

A&E department - 'Friends and Family Test' (FFT) - Jun-16 to Aug-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.	%	%	%
Jun-16	94	76.6	19.1	4.3
Jul-16	53	67.9	17.0	15.1

Aug-16	78	67.9	20.5	11.5
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Qualitative Feedback - Jun-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		The staff even when rushed off their feet show they care by checking in on you. They had a gent in who was being a pain and came stomping towards my room. A staff nurse jumped in front of him to put me out of harm's		Nothing at all - they was brilliant.	Female	16-25	White British	

			way! Very grateful so thanks you to that man for stopping him. The care I received. The staff were amazing getting my pain and blood pressure under control.						
2	Extremely likely		Friendly service & fast.			Female	26-35	White British	
3	Extremely likely		Reception manager, K., was lovely.		N/A.	Female	26-35	White British	
4	Extremely likely		Really good care taken of my mother, very quick too!			Female	26-35	White British	
5	Extremely likely		Timely, polite staff.		N/A.	Female	26-35	White British	
6	Extremely likely		It is an amazing department and all staff are friendly and caring.		Nothing at all.	Female	26-35	White British	
7	Extremely likely		It's the only one!		Open Bideford X-ray on weekends.	Female	36-45	White British	
8	Extremely likely		Very kind, patient and thoughtful staff.			Female	36-45	White British	
9	Extremely likely						36-45	White British	
10	Extremely likely		Friendly, helpful + caring staff.			Female	36-45	White British	
11	Extremely likely		On holiday in area. Would recommend			Male	36-45	White British	

			to anyone visiting who needs A&E.						
12	Extremely likely		Quick, good response.			Male	46-55	White British	
13	Extremely likely		All staff friendly and well spoken.		Left leg injury.	Female	46-55	White British	
14	Extremely likely		Efficient, thorough & pleasant. Excellent care today and on many previous occasions, with family and neighbours.		No.	Female	46-55	White British	
15	Extremely likely		M., A. spent time to help us and care for our daughter, their care was outstanding to us all.			Female	46-55	White British	
16	Extremely likely		Without question the best.		None.	Male	56-65	White British	
17	Extremely likely		Helpful staff, friendly, thorough. Reasonable time.			Female	56-65	White British	
18	Extremely likely		Excellent service. Lovely / helpful staff.		No.	Female	56-65	White British	
19	Extremely likely		Very helpful and friendly. Everything was explained clearly.		No.	Male	56-65	White British	
20	Extremely likely		Genuine medical emergencies need urgent treatment. Where else would		Have a supply of water or ensure water not coke is available	Female	56-65	White British	

			you go!		when only one of these machines is working.				
21	Extremely likely		Was treated quickly, with care.				56-65	White British	
22	Extremely likely		Excellent building; modern, well-equipped and very, very clean. K. - fantastic staff, patient, caring, close attention of detail, great food! Thank you to everyone.			Male	56-65	White British	
23	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
24	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
25	Extremely likely		Excellent as usual.			Female	over 65		
26	Extremely likely		A/ Only one for many miles around (1hr at least from Exeter / Taunton).		Do you have sufficient staff to cope, esp. weekends?	Male	over 65	White British	

			B/ Good, caring staff. C/ Don't feel under pressure despite the busy dept.						
27	Extremely likely		Although very busy at all time, was informed [illegible] all very kind + helpful + lovely Dr D.!				over 65	White British	
28	Extremely likely		Very pleased with the service that I have been given in a very caring way.		Very happy with the way I've been treated.	Male	over 65	White British	
29	Extremely likely		K. the receptionist was so helpful and her smiling and calm manner put me at ease.			Female	over 65	White British	
30	Extremely likely		Arrived at 10.50am - leaving 12.50pm 2hrs. 2 be treated with extreme courtesy and care. Very kind, caring staff.		Not really - very efficient!!	Female	over 65	White British	
31	Extremely likely		You always get the best treatment and attention. Cannot fault any of the NHS hospital services. By staff etc.			Male	over 65	White British	
32	Extremely likely		All staff and doctors extremely caring and			Male	over 65	White British	

			helpful.						
33	Extremely likely		Kindness and efficiency; tests completed quickly with understanding and complete care.			Male	over 65	White British	
34	Extremely likely		Everything well organised and efficient, can't fault anything.			Male	over 65	White British	
35	Extremely likely		All staff encountered were all very pleasant and helpful. Complaints appear unjustified.		If it were possible, a few more staff would be great during holiday times.	Female	over 65	White British	
36	Extremely likely		Friendly reception. Very little waiting, seen almost immediately. All staff (doctors, nurses etc.) very friendly while at the same time caring and professional. Well done all!			Male	over 65	White British	
37	Extremely likely		Very good. Doctors & nurses.			Female	over 65	White British	
38	Extremely likely		Considering we had a child we were seen relatively quick.			Male	under 16	White British	
39	Extremely likely		Fast, great service.			Female	under 16	White British	
40	Extremely likely		Wonderful.						

41	Extremely likely								
42	Extremely likely		Good all round.						
43	Extremely likely		Fantastic.						
44	Extremely likely								
45	Extremely likely								
46	Extremely likely		Excellent.						
47	Extremely likely		Where is the nearest alternative? Exeter? More comfortable chairs for waiting patients! More beds in A&E!						
48	Extremely likely								
49	Extremely likely								
50	Extremely likely								
51	Extremely likely		My mother came in by ambulance as she could not move her arm. Within 3 hours X-rays and blood test found she had a bad infection and was admitted to ward.						
52	Extremely likely		Excellent care + compassion.						
53	Extremely likely		Very attentive and consistent information.						
54	Likely		Satisfactory service - good staff - uncomfortable chairs - long wait.		Comfier seats.	Male	16-25	White British	

55	Likely		Friendly staff.			Female	36-45	White British	
56	Likely		Very quick response.			Male	36-45	White British	
57	Likely		Quick & friendly.			Male	46-55	White British	
58	Likely					Female	46-55	White British	
59	Likely		Quick, efficient & friendly service. From ambulance to discharge.			Male	over 65	White British	
60	Likely		Best asset in this dept. is Dr M. He displays all the skills you would wish for when in a state of anxiety - calm, measured, thoughtful, thorough and explained everything he was doing without using unnecessary jargon.		Refreshment machines - 2 were broken and the third was offering v. unhealthy choices.		over 65	White British	
61	Likely		Because the staff are friendly, chatty and supportive.		No.	Female	under 16	White British	
62	Likely								
63	Neither likely nor unlikely		Long waiting times but friendly service.		Improved waiting times and keep patients up to date.	Male	16-25	White British	

64	Unlikely		Wait is way too long, sat waiting with no updates for long periods so don't know what's going on. Politeness.		Seen me quicker.	Female	16-25	White British	
65	Unlikely		Waiting time. It should be shorter than it's now.		Waiting time.	Male	26-35	White British	
66	Unlikely		It is to do with all waiting around to see a doctor for more than hour not 2-4 hours. It is not on.		Waiting time.	Male	26-35	White British	
67	Unlikely		Wait was too long for elderly patient. No doctors around! Waiting room crammed full.		More doctors!		over 65	White British	
68	Unlikely		Waiting too long when in considerable pain.		Quicker service.	Male	under 16		
69	Unlikely		2 people in waiting room. 1 being my daughter for 2 hours before more came. 4 doctors on shift and still 4.30 hour wait.		More communication.	Female	under 16	White British	
70	Unlikely		Not all staff introducing themselves. No information / update		Ensure clear introductions (but should already by	Male	under 16	White British	

			given without persistence of asking staff. Once seen clinical care was great!		policy?!) If long wait until Dr coming keep patient informed so feel empowered.				
71	Extremely unlikely		Due to the fact staff were extremely rude to me as a mental health patient.		Mental health training, more understanding nurses!	Female	16-25	White British	
72	Extremely unlikely		Because a four to five hour wait time for a head injury is a joke. Also, it looks to me as if the wait time is due to there being no active doctors on the A&E and am purely waiting for morning shift to come in. I may as well have gone to Bideford A&E - would have been quicker. Why on earth this couldn't be dealt with by a nurse is beyond me, the same people have been sat in A&E with me for hours because of not enough staff, also		Just get good at your jobs, better planning it's not hard.	Male	26-35	White British	

			you guys are quite rude.						
73	Extremely unlikely		Shocking to leave man over 65 with a head injury in the waiting room!		More staff.	Male	36-45	White British	
74	Extremely unlikely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
75	Extremely unlikely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
76	Extremely unlikely		Waiting time too long. 12-45 to 05.00 when screen said 2-3 hours - no pain relief offered.		Close department down.		over 65	White British	
77	Extremely unlikely		Was not offered pain relief. After 2 hours waiting I asked and was told all the nurses too busy, not good enough! I had been given IV morphine by paramedic in ambulance plus		A little empathy would go a long way on improving your at present appalling service.	Female	over 65	White British	

			nitrolingual spray. Pain now back 2.5 hours later.						
78	Extremely unlikely		Long waiting time.		Only needed stiches to finger, could of been done by nurse on triage.	Female	over 65	White British	
79	Extremely unlikely		The worst A&E it has been my misfortune to visit. Staff uncaring and often rude, offering no analgesia or empathy. Disrespectful with no idea of the problems of growing older.		Move A&E to Exeter.		over 65	White British	
80	Extremely unlikely		Not a fair system of being seen by a doctor. Triage has their own idea of priority often proved wrong as I know to my cost and pain and discomfort.		Enhance education for the nurse. Pain is what the patient feels and not what the nurse decides.		over 65	White British	
81	Extremely unlikely		Too long a wait, staff can be abrupt.		Staff re-training in empathy.		over 65	White British	
82	Yes	Patient	Everyone was very nice and it was quick.	Fast & good service.	Not a lot.	Male	12-15	White British	
83	Yes	Patient	Friendly staff. Only one in North Devon.	Made to feel comfortable.	More receptionists.	Male	12-15	White British	
84	Yes	Patient	I wrote this answer	That when I'm	Nothing	Female	9-11	White	

			because when I came here I feel better first day I came here.	not cheered up all the staff cheers me up.	because you are perfect already.			British	
85	Yes	Parent / guardian / carer	Excellent service + observations, very friendly staff and he explained everything.			Female	9-11	White British	
86	Yes	Parent / guardian / carer	We were on holiday. My daughter become severely unwell. We were seen within 10 minutes, ECG done, obs and cannula fitted. Doctor within 30 minutes. Given strong pain relief and advice. Normally used to 4-5 hour wait at home. Very, very impressed. Thank you.			Female		White British	
87	Yes	Parent / guardian / carer	Great with my little girl the whole time we were here.						
88	Yes	Parent / guardian / carer	A., R., S., were so caring, understanding, to my daughter and also ourselves, their care was 110% when			Female		White British	

			so very busy.						
89	Yes	Patient	We were treated, quickly & efficiently, very friendly, very productive x.	Wonderful staff.	Nothing.	Female		White British	
90	Yes	Parent / guardian / carer	They have to come to A&E here!!	Was seen quick.	Wheelchair instructions (backwards).	Female		White British	
91	Yes		Staff are lovely!	Reception staff in particular!		Female		White British	
92	Maybe	Patient				Female	12-15	White British	I DO NOT wish my anonymised comments to be made public
93	Maybe	Patient	Disgrace to wait 6 hours in A&E when informed 4-5.	Nothing.	Kept me informed. No queue jumping.	Male		White British	
94	Don't know	Patient	My brain fell off.	The red hen.	Put my brain back on.	Female	under 6	Asian / Asian British	
95	Not entered		Waiting times is disgusting.		More staff.		46-55		

Qualitative Feedback - Jul-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					Male	16-25	White British	
2	Extremely likely		The staff are very helpful and it's brilliant that we don't have to drive far.		Not really.	Male	16-25	White British	
3	Extremely likely		Excellent staff, polite, helpful + happy. Clean and short waits.		No - everything was great.	Female	26-35	White British	
4	Extremely likely		I am happy with all that they do.		No.		26-35	White British	
5	Extremely likely		Exceptionally polite + professional staff. Thank you for all				36-45	White British	

			your care.						
6	Extremely likely		Very quick, very helpful and clear. Nice little children's play area.		None.	Female	36-45	White British	
7	Extremely likely		Outstanding support & service!! Good information & feedback.			Male	46-55	Other ethnic group	
8	Extremely likely		I fell and injured right arm.			Female	46-55	White British	
9	Extremely likely		Excellent service. In one hour saw doctor nurse + X-ray + medication.		None.	Female	46-55	White British	
10	Extremely likely		Kept well informed. Seen quite quickly between arrival - triage - X-ray - doctor - treatment. V. friendly staff.		Air conditioning! Current magazines!	Female	46-55	White British	
11	Extremely likely		Because you look after the patients well like one of your own family.			Female	46-55	White British	
12	Extremely likely		Helpful, pleasant staff - no long wait. Thank you!			Male	46-55	White British	
13	Extremely likely		It is true - a good professional service. Prompt response.		Nothing.	Male	46-55	White British	
14	Extremely likely		You can take someone to A&E and		No - just grateful we still	Male	56-65	White British	

			be seen. Wonderful, hardworking staff.		have this wonderful service.				
15	Extremely likely		Staff extremely helpful and treatment received was excellent.		None - couldn't have been better.	Male	56-65	White British	
16	Extremely likely		Prompt treatment, professional service. Thank you.		Keep up the good work + thank you.	Male	56-65	White British	
17	Extremely likely		Very professional & efficient. Also, kind. Could not be faulted.			Female	56-65	White British	
18	Extremely likely		Everyone was kind, patient and so caring. Thank you.			Female	56-65	White British	
19	Extremely likely		We have always been treated courteously and been given answers to our queries in easy to understand terms.			Female	over 65	White British	
20	Extremely likely		Close facilities and good friendly staff.		N/A.	Female	over 65	White British	
21	Extremely likely		Everyone from my first contact with NHS 111 telephone numbers, the superb paramedics to hospital staff have been not only professional but also			Male	over 65	White British	

			charming.						
22	Extremely likely		I found everybody helpful & friendly and treated me as individual with a problem.		Very good.	Male	over 65	White British	
23	Extremely likely								
24	Extremely likely		Quick, efficient + friendly!						
25	Likely					Female	36-45	Other ethnic group	
26	Likely		Long waits to be seen. Not enough staff to cover minor injuries at night. Uncomfortable chairs in waiting room. Staff work very hard.		More staff in minor injuries at night.	Female	56-65	White British	
27	Likely		Nearest A&E to home.		Waiting time could be displayed to help with parking etc. Initial checks, brilliant but waiting time after - very long.	Male	over 65	White British	
28	Likely		Not that long wait.		Be quicker, actual service great.	Male	under 16	White British	
29	Neither likely		The service is very				16-25	White	

	nor unlikely		good, but I think it must be more available during weekends, more doctors and nurses must be present.					British	
30	Neither likely nor unlikely		Lovely staff & friendly receptionist, but wasn't sure on how long I was going to wait which turned out it was a while. Nice, clean environment & nice staff.		A board that says how long you will be waiting?	Female	16-25	White British	
31	Neither likely nor unlikely		You don't really recommend A&E in the way you might recommend a restaurant. If you need A&E - you go! Recommendation doesn't come into it. But as A&E goes it's ok - although slow (we waited 3hrs).		Yes, speed things up - and have one dedicated nursing assistant who goes from patient to patient checking they're alright - do they need water? / toilet? etc.	Male	46-55	White British	
32	Unlikely		Too long a wait, waiting over 3.5hrs with breathing probs.		Put locals first - not holidaymakers.	Female	over 65	White British	
33	Unlikely		Not to go to A&E on			Female	under	White	

			an evening as staff constantly walking around yet cannot give results of X-ray taken almost 3hrs before. When waiting room empty.				16	British	
34	Extremely unlikely		Long wait. More staff needed. ASAP.		More staff.		46-55	White British	
35	Extremely unlikely		Waiting time, Lack of communication to convey news on waiting time, unhelpful + grumpy clerk. Triage took 1hr. Suspected [illegible] after head trauma 6pm. In at 10pm and still not seen at 1.30am.		Yes - but won't write here!	Male	46-55	White British	
36	Extremely unlikely		Unkind staff without empathy. Long waiting times.		No.		over 65	White British	
37	Extremely unlikely		Unsympathetic staff, need for pain relief ignored.		In-house training and education.	Female	over 65	White British	
38	Extremely unlikely		Staff laughing and joking in receptionist area. Pain relief denial as too long.		Have more senior staff who can provide a good service and watch the staff how they behave.	Female	over 65	White British	

39	Extremely unlikely		Lack of communication and forgetting about us in the waiting area.		Not forget about patients waiting from 7pm - 3am!!!	Male	under 16	White British	
40	Don't know		One visit can't give a clear decision on [illegible]. Some say very good others say very bad. I do seem to have waited a long time. No pain relief offered. I seem to be the invisible person here.		Don't know yet.	Female	over 65	White British	
41	Yes	Parent / guardian / carer	Fast and friendly service: made my little girl at ease. Thank you.	Child friendly staff. My daughter felt relaxed and happy – previously, she had not wanted to come.		Female	6-8	White British	
42	Yes		Because I've been here many times before and every time they gave me great treatment!	Everything - it was very good (I enjoyed the bed, it moves!)	Nothing.	Male	9-11	White British	
43	Yes	Parent / guardian / carer	Caring, hardworking staff. Separate children's waiting area with toys (and separate treatment room). Quickly seen	See previous answer.	N/A.	Female	under 6	White British	

			& very clean.						
44	Yes	Patient & Parent / guardian / carer	Very helpful, friendly and reassuring service. Thank you.	Speed, efficiency and kindness.	Nothing.	Female	under 6	White British	
45	Yes	Parent / guardian / carer	Very quick + efficient service. Friendly too.						
46	Yes	Patient	Friendly staff, care focused.	Kids' area.		Female		White British	
47	Yes		Very friendly, helpful staff.	Was not waiting for very long.	[Illegible].	Female		White British	
48	Yes		Helpful and did best they could.						
49	Maybe	Parent / guardian / carer	We saw the doctor twice and had a scan, we were kept waiting with no explanation - it seems they forgot about us - were here from 7pm until 3am - Terrible as it wasn't busy later in the early hours at all.	Nothing.	Kept us informed more frequently and checked scan results had arrived - I think they forgot.	Male	12-15	White British	
50	Maybe	Patient	Takes too long (average waiting time at least 3-5 hours). Too many staff just walking around not doing anything / took over four hours for someone to look at an X-ray when no-	Nothing apart from the vending machine.	Everthing!!!	Female	12-15	White British	

			one was being seen too.						
51	Maybe	Parent / guardian / carer	2.5 hour wait for my 7 year old to get seen! Not on, still here at 10:30pm!	Nothing.	Improve A&E. More seating. Patient care.	Male	6-8	White British	
52	Maybe	Parent / guardian / carer	Because I got told there was one person in front of me and the several people have been called since. The wait is ridiculous. Get more staff.						
53	No		04:45am (1) Attitude of reception staff not sympathetic, sensitive or caring. (2) Length of time waiting in waiting room in acute pain with no pain relief, no apparent care - then length of time after triage before any attention. But it's the only one to come to! We wouldn't want to lose it. To drive to Exeter in agony @ 4am would be a lot worse!	Nursing care once started - pain relief. All the nursing staff were great!! Doc deciding to admit.	Improve waiting room - not a comfortable place for those in pain & we have spent a lot of time there. Depressing. Be seen by a doctor more quickly. Pain relief given more quickly.				

Qualitative Feedback - Aug-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		Service excellent. Receptionist most kind R. + K. Nurse very caring + helpful - H.				16-25	White British	
2	Extremely likely		Everyone so kind, people in reception very helpful. Lovely nurse called H. very kind, helpful and caring. Did not have to wait very long but would not have mattered if we did.		None.	Female	16-25	White British	
3	Extremely likely		Amazing staff, was completely rushed off their feet but done an		Give your staff a raise if possible - they work so	Female	16-25		

			amazing job getting everyone seen too. Names of the people who I noticed was M., H. + A., they really care for their patients!		hard.				
4	Extremely likely					Female	16-25		
5	Extremely likely		Ended up here as out of hours GP was closed, kind staff, seen to very quickly.		N/A.	Female	16-25	White British	
6	Extremely likely		Given me good care. Quick assessment by doctor.		Waiting time and nurse.	Female	26-35	White British	
7	Extremely likely					Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
8	Extremely likely		I came with my friend & was really impressed by the kind / positive & considerate care she received. Lovely consultant. L. & all medical staff.			Female	36-45	White British	
9	Extremely likely		We have been waiting a couple of hours.	You provided a children's room for my daughter.	Try to be a little quicker.	Male	36-45	White British	
10	Extremely likely		Very well dealt with & swift in dealing with		Only one thing I was asked to	Male	36-45	White British	

			me and arranging a specialist (as the issue was an eye injury).		come back at 5 but the doctor arrived early. Receptionist was calling my mobile although I had informed them it was at home.				
11	Extremely likely		K. on desk fantastic, very helpful and kind!!!				36-45		
12	Extremely likely		Despite long wait treatment was good.		Having a nurse on entrance to turn away people who can go to their GP.	Male	36-45	White British	
13	Extremely likely		Although it was a long wait the service was fantastic and the clinician was extremely professional. The reception was clean and the receptionist was polite + friendly.		I noticed on the noticeboard there was a letter, by Dr L.K. prompting clients to place tokens into boxes at reception. I was told by the receptionist that they no longer use these. Remove letter?	Female	36-45		
14	Extremely likely		Very quick, helpful, polite and excellent		None.	Female	36-45	White British	

			with my 1-year old daughter. Exceptionally good service. Thank you.						
15	Extremely likely					Female	36-45		
16	Extremely likely		Very helpful. Very kind.			Female	46-55	White British	
17	Extremely likely		Seen v. promptly after MRI scan. Very good service.			Female	46-55	White British	
18	Extremely likely		Great service. Lovely nurses, especially the bank nurse - she looked after my daughter brilliantly.			Female	46-55	White British	
19	Extremely likely		Re-check on right hand playing up.		Keep it open.	Female	46-55	White British	
20	Extremely likely		K. was lovely and put me at ease.				56-65		
21	Extremely likely					Female	56-65		
22	Extremely likely					Female	56-65		
23	Extremely likely					Male	56-65	White British	
24	Extremely likely		Quick, efficient service! Nursing staff + student radiographer, friendly, professional + nice. Apologies - written in a moving car!		The receptionist could be more welcoming / smile more!	Female	56-65	White British	
25	Extremely likely		I was seen within 20 minutes of arriving and basic tests were		No suggestions as everything was first class.	Female	over 65	White British	

			taken immediately - referred to a doctor and kept under observation for a further 4 hours. All the staff were very kind and efficient. Thank you all so much.						
26	Extremely likely		Having experience of this department on more than one occasion, very good & caring - everyone works so hard and very pleasant.		Not at all. Just please keep this hospital & A&E.		over 65	White British	
27	Extremely likely		Although it was a long wait, as they were very busy, the staff were very nice. Especially the young doctor - put me at ease as I am very anxious. A very good service.			Female	over 65	White British	
28	Extremely likely					Male	over 65		
29	Extremely likely		A speedy response and excellent care. Friendly staff who put us at ease at all times.		No - we have been delighted with everything.	Male	over 65	White British	
30	Extremely likely		Staff are so kind and understanding - even though we've had a long wait their smiles			Female		White British	

			help a lot!						
31	Extremely likely		Lovely staff.						
32	Extremely likely		Receptionist K. extremely helpful & kind.						
33	Extremely likely								
34	Extremely likely								
35	Extremely likely								
36	Extremely likely								
37	Extremely likely								
38	Extremely likely								
39	Extremely likely		Good service. Hard chairs.						
40	Extremely likely		Professional doctor / nurse, timely care. Thank you!						
41	Extremely likely		My daughter felt listened too. Staff were friendly + acted very professionally.						
42	Likely		It's the only A&E department open at this time of evening. So there isn't a choice as such.		Some Z-beds, sofas, cushions or even padded seats. We have so far waited for 4 hours and there aren't even any snacks in the fridges.	Female	26-35	White British	
43	Likely					Female	36-45	White British	
44	Likely		As this is the nearest		A person in	Female	56-65	White	

			A&E there is no choice! Patient in severe pain was kept for 4 hours before receiving any medication or seeing a doctor. A&E was not busy so there really was no excuse. Lack of compassion by frontline staff. These are people not numbers.		severe pain should be given priority over someone with a sore eye!			British	
45	Likely								
46	Likely								
47	Likely								
48	Neither likely nor unlikely		There are not enough doctors on, the waiting time should not be 6 hours at 00:00.		Add another doctor, half waiting times.	Male	16-25	Other ethnic group	
49	Neither likely nor unlikely		Good when you eventually get seen - long wait.		More staff.	Female	over 65	White British	
50	Neither likely nor unlikely								
51	Neither likely nor unlikely								
52	Unlikely		Moody / unfriendly / unwelcoming front of house staff. Extremely long wait even though only 2 other people need to be seen.		Have more doctors available in early morning (2am-5am) ish.	Female	16-25	Mixed / Multiple ethnic groups	

53	Unlikely		Waiting time of 4 hours?! There was hardly anyone in the waiting room. I sat until 3.30am with no information available!		More information available & speed up looking at X-rays especially!	Female	46-55	White British	
54	Unlikely		I arrived @ A&E Barnstaple at 6.50am. I was seen by a triage nurse within 15mins. One hour and a half later 8.30am I have still not been seen. I was the only patient in the waiting room and there was little or no visible activity. What's going on?		Improve the service during quiet times. More speed.			White British	
55	Extremely unlikely		9 months pregnant. Been in Basset Ward since 12.20 Tuesday until 4pm back at 9pm for broken hand - it's now 4.45am. I am stressed, exhausted and frustrated. My anxiety has become worse as there are no staff whatsoever. Disgusting.			Female	26-35	White British	
56	Extremely unlikely		The waiting times are far too long. Reception staff are lovely & helpful but my god, it's		More doctors. More comfy seating, decent books for all	Male	36-45	White British	

			ridiculous how long we have had to wait. 4.5 hours & counting is shocking.		ages to read.				
57	Extremely unlikely		Lack of respect, made to feel very inferior. Total lack of compassion & understanding. Did not look at previous notes and were very dismissive.		Training in verbal skills and patient contact.	Female	36-45	White British	
58	Extremely unlikely		Waiting time too long. Approx. waiting given as 3-4 hours. Actual waiting time over this - more like 5-6 hours. Patients who did not need to be at A&E.		Educate the patients about use of A&E.		over 65		
59	Extremely unlikely		Don't get sick. Had to wait for 3.5hrs. I came in as a stroke patient.		Have one doctor to cover A&E patients & one to cover paramedic intake - this will streamline.		over 65	White British	
60	Extremely unlikely		I have been here 6 hours and not been seen. Feeling very ill at the moment. 6pm now.		What can one say about such bad service?		over 65		
61	Extremely unlikely		A cruel A&E, left in waiting room in severe		When something is	Female	over 65	White British	

			pain, no pain relief offered. I was humiliated by the staff who refused to believe I was in pain.		beyond redemption get rid of it.				
62	Extremely unlikely		Uncomfortable waiting room & waiting for 4 hours.		Quicker waiting time.	Male	under 16	White British	
63	Extremely unlikely		Bin here.						
64	Extremely unlikely								
65	Extremely unlikely		Slow. Slow. Slow. Slow.		Hmmm.				
66	Don't know					Female	46-55		
67	Yes	Patient				Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
68	Yes	Patient	The staff seem friendly. It's clean.	People where nice.	Don't know.	Male	12-15	White British	
69	Yes	Patient	They most friendly, helpful.	Helpful.	Been quicker!	Male	9-11	White British	
70	Yes	Parent / guardian / carer	Very calm, very efficient. Informative & friendly.		Seating possibly a little uncomfortable, especially for older patients.	Male		White British	
71	Yes		Everyone was friendly and nice.			Female			
72	Yes		Excellent that we are		More doctors,	Male		White	

			able to access A&E.		nurses, etc.			British	
73	Maybe		3.5hr wait with 7-year old with a broken arm in tears. Complete joke. No priority for children. No excuse for that amount of time with nothing done!		Priority for children.		6-8	White British	
74	Maybe	Patient				Male	9-11	White British	I DO NOT wish my anonymised comments to be made public
75	Maybe	Parent / guardian / carer	Waiting time too long without indication of when you'll be seen or what to expect. 3-4hr too vague. Need an indication of position in queue. Especially as already seen by ambulance crew. No water butt facilities. Only expensive drinks machine.	Called in for paperwork admin. with nurse on arrival.	Everyone has mobiles. Utilise these to prevent uncomfortable waiting time spent in room e.g. message when 3rd in queue, 2nd, 1st etc. Also not clear where to post these!		9-11	White British	
76	Maybe	Patient & Parent / guardian / carer	Been here 3 hours and there's 3 people waiting to be seen. Sort it out - it's a joke.	Nothing.	Everything.			White British	
77	No	Patient & Parent / guardian / carer	Because it takes too flipping long. It's boring & I am in pain.	Quick with first person & X-ray.	Been quicker.	Male	9-11	White British	

			It's taken 4.5 hours.						
78	No	Patient					6-8	White British	I DO NOT wish my anonymised comments to be made public
79	Not entered		Stupid question as anyone would come to A&E if they in pain. Obviously, I wouldn't recommend to anyone as it's awful service but if they in pain they have to come.		Get more professional staff who don't just say take some painkillers for everything.	Male	26-35	Other ethnic group	