

**A&E department - 'Friends and Family Test' (FFT) - Nov-16 to Dec-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.	%	%	%
Nov-16	26	80.8	19.2	0.0
Dec-16	20	70.0	20.0	10.0

**Qualitative Feedback - Nov-16**

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

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  <b>Patient</b> <b>Parent / guardian / carer</b>	<b>Please can you tell us the main reason for the response you have given?</b>  <b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>  <b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>  <b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Extremely Likely		Everyone very helpful & cheery & extremely efficient.		Keep this hospital.		Over 65	White British	
2	Extremely Likely		The efficiency, compassion dedication of staff whilst dealing with my 80yr old mother.		Nothing at all with the restricted resources available.	Female	56-65	White British	
3	Extremely Likely		Personal experience. We have travelled over 20 miles to come today - hate to think we would have to go to Exeter or Plymouth.		No. We are lucky to this department & others can't praise you enough for all your good work.			White British	
4	Extremely Likely		Nurses are very caring and department clean & tidy.		To be kept up-to-date on what's going on quicker.	Male	16-25	White British	
5	Extremely Likely		Reception manager K. was friendly and			Male	36-45	White British	

			professional, service in department was efficient and compassionate. Thank you J.						
6	Extremely Likely		Reception manager K. was lovely - a really nice attitude.			Male	46-55	White British	
7	Extremely Likely		I brought my friend into A&E with a suspected fracture of the wrist. The treatment she received was efficient and prompt. Staff were all lovely!			Female	56-65	White British	
8	Extremely Likely		Quick & efficient.		Better magazines!		Over 65	White British	
9	Extremely Likely		Fast service for children and friendly, helpful staff, nurses and doctors.			Female	36-45	White British	
10	Extremely Likely		Cat bites and staff were extremely friendly and wait time was only short.			Female	56-65	White British	
11	Extremely Likely		All staff very kind, professional & helpful.		None. Expect more staff & equipment.		Over 65	White British	
12	Extremely Likely		Quick & efficient response - much less than the indicated waiting time.			Male	Over 65	White British	
13	Extremely Likely		Waiting time was a little longer than normal but staff were extremely pleasant & helpful.			Male	26-35	White British	

14	Extremely Likely					Male	Under 16	White British	Do not publish
15	Extremely Likely		Staff were friendly and dealt with my issues as soon as practically possible. I did feel that the taps in the ladies in A&E are too large for the sink as they over reach the basin which would cause unnecessary water on the floor & mess.			Female	46-55	White British	
16	Extremely Likely		Always been looked after.			Male	Under 16	White British	
17	Extremely Likely		Amazing service and quick turnaround from first assessment with the triage nurse and then with doctors.		No.	Male	16-25	White British	
18	Likely		Nurses & Dr's are so nice.				Over 65	Other ethnic group	
19	Likely		Waiting time too long. Arrived at 11pm - 3.30am still here. Took in to be seen at 2.45am. Seating very, very uncomfortable for long waiting!		Be made to feel you're not wasting people's time.		56-65	White British	
20	Likely		No choice but to use NDDH as the nearest alternative is 50 miles away! Good treatment given by nice staff.		At triage patient to be told which waiting time category they come into. Door handle on children's waiting area broken!	Female	56-65	White British	
21	Unlikely				Sat in a freezing				

					waiting room over 4 hours!!!				
22	Unlikely		Very cold in waiting room. Waited 5 hrs.		Put missing door back.		56-65	White British	
23	Unlikely		Very slow.		Go faster!	Female	26-35	White British	
24	Unlikely		Some person in reception was miserable & offhand. She gave little or no eye contact & asked questions in a monotone. Under the patients charter she failed to display any care or consideration. She should go on a training course.		Send the grumpy women on a training course.				
25	Extremely Unlikely		I'm 86 years old. Had a nasty fall. When I arrived the waiting room was empty. I waited 2.25hrs to see a doctor. No communication as to why it took so long. A general air of lethargy & malaise pervades the dept.			Female	Over 65	White British	
26	Yes	Parent/Guardian/Carer	Brilliant, caring staff. Came into the hospital on my own with a poorly 2-year old. Made sure I was okay and my son was. Explained what was happening & why.	Staff were caring & conscientious.	Nothing.	Male	Under 6	White British	

**Qualitative Feedback - Dec-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		Excellent, professional response from staff. Efficient service. Clean, convenient environment. Thanks to all the hardworking staff in the NHS.			Female	36-45	White British	
2	Extremely Likely				Keep patients updated.	Male	16-25	White British	
3	Extremely Likely				Keep fully advised of investigations & treatment.		Over 65	White British	
4	Extremely Likely		Very positive and sensitive care provided. Thorough but friendly professional examination carried		Much appreciation of the North Devon A&E provision.	Female	Over 65	White British	

			out.						
5	Extremely Likely		We have been looked after so well. Very grateful.				Over 65		
6	Extremely Likely		Because it's the best. Needs the support of the entire community. Healthcare is expensive and as tax payers we have to pay up.		Get the government to realise that cutting expenditure on the NHS is sheer folly, especially in rural areas like North Devon.	Male	Over 65	White British	
7	Extremely Likely		Lovely team and great help. Thank you very much!						
8	Extremely Likely		The service provided by all the staff NHS trust was exceptional. The ambulance crew from Ilfracombe, L, D & P first class. The nursing staff and Dr S all brilliant. A pleasure to be treated at Barnstaple NHS and special thanks to Mr R.		All good!	Male	Over 65		
9	Extremely Likely		Everyone was very kind and caring - also very thorough. Thank you D.			Female	Over 65	White British	
10	Extremely Likely		Because I strongly believe we need our A&E and the staff here are amazing.		No.	Female	36-45	White British	
11	Extremely Likely		It's calm, efficient & clean.						
12	Extremely Likely		Excellent care. Prompt.			Female	Over 65	White British	

13	Neither Likely nor Unlikely		Waiting time & little advice about this. A blood test after 3hrs from medical assessment doctor. This could have been done by triage nurse in the beginning. Doctors referral but did not seem to accelerate investigation.						
14	Neither Likely nor Unlikely		Not being well informed. Ambulance over an hour so drove in ourselves. Sat in waiting room 3 hours when waiting time was to be 2-3 hours. Was told wound would be cleaned up. 3.5 hours later still waiting.		Tell the patient on what is going on. if you say you are going to clean up a wound do it.	Female	16-25	White British	
15	Unlikely		Triage nurse was excellent. However, the doctor I saw was dismissive, curt and made me feel like I had wasted my time attending A&E.		Doctors to be more responsive to patients and understanding.	Male	36-45		
16	Extremely Unlikely		Waiting time too long. I have been kept waiting until I was the last person in the waiting room. I was given no pain relief during the time I was here.			Female	Over 65	White British	
17	Extremely		The waiting time was		Please organise your	Female	56-65	White	



	Unlikely		ridiculous, especially as I had come from Porlock - an extra hour plus!		timing system. I am still waiting to see a doctor at 2.10am! 2.20am! 2.30am)			British	
18	Extremely Unlikely		Timing! Long wait!		Have been waiting for 4.5 hours! It is now 2.45am - 2.55am 3am. Losing the will to live!!		56-65	White British	
19	Yes	Patient	Very satisfactory. Everyone very polite, helpful not too long to wait - less than 1 hour all in.						
20	Yes	Parent/Guardian/Carer	Incredibly kind, caring staff, dealt with quickly & expertly.			Male	Under 6	White British	