

Medical Assessment Unit - Friends and Family Test - Apr-17

We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

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:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

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.	%	%	%
Apr-17	13	100.0	0.0	0.0

Qualitative feedback - Apr-17

	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely Likely	The staff are always so kind and welcoming. Nothing is too much trouble for them. Excellent care.	I cannot honestly think of one thing. The staff are amazing, such hardworking people.	Female	over 65	White British	
2	Extremely Likely	Everyone I have met has been so kind and helpful.	No problem whatsoever. Everything has been of a very high standard. All deserve a medal in my opinion.	Female	Prefer not to say	White British	
3	Extremely Likely	Third time on this ward. Always had absolutely wonderful care. Nothing is too much trouble for the staff.	To be honest. I cannot think of one thing. Care, cleanliness, food are all more than acceptable. Thank you.	Male	over 65	White British	
4	Extremely Likely	So well organised with wonderful hardworking staff. The ward is so clean, housekeeping always a smile. C. and D. do a wonderful job. The doctors and nurses are amazing.	I don't think so. Everything seems good to me. All so professional. I admire the way they take insults off some patients - I don't think I could.	Female	26-35	White British	
5	Extremely Likely	Through A&E, straight onto the MAU ward. I am highly delighted with my care. The doctors, nurses and Sodexo staff are all working so hard.	No way - well not in my opinion anyway. A lovely new ward, far better than the old MAU. Better for patients and the staff. I am delighted with the way the ward is run - very professional people.	Female	over 65	White British	
6	Extremely Likely	Truly amazing quality of the staff. All the staff that is. That says it all.	None that I can think of. Absolutely first class care and treatment.	Female	over 65	White British	
7	Extremely Likely	The staff here are truly	Nothing, absolutely nothing	Male	Under 16	White British	

		incredible, so professional, so welcoming and kind.	that I can think of. As visitors to the area, we have been treated with so much genuine kindness. A huge thank you to everyone.				
8	Extremely Likely	All of the hospital staff were exceptional and very friendly. I was given a thorough check and had things explained to me on many occasions.		Female	46-55	White British	
9	Extremely Likely	All staff very good at their job. Thank you.		Male	46-55	White British	
10	Extremely Likely	Brilliant and lovely. Made me feel better.		Female	Over 65	White British	
11	Extremely Likely	I found everyone very helpful, friendly and cheerful.	No.	Female	Over 65	White British	
12	Extremely Likely	Treatment in hospital.		Female	Over 65	White British	
13	Likely	Friendly staff.		Female	16-25	White British	