

## A&E department - Friends and Family Test - Aug-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?*

Easy read FFT card question: *Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, Don't know.*

Children and young person's FFT card question: *Would you tell your friends that this is a good A&E department to come to? Response options: Yes, Maybe, No, Don't know.*

### 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.	%	%	%
Aug-17	70	55.7	35.7	8.6

	Friends and Family Test response	Children and young person's FFT card completed by: Patient or Parent / guardian / carer  Easy read FFT card completed by: Patient or Family member / Carer)	Reason given for the Friends and Family Test response	Children and young person's FFT card  What do you think was good about your visit?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	Extremely Likely		Really caring and helpful people every step of the way. Thank you so much.		More things for older children to read in the waiting room please.	Male	Under 16	White British	
2	Extremely Likely		Everyone pleasant and helpful.		Lights in waiting area horrendously bright, especially in the early hours!	Female	46-55	White British	
3	Extremely Likely		Fantastic staff, excellent care, timely treatment.		All brilliant.	Female	Under 16	Mixed / Multiple ethnic groups	
4	Extremely Likely				Excellent.	Male	Over 65	White British	
5	Extremely Likely		NHS is great.		Nope.	Male	36-45	White British	
6	Extremely Likely		Quick service. Efficient triage and got to see doctor quickly. Caring and organised.		No. Excellent quality of service.	Male	36-45	White British	
7	Extremely Likely		Excellent treatment by all staff.		No.	Female	36-45	White British	
8	Extremely Likely					Female	26-35	White British	

9	Extremely Likely		Very helpful, professional staff.		Not at this time.	Female	46-55	White British	
10	Extremely Likely		Nowhere else.		Issue tickets.	Male	56-65	White British	
11	Extremely Likely		We were seen very quickly and the care was perfect. I was even given an extra vaccination which was extra treatment. Thank you.		N/A.	Male	26-35	White British	
12	Extremely Likely		Good.			Male	Under 16	Other ethnic group	
13	Extremely Likely		Well-organised, kind, staff and a personal feel to the care given.		Sula sugar free sweets would be a nice addition to the snack machine.	Female	56-65	White British	
14	Extremely Likely						Over 65	White British	
15	Extremely Likely		Service.		No.	Male	56-65	White British	
16	Extremely Likely		Excellent service.		N/A.	Female	Under 16	White British	
17	Extremely Likely		Everyone was very kind, professional, explained what they were going to do and did it. It was an exceptionally busy morning but I felt I had the relevant attention to my level of pain and needs. All staff were reassuring. Dr [name withheld] was very reassuring and caring.		N/A.	Female	56-65	White British	
18	Extremely Likely		Crush injury to foot.			Female	46-55	White British	

19	Extremely Likely		Caring/professional staff, working in highly stressful environment.		Keep waiting patients updated frequently on potential wait time.	Male	Over 65	White British	
20	Extremely Likely		Cleanliness of hospital. Polite and efficient staff. Short waiting times between procedures. Good resources and equipment.		N/A.	Female	26-35	White British	
21	Extremely Likely		The excellent care & attention given by all the ambulance & staff in A&E.		Invest into an excellent hospital.	Male	Over 65	White British	
22	Extremely Likely		Arrived 9am Monday. Saw nurse in 10mins. Saw practitioner's nurse in another 20mins. Also, saw consultant briefly. All showed great concern - a very satisfactory visit. Left hospital before 10am.			Male	Over 65	White British	
23	Extremely Likely		The staff always very helpful & kind. Well kept.			Female	Over 65	White British	
24	Extremely Likely		The speed my problem was identified & sorted. The friendly response from the people involved. The confidence I felt in everybody.						
25	Extremely Likely		Care has been excellent. Doctor was very thorough.			Female	Over 65	White British	
26	Extremely Likely		Prompt and efficient, and attentive care. This		Better WiFi.	Male	36-45	White British	

			was the least waiting for a non-critical injury I have experienced, having been admitted to half a dozen A&E departments around the country.						
27	Likely		Good.		Comfier seats.	Female	16-25	White British	
28	Likely		Very friendly staff. Also, caring approach.		Having treatment quicker would have been ideal.	Female	46-55	White British	
29	Likely					Female	36-45		
30	Likely					Male	26-35	White British	
31	Likely		It's a little bit of a wait but good service.			Male	26-35	White British	
32	Likely		Treated quickly with courtesy and respect.			Female	Under 16	White British	
33	Likely		Was seen quite quickly at first.		More communication between the work colleagues.	Female	36-45	White British	
34	Likely		Everyone has been very polite and informative. I feel like I matter and I'm as important as everyone else.		As always, if things could be done quicker but I appreciate it's an A&E and I'm grateful for it.	Female	Over 65	White British	
35	Likely		Good care but long wait.		More staff.	Female	16-25	White British	
36	Likely		Helpful staff.		More seats in waiting room and cleaner children's waiting area.	Female	26-35	White British	
37	Likely					Male	Over 65	Black / African /	

								Caribbean / Black British	
38	Yes	Parent/Guardian/Carer				Female			
39	Yes	Family member / Carer (easy read)	When eventually seen, care is good.		I understand the need to wait up to several hours but the seats are the most uncomfortable I have sat on. Cushions would help.	Male	over 65	White British	
40	Neither Likely nor Unlikely								
41	Neither Likely nor Unlikely		It's the nearest A&E, so no choice. 4 hour wait.			Female	36-45	White British	
42	Neither Likely nor Unlikely					Male	Over 65	Black / African / Caribbean / Black British	
43	Neither Likely nor Unlikely		The staff are caring but the waiting time of several hours is too long, especially as the waiting room is very poor. Seats are uncomfortable.		Cushions would be a good idea. Refrigeration machines are very noisy.	Male	Over 65	White British	
44	Neither Likely nor Unlikely				Chairs are extremely uncomfortable, particularly for those suffering from any kind of injury to the back, torso or neck. They are hard, angled and of a material that means you slide off them and there is insufficient lumbar	Female	46-55	White British	

					support. No water provided whilst waiting - a water dispenser would be a great addition. Long waiting times coupled with this lead to a very uncomfortable wait.				
45	Unlikely		Can't treat people. No staff to deal with my mother. 6 hours wait.			Female	36-45	White British	
46	Unlikely				Yes. Faster.				
47	Unlikely		Too long wait.			Female	26-35	White British	
48	Unlikely		Slow and had to chase for pain relief.		Separate adult and children's services.	Female	26-35	White British	
49	Unlikely		Rude woman on desk.			Male	16-25	White British	
50	Unlikely					Female	Under 16	Black / African / Caribbean / Black British	
51	Unlikely		The chairs are inadequate, extremely uncomfortable. No water dispenser.		Padded chairs. Add water dispenser.	Male	16-25	White British	
52	Extremely Unlikely		Four and a half hours and still waiting. Poor communication and a triage nurse that didn't really do a proper assessment.		Simply improve communication on waiting times, especially with young children.	Male	36-45	White British	
53	Extremely Unlikely		Seats uncomfortable.		Make seats softer, less harsh when	Female	16-25	White British	

					sitting for over 2hrs.				
54	Extremely Unlikely		Seats.		Seats.	Female	26-35	White British	
55	Extremely Unlikely		Seats are very hard and I kept sticking to them.		Padded seats would be appreciated - gave up after shimmy no 9.	Female	16-25	White British	
56	Extremely Unlikely		Waiting times are [illegible].		Lower waiting times.	Male	26-35	White British	
57	Extremely Unlikely		I have had bad toothache for 3 days. Unable to get an emergency appointment. Been to Bideford as desperate for help. Sent to Barnstaple. Told I have overdosed. To be waiting for an hour being told nothing and ill, need to pay parking to total system breakdown. Your system has only made things worse and cost me money.		Start again.	Male	26-35	Mixed / Multiple ethnic groups	
58	Extremely Unlikely		Slow, slow, slow.		Speed up waiting times.	Male	36-45	White British	
59	Extremely Unlikely		[Expletive omitted].		Faster.	Male	16-25	White British	
60	Extremely Unlikely		Waiting times ridiculous. Not enough staff, clearly. Receptionist quite rude.		Get more staff. People skills training for receptionist.		36-45	White British	
61	Extremely Unlikely		Waiting for ages.		Quicker.	Female	Under 16	White British	
62	Extremely Unlikely					Male	36-45	White British	



63	Extremely Unlikely		Half the people in here just need to make an appointment with their GP. Over 2 hours waiting for an ambulance, gave up and transported a frail patient here myself. Then, God knows how long the wait is going to be now.		Have your triage team standing at the door assessing people as they arrive.	Male	Over 65	White British	
64	Extremely Unlikely		Arrived at 5pm, still awaiting 9.45pm to see syc team. How many people need this service? Parking fees for waiting.		Admit mental health patients to another department, not A&E.	Female	46-55	White British	
65	Extremely Unlikely		Very long wait. No problem, but then when was seen was told to go waiting room as obviously I wasn't that important. Extremely unhappy.		Upset! Staff very unfriendly, felt unwelcome.	Female	16-25	White British	
66	No	Patient	You cannot help the long wait but you can do something about the seating. This is the most uncomfortable waiting room. Just try sitting on hard chairs for hours when you are ill.!			Female		White British	
67	No	Parent/Guardian/Carer	5 + waiting.	Spending lots of money on parking, food & drinks.	Free water dispenser for patients.	Female	Under 6	White British	
68	No	Patient	I have been waiting 3 hours. There is barely anyone here!!! Very bad.	Going home.	Seen your patients in under 4 hours.		12-15	White British	

			Never coming here again.						
69	No	Patient (easy read)	I am not a piece of meat! Unfriendly, felt unwanted (welcome). Felt like I didn't matter & piece of meat!			Female	16-25	White British	
70	Don't Know					Male	16-25	White British	