

A&E department - 'Friends and Family Test' (FFT) - Oct-15 to Jan-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: *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.	%	%	%
Oct-15	17	41.2	47.1	11.8
Nov-15	17	47.1	41.2	11.8

Dec-15	82	89.0	9.8	1.2
Jan-16	33	90.9	9.1	0.0

Qualitative Feedback - Oct-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		Department very noisy. Security talking about having flu jab at 3 in the morning where they could see we were trying to sleep. Once we got the ok everything was ok. It		Staff to respect people are trying to sleep and turn off the equipment prompt when making a noise and not let it carry on for so		16-25	White British	No tick

			took nearly an hour to see someone to discharge.		long.				
2	Extremely likely		The lovely treatment and care. Such wonderful staff.				over 65	White British	No tick
3	Extremely likely		Friendly staff. Calm atmosphere. Helpful service.			Male	36-45	White British	No tick
4	Extremely likely		Night receptionist extremely helpful and very approachable and kind. Wish more staff could be like her!!!				26-35	White British	No tick
5	Extremely likely		We received excellent emergency and family care. Thank you.			Female	46-55	White British	No tick
6	Extremely likely		It's free NHS!!!						No tick
7	Extremely likely		Excellent service, lovely staff smiley receptionists.			Female	46-55	White British	No tick
8	Neither likely nor unlikely		On arrival notice states 1-2 hrs. waiting time. Have had to wait far longer than stated to see a Doctor!			Female	46-55	White British	No tick
9	Unlikely		Lack of patient care. Not clear who was calling and where		Call and introduce yourself before	Female	26-35	White British	No tick

			you needed to go as they call from the other side of ward and walk off into a ward, then you don't know where you're meant to be.		you walk off into a room (triage) or bay.				
10	Unlikely		No empathy shown by staff. I have been humiliated and sent home in pain.				over 65	White British	No tick
11	Extremely unlikely		Length of waiting time. Attitude of staff. A&E department - transfer to x-ray extremely unhelpful & rude. Delay of information / no information given regards timeframes, process intent of medication / treatment.			Female	16-25	White British	No tick
12	Extremely unlikely		Because my son has been waiting for over 1-1.5hr to see a doctor. I am disappointed to say the least.		Get more staff.	Male	16-25	White British	No tick
13	Extremely unlikely		Too long.						No tick
14	Extremely		Many reasons - all			Female	over	White	No tick

	unlikely		negative. Nurses little empathy.				65	British	
15	Extremely unlikely		Pre-dialysis patient. Referred as emergency by GP. Because of oedema, should have legs raised but have sat with legs down for nearly 2 hours. This despite having been told by GP that medics were expecting us.			Male	over 65	White British	No tick
16		Maybe I do	Depends if they cure my dental pain!	I saw the nurse quickly.	Have an emergency dentist or an executioner!!	Female		White British	No tick
17		No, I don't	Appalling service - my 2 year old son came in after being in an accident & not being able to walk. 1 hour wait - nothing. Told would take 3 hours - my son was crying in pain. Gives the NHS a VERY bad name.	Awful. Nothing. Rude receptionist.	Everything.	Male	under 6	White British	No tick

Qualitative Feedback - Nov-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		All family and friends together or apart. Thank you.						No tick
2	Extremely likely		Very careful & kindly attention from the doctor. Very thorough. Thank you.			Female	over 65	White British	No tick
3	Extremely likely		Because of the care you receive.			Female	46-55	White British	No tick
4	Extremely likely		Great, friendly care from Irish A&E doctor, nurse & receptionist.			Female	36-45	White British	No tick
5	Extremely likely		All the A&E staff where kind + gentle while I was in the		Yes - give all the staff more money from	Male	56-65	White British	No tick

			department being treated.		your [illegible].				
6	Extremely likely		The treatment was excellent off ambulance staff and hospital staff - could not fault any of it.			Female	over 65	White British	No tick
7	Likely		Prompt attention & excellent care. Seen quickly. All staff very friendly & compassionate.			Male	16-25	White British	No tick
8	Neither likely nor unlikely		Unacceptable delay in seeing a doctor - 3.00pm to midnight!! Only to return by 10.30am following morning (30 mile journey).		More co-ordination needed between staff.	Male	over 65	White British	No tick
9	Unlikely		Being in N. Devon, our choice of A&E departments is limited. Staff should endeavour to update patients of waiting time for treatment. 4hrs is a cop out. It doesn't appear busy here currently, so clearly you don't have many doctors on shift.		Turn the heating on - cold in waiting room. Don't prioritise criminals over law abiding citizens who were made to wait.	Female	16-25	White British	No tick
10	Unlikely		After a total of 22		Staffing &	Male	36-45	White	No tick

			hours for treatment of my son's broken arm over 2 days with nil by mouth recently. I now sit waiting for painkillers. A relatively easy process of administration takes too long.		systems – it's NOT ROCKET SCIENCE!			British	
11	Unlikely		Waiting a long time to been seen to when in serious pain and not given any information on what's going on!						No tick
12	Extremely unlikely		Long wait in pain. In waiting room in night clothes.		Close it down - it is useless.	Female	over 65	White British	No tick
13	Extremely unlikely		Waiting and lack of information freely given. I had to always find people and ask. Staff not very welcoming considering people are here because they don't feel well! Hard, uncomfortable seats. Lack of confidentiality when signing in.		Communicate with the patients waiting. Let people know where they are in the queue! Water should be freely available.		46-55	White British	No tick

14	Extremely unlikely		Waiting time is very silly for the lack of people using the department. I waited for 3 hours before even seeing a doctor.		Get staff motivated as they seem to be walking around doing nothing!!!	Female	16-25	White British	No tick
15	Extremely unlikely		Waiting time.		Employ more staff so that A&E patients are not left waiting hours while 'more important' people are seen to.	Female	16-25	White British	No tick
16	Not entered		No female toilet facility available for 3 hours.		Provide more communication regarding patient waiting time to the individual patient.	Female			No tick
17		Yes, I do	Because your friendly.	The children area.	Shorten the time to wait - get more staff.	Male	9-11	White British	No tick
18		Maybe I do	I waited too long to be seen by a doctor, and it's very cold.	Nothing.	See people quicker.	Male	12-15	White British	No tick

Qualitative Feedback - Dec-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		Efficiency & courteous service.			Male	over 65	White British	No tick
2	Extremely likely		Helpful, keep you informed at all stages of treatment.			Female	over 65	White British	No tick
3	Extremely likely		Because the good.			Female	36-45	White British	No tick
4	Extremely likely		Where else can you go in an emergency! Friendly staff. Cute doctor.		Free beer (comfier seats)	Male	26-35	White British	No tick
5	Extremely likely		5-star treatment. Thank you one and all.			Male	over 65	White British	No tick
6	Extremely likely		Everyone was pleasant & helpful.			Female	46-55	White British	No tick
7	Extremely likely		Good staff.			Female	46-55	White	No tick

								British	
8	Extremely likely		Very pleased with the service which I have been given - first class.			Female	over 65	White British	No tick
9	Extremely likely		Better be safe than sorry. Very helpful.			Female	16-25	White British	No tick
10	Extremely likely					Male	16-25	White British	No tick
11	Extremely likely		I was looked after very well and everything was explained to me about my condition. I am very grateful. Many thanks to all.		Every was perfect.	Male	46-55	White British	No tick
12	Extremely likely		Good treatment.		S. good at taking blood. Lack of communication so long wait as doctor didn't realise I was waiting in A&E.	Female	36-45	White British	No tick
13	Extremely likely		Excellent service.			Female	56-65	White British	No tick
14	Extremely likely		Everyone very nice.			Female	over 65	White British	No tick
15	Extremely likely		Friendly staff. Reasonable waiting time.			Male	under 16	White British	No tick
16	Extremely likely		Very friendly staff.		Yes, you can look up GP on the computer.	Male	36-45	Other ethnic group	No tick

17	Extremely likely		Everybody has been very helpful, relaxed & patient. Thanks & merry Christmas.						No tick
18	Extremely likely		Very quick response time & amazing staff.		You do an awesome job & should be paid more.	Male	46-55	White British	No tick
19	Extremely likely		Extremely kind staff. Very helpful advice as this is not our local hospital.			Female	46-55	White British	No tick
20	Extremely likely		Very helpful staff.			Male	46-55	White British	No tick
21	Extremely likely		Polite, friendly service excellent treatment from Dr K.			Female	56-65	White British	No tick
22	Extremely likely		Kind staff and professional assessment. Quick service.		None.	Female	46-55	White British	No tick
23	Extremely likely		Everyone is very helpful & kind.						No tick
24	Extremely likely		Very professional service.						No tick
25	Extremely likely		Seen very quickly.			Male	over 65	White British	No tick
26	Extremely likely		Seen very quickly!		None!	Female	26-35	White British	No tick
27	Extremely likely		Helpful & friendly staff - excellent treatment.			Female	46-55	White British	No tick
28	Extremely likely		Very caring &		Not really.	Female	56-65	White	No tick

			attentive. Very kind & efficient - made you feel at ease.					British	
29	Extremely likely		Very efficient + helpful.			Female	26-35	White British	No tick
30	Extremely likely		All staff very helpful & make you feel at ease.			Female	26-35	White British	No tick
31	Extremely likely					Female	46-55	White British	No tick
32	Extremely likely		Quick & efficient. Helpful.			Male	56-65	White British	No tick
33	Extremely likely		Staff were very efficient, even though department was busy.			Male	46-55	White British	No tick
34	Extremely likely					Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
35	Extremely likely		I was very impressed with the kindness & thoroughness of the doctor who saw me – J. Thank you!		I think the NHS should look at the Swedish system for managing drunks - it keeps them away from A&E unless their condition requires hospital	Female	56-65	White British	No tick

					admission.				
36	Extremely likely		Everyone that dealt with me was pleasant, kind & helpful.			Male	56-65	White British	No tick
37	Extremely likely		Very good care and support.			Female	26-35	White British	No tick
38	Extremely likely		Because my husband has received such excellent care and attention both times that he has been admitted. This has been much appreciated. The speed of response has been excellent.		None.	Female	over 65	White British	No tick
39	Extremely likely					Male	46-55	White British	No tick
40	Extremely likely		Friendly, patient and expert help.			Female	over 65	White British	No tick
41	Extremely likely		Very busy, but good attention.						No tick
42	Extremely likely		Visited 3 day after a puncture [illegible] in my foot and swelling with increased pain last night. Concerned as to this as consequence of [illegible]. Measured and given antibiotics and peace of mind.		None - excellent service.	Male	over 65	White British	No tick

43	Extremely likely		Very helpful, polite and quick service.			Female	36-45	White British	No tick
44	Extremely likely		Swift care + response + very caring.			Female	over 65	White British	No tick
45	Extremely likely		Prompt treatment from friendly staff. An excellent experience.		None.	Male	56-65	White British	No tick
46	Extremely likely		Nil comment.		N/A.	Male	over 65	White British	No tick
47	Extremely likely					Female	under 16	White British	No tick
48	Extremely likely					Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
49	Extremely likely		Everyone was extremely kind and helpful and I was looked after really well. Thank you.			Male	over 65	White British	No tick
50	Extremely likely		Very kind and professional care. Could not be faulted.			Female	over 65	White British	No tick
51	Likely		It took 4hours for completion of my husband's treatment. Once we saw the nurse practitioner all treatment was very		Seeing the triage nurse took quite a long time and there did not seem to be a correlation	Female	46-55	White British	No tick

			thorough and courteous. Please can you ask staff not to ignore the person with the patient when in consultation.		between registering and being seen in order i.e. some patients went before us?				
52	Likely		Because the lady at reception was lovely.		No.	Female	26-35	White British	No tick
53	Likely					Male	46-55	White British	No tick
54	Likely		Nurses and doctors were great.		Receptionist was awful - and was equally bad on 2 previous visits. She needs training in basic social skills.	Female	36-45	White British	No tick
55	Likely		Very friendly staff.			Male	46-55	White British	No tick
56	Likely					Female	36-45	White British	No tick
57	Likely		Good service by Doctor S.J. Very thorough. Waiting time a problem.			Male	over 65	White British	No tick
58	Likely		Excellent, informative of information.				46-55	White British	No tick
59	Likely					Male	16-25	White British	I DO NOT wish my anonymised comments to

									be made public
60	Likely		Staff very friendly & helpful. Good medical attention. Our son appreciated the toys! The doctor needed updating on recent meds - not aware of this at first.			Male	46-55	White British	No tick
61	Unlikely		We had to wait 3.5hrs to be seen and this happens all the time - not just the first time.				56-65	White British	No tick
62	Extremely unlikely		Waiting time unacceptable. Should have nurse allocated just for minor injuries rather than just major.		Shorten waiting time - maybe just have nurse allocated for minor to shorten waiting time.	Female	36-45	White British	No tick
63	Extremely unlikely		Waiting time not adhered to. Extremely long wait in pain - over the 4 hours shown in the screen.			Female	over 65	White British	No tick
64	Extremely unlikely		We arrived at A&E at 10.30 & there were only 4 people waiting. We gave the patients details & sat			Female	46-55	White British	No tick

			down. We waited for 1.5hrs & after we asked how long it should be we were told that the patient information hadn't been forwarded to the relevant department. We have now been here for over 3 hours & it's Xmas eve and there's still very few people in the waiting room.						
65	Extremely unlikely		Lack of information. Over 3 hours waiting in empty waiting room. No water available. Waiting room uncomfortable and very hot. Visitor from other area made to wait excessively long time!		Keep patients and friends / family better informed. Supply drinking water.	Female	36-45	White British	No tick
66	Extremely unlikely		Waiting to see crisis team.		Get them to come to A&E within 4hrs of arriving that would help.	Male	46-55	White British	No tick
67	Extremely unlikely		On the board it says there is a waiting time notification on			Male	46-55	White British	No tick

			TV. No there isn't. Been here over two hours - still waiting.						
68		Yes, I do	Because they are good.		Don't send us to A&E at 9pm when I'm about to go to bed.	Female	under 16	Other ethnic group	No tick
69		Yes, I do	Everyone was kind. We didn't wait too long. Nice coffee. BBC news subtitles, quiet but interesting.		Healthy vending machine snacks. No fizzy drinks.	Female	under 6	White British	No tick
70		Yes, I do	Excellent treatment for my son during our visit.	Quick, efficient, very approachable, professional staff.		Male	under 6	White British	No tick
71		Yes, I do	Staff very caring & reassuring.		Nothing.	Female		White British	No tick
72		Yes, I do	I was dealt with and seen quickly and the nurse was very friendly towards me & my son.	How quickly my son was seen.		Male	under 6	White British	No tick
73		Yes, I do	My daughter & I were here for 2hrs 20mins so the fastest visit we have ever had.	Staff very friendly.		Female	12-15	White British	No tick
74		Yes, I do	Because they're helped me, so they can help you.	Being fixed.	Nothing - you did well.	Female	9-11	White British	No tick
75		Yes, I do	Nice and friendly the staff.	The staff are nice.	Shorter waiting time.	Male	12-15	White British	No tick

76		Yes, I do	Arrived Christmas eve late pm. Although my son not registered on the system, this was no trouble at all. The receptionist was very welcoming and the triage nurse treated my son as a person and not as a number.	The night staff, were more than welcoming, the staff we saw are a credit to the NHS. Many thanks.	Nothing.	Male	9-11	White British	No tick
77		Yes, I do	Very friendly, approachable staff.			Male	9-11	White British	No tick
78		Yes, I do	We were seen to very quickly and everyone was extremely friendly.	The staff were amazing.	Nothing.	Male	under 6	White British	No tick
79		Yes, I do				Female	12-15	White British	No tick
80		Yes, I do	Because they were all really nice and I didn't have to wait too long.	Nice people.	Given me a sticker.	Male	12-15	White British	No tick
81		Maybe I do		Nothing.		Female		White British	No tick
82		No, I don't	Boring but nurses were nice and helped me.	People were nice.	Quicker.	Female	6-8	White British	No tick

Qualitative Feedback - Jan-16

(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		Very good atmosphere. Very friendly staff.				over 65	White British	No tick
2	Extremely likely		Very helpful and polite, great service.		No.	Female	36-45	White British	No tick
3	Extremely likely		Service was excellent. We did have to wait a long time but only because of emergencies worse than my daughter.		No. Nurse attended to us was A1, kept us updated and informed of everything - called A.	Female	16-25	White British	No tick
4	Extremely likely		The staff were very caring and catered to my every need.		Bigger cups for the tea.		46-55	White British	No tick
5	Extremely likely		Great receptionists!!! K.			Male	26-35	White British	No tick

			was brilliant and helpful.						
6	Extremely likely		Nurse S. was so helpful and put my family at ease. Very professional.		Only make hospital bigger and re-open all community places you have closed.	Female	46-55	White British	No tick
7	Extremely likely		Excellent, kind and efficient service from all staff.		No, you have been great! I do hope that positive comments pass to staff.	Female	46-55	White British	No tick
8	Extremely likely		All staff extremely helpful, friendly + compassionate.						No tick
9	Extremely likely		Great staff and very helpful.		N/A.	Male	16-25	White British	No tick
10	Extremely likely		Very friendly + caring staff - very positive experience from reception, triage nurse, doctor + x-ray. Very thorough clinical assessment + clear information given throughout. Special credit to Dr D.M. - he was brilliant!			Female	56-65	White British	No tick
11	Extremely likely		Superfast, efficient friendly service. Dr			Female	36-45	White British	No tick

			M. an absolute star! Give him a medal! Thank you!						
12	Extremely likely		Friendly, clean, fairly quick.		Not sure about name being shouted out.	Female	46-55	White British	No tick
13	Extremely likely		Helpful service.			Female	56-65	White British	No tick
14	Extremely likely		Today + past experiences have always been very caring and helpful. It's a great service.		Possibly an 'estimated waiting time sign' (difficult I know!)	Male	26-35	White British	No tick
15	Extremely likely					Female	56-65	White British	No tick
16	Extremely likely		Please note that after calling several taxies the staff at front desk sorted it out for us. With very big thanks. 24/1/16 5.38am.			Female	36-45	White British	No tick
17	Extremely likely		I was seen as soon as I arrived and had treatment within 45 minutes and was dealt with very professionally.			Male	46-55	White British	No tick
18	Extremely likely		The doctor has been wonderful and given all information needed.		Keep helpful doctors.	Male	36-45	White British	No tick
19	Extremely likely		Because K., the			Female	56-65	White	No tick

			receptionist was outstanding and a credit to the department.					British	
20	Extremely likely		Wonderful treatment. Kind, caring staff.			Male	over 65	White British	No tick
21	Likely		Because it is the nearest.			Female	over 65	White British	No tick
22	Likely					Male	26-35	White British	No tick
23	Likely		Very nice friendly informative staff. However....		We had two visits this weekend. Because surgery was done on a Friday so no access to a GP on a Sunday. Also, with surgery an overnight stay as standard would have prevented us needing an ambulance & taking up A&E time! Surgery would be better Monday to Thursday only!	Male	56-65	White British	No tick
24	Likely		All the staff were			Female	over	White	No tick

			kind and professional.				65	British	
25	Likely		Very helpful and very good at listening.			Female	16-25	White British	No tick
26	Unlikely		I know you are busy but a 5-hour wait with a suspected p.e. is too long. (especially with 1 set of obs.). Also the information screen writing is far too small to read from 2nd row on and it is very out of date info. The water is £1.50 per bottle.		The chairs are the most uncomfortable I have ever sat on. You slide off and waiting on them is very difficult especially as my husband had a prostatectomy and has cancer.	Male	56-65	White British	No tick
27	Unlikely		The time I experienced was 5hrs before I was seen. Then had to wait for blood tests and a bed. I am sure these circumstances did not warrant these long waits!! I was also in the car park for up for up to now 6hrs!! So was worried about fee that had to be paid. This did not help my illness.		More beds - more doctors - no parking fee for patients waiting to be seen.	Female	46-55	White British	No tick

28	Extremely unlikely		The wait - 3hrs +. Uncomfortable chairs. Not knowing how long you have to wait. So called 'emergencies' not being dealt with.		I think you need to expand the department & employ more staff so that people can be seen more promptly.	Female	over 65	White British	No tick
29		Yes, I do	It has got 3G and 2 vending machines.	There was fast service.		Female	12-15	Other ethnic group	No tick
30		Yes, I do	Always prompt + professional care, very thorough & friendly.						No tick
31		Yes, I do	The support is always here and I feel confident that this is a professional and caring service.	The support and aftercare knowledge to look after my son.	Just a rough idea of waiting times. (Difficult I know).	Male	under 6	White British	No tick
32		Yes, I do	The staff are kind and nice and will help you if you need anything.	The doctors were kind and clear. I liked Dr D.! P.S. He was very kind!	The wait could have been quicker.	Male	9-11	White British	No tick
33		Yes, I do	My daughter was looked after promptly and in a friendly way. Many thanks.	Friendly & promptly.	Nothing could be improved on.	Female	12-15	White British	No tick