

A&E department - Friends and Family Test - Apr-17

Adult FFT card question: *How likely are you to recommend our A&E department to friends and family if they needed similar care or treatment?*

Children and young person's FFT card question: *Would you tell your friends that this is a good A&E department to come to?*

Quantitative results

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

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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.	%	%	%
Apr-17	36	50.0	41.7	8.3

Qualitative feedback - Apr-17

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Friends and Family Test response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely Likely		Kind & friendly staff who put my son at ease.			Female	36-45	White British	
2	Extremely Likely		Because everyone was so caring.				56-65	White British	
3	Extremely Likely		Close by - not a one hour drive. Staff friendly and professional.		Do not move to Exeter.	Female	46-55	White British	
4	Extremely Likely		Very reasonable waiting time - staff very helpful and friendly.			Female	56-65	White British	
5	Extremely Likely		Excellent, kind, supportive.		Just keep doing what you are doing.	Male	46-55	White British	
6	Extremely Likely		Because your staff are friendly and polite. The hospital is clean. The staff we met were		No.	Female	Under 16	White British	

			professional.						
7	Extremely Likely		Nearby - convenient. Friendly staff.		Keep it local.		46-55	White British	
8	Extremely Likely		Friendly staff, clean facilities. I came from Dartford, Kent. Better than Darent Valley.			Female	16-25	White British	
9	Extremely Likely		Came by ambulance from Dr's surgery, due to chest pains & irregular heartbeat. The Dr & nurses who treated me were excellent in the care and interaction.		No issues.	Male	56-65	White British	
10	Extremely Likely		Seen quickly, very thorough and helped me.			Female	36-45	White British	
11	Extremely Likely		Helpful.		Soft seats.	Male	26-35	White British	
12	Extremely Likely		Friendly, clear explanations, respect for the patient's needs.		N/A.	Female	56-65	White British	
13	Extremely Likely		Because I received excellent care in every respect. Thank you.			Female	Over 65	White British	
14	Extremely Likely		Wooden seats are very hard. After a 3hr wait I now also have a sore bottom.		Have padded seating area.	Female	36-45	White British	
15	Extremely Likely		All the staff were very attentive & kind. Although attended at 7.15am not seen until 8.15am - not busy.		Why no handwash in the area - only notices telling us about infections!	Female	Over 65	White British	
16	Yes	Parent/Guardian/	All NHS workers are						

		Carer	stars! But I think a bin in the children's waiting area would be a good addition as we were sitting amongst a lot of litter. Also a water fountain would be helpful - 4 hours is a long time with no drink if you don't have change for vending machine or indeed no means to pay.						
17	Yes	Parent/Guardian/Carer	Fast, considerate & understanding.	They were amazing with my disabled son & put plenty of time to him.		Male	6-8	White British	
18	Yes	Parent/Guardian/Carer	They were polite, friendly, funny.	The hospital was clean. He was seen pretty fast.	Nothing.	Female	12-15	White British	
19	Neither Likely nor Unlikely		If you need emergency consultation 'out of hours' you have no choice! The waiting time was estimated at 2-3 hours. 4.5 hours later I am still here! If had anticipated such a long wait I would have just gone to see GP the next day.		Obviously, more funding for the NHS. I appreciate people with serious problems need to be seen first but the service is totally inadequate.		Over 65	White British	
20	Neither Likely nor Unlikely		Staff are really lovely. Only thing was the waiting - felt like was here for a while x.			Female	16-25	White British	
21	Neither Likely nor Unlikely		It would appear that the staff have not been		Better training.	Female	36-45	White British	

			sufficiently trained in the use of Trackcare - the desk delays for checking in are long.						
22	Unlikely					Male	16-25	White British	Do not publish
23	Unlikely		Really long waiting time for small child. Child's waiting area dirty with food and rubbish I had seen on floor the day before!			Female	26-35	White British	
24	Unlikely		I have been waiting nearly 3hrs to see the crisis mental health team. I feel discriminated against due to my mental health and ethnicity. I'm not feeling supported or welcome!!		Fast track mental health clients and let people know what is going on!		36-45	Mixed / Multiple ethnic groups	
25	Extremely Unlikely		Waiting time(s) too long - 3 hrs.		More staff.				
26	Extremely Unlikely		I came in at approx. midnight having suffered a crush injury to my left hand. By 04:30 I still hadn't seen a doctor. Shocking!!				56-65	White British	
27	Extremely Unlikely		No transparency regarding waiting times. A four hour plus waiting time is unacceptable.		If your waiting time is 4hrs, I believe this should be made clear as the TV has been saying 2-3 hours the whole time. I've been waiting over 4hrs.	Female	26-35	White British	

28	Extremely Unlikely		Taken ages to been seen. Be able to change TV over. Comfier seats! More doctors to be on shift.		Yes, new TV. More doctors!	Female		White British	
29	Extremely Unlikely		Shocking unacceptable waiting periods in A&E for an 88 year old lady in pain and due to lateness of the day, especially when she is on medication and needed to take tablets.		Reduce waiting!! Prioritise patients.	Female	Over 65	White British	
30	Extremely Unlikely		Arrived for a CT scan 1 hour early. I then had to wait 2.5 hours for my scan? Then I had an allergic reaction to the dye and was then dumped in A&E and told to wait!!!						
31	Extremely Unlikely		Too long wait - false waiting time advertised.		More nurses. Been honest with waiting time.	Female	16-25	White British	
32	Extremely Unlikely		Seeing a triage nurse should mean more than take a pill and wait 3hrs. On the day/night we came to A&E the triage nurse didn't even look at the problem. Then waited 2.5hrs, still not to be seen (no-one else in waiting area). Staff happily talking among themselves.		Triage should look at problems. Lots of staff, walking around chatting about golf. Shorten waiting time, when no-one else is in waiting area.	Male	Under 16	White British	

33	Extremely Unlikely		Waiting times!! 2-3 hrs. with a 3-year old toddler at midnight is a massive let down. The chairs in the waiting room of A&E are wood. Do the bosses of the hospital sit on wooden chairs for 3 hours?		Improve waiting times, get soft chairs.	Male	26-35	White British	
34	Extremely Unlikely		Lack of information from staff. Ridiculous waiting time for treatment of a 2" cut on a child's forehead. Attitude and unhelpfulness from staff. The NHS need [illegible] from top to bottom - no joined up thinking. This service would not be tolerated in the private sector. We are still waiting as I write after 4.5 hours. This would never happen from my home town of Solihull. This hospital is a disgrace.		Treatment within a reasonable time - sack the hospital manager.	Male	56-65	White British	
35	Extremely Unlikely		If you want more people to visit your A&E then cut the waiting times and get more staff.		Get better staff.	Male	26-35	White British	
36	No	Patient	Too long to be seen!	Nothing.	Work faster.	Female		White British	
37	Not entered		I think that this is a		Your service is good.	Male	36-45	White	

			ridiculous question. If my friends or family had an accident or an emergency they would come regardless of previous service. Stupid question.		Keep it up.			British	
38	Not entered		Lovely staff. Perhaps the doctors could just try and pretend they care and give everyone the same tone of voice even if they are in through something self-inflicted. Nurses are amazing!						
39	Not entered		It is the only hospital in N. Devon and N. Cornwall.				56-65	White British	
40	Not entered	Patient	It is the only A&E department I have been to.		Not make me wait so long!!	Male	9-11	White British	