

## Medical Assessment Unit - Friends and Family Test - Dec-16

*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.	%	%	%
Dec-16	25	100.0	0.0	0.0

### Qualitative feedback - Dec-16

	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	Brilliant care given. Very good, compassionate care. Highly pleased with care.			16-25		
2	Extremely Likely	Staff have been excellent. So helpful and caring. Very good at what they do. Taking time to explain things.	No.	Male	26-35	White British	
3	Extremely Likely	The nurses and support staff are fantastic and make a scary time much easier. The ward is very smart and clean.		Female	36-45	White British	
4	Extremely Likely	I have been treated with the utmost respect & the care is second to none. Many thanks. All the staff are friendly & professional.	No.	Female	Over 65	White British	
5	Extremely Likely	Friendly and informative.		Female	Over 65	White British	
6	Extremely Likely		Bring back matrons, sisters etc. and staff you have are excellent.	Male	Over 65	White British	
7	Extremely Likely	Very caring.		Male	Over 65	White British	
8	Extremely Likely	This is due to the excellent care I have and am still having.		Female	Over 65	White British	
9	Extremely Likely	Wonderful staff, nothing is too much trouble. We couldn't have had better care. Thank you.		Male	Over 65	White British	
10	Extremely Likely	The staff are absolutely wonderful. Very kind and welcoming.	Medically etc. all is absolutely fine. I personally find the toilets quite smelly - as there	Female	56-65	White British	

			is no outside wall (I presume) there is no ventilation.				
11	Extremely Likely	As a regular patient on this ward, I can honestly say that the care and treatment is always of the highest standard.	No, everything is absolutely fine, thank you. Wonderful, hardworking people. I truly admire what these people do.	Female	over 65	White British	
12	Extremely Likely	The staff are wonderful. Nothing is too much trouble.	Not really, at my age I am surprised at the care I am getting. These people are amazing. I could adopt them all.	Female	over 65	White British	
13	Extremely Likely	Came in here as an emergency, straight through A&E and onto this ward. Since being on here, I have been so looked after, very thorough in the way they all do their jobs.	No, everything is wonderful, absolutely wonderful.	Female	over 65	White British	
14	Extremely Likely	Nothing is too much trouble for any of the staff. Angels all of them.	No, my first time on the new MAU and I must say it its very nice.	Female	over 65	White British	
15	Extremely Likely			Male	36-45	White British	
16	Extremely Likely	The staff are so welcoming and friendly. Nothing is too much trouble for them at any time.	No. Everything seems fine, thank you. All so new and clean as well. The staff all work so hard, always racing around answering buzzers.	Male	56-65	White British	
17	Extremely Likely	The staff are absolutely brilliant. Nothing is too much trouble - day or night.	No, I cannot think of anything any way. Dr L. is a credit to this hospital - a wonderful, professional man.	Male	over 65	White British	
18	Extremely Likely	Friendly and approachable staff.		Female	over 65	White British	
19	Extremely Likely			Male	over 65	White British	
20	Extremely Likely	Very good staff.		Male	over 65	White British	
21	Extremely Likely	Well looked after.		Male	over 65	White British	

22	Extremely Likely	A nice and friendly ward.		Male	36-45	White British	
23	Extremely Likely	The experience has been good.		Male	over 65	White British	
24	Extremely Likely	Well looked after by all the staff.		Male	over 65	White British	
25	Extremely Likely	Very good and friendly service from excellent staff.		Female	over 65	White British	