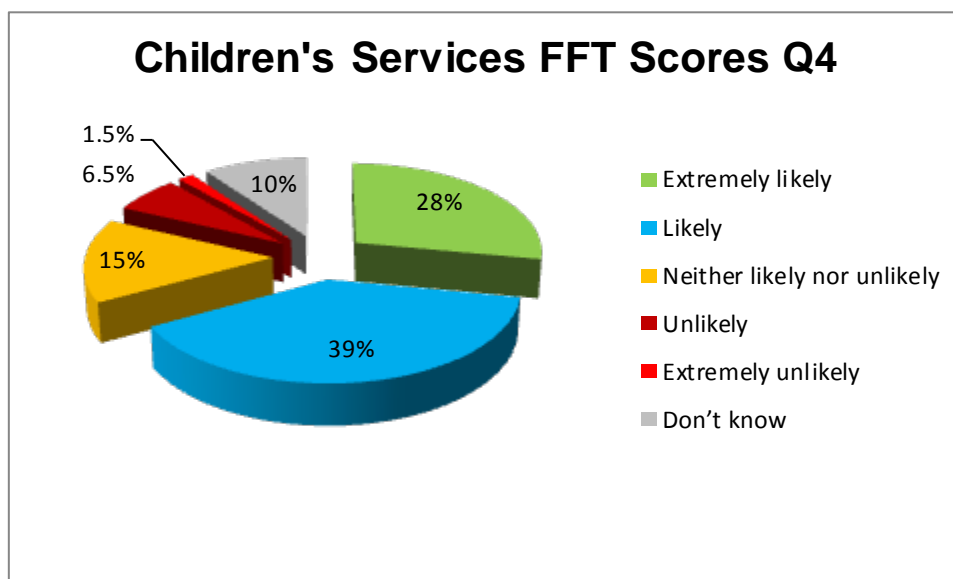
75% of patients who completed the survey in Specialist Services said they would recommend our services to friends and family if they needed them.

Table 6: Breakdown of Friends & Family test responses for Q4 for Forensic Services



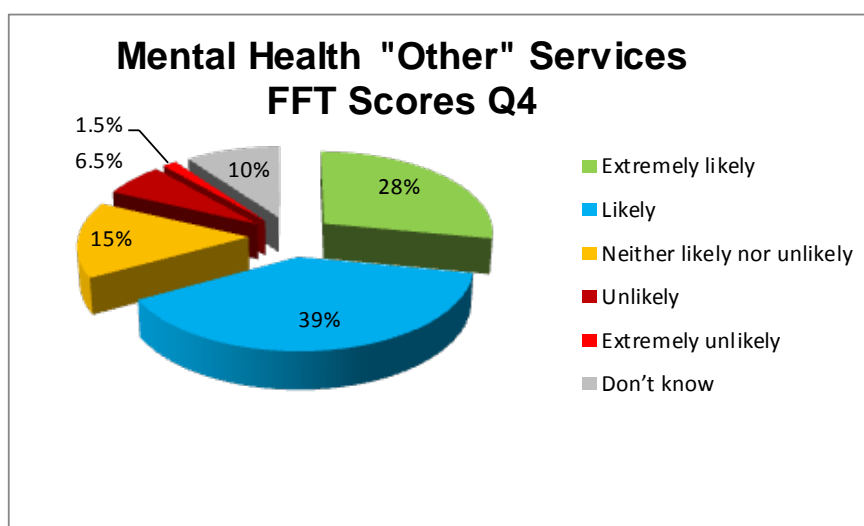
72% of patients who completed the survey in Forensic Services said they would recommend our services to friends and family if they needed them.

Table 7: Breakdown of Friends & Family test responses for Q4 for Child & Adolescent Mental Health Services



75% of patients who completed the survey in Child & Adolescent Mental Health Services said they would recommend our services to friends and family if they needed them.

Table 8: Breakdown of Friends & Family test responses for Q4 for those services falling into Mental Health “other” services category (i.e. unidentifiable responses, ADHD & ECT services)



94% of patients who completed the survey in Mental Health “other” services said they would recommend our services to friends and family if they needed them.

Further information can be made available on request by contacting:

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