

## **The Friends and Family Test**

The goal of the The Friends and Family Test is to improve the experience of patients. It will provide timely feedback from patients about their experience. All NHS Trusts have a requirement to ask every inpatient the following question:

How likely are you to recommend our ward to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely or unlikely
- Unlikely
- Extremely unlikely
- Don't know

The Friends and Family Test score for January to March 2013 for this Trust is 87/100. This is based on 264 responses. The score is calculated using the proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent. Please see below for a complete breakdown of the results and a ward by ward analysis.

For any further information please do not hesitate to contact Sue Relph, Patient Experience Manager, on 0151 482 7927 or email: [Sue.relph@clatterbridgecc.nhs.uk](mailto:Sue.relph@clatterbridgecc.nhs.uk)

**TOTAL NUMBER OF RESPONSES  
Jan- March 2013**

<b>The Clatterbridge Cancer Centre</b>		
<b>Extremely Likely</b>	<b>236</b>	Proportion of respondents who would recommend (response category 'extremely likely')  $236 \div 264 (x 100) = 89\%$
<b>Likely</b>	<b>24</b>	
<b>Neither/Nor</b>	<b>3</b>	
<b>Unlikely</b>		MINUS
<b>Extremely unlikely</b>	<b>1</b>	Proportion of respondents who would not recommend (response categories: 'neither likely nor unlikely', 'unlikely', 'extremely unlikely' and 'don't know' )  $(1+1+2) = 4 \div 264(x100) = 1.5\%$
<b>Don't Know</b>		
<b>TOTAL</b>	<b>264</b>	
<b>NET PROMOTER SCORE</b>	<b>87</b>	=  <b>87.5</b>

