

A&E department - Friends and Family Test - May-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.	%	%	%
May-17	45	51.1	37.8	11.1

Qualitative feedback - May-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		A very busy area with considerate, calm staff.		More funding, keep fighting for funding.	Male	46-55	White British	
2	Extremely Likely		The nurse R. was really good. Even though he was very busy he had time to explain everything and reassure me. I do not normally see medical professionals so this was a new experience for me. Made much easier by his easy-going manner.		Department looked very busy - could do with more staff.		56-65	White British	
3	Extremely Likely		Low potassium level.		None. The care and service is excellent.	Male	Over 65	White British	
4	Extremely Likely		Always friendly & efficient despite being extremely busy.			Female	Over 65	White British	

5	Extremely Likely		I have a very complex medical condition and, on previous admissions, no doctor has fully understood but today Dr S. was truly excellent. I could not have been treated better.		Not for her!		Over 65	White British	
6	Extremely Likely		I thought the staff are very nice and the treatment that they gave is very good. Thanks.			Female	36-45	White British	
7	Extremely Likely		Very good. Thank you.			Male	16-25	White British	
8	Extremely Likely		I found A&E very good although there was a wait. All in all, good service. Thank you.			Female	Over 65	White British	
9	Extremely Likely		Joined up care. Prompt help & very efficient.			Female	46-55	White British	
10	Extremely Likely		Staff friendly and efficient under pressure. Clear explanations given for everything.		Enable the dept. to work at its full potential by supplying the staff needed for it to run [illegible].	Female	46-55	White British	
11	Extremely Likely		An excellent team, who carried out their duties with care and attention at all times. I could not have received better from North Devon district hospital. My grateful thanks to all doctors &		No.	Male	Over 65	White British	

			nursing staff from A&E and the great care from all staff in Capener Ward. You were all brilliant.						
12	Extremely Likely		Cause there always helpful and know what there doing. Waiting time is a bit slow but the service is great. Quick time slots. Get a taxi home after being stranded.		Nothing.	Male	16-25	Other ethnic group	
13	Extremely Likely					Male	56-65	White British	
14	Extremely Likely		We've been seen quickly by triage & X-ray. Just waiting for the results. All good so far.			Female	26-35	White British	
15	Extremely Likely					Male	46-55	White British	Do not publish
16	Extremely Likely					Female	26-35	White British	Do not publish
17	Extremely Likely		Excellent service.			Male	Under 16	White British	
18	Likely		Only if they have the need. Not just to come if not urgent as many people do.		Only to show when waiting times are not just 4-5hrs as on TV screen.	Female	Over 65	White British	
19	Likely		Been seen fairly quickly compared to previous visit in 2015.		More staff.	Male	26-35	White British	
20	Likely		Very busy. Long waits.			Female	36-45	White British	
21	Likely		Help was good but 1.5hr to get my bandages changed?		Better order system. People been and gone before I've	Female	16-25	White British	

			Surely just seen me to local GP. Lost 3hrs pay in total at work.		been sorted. Obviously, was put at the bottom of the pile.				
22	Likely		Seen quickly.			Male	Over 65	White British	
23	Likely		Waiting time could be improved.			Male	16-25	White British	
24	Neither Likely nor Unlikely		Waiting time. Traffic into entrance.		Speed up! More staff.	Male	26-35	White British	
25	Neither Likely nor Unlikely		Long wait due to understaffing. No magazines and very uncomfortable seats.		Padded seats. Magazines. More staff.		56-65	White British	
26	Neither Likely nor Unlikely		Standard NHS service - very slow (without criticizing the staff).		It needs to be faster and, in our case, more focused to younger children.	Male	46-55	White British	
27	Maybe	Parent/Guardian/ Carer	The medical staff are excellent but clearly there is a problem with communication. I brought my son in at 8pm. We saw the triage nurse at 8.20pm and she agreed that my son's arm was probably broken, would request an X-ray. 4 hours later, the doctor saw him and said he thought the arm was probably broken. Will arrange an X-ray. It is now 1am!! Still waiting.						
28	Unlikely		Waiting 5 hours for		Less waiting time.				

			head injury. Not sure if lack of staff. Staff pleasant but unhelpful. Felt like kill or cure.		Magazines. Radio/TV on low - no noise makes waiting worse!				
29	Unlikely		A long 4-5 hour wait upon arrival. Took 1 hour to be seen by triage and then additional 3 hours on top. There seemed to be no order in which patients were seen as I sat and watched others who came after me.						
30	Unlikely		Waiting time ridiculous. Over 5 hours! With no system to advise how long and patients seen out of order.			Male	Under 16	Mixed / Multiple ethnic groups	
31	Unlikely		Paramedics fantastic. Night staff not listening to what they are being told, told my son to go home when he couldn't even walk and when collapsed just looked at him and did not help. Took him back in when I complained. Day staff better - did do more tests.						
32	Extremely Unlikely		Waited in an empty waiting room for well over an hour to be triaged - time 05.00 to		No suggestions - waste of time. Would be ignored.	Female	Over 65	White British	

			06.30.						
33	Extremely Unlikely					Male	16-25		Do not publish
34	Extremely Unlikely		The doctor's attitude was very dismissive. I have a husband with dementia & a stroke. I am his only carer. No one here cares.		Be more understanding of each patient's own problems and commitments.	Female	Over 65	White British	
35	Extremely Unlikely		Symptoms dismissed as irrelevant despite severe pain and vomiting and unable to eat or drink. Waiting time too long.		Close the place down.		Over 65	White British	
36	Extremely Unlikely		Waiting time far too long for some people. Four people in waiting room when I arrived. Five hours later, when I still had not been seen, I left.			Female	Over 65	White British	
37	Extremely Unlikely		Rude lady on desk @11.00. Blood left on floor for over half an hour. Sick pot left in corner for three hours. Dirty. Filthy.		Clean the place. Can't fit wheelchairs in waiting room unless on the corridor bits.	Male	16-25	White British	
38	Extremely Unlikely		5 to be dealt with prescription not sign, sign had to come back.						
39	Extremely Unlikely		Angry nurse on desk 11.00pm. Happy security man.		New, happy staff.	Male	26-35		
40	Extremely Unlikely		Provision for elderly person is extremely poor after bringing in		Better communication to patients - a quiet	Female	36-45	White British	

			someone who finds sitting for long periods of time uncomfortable. Poor communication from staff. Still no wiser after 4-plus hour wait.		area for more elderly persons with slightly more comfortable seating for person who has hip, back and knee issues.				
41	No	<i>Not entered</i>				Male	9-11	White British	Do not publish
42	No	Parent/Guardian/Carer							
43	No	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
44	No	Patient	I waited 2 days with pain in my arm. Spoke with two out-of-hours doctors. The second told me to come into A&E because the out-of-hours doctor couldn't help. When I saw the doctor in A&E she decided to have a go at me because I'm not an emergency. I understand I might have a longer wait than others. However, I followed on doctor's orders to wait 2 hours for an A&E doctor to shout at me and tell me I'm in the wrong for wanting to be seen after being told by a doctor to come.	Speed of being seen by the triage nurse.	As a patient having been sent by an out-of-hours doctor I should not have an A&E doctor shout at me for coming.	Male		White British	
45	Don't Know				No pens. A&E seating	Female	36-45	White	

					is terrible - hard & uncomfortable especially for 5hr!			British	
46	<i>Not entered</i>				Listen to the patients and don't send them home when in so much pain that they cannot walk. So a bit more understanding and care.	Male	26-35	White British	
47	<i>Not entered</i>		Rude receptionist.						