

A&E department - Friends and Family Test - Jun-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.	%	%	%
Jun-17	65	64.6	27.7	7.7

Qualitative feedback - Jun-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: 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		Excellent nurses.		More nurses on nights.	Female	36-45	White British	
2	Extremely Likely		Great help and very happy.		Waiting time.	Female	26-35	White British	
3	Extremely Likely		Professional and caring.		No.	Male	36-45	White British	
4	Extremely Likely					Female	46-55	White British	
5	Extremely Likely					Female	36-45	White British	
6	Extremely Likely					Female	46-55	White British	
7	Extremely Likely					Female	46-55	White British	
8	Extremely Likely		Friendly and helpful staff.			Male	56-65	White British	
9	Extremely Likely		Friendly, caring staff.			Male	16-25	Black / African / Caribbean	

								/ Black British	
10	Extremely Likely		Good, nice staff.			Female	Under 16	White British	
11	Extremely Likely		Excellent service, everybody very polite and helpful.		None.	Male	46-55	White British	
12	Extremely Likely					Male	Over 65	White British	
13	Extremely Likely								
14	Extremely Likely					Male	56-65	White British	
15	Extremely Likely		Wonderful, caring staff.		None.	Female	Over 65	White British	
16	Extremely Likely					Female	36-45	White British	
17	Extremely Likely					Female	26-35	White British	
18	Extremely Likely					Female	46-55	White British	
19	Extremely Likely		Because they are awesome!		More staff.	Male	36-45	White British	
20	Extremely Likely		Staff are helpful & give good advice.		Be seen faster (understand that it can't be helped).	Female	Under 16	White British	
21	Extremely Likely		Friendly, compassionate staff when I arrived feeling very unwell late at night.				56-65	White British	
22	Extremely Likely		Think there all amazing people.		Keep it! - it's good.	Female	26-35	White British	
23	Extremely Likely		Great response time. Thought it may take ages but really quick. Felt comfortable			Male	46-55	White British	

			throughout. Excellent.						
24	Extremely Likely		Very helpful.		No. Fantastic.	Female	36-45	White British	
25	Extremely Likely		Great service.		Softer chairs.	Female	36-45	White British	
26	Extremely Likely		I am unfortunately a regular patient at A&E due to medical issues. I have always been treated with the utmost courtesy & respect by the staff every time I have had to attend.		Nothing.	Male	46-55	White British	
27	Extremely Likely		My experience in A&E was brilliant. The receptionist was so polite & kind - very smiley. Thank you all so much.		All receptionists like [name withheld].		16-25		
28	Extremely Likely		Pleasant & friendly reception staff. Very caring & efficient triage nurse [name withheld]. Wait time not too long. Pleasant doctor.			Female	Over 65	White British	
29	Extremely Likely		Friendly reception. Very friendly, caring & efficient triage nurse. Wait time not too long. Friendly doctor.			Male	Over 65	White British	
30	Extremely Likely		Well done Dr - you are like angels.				56-65	White British	
31	Extremely Likely		Lovely, friendly staff. Nurse [name withheld] managed to repair a nasty wound on my		No - everyone was fantastic from the paramedics through to the nurses &	Female	Over 65	White British	

			mother's arm, saving her months in healing time.		doctors and the porter.				
32	Extremely Likely						56-65	White British	Do not publish
33	Extremely Likely		We were seen very quickly. Thorough examination of my grandson. Kind & gentle with him & we thought he'd broken his ankle. Also, hospital A&E within 1.5 miles of our house - would not wish to travel 50 miles to Exeter with injured child or adult!!!			Male			
34	Extremely Likely		Once you are finally seen, the service & treatment given is brilliant. Staff are friendly and professional.		Try to bring down waiting time in A&E.	Female	26-35	White British	
35	Likely								
36	Likely		Child seen quickly.			Female	36-45	White British	
37	Likely		Unable to give answer as only this A&E used so no comparison.		Best to keep away if possible.	Male	46-55	White British	
38	Likely					Male	26-35	White British	Do not publish
39	Likely		No-one knows how to enable me to connect to internet?			Male	56-65	White British	
40	Likely		They helped and supported my		Keep patients informed.	Female	46-55	White British	

			daughter.						
41	Yes	Patient	Looked after very well & treated with compassion.						
42	Yes	Parent/Guardian/ Carer	Very efficient & friendly service.	Took only 1.75hr for my daughter to be assessed, X-rayed and plastered for her wrist.	Nothing today.	Female	6-8	White British	
43	Neither Likely nor Unlikely		Long wait. Lack of staff to help me.		More beds and more staff.	Female	Over 65	White British	
44	Neither Likely nor Unlikely					Female	26-35	Black / African / Caribbean / Black British	
45	Neither Likely nor Unlikely					Male	26-35	White British	
46	Neither Likely nor Unlikely				More funding for more staff and diagnostic equipment.	Male	46-55	White British	
47	Unlikely					Female	26-35	Other ethnic group	
48	Unlikely		Sat here bleeding out of my arm and face for 5 hours - blood everywhere. Great. Thanks.			Male	16-25	Mixed / Multiple ethnic groups	
49	Unlikely		No communication! Doctor ignores patient.		Tell patients what's happening.	Male	56-65	Other ethnic group	
50	Unlikely		Long heads.		20 minute waiting time max.	Male	16-25	White British	
51	Unlikely					Male	26-35	Black /	

								African / Caribbean / Black British	
52	Unlikely		Pre-judgmental attitude of staff. Empathy non-existent in some members of staff.		In light of the present uncertain situation of the future of the emergency department, no suggestions.		Over 65	White British	
53	Unlikely		Toilet hygiene lacking - no hook to hang coat, bag on, so necessary to place items on floor and so risking infection.		Hooks on doors?		Over 65	White British	
54	Extremely Unlikely		Waited a long time.		More staffing.	Male	26-35	White British	
55	Extremely Unlikely		Inordinate waiting time to see doctor.		Needs joined up management to make for an efficient service.	Male	Over 65	White British	
56	Extremely Unlikely					Male	46-55	White British	
57	Extremely Unlikely					Female	16-25	Asian / Asian British	
58	Extremely Unlikely								
59	Extremely Unlikely					Male	56-65	Black / African / Caribbean / Black British	
60	Extremely Unlikely		No.			Female	26-35	Mixed / Multiple ethnic	

								groups	
61	Extremely Unlikely		Fall in blue room at approx. 3pm. Doctor refused to check me. Despite my injuries, was discharged without check-up.				Over 65	White British	
62	Extremely Unlikely					Female	Over 65	White British	
63	Extremely Unlikely		Waiting times too long. Not seen within the time limits displayed. Pain relief request ignored despite reminders given.		Being kept informed of why waiting time over run displayed [illegible]. Pain relief request not ignored. Lessons for staff in sympathy & empathy.	Female	Over 65	White British	
64	Extremely Unlikely		Waiting time much too long.		Feel that this is a personal decision by staff and should not be. More training would be needed here.		Over 65	White British	
65	Don't Know					Female	Under 16	White British	