

A&E department - 'Friends and Family Test' (FFT) - Sep-16 to Oct-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.	%	%	%
Sep-16	18	77.8	11.1	11.1
Oct-16	76	73.7	23.7	2.6

Qualitative Feedback - Sep-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		Extremely good care.			Male	over 65	White British	
2	Extremely likely		GP surgery not available Thursday afternoon. Needed urgent attention, unsure if Bideford open. So glad Barnstaple available. If it goes to Exeter will have an extreme effect on results. Fear life and death emergencies will suffer. Drs & nurses very calm, professional and when talking to you		Thankfully did not have to wait long before being seen, but would be good to have timescale to be able to inform other family members.		56-65	White British	

			had time to explain properly.						
3	Extremely likely								
4	Extremely likely		Friendly, very accurate advice and I can only compliment the staff on my treatment.		No.	Male	over 65	White British	
5	Extremely likely		GR8 team. 100% the best!		Less waiting hrs? More staff in 2 help else public help them?	Male	26-35	White British	
6	Extremely likely		So nice to see a friendly, kind face in reception (K.)				over 65		
7	Extremely likely		Efficient, prompt & friendly attention from all staff - paramedics, doctor, nurse & radiographers. Well done! Long may this department & hospital remain open to help the residents of North Devon.				over 65	White British	
8	Extremely likely		K. the receptionist was extremely helpful, kind & understanding.		Employ more like K.		26-35	White British	
9	Extremely likely		Professional attention with a caring attitude.			Female	56-65	White British	

			Efficient too.						
10	Extremely likely		Very good care. Informative & followed through, with follow up care. The only thing when triaged not x-rayed (as triage nurse unable to x-ray) then when seen by Dr x-ray requested had to wait another hour to be x-rayed & reviewed to have some treatment plan.		Triage nurse to x-ray to reduce waiting time. As would of been seen with all information needed for Dr to examine.	Female	46-55	White British	
11	Extremely likely		As 'out of area' patient I could not have received better attention and treatment.		I believe I could not have received better treatment & consideration - enough said!	Female	over 65	White British	
12	Extremely likely		The paramedic & hospital staff were all very kind & friendly. Even though I had to wait some time before the catheter was operative the doctors were trying their best to keep me comfortable.		Keep a Q day trip multipurpose catheter in A&E. Install a water fountain in A&E reception.	Male	over 65	White British	
13	Extremely likely		Either myself or one		None.	Female	36-45	White	

			of my family have been unfortunate enough to have to go to A&E several times over the last few years, we cannot fault the department in anyway. The staff are all amazing, are always working so hard and care very much and we can't thank them enough for such outstanding care.					British	
14	Likely		Consultant and medical staff were excellent but the receptionist was very abrupt and quite rude.		Send your receptionist on a customer care course!	Female	26-35	White British	
15	Extremely unlikely		5 hours wait!		Let people know how long the wait is, 5 hours is ridiculous.	Female	26-35	White British	
16	Extremely unlikely		Take too long to be seen.		Get more staff.	Male	26-35	White British	
17	Don't know					Female	16-25	White British	Do not publish
18	Maybe I do	Parent / guardian/carer	Long wait (understandable as I know how stretched the NHS is but)		A bit cleaner, more acknowledgement of being here and surprised that	Male	under 6	White British	

			waiting for a nurse to take us to a ward for a very long time. There was someone's matted hair on a gown in our bay & a sandwich carton from previous person I presume.		there was matted hair on gown or bed - not acceptable.				
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Qualitative Feedback - Oct-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		Friendly, competent, kindness from all, including clear advice from doctor.		We were in in the evening and no food available for visitors.	Female	Over 65	White British	
2	Extremely Likely		I was treated promptly and			Female	46-55	White British	

			efficiently with dignity and respect. The staff were very caring and professional.						
3	Extremely Likely		I have a heart condition and regularly need to be cardio vetted. Everytime I attend A&E the care is exceptional. The nurses and doctors are outstanding, compassionate and listen to me. Communication between staff and towards patient is great. I truly value NDDH A&E.		None. Keep doing what you're doing.	Female	26-35	White British	
4	Extremely Likely		The staff were considerate, professional and very understanding. Calm and direct.		No. They were perfect. We are extremely lucky to have the NHS.	Male	56-65	Other ethnic group	
5	Extremely Likely		You were very efficient & the staff were very kind & the waiting time was shorter than we expected. Thank you!			Female	Over 65	White British	

6	Extremely Likely		Excellent care for my son. Quick & efficient.						
7	Extremely Likely		Staff friendly, v. professional. A&E department very clean.		None.	Male	16-25	White British	
8	Extremely Likely		Excellent caring staff. Unfortunately, there is sometimes a delay but this is understandable and acceptable. Too many people are prepared to knock the NHS and this is such a shame. Thanks to the team for your kindness and professionalism.				56-65	White British	
9	Extremely Likely		Quick, efficient reaction to the injury - deep cut above left eye.		The procedure works well in an ordered fashion. No obvious improvements to recommend.	Male	Over 65	White British	
10	Extremely Likely		Reception was excellent.		No.	Male	26-35	White British	
11	Extremely Likely		The process was very quick, thankfully. The staff were friendly too.			Male	26-35	White British	
12	Extremely Likely					Male	Over	Mixed /	Do not publish

							65	Multiple ethnic groups	
13	Extremely Likely		Staff are very friendly and very helpful.			Female	26-35	White British	
14	Extremely Likely		Friendly and efficient service. Positive approach from the doctor and nurses. Nice, calm atmosphere too. We are both hard of hearing, so were relieved that the staff on duty knew how to speak clearly and not too loudly! So many nurses & doctors are difficult to hear.			Female	Over 65	White British	
15	Extremely Likely		Everyone did their utmost to help.				Over 65	White British	
16	Extremely Likely		Very attentive, brilliant.				56-65	White British	
17	Extremely Likely		All staff excellent - caring, supportive & helpful. Our son was well looked after and we were kept informed throughout.		There is always a wait - we totally understand this cannot be helped but some indication of time may be useful for some (not an issue	Female	46-55	White British	

					for us).				
18	Extremely Likely		The excellent treatment and service with care from all staff at A&E dept. Nothing was too much trouble. A great team. Do not close this dept.		Increase staff in this dept. Doctors, nurses and support staff. Especially with increase to this area of people. Never think of closing this great dept.		Over 65	White British	
19	Extremely Likely		Timely, professional response and referred quickly & appropriately cared for by M., S. and surgical senior house officer. Couldn't have asked for more, a very caring, necessary service. Thank you.						
20	Extremely Likely		Amazing treatment on a head injury. Everyone so helpful & caring.		I have had amazing treatment today which, as far as I am concerned, needs no improvements.	Female	56-65	White British	
21	Extremely Likely		From my first contact with L. on the 111 helpline to the ambulance man R. to the nursing staff in A&E were all		None.	Female	36-45	White British	

			extremely professional, giving help, support, advice. I felt was cared for. All relevant tests taken, results given as soon as they come in. Extremely busy A&E dealing with a large variety of incidents. Excellent service.						
22	Extremely Likely					Male	26-35	Other ethnic group	
23	Extremely Likely		Friendly, efficient.			Male	56-65	White British	
24	Extremely Likely		I received excellent treatment from A. and Doctor A.						
25	Extremely Likely		Good, friendly attention throughout from the ambulance crew, the nurses, the x-ray departments, the doctors and the pathfinder team.						
26	Extremely Likely		Treated promptly & given pain relief quickly.		As far as I'm concerned, everything is good.	Female	46-55	White British	
27	Extremely Likely		First class in every way.			Male	Over 65	White British	
28	Extremely Likely		Staff have very		Keep our		Over	White	

			friendly & professional approach. I feel safe in their hands & I appreciate the prompt attention & ease with which we can access urgent help quickly. This has been life-saving on more than 1 occasion in the past!		ambulance service in North Devon.		65	British	
29	Extremely Likely		Amazing service as usual.		Never change.	Male		White British	
30	Extremely Likely		So near, i.e. 15mins drive, for expert attention & advice.			Female	Over 65	White British	
31	Extremely Likely		Because after being assessed we were treated fairly quickly and every effort was made to keep us updated on further treatment required.			Female	26-35	White British	
32	Extremely Likely		Quick, efficient service, friendly and helpful. Thank you all very muchly.		No.	Female	46-55	White British	
33	Extremely Likely		I was seen by triage nurse almost immediately and within 5 minutes I saw a doctor.		No.	Female	Over 65	White British	

			Excellent service.						
34	Extremely Likely		Excellent care and attention from every member of staff.		None to add to excellent care.	Female	Over 65	White British	
35	Extremely Likely		I came in with a head injury that had initially been patched up at Stratton MIU. In both units I was received with calm, cheerful, prompt, thorough and efficient treatment and advice & reassurance. Thank you so much.		No.	Female	56-65	White British	
36	Extremely Likely		Fantastic & invaluable. Felt very important and taken seriously.		Nil.	Male	36-45	White British	
37	Extremely Likely		Staff very kind and helpful.			Male	Over 65	White British	
38	Extremely Likely		Wonderful treatment at Barnstaple A&E.			Female	Over 65	White British	
39	Extremely Likely		Very efficient & friendly.		None.	Male	Over 65	White British	
40	Extremely Likely		Things were explained clearly to me. I was able to ask about anything that I was unsure of. Had a			Female	56-65	White British	

			really nice nurse S. looking after me.						
41	Extremely Likely		My friend was brought in to A&E after a fall at Bude. She was treated by ambulance team at the scene (very painful & hip). On arrival at A&E Barnstaple she says she cannot fault the care & treatment she received. I was also impressed with how she is being treated.			Male	Over 65	White British	
42	Extremely Likely		All the staff are so helpful and a lovely relaxed work place. Many thanks to Dr P. for his patience and time explaining.			Female	Over 65	White British	
43	Extremely Likely		Dr A. A&E was fantastic & so thorough & helpful. As were all the staff.			Female	Over 65	White British	
44	Likely		Reception & staff are very helpful.						
45	Likely		Very helpful staff and the care.			Female	Over 65	Mixed / Multiple ethnic groups	
46	Neither Likely		Problems with heart.		Please keep	Female	46-55	White	

	nor Unlikely		Third visit in 2 months.		relatives what is happening, let people know why you are waiting so long, not just a stripe along the bottom of the television screen.			British	
47	Unlikely		Long wait!		Speed up!			White British	
48	Unlikely		Waiting times can be very long. Waiting time displayed on TV at odds with actual time spent waiting e.g. displayed time 2-3 hours - actual time spent waiting 6-7. Bad attitude of some staff.		Difficult question that, especially with the uncertainty of the future of NDDH and concerns over A&E.		Over 65	White British	
49	Unlikely		We came to A&E last night & were sent off after 4 hours and now here we are again waiting for another 3 hours. 7 hours in total and my boyfriend could have a serious concussion.		I get you're understaffed but rushing through people isn't the answer!	Female	16-25	White British	
50	Unlikely		Waiting times are something else. More staff doing stuff. It's a shame		More staff!!!!	Female	46-55	White British	

			that there is not a choice - it's here or die.						
51	Unlikely		Long waiting times.			Male	46-55	White British	
52	Unlikely		Waiting time to be seen has been over 4 hours.		Reduce waiting time. Staff at reception can be more helpful.	Female	36-45	White British	
53	Unlikely		It there was an alternative A and E dept. I would probably recommend friends / family to try it!		It was extremely clear that staff - receptionists & triage nurse were tired and stressed. This reflected in the manner, patients were spoken to.	Female	46-55	White British	
54	Unlikely		Nice staff who treated me for my bowel condition and urine infection, but I was not happy with the threatening attitude of one staff nurse.			Female	46-55	White British	
55	Extremely Unlikely		Ridiculously long wait to see a doctor. Also nowhere to get food from after the rubbish expensive cafe closes. Hungry patients are not		Food available that's not vending machine rubbish. Have more doctors - decent ones!	Female	16-25	White British	

			going to make life easier.						
56	Extremely Unlikely		Pain relief withheld.		Recent press and media coverage of problems at NDDH unfair. We need the A&E in North Devon.	Female	Over 65	White British	
57	Extremely Unlikely		I waited 2.5 hours for pain relief. Over the estimated waiting of 4 hours.		NDDH in enough trouble as it is. I don't believe A&E should be closed but it certainly should be reviewed and improved.	Female	Over 65	White British	
58	Extremely Unlikely		Uncomfortable seating. No indication of waiting time. Cigarette smoke wafting through the door.			Female	Under 16		
59	Extremely Unlikely		Feel like a piece of dirt on someone's shoe.			Female	Over 65		
60	Extremely Unlikely		We arrived at 2:30pm. Had seen the triage nurse by 3pm. Come 7pm, we was still waiting for blood results. No-one kept us updated with progress, was just left in the		More staff!	Male	26-35	White British	

			waiting room for over 5 hours.						
61	Extremely Unlikely		Mannerism of staff towards mental health in A&E. Waiting times. No information. Cleanliness - vomit being cleaned wrong.		More staff. Training. More information.	Female	16-25	White British	
62	Extremely Unlikely		Long waits. Staff can be rude and demonstrate lack of empathy. Receptionists are probably the kindest people of A&E staff but they are not medical (pity).		Try not to attend your A&E department, it will do you no great service.		Over 65	White British	
63	Not entered		We were given no waiting time updates. We were told that there were only two people before us - which was clearly not correct. We have waited 3 hours & still not been seen. Many more than two people have been seen (not including ambulance patients). Honesty works. We		We would appreciate more information re: waiting times.		Over 65	White British	

			would have organised home life differently if we had been given an honest answer to the likely waiting time.						
64	Not entered		As this is the only A&E for many miles, the above question makes no sense. There is no actual realistic alternative.		Please provide proper food in the vending machines. Sugar and starch are not suitable, adequate or palatable for six hour waits.		56-65	White British	
65	Not entered		What a ludicrous question!! You are legitimising A&E usage akin to going to Tesco or Asda!! Maybe a re-education on what is the role of an A&E!! Accident & emergencies!! Not an alternative GP service.		Educating the general public on the correct usage of an A&E - not for something a chemists shop cannot provide.	Female	56-65	White British	
66	Yes		The paramedic and stay at hospital were very kind, fantastic service for my 6 year old who bumped his head at school.		No.	Male	6-8	White British	
67	Yes		'It is very good here			Male	6-8	White	

			at looking after you' (7-year old). Excellent care. Thank you again! Mum.					British	
68	Yes	Patient	Don't keep you waiting long.			Male	6-8	White British	
69	Yes	Parent/ guardian/carers	The service we received could not have been better: friendly, attentive, clinically very thorough. Thank you!		Could not have asked for more.				
70	Yes	Patient	I found all the staff were really kind and helpful. I feel so much better and I'm thankful for the treatment and those who gave it to me.	See in previous box!	Nothing.	Female	9-11	White British	
71	Yes	Parent/ guardian/carers				Male	6-8	White British	Do not publish
72	Yes	Patient	Because the nurses are really kind and helpful. They take good care of you too. Very clean. Tidy. The TV was a good distraction.	The doctor / nurses were very kind and helpful.	Faster times but really isn't a complaint.	Female	9-11	White British	
73	Yes	Parent/ guardian/carers	Great care - seen quick and sorted out just as quickly.						
74	Yes	Parent/	Receptionist efficient			Female		White	

		guardian/carer	& helpful & friendly obs. done quickly.					British	
75	Yes	Parent/guardian/carer				Male	Under 6	White British	Do not publish
76	Yes	Patient	Because this place is good. I thought the staff were friendly.	Staff made me better.	Shorter waiting times.	Female	6-8	White British	
77	Maybe	Parent/guardian/carer	Because off the long waiting and not being kept informed with what is going on.	Not a lot today.	Kept us informed with what was happening, and why the long wait. 3/6 hours is to long put some better to watch on the TV.	Female		White British	
78	No		To long a wait! Rubbish with pain relief and this was for a 11 year old child! Lived here all my life and it's getting worse!!! Not happy.		Get more staff.	Female	9-11	White British	
79	No	Patient	Dept. I was just seen by Dr. wearing green scrub, very rude and I walked. Then I thought yes it's excellent.						
80	Not entered	Parent/guardian/carer	4 Hours to see the triage nurse. Tired and stressed staff. Patients vomit being cleaned from the	After making triage nurse aware of the recording, this was dealt with	Some form of a waiting time via a list of where your placed, (a number order maybe) some	Female			

			<p>floor using a blanket by the triage nurse. No focus on informing waiting patients on estimated time they would be seen. When enquired, the responses from the receptionists were very abrupt. No facility for mental health patient who was recorded and laughed at. No presence of duty of care.</p>	<p>appropriately.</p>	<p>form of indication for waiting patients. It is very concerning after 5 hours how much longer you are going to wait.</p>				
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