

A&E department - Friends and Family Test - Sep-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?*

Easy read FFT card question: *Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, Don't know.*

Children and young person's FFT card question: *Would you tell your friends that this is a good A&E department to come to? Response options: Yes, Maybe, No, Don't know.*

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.	%	%	%
Sep-17	34	58.8	20.6	20.6

	Friends and Family Test response	Children and young person's FFT card completed by: Patient or Parent / guardian / carer Easy read FFT card completed by: Patient or Family member / Carer)	Reason given for the Friends and Family Test response	Children and young person's FFT card What do you think was good about your visit?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	Extremely Likely		Caring, efficient staff. You're all a credit to your profession.		Long waiting time but you do your best. Your care really shows	Female	36-45	White British	
2	Extremely Likely		Excellent care and service. Wonderful level of care and support offered to my relative.		The level of care given tonight could not have been bettered.	Female	56-65	White British	
3	Extremely Likely		Brilliant staff. Thank you.		No.	Male	Over 65	White British	
4	Extremely Likely				More comfortable seat.	Male	56-65	White British	
5	Extremely Likely		Very friendly positive and clear speaking staff. In at 7.20am - out 9.25am. Very clean and thank you.		None at all! Great job.	Female	46-55	White British	
6	Extremely Likely		Ambulance crew / nurses & doctors have treated my nan [name withheld] with kindness / cared for her,		More staff & of the same calibre.	Female	46-55	White British	

			reassured her, helped keep her dignity & have been lovely & also professional. Have talked to her as a human being & involved her in her care. Even though her short term memory is a bit random they were patient.						
7	Extremely Likely		Cannot fault the service and medical treatment at NDH.			Female	Over 65	White British	
8	Extremely Likely		Everyone was very kind, understanding & efficient. I was kept well informed of proceedings & problems explained well by practitioner [name withheld].			Female	Over 65	White British	
9	Extremely Likely		Was dealt with really quickly. Very friendly, knowledgeable staff. And, it's free.			Male	36-45	Mixed / Multiple ethnic groups	
10	Extremely Likely		I was treated in a very thorough and courteous manner and helped to feel at ease both by ambulance and hospital staff. [Name withheld].		No.	Male	Over 65	White British	
11	Extremely Likely		Fabulous, efficient service - effective customer service skills - thanks for such quality attention to detail.		No - excellent in challenging circumstances.	Female	46-55	White British	
12	Extremely Likely					Male	26-35	White British	

13	Extremely Likely		I dislocated my shoulder. All staff were so very kind & helpful - couldn't imagine getting better treatment!		N/A.	Female	56-65	White British	
14	Extremely Likely		Staff very friendly and helpful they cannot do enough for you.		No, can't because you run a very good hospital. Keep the good work up.	Male	46-55	White British	
15	Extremely Likely		All staff friendly & welcoming. At each stage, I was told what was being done & why. My questions were answered. Staff encouraging & supportive throughout procedures. From falling to arriving home in plaster 4 hours! Amazing.			Female	Over 65	White British	
16	Extremely Likely		Everyone I encountered was polite, professional, calm and appeared to be working efficiently and kept me updated at every stage - great communication throughout.		I noticed an elderly person with a walking stick having to stand for a few minutes at the booking in desk and thought she could have done with a chair / somewhere to sit. Also, counter is too high for person in wheelchair.	Male	56-65	Other ethnic group	
17	Likely					Female	26-35	White British	
18	Likely					Male	56-65	White British	
19	Likely		Car crash.		Free water.	Female	16-25	White	

								British	
20	Likely					Male	46-55	White British	
21	Neither Likely nor Unlikely		I have been here for 3 hrs and so far seen staff not using gloves or using ones they opened doors with, then putting new gloves over dirty ones. Also, a doctor picking eye bogies - talk about hygiene. Ridiculous.		Wash your hands and use clean gloves - training.	Female	36-45	Other ethnic group	
22	Neither Likely nor Unlikely					Female	Under 16	White British	
23	Neither Likely nor Unlikely					Female	16-25	White British	
24	Neither Likely nor Unlikely					Male	Over 65	White British	
25	Neither Likely nor Unlikely		My son has severe learning difficulties and is self-harming and still waiting.		Maybe skip A&E process for those with severe learning disabilities, especially children.	Male	Under 16	White British	
26	Neither Likely nor Unlikely		Long time to wait.		Improve the waiting area.	Female	Over 65	White British	
27	Neither Likely nor Unlikely		I had a 5 hours wait but because I was waiting for MAU. The waiting was quite ok except for the seating - 4 hours on wooden seats is not good. After that we moved to the airy soft ones!!		The staff were excellent, polite, helpful & friendly. I enjoyed watching TV with subtitles as I couldn't concentrate to read. Cushioned seats are a must!	Female	Over 65	White British	
28	Unlikely		Waiting time is disgusting.		Look at other systems. A third world hospital	Female	36-45	Other ethnic	

					gave a hundred per cent better and faster service.			group	
29	Unlikely		Very slow.		Speed up/more staff.	Male	26-35	White British	
30	Extremely Unlikely		No treatment [illegible].		Treat patients and don't be rude to them.	Female	46-55	White British	
31	Extremely Unlikely		Too long waiting.		Speed up, speed up, employ more staff.	Male	26-35	White British	
32	Extremely Unlikely		I was left waiting for a mental health assessment for 8 hrs.		Get some staff.	Male	36-45	White British	
33	Extremely Unlikely		Bad staff.			Male	26-35	White British	
34	Extremely Unlikely		A 4hr wait is unacceptable when only 5 other people waiting, no communication from anyone, understaffed, no hot drinks in the waiting area on a cold night between 1am and 5.30am, drinks machines not working in main hospital either. Seating very inadequate and extremely uncomfortable for everyone sat waiting. Whole department very cold as all windows open.		They would only fall on deaf ears as this would not have been the first time similar complaints had been raised.	Male	36-45	White British	
35	<i>Not entered</i>		Very professional.			Female	Under 16	White British	