

A&E department - 'Friends and Family Test' (FFT) - Feb-16 to May-16

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 (FFT) 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.	%	%	%
Feb-16	94	90.4	6.4	3.2
Mar-16	129	77.5	14.7	7.8

Apr-16	66	75.8	19.7	4.5
May-16	72	75.0	19.4	5.6

Qualitative Feedback - Feb-16

(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		Fantastic service, brilliant with my daughter, thank you for a great service.		No not at all.	Female		White British	No tick
2	Extremely likely					Male	under 16	White British	No tick
3	Extremely likely		Everyone has been very helpful and kind.			Female	46-55	White British	No tick

4	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	Extremely likely					Female	26-35	White British	No tick
6	Extremely likely		Very caring staff who know what they are doing. Kept us well informed at all times. Thank you so much.			Female	over 65	White British	No tick
7	Extremely likely		Friendly staff, lovely treatment.		Magazines in the waiting room.	Female	46-55	White British	No tick
8	Extremely likely								No tick
9	Extremely likely		Good job!			Male	26-35		No tick
10	Extremely likely		Very good, no waits.				over 65	White British	No tick
11	Extremely likely		Excellent.			Male	36-45		No tick
12	Extremely likely		Well done A&E, fab care.		More money for staff!!	Female	46-55		No tick
13	Extremely likely		Seen by R (nurse), excellent care + attention.			Male	56-65	White British	No tick
14	Extremely likely		First class care! Well done NHS.			Female	over 65		No tick
15	Extremely likely						over 65	White British	No tick
16	Extremely likely		All round good care.				46-55	White British	No tick

17	Extremely likely		I came in on Wed, the team were extremely friendly. I was seen quickly.			Female	36-45	White British	No tick
18	Extremely likely		It is always better to get things checked out properly rather than leaving it.			Female	36-45	White British	No tick
19	Extremely likely		Excellent care.			Female	over 65	White British	No tick
20	Extremely likely		Barnstaple is our most accessible A&E department but it also has a good reputation so we feel comfortable with using the facility when necessary.			Female	46-55	White British	No tick
21	Extremely likely		Fantastic service from both staff and volunteer. Wonderful NHS.		Take away the sugary drinks.	Male	36-45	White British	No tick
22	Extremely likely		All staff are friendly & very helpful.			Female	56-65	White British	No tick
23	Extremely likely		1st class treatment.						No tick
24	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
25	Extremely likely		Good care.						No tick
26	Extremely likely		Everybody was			Male	46-55	White	No tick

			happy to help, service was fast & quick.					British	
27	Extremely likely		Fabulous staff & care.						No tick
28	Extremely likely		Care provided was excellent, everyone was so nice.			Male	over 65	White British	No tick
29	Extremely likely		The helpfulness and courtesy displayed by staff.				over 65	White British	No tick
30	Extremely likely		Kind attention - informative & diagnosis good. Touch slow.			Female	over 65	White British	No tick
31	Extremely likely		Very professional and kind.			Female	56-65	White British	No tick
32	Extremely likely		I was given an ECG & 2 blood tests & saw a Tarka Doctor & nurse. Excellent care given.			Male	46-55	White British	No tick
33	Extremely likely		I was seen within 10mins for ECG blood test, blood pressure. Just had to wait for blood test results.			Female	over 65	White British	No tick
34	Extremely likely		I believe the staff - admin, nurses and doctors always work tremendously to support both		A little thing - update info on the TV - some is out of date.		26-35	White British	No tick

			patients and family / friends. Today I have come in with a friend. However, a little while ago I was with my mother who was treated in A&E and the hospital. Everyone was fantastic. Thank-you for all that you do!						
35	Extremely likely		Pleasant & helpful staff.			Male	over 65	White British	No tick
36	Extremely likely						over 65	White British	No tick
37	Extremely likely		Great care, polite staff.			Male	56-65	White British	No tick
38	Extremely likely		Helpful staff and receptionists.			Female	16-25	Mixed / Multiple ethnic groups	No tick
39	Extremely likely		Lovely staff, helpful doctors!		n/a.	Female	26-35	White British	No tick
40	Extremely likely					Male	36-45	White British	No tick
41	Extremely likely		All worked very hard.		More staff.	Male	56-65	White British	No tick
42	Extremely likely					Male	16-25		No tick
43	Extremely likely		Becoz - off - good - TV an - mange after truble asking for water.		Free - water - Becoz i had no money for myself an falt - sick i could off	Male	26-35	White British	No tick

					fanted if i did not have the free water - Asked for - Need warter dispaser an - tv, chanel's coz can read.				
44	Extremely likely		Very friendly & welcoming.			Female	36-45	White British	No tick
45	Extremely likely		Seen quickly, polite, courteous and friendly.		No - all good, thank you.	Female	16-25	White British	No tick
46	Extremely likely		Seen very quickly, polite, caring. Empathetic.		My experience has been good today.	Female	36-45	White British	No tick
47	Extremely likely		Reception very efficient and very kind, greeted with a friendly attitude and smile.		No, all very good, thank you.	Female	over 65	White British	No tick
48	Extremely likely		So quick. Attentive, spotless clean bay etc.		No, very good, reception, triage, doctors, nurses all spot on, wonderful care.	Female	46-55	White British	No tick
49	Extremely likely		Quality of care and treatment.		Not really, all very good.	Male	46-55	White British	No tick
50	Extremely likely		Absolutely fine from reception through triage.		Not really, in my view A&E understaffed, all so busy.	Female	56-65	White British	No tick

51	Extremely likely		Very busy staff, not many in A&E so have all been good so far through triage and x-ray (better than expected).		No all good (self-inflicted wounds) - high heel shoes accident!!!!	Female	26-35	White British	No tick
52	Extremely likely		Very smooth transition, treated with respect by wonderful staff.		Not really, staff have been wonderful.	Male	46-55	White British	No tick
53	Extremely likely		Very efficient, all very professional, nice people, quality care, Australian doctor J. very thorough and caring.		No, all very good, thank you.			White British	No tick
54	Extremely likely		Attitude of staff - life savers.		More money to provide more help for these truly amazing people!! Water machine would be good.	Male	over 65	White British	No tick
55	Extremely likely		Seen to very quickly, staff are always friendly & helpful, paramedics and A&E staff all excellent in their work.		None whatsoever, so hardworking and all so professional.	Male	over 65	White British	No tick
56	Extremely likely		So nice / caring at all times. My word, so busy but so kind.		No, everything has so far been very good. So busy.	Male	16-25	White British	No tick

57	Extremely likely		Through triage and seen very quickly, very professional.		Not really, I have had excellent care.	Female	26-35	White British	No tick
58	Extremely likely		Through arrival - through triage all very good so far, seen very quickly.		I don't think so, all been very good.	Male	46-55	White British	No tick
59	Extremely likely		All very good, so kind, courteous caring and so, so, busy, I am impressed.		Acceptable waiting times. Triage lovely, reception could have been more warming (very blunt).	Female	36-45	White British	No tick
60	Likely		Treated pleasantly.		No.	Female	26-35	White British	No tick
61	Likely		Seen efficiently. Thank you.			Female	over 65	White British	No tick
62	Likely		Because the staff are really nice and helpful.			Male		White British	No tick
63	Likely		Waiting time too long.		More staff.	Male	over 65	White British	No tick
64	Likely					Male	26-35	White British	No tick
65	Likely		Caring staff!		Cut waiting times! But understand financial constraints etc.	Male	46-55	White British	No tick
66	Likely		Although very busy, everybody we saw kind and		When you are in pain the seats are really	Female	46-55	White British	No tick

			informative.		uncomfortable in the waiting area.				
67	Likely		All staff are kind! But A&E isn't that fun!		Waiting times, can be a long wait.	Female	16-25	Black / African / Caribbean / Black British	No tick
68	Likely		Very pleasant at reception.		Early days, but, up to the present time, no.	Male	56-65	White British	No tick
69	Likely		Nearest hospital for me and staff always helpful. They are caring. And they listen.		No, all good, thx.	Male	16-25	White British	No tick
70	Likely		All absolutely fine thank you until having to wait in reception for my husband wearing my pjs and dressing gown.		The only thing I have to say is 'if' discharged in the unit, it would be good to have a side room to sit and wait to be picked up by family / whatever.	Female	36-45	White British	No tick
71	Likely		Quite quick today, prioritised the care provided, would have said extremely but reception not		Medically no complaints, it would be good to get a decent sandwich etc.	Female	26-35	White British	No tick

			very welcoming.		Not all the sugary stuff that is sold from the machines.				
72	Likely		So far I have been seen very quickly, so all good.		No, all good at the moment, thank you.	Male	46-55	White British	No tick
73	Neither likely nor unlikely		Staff brilliant, waiting times horrendous - 7hrs to get a bed. Need more comfy seats in the waiting room, and more staff to make tea & food. So nursing staff can do their job.		Less waiting time but due to more cuts it will just get worse I'm afraid.	Female	46-55	White British	No tick
74	Neither likely nor unlikely		The waiting time is outrageous & the response from staff is ridiculous.		Advertise wait time correctly, update patients of change, put the heating on, it's freezing, it's an unpleasant environment.	Female	26-35	White British	No tick
75	Unlikely		Because they sent my daughter home when she had a rash and we phoned 111 first and they told us to come A&E and when we got here they said a long wait						No tick

			etc. and the nurse said to us I would go home!						
76	Unlikely		Waiting room in A&E was extremely noisy. My daughter had a severe headache. The staff were helpful but at the time of writing this we had been waiting 3 hours to see the medical team.		Have more control of people waiting in A&E - no parties!!	Female	36-45	White British	No tick
77	Extremely unlikely		Excessive waiting time - 2 hours!						No tick
78	Extremely unlikely		Waited hours!! Angry!		Get seen sooner.	Female	16-25	White British	No tick
79	Extremely unlikely		Staff are brilliant in every way, hospital clean, good facilities except the hard waiting room chairs in A&E. My biggest problem is the waiting time in A&E - 4 hours so far with a 2-3 hour approximately being displayed!!!		Sort the waiting time in A&E, change the seating, 4 hours on that seat and I'm gonna need treatment for numb bum.	Male	26-35	White British	No tick
80	Yes	Patient	They took great care of me.	They were kind and gentle.	Nothing.	Female	12-15	Mixed / Multiple ethnic groups	No tick

81	Yes	Parent / guardian / carer	We were given good medical attention. The staff were very kind & helpful.	The staff & the facilities.	Not really.	Male	12-15	White British	No tick
82	Yes	Patient	Service first class.	First class.	No.	Male		White British	No tick
83	Yes	Patient	Because it's awesome.	A quick x-ray and the sling.	Nothing.	Male	6-8	White British	No tick
84	Yes	Patient	Because they were friendly and tried to get me in quickly.	Kind staff.	Nothing.	Female	9-11	White British	No tick
85	Yes		Because it helps me. And people are kind to me.	The x-ray.	Nothing.	Male	6-8	White British	No tick
86	Yes	Parent / guardian / carer	Please turn Tarka doc next door into a walk in centre like Exeter! It would help out both patients and take some pressure off of A&E.	Good service. Next door is a Tarka /doc emergency GP.	Please turn Tarka doc / next door into a walk-in centre like you have in Exeter! It would make life easier for patients and take a lot of pressure off of A&E.	Male	12-15	White British	No tick
87	Yes	Parent / guardian / carer	Excellent treatment. Appreciated friendly welcome from reception and volunteer telling us why there was a wait.	Dr excellent - treatment + manner. Welcoming reception.	Nothing - excellent.				No tick
88	Yes	Patient	Very clean and						No tick

			friendly staff. Very helpful and quick service.						
89	Yes	Patient	Nice people!	Nice people.	Reduce waiting time.	Male	9-11	White British	No tick
90	Yes		Friendly staff, separate area for young children.	Friendly staff, clean.	Poss improve waiting time for young children.	Female	under 6	White British	No tick
91	Yes	Parent / guardian / carer	As everyone is very friendly, understanding and efficient.	Everything apart from the cause of his visit.	Nothing.	Male	12-15	White British	No tick
92	Yes		Everyone has been so kind and caring through triage, just awaiting to see doctor, wonderful team work.		Medically absolutely fine. It would be good if a water container was available rather than all the machine drinks that are sugary / fizzy etc.	Female	9-11	White British	No tick
93	Maybe	Patient	The nurse was nice.		Toys for older children.	Male	6-8	White British	No tick
94	No	Patient	Waiting time was atrocious and poor facilities.	Class service when seen.					No tick

Qualitative Feedback - Mar-16

(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		I don't see any way of improving but I do know that this government are the worse ever, they are a let-down to all the NHS staff. The doctor that we saw was very young, fair hair, 15th March 10.50pm, amazing along with all the staff. The professionalism, their friendliness & caring attitudes.		Nothing apart from it's very cold, desperate for heating, even the staff were cold.	Male	over 65	White British	No tick

2	Extremely likely		Clean. Efficient.			Male	16-25	White British	No tick
3	Extremely likely		An exceptional service was provided, my son was seen very promptly and efficiently dealt with. Many thanks to the receptionist (K.), nurse (K.) and doctor (L.) for a fabulous service.		None. A lovely department which should continue exactly as it is.	Female	36-45	White British	No tick
4	Extremely likely		Very nice reception, lady dressed in black gave reassurance and was very kind and helpful.		No, thank you.		over 65	White British	No tick
5	Extremely likely		Receptionist K. very pleasant and helpful also a security man called W. was very kind and helpful too.		Comfortable chairs.		16-25	White British	No tick
6	Extremely likely		The two people in the waiting room were very approachable and helped with all my questions.				56-65	White British	No tick
7	Extremely likely		Assisted with help for the car park by a gentleman called W.				56-65	White British	No tick
8	Extremely likely		All the people so				56-65	White	No tick

			kind and waiting to help with anything I asked or needed.					British	
9	Extremely likely		I have received treatment that was second to none.		I do not believe it could be any better.	Male	over 65	White British	No tick
10	Extremely likely		Friendly, well-organised team.				46-55	White British	No tick
11	Extremely likely		Prompt service, friendly & reassuring. Excellent all around.			Female	16-25	White British	No tick
12	Extremely likely		Too few staff for amount of patients, please fund our hospitals and give the overworked staff the tools to do their job.						No tick
13	Extremely likely		The nursing staff & junior doctors are very caring & very apologetic about having to wait.		I wish waiting times could be reduced but how to do it I do not know.	Male	56-65	White British	No tick
14	Extremely likely		All staff outstanding, very helpful even though it was very, very busy.			Female	26-35	White British	No tick
15	Extremely likely		Well trained staff, polite, nothing was a problem to assist patient.		None, excellent all around dept.	Male	46-55	White British	No tick
16	Extremely likely		The service and			Male	46-55	White	No tick

			treatment at this department is second to none.					British	
17	Extremely likely		Very efficient, 30mins from arriving to having treatment & leaving, excellent.				over 65	White British	No tick
18	Extremely likely				Accurate information. Notices say Bideford MIU open from 7.30am It is closed until 8.30am.	Female	over 65	White British	No tick
19	Extremely likely		Kind and compassionate.				over 65	White British	No tick
20	Extremely likely		Efficient.			Male	16-25	White British	No tick
21	Extremely likely		The staff are polite and very professional.						No tick
22	Extremely likely		The doctors were very friendly and efficient.			Female	16-25	White British	No tick
23	Extremely likely		Quick & efficient. Thank you.		Reading material.	Female	46-55	White British	No tick
24	Extremely likely		All staff so helpful, answered all questions. This was not just the doctors and nurses but the lady on the desk and		All very good.		over 65	White British	No tick

			the very helpful security man who helped me sort out parking.						
25	Extremely likely					Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
26	Extremely likely					Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
27	Extremely likely		Seen really quickly. Good service.			Male	16-25	White British	No tick
28	Extremely likely					Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
29	Extremely likely					The staff were fantastic. The ambulance men were the most professional caring people, & the young doctor 15th March that diagnosed my husband was		Nothing, apart from stop overworking. The 15/3/16 was the busiest I have ever seen. The staff are overworked & underpaid.	Male

			awesome. They are awesome. Credit to your hospital. Need to be paid more!!.		Thanks to the Tories!!! They also need the heating on - far too cold.				
30	Extremely likely		Very good experience.		Waiting time.	Female	over 65	White British	No tick
31	Extremely likely		Cause they would need medical assistance.			Male	26-35	White British	No tick
32	Extremely likely		All staff very helpful & professional, look after me and explained everything they did & why. Thank you!			Female	46-55	White British	No tick
33	Extremely likely		It's the only A&E in the area!			Female	16-25	White British	No tick
34	Extremely likely		The staff were friendly & helpful & my son was seen to within an hour.				46-55	White British	No tick
35	Extremely likely		Nice.		None.	Male	16-25	White British	No tick
36	Extremely likely		Nearest A&E to home.			Male	36-45	White British	No tick
37	Extremely likely		Very helpful staff.			Male	36-45	White British	No tick
38	Extremely likely		Prompt attention and care.			Female	over 65	White British	No tick
39	Extremely likely					Female	16-25	White British	No tick
40	Extremely likely					Male	36-45	White	No tick

								British	
41	Extremely likely		Friendly, calm reception and medical staff.			Female	56-65	White British	No tick
42	Extremely likely		Done and out in two hour, staff very good, well done.		No, very good service.	Female	36-45	White British	No tick
43	Extremely likely		Very friendly staff, put me and my daughter at ease. Thank you.			Female	36-45	White British	No tick
44	Extremely likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
45	Extremely likely		Very nice lady who booked me in.			Female	over 65	White British	No tick
46	Extremely likely		Injured foot - x-rayed. Quick to see triage nurse & getting x-ray done.			Female	46-55	Other ethnic group	No tick
47	Extremely likely		Extremely impressed with the care my husband has received. Excellent staff! Very attentive. Thank you.		No - faultless!	Female	36-45	White British	No tick
48	Extremely likely		Very fast, efficient and friendly team.						No tick
49	Extremely likely		Caring treatment by staff.			Male	over 65	White British	No tick

50	Extremely likely				More staff.	Male	56-65	White British	No tick
51	Extremely likely		It is A&E - if it's needed you have to go. Staff here are usually always amazing!			Female	36-45	Other ethnic group	No tick
52	Extremely likely		Receptionist very kind (in black), nurses very kind.			Female		White British	No tick
53	Extremely likely		Excellent service, lovely nurses. Seating / chair very uncomfortable for long periods.		Better seating in the waiting room.	Male	over 65	White British	No tick
54	Extremely likely		Very helpful.			Male	56-65	White British	No tick
55	Extremely likely		We love the NHS! Support junior doctors! You guys are the best!		Get better funding + support from the government.	Female	26-35	White British	No tick
56	Extremely likely		Speed of being seen.		No.	Male	56-65	White British	No tick
57	Extremely likely		We rang 111 & they sent us to A&E within the hour. We received excellent service.			Male	over 65	White British	No tick
58	Extremely likely		Head injury.		No.	Female	under 16	White British	No tick
59	Extremely likely		Because there is no other option.		Reduce the waiting time!	Female	over 65	White British	No tick

60	Extremely likely		I was given an extremely good service. I was seen quickly by a kind and helpful doctor.			Male	56-65	White British	No tick
61	Extremely likely		Staff were efficient, polite and very helpful. Facilities v. clean, seemed well-equipped. Thanks.		Allow patients to pop out to get a newspaper!	Female	56-65	White British	No tick
62	Extremely likely		The NHS is a wonderful institution. All do their utmost to help - obviously some more than others! What would the UK do without the NHS!			Female	over 65	White British	No tick
63	Extremely likely		Good, genuine care & considerate staff.			Male	over 65	White British	No tick
64	Extremely likely		Reception staff lovely. Excellent service, seen quickly. Nurse practitioner very nice.				46-55	White British	No tick
65	Extremely likely		Good reception seen quick by nurse who arranged x-ray for me.		Good service, staff excellent.	Female	over 65	White British	No tick
66	Likely		Good service of care. Clean environment, helpful staff.		More staff to cut waiting times.	Female	36-45	White British	No tick
67	Likely		Kind and prompt.		Identify waiting		56-65	White	No tick

			Keeping informed on progress.		time - approx.			British	
68	Likely		Long waiting time.			Male	under 16	White British	No tick
69	Likely		Essential to seek treatment. But if appointments are scheduled to see specialists, eye specialists at specific times it is important that patients are not kept waiting 2 hours while the doctor travels to work - very distressing for the patient.		Keep a completely open mind on first diagnosis of eye conditions - could it be bacterial? Viral? [Illegible] infection. Early diagnosis helps / allows effective treatment. 6 days antibacterial treatment for a [illegible] infection not effective. Open-mindedness essential for quick + responsive treatment to meet the needs of individual patients.				No tick
70	Likely		Long wait, although sometimes cannot be helped. Thank		ACTIVITIES IN THE WAITING ROOM!! -	Female	16-25	White British	No tick

			you for the free healthcare!		Comfier chairs, music, knitting, colouring. If you're gonna wait for 4 hours it may as well be pleasant - you could learn something.				
71	Likely		The service was excellent. However, as a middle-aged man, the seats in the waiting room were / are some of the most uncomfortable I have experienced. That particularly being the case as the wait was a relatively long one.		More comfortable seating!	Male	46-55	White British	No tick
72	Likely		Quick, effective response.			Male	46-55	White British	No tick
73	Likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
74	Likely				Perhaps give the receptionists a pay rise so they feel valued &	Female	46-55	White British	No tick

					are more approachable to ill people.				
75	Likely		Staff very good.			Male	46-55	White British	No tick
76	Likely					Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
77	Likely		Only A&E in Barnstaple I know.			Male	36-45	White British	No tick
78	Likely		In and out for bandage change on finger.						No tick
79	Likely		Happy with treatment.		No.	Female	56-65	White British	No tick
80	Likely		It was Monday and you wasn't busy.		Stop everyone coming in on the weekends.	Male	16-25	White British	No tick
81	Likely		Reception staff very helpful, nurses lovely.			Female	over 65	White British	No tick
82	Likely		Only problem was the waiting time.		Maybe have more staff + some other TV programme apart from the news.	Female	36-45	White British	No tick
83	Neither likely nor unlikely		A little too long waiting but other than that fantastic!		Nothing.	Female	16-25	White British	No tick

			Polite staff.						
84	Neither likely nor unlikely		Have been here with my elderly mother for over 2 hours sitting on a hard wooden chair. There is a 5 hour waiting time - my mother is getting stressed and feeling hungry. Cannot give her anything in case she is admitted. My mother is 86 years old. Is this good enough? I think not.		Comfy chairs.	Female	over 65	White British	No tick
85	Neither likely nor unlikely		Waiting time very long, seats too hard.		Separate surgery for minor injuries.	Male	over 65	White British	No tick
86	Neither likely nor unlikely		Understaffed. I understand having to wait, however to be left without pain relief when you can't stand up isn't acceptable. Staff despite how busy it was, were so apologetic when it's not their fault. Management, please look at your staffing levels + welfare of			Female	36-45	White British	No tick

			your staff!						
87	Neither likely nor unlikely		Takes too much time waiting, need more staff on. The waiting time is between 3 hours or 5 hours. Takes the [omitted].		Get more staff.	Female	16-25	White British	No tick
88	Neither likely nor unlikely		The waiting time and lack of information from triage.		Put cushions on seating in waiting area - it will make the long wait more bearable.	Male	over 65	White British	No tick
89	Neither likely nor unlikely		Waited 4 hours with family for a blood test!		More staff needed!	Female	16-25	White British	No tick
90	Unlikely		Poor waiting room. Most uncomfortable. Lack of information. Long, long wait for attention. Lack of healthy refreshments.		Improve waiting area. Keep patients informed of waiting times. Provide better refreshments.		over 65	White British	No tick
91	Unlikely		Why do I have to tell 2 different people what is wrong with me? Could they not just pass the information along!		Don't have 2 people doing the same thing.	Male	16-25	White British	No tick
92	Unlikely		Wait times are too long!		More staff.	Female	16-25	White British	No tick
93	Unlikely		To long and food is rubbish, chairs are		Get better food.	Female	16-25	White British	No tick

			uncomfortable for the long wait!						
94	Unlikely		My mum was sent in today by a doctor saying she needed a blood test & she was dehydrated. She is frail and has sat in a chair in the waiting room for 5 hours so far waiting for a medical doctor. My dad refused an ambulance saying he would drive her in. If you are sent in by a doctor she should not have to wait this long in the A&E waiting room.			Female	over 65	White British	No tick
95	Unlikely		Changed my mind 3hrs gone past now up to 5.5 hours waiting!!!!!!		Same as before - not enough staff.	Female	over 65	White British	No tick
96	Unlikely						16-25	Mixed / Multiple ethnic groups	I DO NOT wish my anonymised comments to be made public
97	Unlikely		Taken to long to be seen, when suffering in pain you should		Reopen Bideford to help with waiting	Female	26-35	White British	No tick

			not have to wait longer than 2 hours.		time.				
98	Unlikely		Because I have been waiting for 4 hours for my appointment.		More doctors.	Male	under 16	White British	No tick
99	Extremely unlikely		Why do I have to tell 2 people what is wrong with me? Couldn't they just pass the information on? These surveys killed about 5 minutes, have more of these. Vending machine is pretty cool.		Comfy chairs, perhaps some sounds other than the vending machines.	Male	16-25	White British	No tick
100	Extremely unlikely		> 2hr wait for a cut finger.		What service??	Male	16-25	White British	No tick
101	Extremely unlikely		Wait of 4hrs is totally unacceptable.		Get more staff.	Male	56-65		No tick
102	Extremely unlikely		Gross incompetence, ignoring patients when triage informed of heart problems. Told next in queue. Four patients seen first. Should be given priority because of above.		Employ people who know what they are doing. I used to do first aid for mountain air rescue!!! Son.	Male	46-55	White British	No tick
103	Extremely unlikely		Rude staff, too much wait time!		Get more staff! Train staff to know what they	Female	16-25	White British	No tick

					are doing!				
104	Extremely unlikely		To slow waiting 4 hours for a broken hand.		More staff.	Male	26-35	White British	No tick
105	Extremely unlikely		Slow, extremely slow, wouldn't provide a blanket to keep warm or a stool to rest my swollen legs. Unhelpful and full of excuses blaming other departments. Kept promising they were doing something, but just hollow promises. Wrote this after 5 hours of waiting. Still waiting!!		Employ some staff?	Female	over 65	White British	No tick
106	Extremely unlikely		Waiting time, with no idea how long. Thursday 8.30. As I write this 11.15. Husband in pain in eye plus 1 hour's drive. All about washing hands! Pity vending machine where goes is not cleaned. Felt notice boards looked tatty. Just felt some communication		See over. We finally left at after 3.5hrs.		56-65	White British	No tick

			needed.						
107	Not entered		S. - amazing attitude and professionalism. Thank you to the whole team for a great service, again!!						No tick
108	Not entered		After arriving @ A&E at approx. 12.00 midnight 3 people in waiting in front of us. My daughter has now been waiting since arrival by ambulance to A&E for 3 hours. This is ridiculous for the early hours of morning especially early Monday morning at that. No wonder this hospital is forever on the news!!! Its NOW 3.15AM - still not SEEN LAST PERSON IN WAITING ROOM AND NOW GOING HOME - UNSEEN!			Female		White British	No tick
109	Not entered				A water dispenser & cups. More reading materials	Female	56-65	White British	No tick

					(magazines etc.). A human giving estimated waiting time and why e.g. so many ambulance admissions.				
110	Not entered				Reduce the ridiculous wait time - do a work & efficiency study there to find out if the delays are really due to patient volumes - which I for one doubt!	Male	56-65	White British	No tick
111	Not entered				It more quick so the patients get seen quicker.	Female	under 16	White British	No tick
112	Not entered				More staff in holiday times.	Female	16-25	White British	No tick
113	Yes	Parent / guardian / carer	Nice, friendly staff who took the time to double check.	Time was good.	Free coffee.	Female	9-11	White British	No tick
114	Yes	Patient	Thorough examination & clear advice.	Seen relatively soon. Friendly staff - very knowledgeable.		Female		White British	No tick
115	Yes	Patient	We were seen quite quickly and not too long a wait between	Seen promptly.		Male	12-15	White British	No tick

			seeing various staff members. The staff were very friendly, efficient & knowledgeable.						
116	Yes	Patient	They have treated me very well and the children's room is good!		Seen us more quickly. Had a drinking water thing.	Female	6-8	White British	No tick
117	Yes	Patient	I always think it a great service and every friendly.	The service and lovely and friendly.	Nothink.		9-11	White British	No tick
118	Yes	Parent / guardian / carer	Everyone is kind, helpful and friendly.	Very friendly and helpful.		Female	12-15	White British	No tick
119	Yes	Parent / guardian / carer	Fast service, friendly and a credit to the NHS.			Male	12-15	White British	No tick
120	Yes		Rather not come but nice people.	Friendly people.	Not a lot.	Male	6-8	White British	No tick
121	Yes	Parent / guardian / carer	"Because I like the people here and I like the place - I liked playing with the toy boat and submarine".	"I got given a teddy Bear - his name is Sam".	Nothing!	Male	under 6	White British	No tick
122	Yes	Parent / guardian / carer		Children's waiting room.		Female	under 6	White British	No tick
123	Yes	Patient	Because the nurses and doctors have been very caring.	Because everyone was kind and helped me get better.		Male	12-15	White British	No tick
124	Yes	Parent / guardian / carer				Female	12-15	White British	I DO NOT wish my

									anonymised comments to be made public
125	Yes	Patient	Great service, attention to detail, fantastic.						No tick
126	Yes	Patient	Because the staff here are polite and nice.	Everyone made sure that you are okay.		Female	12-15	White British	No tick
127	Yes		Consideration & understanding - good / nice staff seen.						No tick
128	Yes	Parent / guardian / carer	Everyone was very friendly and helpful. We were seen quickly and were reassured by the nurse. Thank you.	Friendly staff.	Nothing.		6-8	Mixed / Multiple ethnic groups	No tick
129	Yes	Patient	Efficient staff, drink & food available also.	Comfortable.	Just a bit less of a wait!!! (Not half!)	Female			No tick
130	Yes	Parent / guardian / carer	Very happy with all the staff at our visit tonight. However the receptionist, J., when I was asked when did my daughter's ailment present itself, she made a face to show that she disapproved how		I don't think it was very professional. Please can you have a chat with her so it doesn't happen again.	Female	under 6	White British	No tick

			long I left it before coming in. If I wasn't so thick skinned, I may feel bad about being judged and maybe not coming to A&E if there is a next time.						
131	Maybe	Parent / guardian / carer	Long wait - sometimes can't be helped but maybe have a separate MIU to speed things up?	Vending machine.	Improve waiting room - music, comfier, activities - if you're gonna wait for 4 hours it may as well be pleasant.	Female	12-15	White British	No tick
132	Maybe	Patient & Parent / guardian / carer	It takes way too long in the waiting room, especially for children at dinner time or being kept up late on a school night. There is nothing for older children. All the books are for young children & so are the toys. Magazines are boring & for adults you should get some comics & young people's magazines.	Staff are normally happy & friendly & kind.	More time updates so we know how long we have to wait until we are seen. Being offered pain killers. A ticket system with times on so we could go get dinner & come back in time to be seen.	Male	9-11	White British	No tick
133	Maybe	Patient				Female	12-15	White British	I DO NOT wish my

									anonymised comments to be made public
134	No	Parent / guardian / carer	Young children 8 and 10 not priority giving the fact it's almost 23.30!!!!	Nothing.	Keep patient more informed.		9-11	White British	No tick
135	No	Parent / guardian / carer	Waiting time too long!!!! Especially when my 4 week old son needed to be seen ASAP!!!! Plus was dirty after someone had been sick....NO ONE cleaned it up!!!!			Male	under 6	White British	No tick
136	Not entered	Parent / guardian / carer		The nurse was really nice and we saw her quickly. We got sent to the out of hours doctors.	Make out of hrs. doctors contactable to save people having to go to A&E. By choice we would have gone to the GP but didn't have a choice on a bank holiday.	Male	under 6	White British	No tick
137	Not entered	Parent / guardian / carer		Nothing.	Water to drink / an estimation of the waiting time / more comfortable	Male			No tick

					seats.				
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Qualitative Feedback - Apr-16

(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		Because they were all friendly and we were quick to be seen.			Male		White British	No tick
2	Extremely likely		Very quick, friendly and gentle. Thank you.				26-35	White British	No tick
3	Extremely likely		Absolutely amazing. Extremely helpful. Was seen within 20mins - complete full house in A&E.			Male	26-35	White British	No tick
4	Extremely likely		Attended 03/04/16 -			Female	36-45	White	No tick

			staff were fantastic! From receptionist to nurses to doctor and the consultant on chemo and all staff ensured was kept away from public areas. Treated promptly, effectively and with great care and consideration! Thank you.					British	
5	Extremely likely		Saw within 10mins - it was quiet! Kind & polite staff. Willing to explain clearly.				56-65	White British	No tick
6	Extremely likely		I was seen and treated within a couple of hours. Staff very professional but friendly.			Female	36-45	White British	No tick
7	Extremely likely		Courteous, efficient friendly, minimal delay.			Female	over 65	White British	No tick
8	Extremely likely		Friendly staff.		Free coffee machine.	Male	16-25	White British	No tick
9	Extremely likely					Female	26-35		No tick
10	Extremely likely		Brilliant, efficient care, kindness.		No - it's perfect.	Female	over 65	White British	No tick
11	Extremely likely		I was extremely well treated by nurses, doctors, ambulance						No tick

			men + everyone I came in contact with today!						
12	Extremely likely		The service / treatment - excellent!		Not really, how you manage the diversity of so many tasks is beyond me!	Male	over 65	White British	No tick
13	Extremely likely		We were seen really quickly. Nice, friendly staff. Caring.		No.	Female	under 16	White British	No tick
14	Extremely likely		Excellent care & friendly staff.			Male	46-55	White British	No tick
15	Extremely likely		This is my fourth visit in 18 months & I have always had excellent attention from all the members of staff. Friendly, patient & caring.			Male	over 65	White British	No tick
16	Extremely likely		Very good. Very kind people.				16-25	White British	No tick
17	Extremely likely		Very kind staff.						No tick
18	Extremely likely		Friendly staff. Very prompt action.						No tick
19	Extremely likely		Quick, friendly care.			Female	26-35	White British	No tick
20	Extremely likely		It was very quick.		No.	Male	under 16	White British	No tick
21	Extremely likely								No tick
22	Extremely likely		As a patient you feel very safe in A&E and		More nursing staff.	Male	over 65	White British	No tick

			the staff do everything to make you comfortable.						
23	Extremely likely		Emergency need visit. No alternative. Treatment above average, staff exceeded my expectations.		Free hot chocolate.		over 65	White British	No tick
24	Extremely likely		Brought in with chest pains - ambulance & hospital staff very caring. I live alone & needed friendly staff to see me through the visit. Very thorough investigations by doctor & nurses.		No - excellent.	Female	over 65	White British	No tick
25	Extremely likely		You one the only A&E unit in the area! BUT your staff is wonderfully kind and nurse M. is amazing - I would highly recommend the department.		An open queuing system with numbers so that there is no mystery as to why one is waiting so very long. Queues are good psychologically.	Female	over 65		No tick
26	Extremely likely		Medical staff friendly and efficient. Reception staff miserable,		Staff training in how to treat patients in a friendly &	Female	46-55	White British	No tick

			unapproachable, unfriendly and blunt! Not very welcoming! Patients arrive feeling anxious and in no way does the attitude of reception staff help to ease their worries.		welcoming manner.				
27	Extremely likely		It's the only A&E department in North Devon!			Male	16-25	White British	No tick
28	Extremely likely		Very attentive & informative.			Male	36-45	White British	No tick
29	Extremely likely		Excellent.		No.	Female	26-35	White British	No tick
30	Extremely likely		The staff were very caring & good at their jobs, each individual whether nurse, doctor etc.		No - very efficient in all areas.	Female	46-55	White British	No tick
31	Extremely likely		Professional, efficient, friendly.		Nothing.	Female	16-25	White British	No tick
32	Extremely likely		On the day when junior doctors were otherwise engaged, we experienced excellent care.			Male	56-65	White British	No tick
33	Extremely likely		Very helpful, polite and friendly.		None, but if waiting for someone from another department	Female		White British	No tick

					need to inform A&E about the waiting time.				
34	Extremely likely		Excellent + swift care.						No tick
35	Extremely likely		Very efficient & caring, thank you.			Female	46-55	White British	No tick
36	Extremely likely		In spite of wait for x-ray everything goes very smoothly. Friendly staff.		Cannot be improved (unless millions of £'s ploughed in).	Female	over 65	White British	No tick
37	Extremely likely		We could not have received better care or treatment. All of the staff were friendly & extremely competent.		None - absolutely wonderful.	Female	56-65	White British	No tick
38	Extremely likely		I have received very good attention and quickly. My condition had been explained to me in a way that I have been able to understand. All the staff, doctors & nurses have been helpful and pleasant.			Male	over 65	White British	No tick
39	Likely		Good treatment but long wait - only 3 before us but had to wait 3 hours. Chairs VERY uncomfortable.		Change the chairs!	Male	56-65	White British	No tick

40	Likely								No tick
41	Likely				Comfier chairs.	Female	16-25	White British	No tick
42	Neither likely nor unlikely		The need to repeat the history when seeing the doctor, having given it to the triage nurse. The need to join another waiting list for an x-ray when the triage nurse could easily have ordered it - an obvious inefficient practice.		In cases of simple injuries, where the site of the problem is obvious, why can't the triage nurse order the x-ray so the doctor has it in front of him when he sees the pt.?	Male	over 65	White British	No tick
43	Unlikely		Waiting times ludicrous. Reception staff miserable.			Female	56-65	White British	No tick
44	Unlikely		The doctor I saw was kind & patient. However, the waiting area has VERY uncomfortable seats & it's VERY COLD - when people are injured / in shock, etc., they need to be kept WARM! Also, I was amazed & unimpressed to hear a nurse tell the only other patient in the		(1) Put some heating on. (2) Put washable seat pads on the seating (as replacing it would obviously be much more expensive). (3) Advise the nurses that people shouldn't be pushed into driving before	Female	46-55	White British	No tick

			waiting area "we can't keep you here much longer". (I.E. please leave ASAP!) when he was waiting for his medication to take effect & had explained that he did not feel safe to drive until it did (he couldn't lift his arms / move his legs properly due to Parkinson's disease. There was plenty of room for him to wait & he was not causing any problems.		they feel safe to do so!!				
45	Unlikely		Slow, uncomfortable, misinformation.		Look up the word service.	Male	56-65	White British	No tick
46	Extremely unlikely		No method on waiting time. Waited well over the approx. waiting time of two hours.		Close it down, A&E and start again.	Female	over 65	White British	No tick
47	Extremely unlikely		The reception staff were utterly rude considering a patient was in clear discomfort and I was merely asking how long the wait was. A simple number		Replace receptionist ASAP.	Male	36-45	White British	No tick

			would be a suffice answer but an attitude with it was completely uncalled for!!						
48	Extremely unlikely		Because waiting time to long, chair are very uncomfortable.		Cutting waiting time, making chair more comfortable.	Male	over 65	White British	No tick
49	Extremely unlikely		Staff can be rude and rough making one feel guilty being in A&E.		A water cooler in the department would be very welcome.	Female	over 65	White British	No tick
50	Extremely unlikely								No tick
51	Extremely unlikely		Treated cruelly, without sympathy or empathy by most staff. My pain was dismissed as unimportant. I was given some pain relief. Left alone in the waiting room from 4 in the morning for some hours.		Dismiss all the present staff and employ new staff who know there is more to nursing than the uniform and feeling important and irreplaceable.	Female	over 65	White British	No tick
52	Extremely unlikely		30+mins just for triage let alone to see anyone who knows what they are doing.		Faster service.	Male	26-35	White British	No tick

53	Don't know		As I got given a bad attitude by a member of staff.		Just cheer up & make an effort to be nice.	Male	under 16	Mixed / Multiple ethnic groups	No tick
54	Not entered				I think this survey is a waste of time & money.	Female	over 65	White British	No tick
55	Not entered				1) Reduce waiting times - 4 hours is far too long! 2) De-clutter waiting area. There are too many notices, signs, information panels that are not necessary. 3) Free water, tea, coffee & parking (given long waiting times).	Male	26-35	White British	No tick
56	Yes	Patient	The staff are nice and friendly and the waiting time is not too bad. They all gave good advice and support.	Very quick and nice staff.	Nothing - I think it is all good.	Male	12-15	White British	No tick
57	Yes	Patient	Seen quickly, very nice nurses.			Male	12-15	White British	No tick
58	Yes		A&E very calm - was		None.	Female		White	No tick

			only waiting for an hour on a Saturday afternoon. Very happy with nurse & staff etc. Thank you very much.					British	
59	Yes		Polite and friendly staff. V. quick compared to London hospitals.		N/A.	Male		Mixed / Multiple ethnic groups	No tick
60	Yes	Patient	They were very efficient, considerate, patient and thorough to me!		More entertainment for 12 year olds e.g. older books. Get another triage on busy days. Healthy snacks in vending machines.	Female	12-15	White British	No tick
61	Yes	Patient	Nice people. Nurses are good.		Staff are helpful.	Female	9-11		No tick
62	Yes	Parent / guardian / carer	Thank you - sorry you have been inundated with Rugby injuries :) x.	Staff were fab - so helpful + caring - explained things well - thank you. x.		Male	12-15	White British	No tick
63	Yes	Patient	Excellent care, very caring staff. Example of outstanding A&E.	Staff were attentive, informative & highly skilled.	Nil.				No tick
64	Yes	Patient & Parent /	Because the staff are kind, caring +	Thorough check up + advice given.		Female	6-8	White British	No tick

		guardian / carer	friendly.						
65	Maybe		As the lady who told me that I haven't broken my arm was rather mardy. I will know for definite after my appointment here today.	Just that it had been confirmed that I hadn't broken my arm.	Don't give me a bad tone in the voice as I am only young.	Male	12-15	Mixed / Multiple ethnic groups	No tick
66	No	Parent / guardian / carer	The reception staff were very rude, even when being asked the most simple questions only staff would know the answer too!	The nurses.	Being polite & calm goes a long way when working at any medical facility dealing with scared and worried patients, perhaps the staff need to be replaced!!!!	Male	6-8	White British	No tick
67	No	Parent / guardian / carer	Waiting times could be a lot better have been patient myself, every time seems forever and needs to be improved even when quiet!!!!						No tick
68	No	Parent / guardian / carer				Male	12-15	Asian / Asian British	I DO NOT wish my anonymised comments to be made

									public
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Qualitative Feedback - May-16

(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		Friendly, helpful, local.			Male	under 16	White British	No tick
2	Extremely likely		Son was seen within 10mins of arriving + given fracture clinic apt. for next day! Brilliant.			Male	16-25	White British	No tick
3	Extremely likely		Staff helpful.		Approx. waiting time.	Female	36-45	White British	No tick
4	Extremely likely		Very quickly seen. Marvellous service. Kind doctors & nurses.			Female	over 65	White British	No tick

5	Extremely likely					Male	16-25	White British	No tick
6	Extremely likely					Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
7	Extremely likely		A great service when needed.			Female	56-65	White British	No tick
8	Extremely likely		The doctor I saw was very thorough and easy to talk to. Triage and the nurse who took the blood tests were also very good.			Male	56-65	White British	No tick
9	Extremely likely		You'd have to be a bit of a [omitted] to turn down free treatment.						No tick
10	Extremely likely		Excellent response by all staff.			Male	over 65	White British	No tick
11	Extremely likely		Your paramedic & nurses are brilliant. Truly! Thank you for your care.		More resources!		over 65	Other ethnic group	No tick
12	Extremely likely		Everyone helpful, friendly & efficient.				over 65	White British	No tick
13	Extremely likely		The staff have been very friendly and supportive. Thank you.			Female	46-55	White British	No tick

14	Extremely likely		All bar receptionist - sat talking whilst I was waiting to book in.		Have receptionist do their job.	Female	36-45	White British	No tick
15	Extremely likely		We were treated promptly & efficiently. Always had the best care.						No tick
16	Extremely likely		Good care.			Female	46-55		No tick
17	Extremely likely		A much needed service for North Devon.			Female	16-25	White British	No tick
18	Extremely likely		I feel that the staff in A&E are the most friendly and they are genuinely concern about the condition that my husband had and everything in their power to help.		No. Everything is working perfect.	Female	46-55	White British	No tick
19	Extremely likely		Friendly, professional, kept informed, supportive.			Female	46-55	White British	No tick
20	Extremely likely		The staff are professional, caring and are through with examinations. Also there isn't much choice when it comes to hospitals in North Devon.		No.	Female	26-35	White British	No tick
21	Extremely likely		Awesome staff.						No tick

22	Extremely likely		Pleasant staff, pleasant environment, quick service.			Male	56-65	White British	No tick
23	Extremely likely		Because when I came in I got seen straight away.		Less waiting time.	Female	under 16	White British	No tick
24	Extremely likely		Excellent care, great staff. Even on the weekend - Jeremy Hunt take note!			Male	46-55	White British	No tick
25	Extremely likely		As always, we received professional, prompt and comprehensive care / treatment. As someone who has lived all over the UK, Barnstaple A&E is one of the best.		No, it seems perfectly satisfactory.	Female	46-55	White British	No tick
26	Extremely likely		Polite + well informed staff - nothing too much trouble - Thank you.			Female	over 65	White British	No tick
27	Extremely likely		Friendly receptionist and very helpful. Clean, organised waiting room. Calm atmosphere. Efficient staff. Do not want to lose service to Exeter or Plymouth.		The day we visited the service was exceptional.	Female	over 65	White British	No tick

28	Extremely likely		Excellent.			Male	over 65	White British	No tick
29	Extremely likely		Staff are very patient and compassionate.			Female	46-55	White British	No tick
30	Extremely likely		Everyone I met was very helpful and kind. The triage nurse was very happy and comforting.		Make it faster, please.	Female	46-55	White British	No tick
31	Extremely likely		Treatment & staff very efficient.			Female	56-65	White British	No tick
32	Extremely likely		Polite, nice people, very helpful.			Male	26-35	White British	No tick
33	Extremely likely		Friendly staff. No time wasted. Very clean & uncluttered environment.			Female	over 65	White British	No tick
34	Extremely likely		Fast + sympathetic response.			Female	56-65	White British	No tick
35	Extremely likely		Friendly staff on A&E. Good communication between departments. Gentlemen who mainly dealt with me very, very good (K., I think?)		You just keep doing what your doing.	Male	26-35	Mixed / Multiple ethnic groups	No tick
36	Extremely likely		Very helpful and kind.			Male	16-25	White British	No tick
37	Extremely likely		Very helpful, kind and a great service.		No.	Male	36-45	White British	No tick

38	Extremely likely					Male	56-65	White British	No tick
39	Extremely likely		K. the reception manager was so kind & helpful. She's a credit to your department.				26-35	White British	No tick
40	Extremely likely		Very helpful.						No tick
41	Extremely likely		Friendly, efficient care. Reception staff very caring.			Female	36-45	White British	No tick
42	Extremely likely		Extremely comfortable, lovely people. Don't have to wait ages to get seen by a doctor! They are lovely, helpful and happy! I thank all the staff for the help and doctors for the doctors. I think this hospital is much better than Winchester, Reading, Southampton.		Just keep being friendly.	Female	26-35	Other ethnic group	No tick
43	Likely		Good communication, fast service at reception.			Female	26-35	White British	No tick
44	Likely		Friendly staff. Kept informed, shorter waiting time than expected, more magazines needed!!		More magazines. Change for coffee machine.	Male	under 16	White British	No tick

45	Likely		The waiting is still to long.		More staff.	Female	56-65	White British	No tick
46	Likely		Very happy with treatment we received today.			Male	under 16	White British	No tick
47	Likely		It is the only local A&E dept.		1/ More medical staff when necessary to reduce waiting & treatment times. 2/ More comfortable seating - the chairs are very hard and unforgiving!	Female	56-65	White British	No tick
48	Likely		Everybody was so nice and comforting.		Make it faster please.	Female	46-55	White British	No tick
49	Likely		Quick, useful & helpful.			Male	36-45	White British	No tick
50	Likely		Took 2 hours to clean wee up from children's room.						No tick
51	Likely		The care given was good. However, the receptionist was quite abrupt and certainly showed very little care or humanity for an elderly patient.		See previous page.	Female	over 65	White British	No tick
52	Neither likely		Not exactly much of		Slow service -			White	No tick

	nor unlikely		an accident and emergency place of care. Been here just over 2 hours. Stupid!		speed it up because we're here due to our accident being urgent!!			British	
53	Neither likely nor unlikely		Long time (here).		Ya - speed up.	Male	26-35	White British	No tick
54	Neither likely nor unlikely				The waiting room in A&E is very depressing.		over 65	White British	No tick
55	Unlikely		Receptionist is rude and unfriendly got informed of a 2 hour wait - was here for 4.			Female	26-35	White British	No tick
56	Unlikely		Waiting to long as got told last night to come at 11.30 and should be seen.		Don't take to long and let us no when.	Male	26-35	White British	No tick
57	Unlikely		People arriving after my arrival and getting seen by Drs before me, obviously pancreatitis isn't as important as a broken leg.		Don't judge people by their problem and treat them accordingly to symptoms.	Female	36-45	White British	No tick
58	Extremely unlikely		A 4-hour wait to be seen.			Female	26-35	White British	No tick
59	Extremely unlikely		There is sick on the floor! And it's been there for 3 hours! Plus there are too many old people here.		Get a mop and bucket! Put a limit on how many old people can be in the building at	Male	26-35	Black / African / Caribbean / Black British	No tick

					one time.				
60	Extremely unlikely		Slow, really slow.		Speed up, really speed up.	Female	over 65	Black / African / Caribbean / Black British	No tick
61	Extremely unlikely		The chairs in the waiting area are like sitting on the back of the iron throne. (You know the one from game of thrones).		Get some lazy bags or something.	Male	16-25	White British	No tick
62	Extremely unlikely		The magazines in the waiting room are [omitted].		Get a playstation in the waiting room.		26-35	Mixed / Multiple ethnic groups	No tick
63	Extremely unlikely		It's 3:30 in the morning and I've been here since 12:00.		Tell E. to go home.	Female	56-65	Asian / Asian British	No tick
64	Extremely unlikely		The waiting time says 1-2 hours I have already been in the waiting room 3 hours with prospect of more hours waiting. This follows two T.I.As today.			Female	over 65	White British	No tick
65	Extremely unlikely		Sent home alone, no transport in middle of night, unable to afford a taxi so walked home I am		To have been allowed to wait until daylight would have been helpful.	Female	over 65	White British	No tick

			75 and live alone.		Would have waited in area which was empty at the time.				
66	Extremely unlikely		No communication with patients. Waited over 4 hours for just stiches in a hand wound. Other people seen before us and left before us.		Have a nurse to deal with minor injuries i.e. stiches cuts etc.	Female	36-45	White British	No tick
67	Extremely unlikely		Waiting times are too long. Came to A&E (with my baby) at 9pm but wasn't seen by a doctor till 5am. A&E wasn't full of patients - there were only 4 patients.		Needs more doctors seriously.	Female	26-35	Asian / Asian British	No tick
68	Don't know		This department when busy needs more staff but the staff was really helpful - need to be paid more.						No tick
69	Yes	Parent / guardian / carer	I came in with my 14yr old daughter. She had an infection, was to be taken to Exeter. The staff were amazing - A. and S. especially. Not		Not that I can think of to be honest, my daughter and I were very well taken care of Thank you.	Female	12-15	White British	No tick

			a pleasant way to spend Friday night but was very calm, relaxed and informed every step of the way. Thank you so much.						
70	Yes	Parent / guardian / carer	From the minute the paramedics came to our home, we have felt very supported and looked after. The staff in A&E have kept us up to date throughout our stay and have looked after my son very well. Very attentive with a good sense of humour, yet professional. Thank you.		Only thing I will say is we were not told where the toilet was located - though found it easily enough!	Male		Asian / Asian British	No tick
71	Yes	Patient	The nurses and doctors are very nice and they try to help you as fast as they can.	The nurse and doctors are very nice and quick treatment.	Nothing.	Male	12-15	White British	No tick
72	No	Patient	Because I don't think that they would like to wait on the chairs because they are very uncomfortable. And 3hrs is a very long time to wait.	The nurses were very kind and friendly.	Improve the chairs.	Female	9-11	White British	No tick

73	Not entered	Parent / guardian / carer		Staff excellent.	All fine - thank you.	Male		White British	No tick
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