

## A&E department - Friends and Family Test - Jul-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.	%	%	%
Jul-17	77	70.1	24.7	5.2

	<b>Friends and Family Test response</b>	<b>Children and young person's FFT card completed by: Patient or Parent / guardian / carer</b>  <b>Easy read FFT card completed by: Patient or Family member / Carer)</b>	<b>Reason given for the Friends and Family Test response</b>	<b>Children and young person's FFT card</b>  <b>What do you think was good about your stay?</b>	<b>Suggestions for improvement to the service received / any other comments</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Patient request for anonymised comments not to be published</b>
1	Extremely Likely					Female	26-35	White British	
2	Extremely Likely		Broke a bone and needed a hospital.		Have more funding - vote Labour.	Female	26-35	White British	
3	Extremely Likely					Female	46-55	White British	
4	Extremely Likely					Female	16-25	White British	
5	Extremely Likely		There is no other hospital locally.		Be quicker.	Male	Under 16	White British	
6	Extremely Likely		Under no circumstances can anyone find fault with A&E. Apart from their efficiency, they are such a happy and congenial team.		None.	Male	Over 65	White British	
7	Extremely Likely		Staff have been very helpful and very patient with our dad. Also, they have been very informative. Cup of tea			Male	Over 65	White British	

			& biscuits have been given. We are very grateful for the care that he has been given.						
8	Extremely Likely		The care we have received has been exemplary. Doctors and nurses took time & care explaining what procedures were taking place. First class treatment.		More nurses to relieve the pressure on the nurses / doctors in A&E.	Male	Over 65	White British	
9	Extremely Likely		Care and attention. Informative, warm, friendly, helpful staff even when understaffed!		Pay the staff more money.		56-65	White British	
10	Extremely Likely		The excellent service from staff.		The service I received was excellent - only problem was waiting time between results.	Male	Over 65	White British	
11	Extremely Likely		The change in A&E in the last six months is for the better and staff were so nice - doctors, nurses and domestic staff. The doctor who looked after me showed so much care and kindness towards me - a credit to A&E. [Name withheld] was doctor.		The waiting time is a problem but not as bad as it was 6 months ago.	Female	Over 65	White British	
12	Extremely Likely		Every time mum has had to be admitted to Barnstaple I have found your staff fantastic and			Male	46-55	White British	

			very helpful.						
13	Extremely Likely		Staff very friendly and helpful.			Male	Over 65	White British	
14	Extremely Likely		The staff were professional, courteous & patient. They were brilliant at reassuring us all.		Provide more doctors/staff so the waiting time is shorter and the staff are not so stretched.	Female	Over 65	White British	
15	Extremely Likely		Care excellent. Clear communication. Clear advice regarding future care. 100% fantastic care.			Male	Over 65	White British	
16	Extremely Likely		My son broke his foot and we had to go to A&E immediately. The service at A&E was excellent. We were seen very quickly by an A&E consultant who gave him excellent care and referred him for an X-ray and physiotherapy assessment.		The service that was received was excellent. The X-ray service was excellent as was the physiotherapy assessment and guidance overseen by the A&E consultant. We couldn't have received better care - all with compassion and smiles.	Male			
17	Extremely Likely		My wife treated quickly & efficiently. Pleasant staff.		Perhaps a little more information.	Female	Over 65	White British	
18	Extremely Likely								
19	Extremely Likely		Super helpful. Great doctors, nurses, physio.						
20	Extremely Likely		Excellent care & friendly staff. Thank you.			Male	56-65	White British	
21	Extremely Likely		My experience of being in A&E has been very		For me, I have had an excellent experience.	Female	56-65	White British	

			good. The staff have all been very professional, kind & helpful and couldn't have been better.		Thank you.				
22	Extremely Likely		Waiting room very pleasant & clean. Did not like the TV screen advising that waiting time currently at 4 hours!			Female	Over 65	White British	
23	Extremely Likely		Very quick and effective, supportive team. Happy and helpful.			Female	16-25	White British	
24	Extremely Likely		Very helpful & nice.			Female	Over 65	White British	
25	Extremely Likely		Very friendly & reassuring. Clean.			Female	16-25	White British	
26	Extremely Likely		Seen quickly & very helpful & caring.		Waiting time but I know this can't always be helped.	Female	56-65	White British	
27	Extremely Likely		Very helpful & attentive nurses & doctors. Prompt response & little waiting on arrival.				Over 65	White British	
28	Extremely Likely		Had an extremely good service from [name withheld]. Very helpful and professional. Thank you very much.						
29	Extremely Likely		Compassionate, efficient care.		No.	Female	46-55	White British	
30	Extremely Likely					Male	Over 65		
31	Extremely Likely		A nice man took a piece of metal out of my eye.		No. It's already good.	Male	46-55	White British	

32	Extremely Likely		Everyone was so friendly and helpful although they were so busy. Everything was explained fully to me that they were doing and as I was in a bay most of the day. I was checked regularly with a smile & reassurance.		These cards say post in box before you leave but after a traumatic day you don't think of doing that - hence am posting this in! I wish the staff had a larger space to work in.	Female	Over 65	White British	
33	Extremely Likely		Very good service & prompt response. Well done to all at A&E. Thanks.		No.	Male	16-25	White British	
34	Extremely Likely		Had very bruised ankle and no strapping was given for support.		Look at the injury properly.		46-55	White British	
35	Extremely Likely		Excellent treatment.		The waiting room chairs in A&E are very uncomfortable given having to wait 4 hours. Other departments have very much more comfortable chairs.	Female	56-65	White British	
36	Extremely Likely		Mostly good response to my problem except I was half an hour late as I was sent to wrong departments.			Female	56-65	White British	
37	Likely		The nearest hospital.		Waiting time.	Female	36-45	White British	
38	Likely					Male	56-65	White British	
39	Likely					Female	46-55	White British	
40	Likely		Helpful service.			Male	Under	White	

							16	British	
41	Likely		Reception was friendly and pleasant. Triage nurse was efficient & I was seen within the time advised. As my problem concerned my eye I was relieved to see an ophthalmic doctor much sooner than the envisaged 4 hour wait! I was thoroughly examined and reassured. Thank you all.		Cushions on the hard seats!	Female	Over 65	White British	
42	Likely		Courteous staff.			Male	46-55	White British	
43	Likely		Very polite service.						
44	Likely		Polite, caring and knowledgeable staff. Waiting times are long but that is to be expected in an A&E.		Waiting room closer to X-ray & rooms you were seen. If mobility is affected it can be a struggle up & back a few times.	Male	36-45	White British	
45	Likely		Good service. Waiting time not too long.			Male	16-25	White British	
46	Likely		Takes too long. That's all.			Male	16-25	White British	
47	Likely		Staff are friendly and professional. No A&E nearer offers around the clock service.		More staff.	Female	26-35	White British	
48	Likely		Waiting times.		More information on waiting times.	Female	26-35	White British	
49	Likely		Best to get things checked.		N/A.	Female	36-45	White British	
50	Likely					Male	56-65	Other	

								ethnic group	
51	Likely		Because it's common sense.		Consider waiting times during holidays.	Male	46-55	White British	
52	Likely		Clean, good parking, long wait with no information - otherwise 'Extremely Likely'.		More info on delays after triage - initially told 0.5 / 0.75hr wait - now been here 2hrs & very bored! Toilets - taps too powerful for sink - floors wet.	Female	36-45	Other ethnic group	
53	Likely		My doctors didn't see me and A&E were helpful and sorted out my problem.			Female	26-35	White British	
54	Yes	Patient	Because they are efficient.	They found out what was wrong with me.	Quicker service.	Female	12-15	White British	
55	Neither Likely nor Unlikely		Slow.		Have more staff.	Male	26-35	White British	
56	Neither Likely nor Unlikely		Brought son in with chest pains - still waiting 3hrs later.			Male	46-55	White British	
57	Unlikely		Too slow.		More staff.	Male	Under 16	White British	
58	Unlikely		3-4 hour wait!!		More staff.	Male	46-55	White British	
59	Unlikely		5-hour wait for treatment for a very minor problem - nose bleed. My wife is 9 months shy of 90. The receptionist and nurse were the good things about my visit.		Speed up and keep waiting patients informed of waiting time.	Female	Over 65		



60	Unlikely		Need more staff as really under pressure and mistakes can happen.		More staff.		46-55	White British	
61	Unlikely		No updates given on screens or breach percentages in waiting room as written on the suggestions board.		Display waiting times both for majors and minors, coupled with breach percentage. Support to figures would come from manning percentage and number of doctors in the department - just be statement 'fully manned'.	Male	26-35	White British	
62	Extremely Unlikely		Because the wait is so long.		More staff.	Male	Under 16	White British	
63	Extremely Unlikely		Slow service and no sharing of information to let us know what was going on.		More communication. Maybe a waiting list to see when you may be called approximately.	Female	16-25	White British	
64	Extremely Unlikely		Need more info to be shared.		Drunks shouldn't be made priority unless physical evidence shown.	Female	46-55	White British	
65	Extremely Unlikely		Waited about 10 years.		Employ more staff.	Male	16-25	White British	
66	Extremely Unlikely		Not enough staff.		Yes. Hire more staff.		46-55	White British	
67	Extremely Unlikely		Slow.		Be a lot quicker.	Male	Under 16	White British	
68	Extremely Unlikely		Collapsed at home with pain in chest & upper back. Brought into A&E by ambulance. Was		You deserve to be shut down. Each patient should document their	Female	Over 65	White British	

			dumped in waiting room where I sat for a number of hours in pain. Still waiting - no-one seems to care.		experience and send it to government.				
69	Extremely Unlikely		Rude doctor.			Female	16-25	White British	
70	Extremely Unlikely		Waited too long.		Be quicker.	Male	46-55	Asian / Asian British	
71	Extremely Unlikely				More staff to work faster.	Female	26-35	White British	
72	Extremely Unlikely		Too long wait.		Increase budget and staff.	Male	46-55	White British	
73	Extremely Unlikely		Extremely filthy waiting room and very long wait. This is the actual situation and management should be ashamed. It looks like a third world country.		More money, people and better organisation.	Female	36-45	White British	
74	Extremely Unlikely		The hours we got to wait when they say be seen within hour.		More docs and staff. Make waiting room bigger.	Female	26-35	White British	
75	Extremely Unlikely		After initial treatment from a nurse we are still waiting 4 hours after for a doctor to see us. Staff persuaded us to wait after I informed them we were going home. My wife's nose is / was bleeding and was in slight shock.		Although recognising acute and serious cases must take priority, I suggest that minor problems needing little time to fix should be dealt with swiftly.	Female			
76	Don't Know		Because I don't know.		By improving service.	Female	Over 65	Asian / Asian British	

77	Don't Know		There was conflicting advice given to us. I should now be on MAU or Gemini Suite. We have sat here for 3 plus hours.		Once triaged by the nurse we were told to sit down in waiting area, having explained to her that all we needed was to go down to Gemini because we had phoned before we left or MAU.	Female	Over 65	White British	
78	Not entered		Staff very, very kind and caring but under extreme pressure. Mistakes could happen!		Wanted toilet. Must wait and wait. More staff needed.	Female	56-65		
79	Not entered		I feel as though I received minimal support but I understand and respect that there is time slots and not enough doctors.		More staff.	Female	16-25	Other ethnic group	
80	Not entered	Family member / Carer	What is the alternative?		By not waiting 4-5 hours to be attended to.	Male	Over 65	White British	