

A&E department - 'Friends and Family Test' (FFT) - Jun-15 to Jul-15

Adult FFT card question: *How likely are you to recommend our A&E department to friends and family if they needed similar care or treatment?*

Children and young person's FFT card question: *If your friends and family needed similar care or treatment to you, do you think this would be a good service for them to be looked after by as well?*

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jun-15	54	88.9	3.7	7.4
Jul-15	38	89.5	5.3	5.3

Qualitative Feedback - Jun-15

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

	Adult FFT card 'Friends and Family Test' Response	Children and young person's FFT card 'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely likely		My wife has a heart condition so I am a 'frequent flyer' here and always find ALL the staff amazing!			Male	36-45	White British	No tick
2	Extremely likely		Because they have really good staff.			Male	16-25	Mixed / Multiple ethnic groups	No tick
3	Extremely likely					Male	16-25	White British	No tick
4	Extremely likely		All of the staff have been very helpful and efficient.	No.		Female	16-25	White British	No tick
5	Extremely likely		With children I have had a few trips to A&E and			Female	36-45	White British	No tick

			the doctors and nurses have always made my visits a lot easier!						
6	Extremely likely					Female	36-45	White British	No tick
7	Extremely likely		Quick treatment.			Male	under 16	White British	No tick
8	Extremely likely		Great, efficient service!			Female	16-25	White British	No tick
9	Extremely likely					Male	16-25	White British	No tick
10	Extremely likely						56-65	White British	No tick
11	Extremely likely		Helpful, friendly staff. Short waiting time.	Not in my case but if waiting times are lengthy could there be a number system so you can see where you are in the queue.		Female	36-45	White British	No tick
12	Extremely likely		Lovely care from a lovely team.						No tick
13	Extremely likely					Male	56-65	White British	No tick
14	Extremely likely		Everyone has been so kind.			Female	over 65	White British	No tick
15	Extremely likely		Whole place is awesome! Long live the NHS.			Female	36-45	White British	No tick
16	Extremely likely					Male	46-55	White British	I DO NOT wish my

									anonymised comments to be made public
17	Extremely likely		There is nowhere else to go!! However the care received was excellent.		Increase government funding to provide more staff!!	Female	56-65	White British	No tick
18	Extremely likely		Standard of care is very good on such a tight budget!		Increase budget GOVERNMENT!!	Female	16-25	White British	No tick
19	Extremely likely					Female	36-45	White British	No tick
20	Extremely likely		Lovely staff and prompt care.			Female	26-35	White British	No tick
21	Extremely likely		Always there when you need them, professional.		No.	Female	46-55	White British	No tick
22	Extremely likely		Extremely friendly, sympathetic nurse practitioner.			Female	26-35	White British	No tick
23	Extremely likely		Injured left shoulder.		No, was all excellent.	Male	46-55	White British	No tick
24	Extremely likely								No tick
25	Extremely likely		The hard back chairs are very uncomfortable and need urgently replacing.		New chairs.	Female	over 65	White British	No tick
26	Extremely likely		Great phone service right before an A&E visit. On holiday, wife seen						No tick

			within the hour. Great room for our daughter. Thank you - helped our holiday in Devon!!						
27	Extremely likely		Friendly staff. Quick assessment and treatment. Many thanks.			Male	under 16	White British	No tick
28	Extremely likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
29	Extremely likely		I was seen by Dr W.? He removed a splinter from underneath my nail. His manner was excellent and nothing was too much trouble. He did a brilliant job with no fuss or bother. I am very grateful.		No.	Female	over 65	White British	No tick
30	Extremely likely		Fantastic service.			Female	56-65	White British	No tick
31	Extremely likely		Very pleased with the service I received today.			Female	56-65	White British	No tick
32	Extremely likely		Efficient, thorough, friendly, brilliant all			Male	over 65	White British	No tick

			round.						
33	Extremely likely		Staff are polite and friendly, always helpful.		Prioritise locals unless it's serious, locals tend to have a better awareness of what is and isn't an emergency.	Female	36-45	White British	No tick
34	Likely		We had to wait ages.						No tick
35	Likely					Male	16-25	White British	No tick
36	Likely		It's the staff are very friendly and helpful.	Happy.		Female	36-45	White British	No tick
37	Likely					Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
38	Likely				Free parking.	Male	26-35	White British	No tick
39	Likely		Everybody is friendly and patient and professional.		When we first entered the treatment room the nurse could have offered a seat to the patient in pain.	Female	36-45	Other ethnic group	No tick
40	Likely		Very friendly and helpful.				over 65		No tick
41	Likely		BUT be prepared to		Teach nurses	Male	46-55	White	No tick

			wait a long time; be greeted and dealt with by not overly helpful nurses; be asked the same questions 3 times. Dr M.C. however was excellent! Receptionist was also v. good (her first day).		how to think, speak and act more quickly.			British	
42	Likely		There is no other option!		Making chairs more comfortable, sitting for an hour has given me a bad / sore back. Subtitles on the TV!	Female	26-35	White British	No tick
43	Neither likely nor unlikely		As we only have 1 A&E department why would you ask the question "how likely are you to recommend...?" I can understand that you have to wait but on the information screen it said waiting 2-3hrs we have been here for 4.5hrs and still no end in sight.	Communication - an update about where you are in the system might help.		Female	56-65	White British	No tick

			Chairs - most uncomfortable.						
44	Neither likely nor unlikely		Local doctors not equipped for my problem. Triage quickly - no patients taken thru at all whilst waiting over half an hour even though I was only person waiting for 1st 1/4hour.		Lower waiting times. Dedicated doctor for walk-ins	Male	36-45	White British	No tick
45	Unlikely		After being brought here by ambulance from an accident in my garden without phone or money was told I could go home. On making contact they could not pick me up for hours. As a 70 year old, no drink not a bun or sandwich, am disappointed.		Better aftercare after A&E admission.	Male	over 65	White British	No tick
46	Extremely unlikely		My dad was called in and were not allowed to go with him, he is elderly and would not have understood because of poor memory if anything was explained to		Allow a member of family to go with an elderly patient if that patient needs them to.	Male		White British	No tick

			him. This is the first time this has happened and he is on chemo.						
47	Don't know		There have been times where I have had to wait hours to be seen and at times feel there could be more staff laid on to cover people who need medical attention.			Male	16-25	White British	No tick
48		Yes, I do	Didn't wait very long and staff very friendly and caring.	Quick x-ray. Friendly staff. Short waiting time.		Male	9-11	White British	No tick
49		Yes, I do	They did everything without hurting me and they gave me no pain at all.	The nurse R. made me laugh.	Nothing.	Male	9-11	Other ethnic group	No tick
50		Yes, I do				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
51		Yes, I do	Because they are really nice and gentle. They are good with kids.	They fixed my arm.	Nothing.	Female	9-11	White British	No tick
52		Yes, I do		Staff friendly and caring.		Female	9-11	White British	No tick
53		Yes, I do	Staff friendly +	Teddy.	Nothing, all	Male	6-8	White	No tick

			good + quick service and it didn't hurt.		good. Nicer flavoured medicine.			British	
54		I don't know	Don't understand the question, where else could we go?	Friendly staff.	??	Female	12-16	White British	No tick

Qualitative Feedback - Jul-15

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

	Adult FFT card 'Friends and Family Test' Response	Children and young person's FFT card 'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely likely					Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
2	Extremely likely		Something stuck in my ear!!			Female	46-55	White British	No tick
3	Extremely likely		The friendly service.			Male	16-25	White British	No tick

4	Extremely likely		Excellent treatment for my daughter, kind and friendly, thank you.			Male	36-45	White British	No tick
5	Extremely likely		Very friendly staff.			Female	46-55	White British	No tick
6	Extremely likely		The staff are kind and caring and all needs were met!		Seating could be improved (softer chairs).	Male	16-25	White British	No tick
7	Extremely likely		Because everyone was really nice and gentle with my arm.			Female	under 16	White British	No tick
8	Extremely likely		Very impressed with the attention. Thank you.		No.	Male	over 65	White British	No tick
9	Extremely likely		Husband been extremely well cared for, staff all very professional but pleasant & caring.		Can't think of anything!	Female	56-65	White British	No tick
10	Extremely likely		I came on my own with an ankle injury, but cannot speak highly enough of the friendliness, helpfulness & efficiency of all the staff I encountered. Thank you.		None - I appreciate all you've done.	Female	46-55	White British	No tick
11	Extremely likely					Female	over	White	I DO NOT wish

							65	British	my anonymised comments to be made public
12	Extremely likely		Friendly reception staff and efficient, friendly treatment from doctor & fracture clinic.			Male	over 65	White British	No tick
13	Extremely likely		Friendly, helpful, prompt service.			Male	26-35	White British	No tick
14	Extremely likely		Staff are nice.		No.	Female	under 16	White British	No tick
15	Extremely likely		Very helpful.			Male	46-55	White British	No tick
16	Extremely likely		Was seen quickly. Doesn't seem to happen that quick normally but very good today.			Male	26-35	White British	No tick
17	Extremely likely		Excellent waiting times, good we were told of what's happening throughout our visit - friendly staff, thank you.			Male	under 16	White British	No tick
18	Extremely likely		Very prompt service, lovely staff, excellent example of how NHS should be! Previous experiences of A+E		No!	Female	46-55	White British	No tick

			in other area of UK was not up to your high standard – Thank you.						
19	Extremely likely		Very helpful.		No.	Female	16-25	White British	No tick
20	Extremely likely						56-65	White British	I DO NOT wish my anonymised comments to be made public
21	Extremely likely		To get a new sling for left shoulder.		Just keep smiling.	Female	46-55	White British	No tick
22	Extremely likely					Female	46-55		No tick
23	Likely		Prompt, courteous attention.			Female	56-65	White British	No tick
24	Likely		Because of its efficient service.			Male	36-45	White British	No tick
25	Likely		Useful + friendly staff.			Male	16-25	White British	No tick
26	Likely				Overwhelming smell from toilets in A&E reception.	Female	over 65	White British	No tick
27	Likely					Male	16-25	White British	No tick
28	Likely		Delay. Spent 4H in A&E on this occasion, but with a satisfactory conclusion. Good doctor, good 2 nurses. Good HCA.				over 65	White British	No tick

			But not enough staff around change of shift time.						
29	Likely					Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
30	Likely		The service is good but the waiting time is too long.		Having more staff on so you see patients quicker.	Male	16-25	White British	No tick
31	Likely		Quite quick service - better to be sure if you can't receive help / advice elsewhere.		No.	Female	16-25	White British	No tick
32	Likely		When I left grammer school in 1957 the population of the UK was 56 million. It is now 63 million facts. Another fact = England is now the most heavily populated land in the whole of the continent of Europe. Our infrastructure is stretched to				over 65	White British	No tick

			breaking point - vote UKIP.						
33	Neither likely nor unlikely		When some of the doctors called for patients from the waiting room they then walked off expecting the patient to follow. I consider that to be incredibly rude and disrespectful to patients who need reassurance not rudeness.	One young doctor greeted his patients at reception, told them his name and walked with the patients to the treatment area. This should be standard practice for all staff.		Male	36-45	White British	No tick
34	Neither likely nor unlikely		As with most A&Es, in my opinion, too few specialists to see the volume of patients. I know that everyone is doing their best with facilities available! The problem lies with top administration. (and Finance)!		Softer seats in waiting area. I waited up to 5hrs sat on a hard piece of wood!	Male	over 65	White British	No tick
35	Unlikely		Pass a joke when you been ill for nine month and doctors do nothing.		Get more qualified.	Male	16-25	White British	No tick
36	Extremely unlikely		I've been here 3H so far. Waiting to						No tick

			be told what the [illegible] say, I having had the blood taken (x4) by a nurse of 64Y who has been here since 08:00, following being seen by a doctor. Only under painkillers 90M later. No meds I need for schizophrenia and OCD and osteoporosis and collagen replenishment. A+E was empty when I give blood. Now full up again.						
37		Yes, I do	You are very helpful and looked after my sister when she came here.	Everything.	Nothing.	Female	9-11	White British	No tick
38		Yes, I do	K. was very nice.						No tick