

**A&E department - 'Friends and Family Test' (FFT) - Aug-15 to Sep-15**

**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: *If your friends and family needed similar care or treatment to you, do you think this would be a good service for them to be looked after by as well?***

**Quantitative Results**

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

**The Trust's target score is 75%.**

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-15	49	71.4	16.3	12.2
Sep-15	19	52.6	36.8	10.5

**Qualitative Feedback - Aug-15**

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

	Adult FFT card  'Friends and Family Test' Response	Children and young person's FFT card  'Friends and Family Test' Response	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		Lovely staff, communicates well. Most A&E have a visible waiting time - you don't.		Newspapers.	Male	over 65	White British	No tick
2	Extremely likely		Myself & my husband are very impressed with the staff in A&E. They were kind & caring and treated us with respect & looked after our son well. Thank you to C, M & N.						No tick
3	Extremely likely		You've been very			Male	16-25	Other	No tick

			kind with me.					ethnic group	
4	Extremely likely		Fast response, excellent doctor (J.) very competent.			Female	56-65	White British	No tick
5	Extremely likely		Friendly welcome.			Female	36-45	White British	No tick
6	Extremely likely		Quick, efficient & friendly service & advice.			Female	26-35	Other ethnic group	No tick
7	Extremely likely		Very professional & very friendly staff. Dealt with extremely quickly.			Female	over 65	White British	No tick
8	Extremely likely					Male	36-45	White British	No tick
9	Extremely likely		Very quick, professional + polite.			Female	26-35	White British	No tick
10	Extremely likely		The nurse (sister) I saw was within 5mins of arriving and she was lovely. Very caring + professional. Seen by doctor within 40mins. Really lovely + kind doctor. Very 'ok' experience in A&E.		Maybe just a little communication as dept. was empty and docs wandering around, so was just a bit 'confused' as to the 40mins wait. (But generally very happy)	Female	46-55	White British	No tick
11	Extremely likely		Quick, friendly, sorted us out,		Clean the light - it had blood on.	Female	36-45	White British	No tick

			thanks.						
12	Extremely likely		Very polite & efficient staff. A fine example of what the NHS should aspire to.		Free parking a priority.	Male	36-45	White British	No tick
13	Extremely likely		Efficient, friendly service. Receptionist - lovely. X-ray - lovely nurse H. 10/10. Nurse K. - 10/10. Thank you all very much.			Female	over 65	White British	No tick
14	Extremely likely		Efficient + polite.			Male	36-45	White British	No tick
15	Extremely likely		Quick, friendly care given.			Male	under 16	White British	No tick
16	Extremely likely		Because the speed at which I was seen was faster than it used to be.			Male	56-65	White British	No tick
17	Extremely likely		Always helpful.			Male	46-55	White British	No tick
18	Extremely likely		Very good and friendly.		No, all very good.	Male	26-35	White British	No tick
19	Extremely likely		A well-oiled machine.			Male	over 65	White British	No tick
20	Extremely likely		Excellent communication skills of the staff, keeping my daughter informed of the procedure and giving			Female		White British	No tick

			her choices.						
21	Extremely likely		I was seen promptly, staff looked after me very well. The nurses and doctors were extremely professional. Great service.		No.	Female	36-45		No tick
22	Extremely likely		Very friendly, helpful staff.			Female	56-65	White British	No tick
23	Extremely likely		Excellent service. Polite staff & knowledgeable doctor. Very quickly seen & reassured.		Carry on as you are.	Female	46-55	White British	No tick
24	Extremely likely		Excellent treatment for our 2 y/o boy's chest infection. No long waits, very child friendly.			Female	46-55	White British	No tick
25	Extremely likely		Very good care, all staff friendly, efficient, gave good explanations, introduced themselves. Very good experience. Thank you.			Male	16-25	White British	No tick
26	Likely		Accident at home. A polite and helpful receptionist. A caring triage nurse.			Female	over 65	White British	No tick
27	Likely		Thanks x.			Female	16-25	White	No tick

								British	
28	Likely		I felt I was making a fuss but was put at ease and told I needed to be checked because of an impending heart bypass. It was nice to be taken seriously and not put to one side.		Not in this instance. Thank you for your care.	Female	56-65	White British	No tick
29	Likely		One has no option. If staff has seen some one difficult before try not to treat next customer like the last. Staff trying hard but under too much pressure. Floor needed sweeping. Bed liners kept all over floor for hours till a triage nurse picked it up.		Under too much pressure to cope. Improve comfort in waiting room as 5hrs on the wooden chairs does not help. Healthy options in vending machine - both full of absolute rubbish full of sugar and saturated fat!!!		56-65	White British	No tick
30	Likely		Long waiting.			Female	16-25	Other ethnic group	No tick
31	Likely					Male	26-35	White British	I DO NOT wish my anonymised comments to

									be made public
32	Likely		Friendly staff.			Male	36-45	White British	No tick
33	Likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
34	Neither likely nor unlikely		Not too impressed at the moment after a 2hrs 55mins wait. A long wait time with something in your eye. Do not know what we would be held up with. A grown man with tears running down his face with the inflammation.		Let people know what is happening.	Male	over 65	White British	No tick
35	Neither likely nor unlikely		Reception staff J.? Very rude, hostile and cold - was made to feel very unwelcome.		People skills training.	Male	16-25	White British	No tick
36	Neither likely nor unlikely		After 2 hours, asked a member of staff how much longer we were likely to have to wait. They went to find out but never			Male	over 65	White British	No tick

			returned. Wait advertised as 2-3 hours. But felt feedback on the request would have been appreciated.						
37	Neither likely nor unlikely		Waiting times - Too long!		Set a minimum waiting time. Increase staff. Larger waiting room.	Male	16-25	Asian / Asian British	No tick
38	Neither likely nor unlikely		Hopefully, family & friends have no reason to attend A&E. However, if needs must and they don't mind waiting hours being left unaware of situation/lack of information then this is the place to come!		Clear & regular updates of what's happening rather than waiting hours & having to ask! (Also, friend's bed (patient) got taken so we was told to sit in waiting room!)	Female	16-25	White British	No tick
39	Unlikely		Had to walk around entire hospital for a bottle of water as vending machine was broken in both A&E + the main reception. Shocking! Bad attitude from bold male staff nurse.						No tick

40	Unlikely		I have nearly frozen to death in the reception area waiting for long, lonely hours.		Shut the doors.	Male	over 65	White British	No tick
41	Unlikely		2.5hr wait to be seen. My brother then had an x-ray only to have another hour wait to be seen again. Why can't those who have had to be sent for an x-ray be seen again by the next available doctor?		Organise the system of being seen more fairly?	Male	36-45	White British	No tick
42	Unlikely		I came into A&E with my partner. I wanted to go into the Dr's room with him as did he. The Dr said: 'I'm fine seeing him alone' + closed the door on me. I was not happy with his service.		Drs to be more patient-centred + allow the patient to decide if he would like his partner in the room or not.	Female	26-35	White British	No tick
43	Unlikely					Female	under 16	Black / African / Caribbean / Black British	I DO NOT wish my anonymised comments to be made public
44	Unlikely		On arrival, told they		Speed up	Female	36-45	White	No tick

			were 'very busy' and probably 4+ hour wait. Waiting room had 3 people other than us. Not sure how 3 people translates to a 4+ hour wait!		service.			British	
45	Extremely unlikely		Receptionists are unfriendly and there is no sense of urgency. Waited over an hour for Calpol for them to tell me they hadn't seen a nurse walk past. I had. They weren't even looking.		Get new, empathetic, friendly, professional receptionists.		26-35	White British	No tick
46	Extremely unlikely		Because of the time spent waiting.		More staff, less cut backs.	Female	56-65	White British	No tick
47	Don't know		I am gluten free. Came in with my mother in ambulance and I hadn't had chance to eat much beforehand.		Waiting in the waiting room no facilities offered for gluten free food and all drinks and food is high in sugar and wheat. NO HEALTHY OPTIONS. It makes a mockery of a sign on the	Female	46-55	White British	No tick

					notice board proclaiming about how many obese children there are under age of 16. You are not helping.				
48		Yes, I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
49		Yes, I do	Because it was very efficient and the people were friendly. They didn't patronise me and were professional.	I got seen quite quickly, there wasn't a really long wait.	Give the staff a pay rise! You all work so hard!	Female	12-16	White British	No tick

**Qualitative Feedback - Sep-15**

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

	Adult FFT card  'Friends and Family Test' Response	Children and young person's FFT card  'Friends and Family Test' Response	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		Very speedy & helpful.			Male	46-55	White British	No tick
2	Extremely likely		Always the best treatment.		More information / better info. on waiting.	Male	56-65	White British	No tick
3	Extremely likely		Great staff & care!!			Male	over 65	Other ethnic group	No tick
4	Extremely likely					Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
5	Extremely likely		Because you're all brilliant.		Free hot chocolate.	Male	26-35	White British	No tick

6	Extremely likely		The doctor (T.) I think had a good bedside manner, was extremely informative and helpful as well as the nursing staff.		No!	Male	over 65	White British	No tick
7	Likely		Because sometimes it can be slow and we have to wait for hours. But most of the time it is good.		Make it quicker.	Female	under 16	White British	No tick
8	Likely		Prompt, polite reception.		Easier parking.	Male	56-65	White British	No tick
9	Likely		Delays at being seen by a doctor. Triage is very quick within 15mins. Hours to see a doctor.		More staff to see to patients quicker.	Female	46-55	White British	No tick
10	Likely		Staff friendly & polite, really good with interaction with my 4yr old.		A better system of ensuring patients' need for food needs consideration. My 4yr old has gone 9hrs to be told to return tomorrow (broken arm).		under 6	White British	No tick
11	Neither likely nor unlikely		Very long wait - 5 plus hours. Hugely uncomfortable seats -		Staff & service fine & helpful.	Male	over 65	White British	No tick

			really awful!						
12	Neither likely nor unlikely		Seeing as the waiting time in A&E is 2hrs+, some more comfortable chairs would be nice. They are really uncomfortable.		Better chairs!	Male	56-65	White British	No tick
13	Unlikely		Receptionist rude and unhelpful when we'd been sent here by consultant's secretary this morning with instructions. Manner unhelpful and unnecessary when already managing a very sick child who'd recently had major surgery.		Better customer service standards e.g. manners by reception staff.	Male	16-25	White British	No tick
14	Unlikely		Left bleeding & in pain. Took 4hrs for x-ray / result.		Increased staffing!	Male	46-55	White British	No tick
15	Extremely unlikely		I was unable to sit with my 89yr old neighbour who has NO family when she was admitted to A&E. This was a fault of the reception staff as the nurse looking after patient did not have a problem with me		Get new reception staff that are trained in people skills!!	Female	56-65	White British	No tick

			being there!!						
16	Extremely unlikely		The service is appalling and slow. Kept waiting for 2.5hrs just to have a leg dressed. Would definitely not recommend to anyone.		At least try to keep to waiting times.	Female	36-45	White British	No tick
17	Extremely unlikely		Seats are extremely uncomfortable. Long waiting times.		Improve seating.	Female	36-45	White British	No tick
18	Extremely unlikely		No respect shown to me, my dignity was compromised. The charge nurse was rude and arrogant. I was kept waiting well over the two hours predicted with no explanation given.		Treat all patients with respect and dignity. Give information when the wait is long.	Female	over 65	White British	No tick
19		No, I don't	Lack of service. People come to A&E for medical help and are kept waiting hrs, it's a long nite if you have to travel there too!	Absolutely nothing.	Everything.	Male	12-16	White British	No tick