

Partnership in Practice (PiP) – Friends & Family Test (FFT)

Answers from ABPM / Phlebotomy / Wound Care / Warfarin Monitoring / Spirometry / Diabetes FFT Surveys

Answer Choices – Did you feel that the staff providing the service were caring, competent and treated you with dignity?	Responses	
	Yes	No.
	64	2

Answer Choices – How likely are you to recommend this service to friends and family if they needed similar care or treatment?	Responses
	No.
Extremely Likely	51
Likely	12
Neither Likely nor Unlikely	2
Unlikely	0
Extremely Unlikely	1
Don't Know	0
Total Responses	66
Total % Extremely Likely / likely to recommend	95%

Comments Requiring Action / You Said	Action Required / We Did
<ul style="list-style-type: none"> • Training for clinical staff 	Training is on-going with the clinical staff.
<ul style="list-style-type: none"> • Better organisation for booking appts. 	This is reviewed at the monthly meetings with the clinical staff and weekly meetings with the reception team.