

## A&E department - Friends and Family Test - Jan-17 to Mar-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.	%	%	%
Jan-17	19	100.0	0.0	0.0
Feb-17	29	69.0	31.0	0.0

Mar-17	30	63.3	33.3	3.3
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**Qualitative Feedback - Jan-17**

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

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  Patient  Parent / guardian / carer	<b>Please can you tell us the main reason for the response you have given?</b>  <b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>  <b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>  <b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Extremely Likely		Quick treatment, reassurance and explanation of complaint. Caring worker with a cup of tea, while waiting for transport.			Female	Over 65	White British	
2	Extremely Likely		It's very good. It was quiet at 8.30am, seen within 5 mins, stayed 2 hours!		Better signs. As you walk from car park to A&E across yellow lines can't see a way in!	Male	56-65	White British	
3	Extremely Likely		My daughter had a head injury & was recommended by			Female	Under 16	White British	

			Stratton minor injuries (also excellent) to come to A&E. We were seen very quickly & assessed & then seen by Dr B. very shortly after. All staff from reception, nurse, doctor, polite, helpful & professional.						
4	Extremely Likely		Calm, efficient and interested response to our young grandson. We are very grateful. Thanks.			Male			
5	Extremely Likely		I was seen very quickly & treated very well!!			Female	Over 65	White British	
6	Extremely Likely		In with a suspected heart attack at 5am. No waiting to see nurse. Bloods taken, doctor, X-ray - all done by 7am. Discharged at 8am - magic. Lovely nurses/doctors.						
7	Extremely Likely		Staff polite, very efficient.		Keep it open fully.	Female	56-65	White British	
8	Extremely Likely		Efficient, kind, courteous on (frequent) visits. My father (the patient) describes all who help care for him as 'angels'. Thank you.			Male		White British	
9	Extremely Likely		My husband (87yrs old) for the last 3yrs has been given the			Male	Over 65	White British	

			very best treatment. Doctors/nurses etc. have been so caring. Thank you.						
10	Extremely Likely		1st class service. Can't fault anything. Thank you.			Male	Over 65	White British	
11	Extremely Likely		Rash all over the body and dealt with quickly.			Male	Under 16	White British	
12	Extremely Likely		The wait 2hrs, but treated very well by all staff.		Yes, I know how busy everyone is. But more updates on waiting time. I know it's on the tele, or when in queue.	Female	56-65	White British	
13	Extremely Likely		Reception - polite & helpful. Professional. Triage - polite, professional but kind-natured. X-ray dept - lovely bunch of ladies, so kind and not rushed with my son (2 years old). Rob - nurse practitioner amazing with my son, so kind professional. A big thumbs up.			Female	36-45	White British	
14	Extremely Likely					Female	36-45	White British	Do not publish
15	Likely		Chairs a bit hard & a bit cool but otherwise comfortable.		No.	Female	56-65	White British	
16	Likely		It is the most local to us & had good care (we need to keep our local A&E services).		Less waiting time.	Female	26-35	Asian / Asian British	

17	Yes	Parent/ Guardian/ Carer	Friendly, helpful service. Quick and efficient.	Everything. Thank you.		Male	12-15	White British	
18	Yes	Patient	Quick, informative, friendly, helpful.				12-15	White British	
19	Yes	Parent/ Guardian/ Carer	Everyone amazing from start (reception) to finish (R. - nurse practitioner). Thank you!!	Children's room for little one to play in.		Male	Under 6	White British	

### Qualitative Feedback - Feb-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:	Please can you tell us the main reason for the response you have given?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received?	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	Patient	Very friendly staff. Fast and efficient.				Under 16	White British	
2	Extremely Likely	Parent / guardian / carer	Very helpful, considerate & professional staff - receptionist, triage nurse, practice nurse &			Female	36-45	White British	

			medical student.						
3	Extremely Likely		H. was amazing! Thank you so much for caring for my mum. Excellent service in & out in 40mins.			Female	56-65	White British	
4	Extremely Likely		Very friendly, efficient staff. Excellent care. Quick response time.			Female	56-65	White British	
5	Extremely Likely		My experience has been one of supportiveness, kindness and efficiency. I've been here 3 times over the years & it's always be the same.			Female	46-55	White British	
6	Extremely Likely		I have received an excellent service through this department. Have had follow up appointments (I was unaware this service occurred thru A&E having been fortunate enough to never need A&E previously) and have received excellent attention & care from receptionist through to triage & doctors.			Female	36-45	White British	
7	Extremely Likely		Wonderful staff throughout A&E. Thank you.			Female	36-45	White British	
8	Extremely Likely		Friendly, efficient staff. Attended twice in			Male	56-65	White British	

			space of 1 week and seen speedily on both occasions. Caring response to needs of patient. Very reassured by care & treatment.						
9	Extremely Likely		I was given excellent and competent treatment for my problem by both the nurse and doctors. They acknowledged and took into account my concerns caused by a previous related life-threatening illness.			Female	56-65	White British	
10	Extremely Likely		It is our local hospital that takes us half an hour to get here. The treatment is very good & the staff amazing.			Female	Over 65	White British	
11	Extremely Likely		Very friendly welcome.			Male	16-25	White British	
12	Extremely Likely					Female	26-35	White British	
13	Extremely Likely		We need our NHS but the staff need to do their job - not make you wait 20mins to check in before asking what's wrong whilst they sit on the computer!!!		Just do the [illegible] and ask if it urgent (life-threatening), then carry on doing what you're doing.	Male	36-45	White British	
14	Extremely Likely		Good service, helpful & pleasant manner. Very patient & good at explaining.		Ok.	Male		White British	

15	Extremely Likely		Excellent care - all staff explained everything.				Over 65	White British	
16	Extremely Likely		The care was good. The recommendation is based on the fact that the nearest alternative is about 2 hours drive from my home.		No comments possible on the service but staff have phenomenal patience with their patients.	Male	Over 65	White British	
17	Yes	Parent/Guardian/Carer	Seen straightaway. Nurse very friendly and helpful.	Quick response by nurse and X-ray dept.	More reading material in reception.	Female	12-15	White British	
18	Yes	Patient	Because I was quickly served by a lovely nurse called R.	The nurse was really nice and very quick service.	Kept the bracelet.	Male	9-11	White British	
19	Yes	Parent/Guardian/Carer	The staff here are real professionals and are doing their best.	Air of quiet professionalism.	A nurse or other person may have spoken with my wife from time to time to reassure her that efforts were being made to find a bed.	Male		White British	
20	Yes	Parent/Guardian/Carer	Always fantastic!! Thank you.	Clean, friendly and looked after.	Nothing.	Male	9-11	White British	
21	Unlikely		Unless brought by ambulance I have had to wait no less than 1 and a half hours. The latest incident being an eye injury which was dealt with on a Tuesday afternoon and I was the last to be referred.		Just be honest - keep patients up to date with how long they will have to wait approx.	Male	16-25	White British	
22	Unlikely		Well, firstly, the time stated was 2-3 hours but it took 4 hours to		To clearly state waiting time. And to be first seen	Female	36-45	White British	



			be seen by a doctor and also people that come in after we arrived and were non-emergency were seen before us.		obviously unless there was an emergency.				
23	Extremely Unlikely		Treatment not always equal. I am cancer patient. Have never been treated with dignity. Made to wait, in my opinion well over the displayed waiting time, quite [illegible].		Equality for all. Pan-judgmental attitude.	Female	Over 65	White British	
24	Extremely Unlikely		Triage nurse 6-2-17 11:20am - rude, no empathy totally non-caring of mental health. Needs training.		More mental health training.	Female	26-35	White British	
25	Extremely Unlikely		After being told by our local hospital that my mum had a recent heart attack. We have waited over 3 hours to be seen by a doctor. Also driven here from Bude. So not a good service whatsoever.		Put doctors in our local hospitals so we don't put stress on the bigger hospitals.	Female	46-55	White British	
26	Extremely Unlikely		Requested pain relief at 6.30am. Still waiting for pain relief at 7.30am.		You have not solved the problem by now - I guess you never will. It's up to the staff, isn't it?	Female	Over 65	White British	
27	Extremely Unlikely		No rhyme or reason for waiting time being so long. I sit here in the waiting room over		Take notice of the patient pain. Do not dismiss them as unworthy to be	Female	Over 65	White British	

			three hours now in pain and I wonder if my pain is not great enough to be seen.		treated.				
28	Extremely Unlikely		3 hours waiting, people been and gone in that time, people who came in long after me. While I remained in horrific pain with no relief.			Female	Over 65	White British	
29	No	Patient	Receptionist throughout the night (2-3am) Tuesday 7th into 8th most rude.	Nursing staff lovely. Doctors fine.	Have a nice receptionist that knows how to talk to patients and families.	Female			
30	<b>Not entered</b>		Not driving to Exeter. Only N.D. A&E department.		Nurses who smile – more approachable. Shorter waiting time. Enforce no smoking outside A&E! Lower prices in vending machines.	Female	36-45	White British	
31	<b>Not entered</b>		Only one in North Devon.		Don't close it!	Female	16-25	White British	
32	<b>Not entered</b>		It's a ridiculous question! The question makes it sound like A&E is a fun place/service that is one of many choices. The reality is that no-one wants to come. We only do when we are in pain. Where else are we going!?! B&Q? Wetherspoon's? The staff are always		Less waiting time is very desirable so I would assume more staff and resources. Again, not a criticism of the staff I have encountered just of the ethos of those running the show!	Male	26-35	White British	

			<p>exceptional even more so given their environment of cutbacks etc. Obviously, if a person needs urgent medical help I will recommend A&amp;E! The whole question is indicative of the NHS problem – it is not a business, it is a public service.</p>						
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**Qualitative Feedback - Mar-17**

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

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>What do you think was good about your visit?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
		<b>Patient</b> <b>Parent / guardian / carer</b>	<b>Would you mind telling us why you gave that answer?</b>		<b>What could we have done better?</b>				<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Extremely Likely		Friendly, polite & dealt with very quickly. Keep up the great work.			Female	26-35	White British	
2	Extremely Likely		I have come in as I burnt my foot. The						

			care has been excellent. I was treated in about 10 minutes, foot wrapped in cling film and given 30mg codeine which really eased the pain off whilst I was waiting. The staff are polite and kind which I really appreciate and I think A&E provided a first class service which we are lucky to access when needed.						
3	Extremely Likely		I visited A&E on Tuesday to get my burn looked at. The wait was less than 30 minutes. The doctor who looked at my burn was kind and explained what he was going to do and the reason why. He gave me some Oramorph which really helped and dressed my foot once all the blisters were removed gently and with compassion. We are lucky to have such a great service in North Devon.						
4	Extremely Likely		Our doctors nurses & NHS need all the help in the world - more		There isn't any. Amazing. lovely professional staff.	Male	Over 65	White British	

			money. Theresa May should be ashamed. Your casualty staff are wonderful. Mr H. the maxi dentist amazing, professional, along with the South African doctor - salt of the earth & the lovely dark haired nurse. Get the Tories out wrecking our precious hospitals.		They deserve more money, more than any MP.				
5	Extremely Likely		Very supportive of each other & excellent team-working!			Male	56-65	White British	
6	Extremely Likely		Even if under pressure the people that are working here are kind, helpful, competent, pragmatic - can show human compassion. Thank you!						
7	Extremely Likely		Very good service.		More money from the government. Charge overseas people.	Male	56-65	White British	
8	Extremely Likely		Firstly the department was accessible and I could get here easy. The place is well run and the staff are approachable. I felt at ease and well looked after.		Excellent service.	Female	36-45	White British	
9	Extremely Likely		Friendly, staff helpful.		No.	Female	56-65	White British	
10	Extremely Likely		Excellent receptionist.			Female	16-25	White	

			Mr Y. very calm & collected and extremely helpful during our 6-hour duration here.					British	
11	Extremely Likely		Treated very well. Nothing too much trouble.			Male	Over 65	White British	
12	Extremely Likely		Very grateful to be able to receive such good care and the kindness shown by staff. So close to home.			Female	Over 65	White British	
13	Extremely Likely		I have greatly appreciated the care & kindness I have received.				Over 65	White British	
14	Extremely Likely		Extremely fast and efficient service, friendly & polite staff, clean & tidy environment.		None.	Male	26-35	White British	
15	Extremely Likely		Immediately seen by triage nurse, not long after by the doctor. All staff were friendly & courteous, explaining at each step what to expect & when.		Could help to put slow door close fittings to avoid constant loud banging.	Female	Over 65	White British	
16	Likely		Helpful, knowledgeable and put my mind at ease.			Male	36-45	White British	
17	Likely		Friendly & very professional staff.		Quicker service - were in A&E 6hrs but then government under-funds the NHS. More staff are		46-55	White British	

					needed.				
18	Likely		I thought I'd leave you a little message. I think if your NHS service in Barnstaple is ok if you get or want a sandwich but [omit] in the other the staff service is appalling at times [illegible] to but [omit] in others.		[Illegible].	Male	36-45	White British	
19	Yes	Parent/Guardian/Carer	Responsive service when phoned to check attendance times following 111 referral - advised to come straight in.	All staff cheery and very confident in dealing with daughter who was very anxious.	Nothing. Department was steady. Wait was minimal. Flexible approach to daughter going home overnight & returning following morning for antibiotics and review.	Female	12-15	White British	
20	Unlikely		Really slow for not so serious things.		Have someone to deal with just the not so serious incidents.	Male	36-45	White British	
21	Unlikely		Went to Bideford hospital first and waited 40mins then another 3hr at Barnstaple as had to have an X-ray as Bideford don't do X-rays on a Wednesday???		Be more polite and better bedside manner would be appreciated. Terrible experience.	Male	Over 65	White British	
			Ridiculous. Should be able to have the X-ray every day?? Very rude staff [illegible] at						

			Bideford.						
22	Unlikely		Absolutely ridiculous waiting time after seeing triage nurse - waited 3.5 hours to then be seen & have to wait a further hour. TV screen showed 2 hour waiting!		Keep patients updated regularly - don't lie about waiting time.	Female	16-25		
23	Extremely Unlikely		Cold waiting room. People in distress not getting seen to quickly enough.		Yes. Put a heater in waiting room.	Male	46-55		
24	Extremely Unlikely		After bringing a sick 78 year old, after 3 hours plus we still have not been admitted as requested by our GP.		Have more beds available.	Female	Over 65	White British	
25	Extremely Unlikely		Waiting time too long. Cannot see reason or rhyme to how people slot into time they see a doctor.						
26	Extremely Unlikely		Extremely slow!						
27	Extremely Unlikely		Slow!!! Been waiting 6 hours!!						
28	Extremely Unlikely		Been here since 18:30 and still here at 21:30 waiting to be seen by docs. On the TV it say 2hrs waiting!		Don't lie.	Male	16-25	Black / African / Caribbean / Black British	
29	Extremely Unlikely		Receptionist was rude, obnoxious, unhelpful - some manners would of been nice. Sister on duty rude to my sister		Train staff to treat patients well and with dignity & respect.	Female	56-65	White British	



			and obnoxious. I would rather go to the end of the earth than visit this A&E again. Extremely bad mannered staff.						
30	Don't Know		Sunday night came into A&E and the lady on the desk is very rude. No smiling or anything - made me feel very unsettled.		Have a word with the staff. She should not be on front desk.	Female	46-55	White British	
31	<b>Not entered</b>				Perhaps it could be possible for mental health patients to be seen directly on the ward or have a separate waiting area?	Female	16-25	White British	