

## Medical Assessment Unit - Friends and Family Test - Jan-17 to Feb-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.	%	%	%
Jan-17	19	94.7	0.0	5.3
Feb-17	20	100.0	0.0	0.0

### Qualitative feedback – Jan-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	I was treated very fast and friendly staff. Thank you.					
2	Extremely Likely	That there is a possibility the antibiotic didn't suit the urine infection I had / have. I have just given a urine sample and it was ok I think. Hope is because I want to go home. Enough - I have written. Just talked too much for a change.	Can't think of any - it was so good and kind.	Female	Over 65	White British	
3	Extremely Likely	Everyone does a good job.		Female	Over 65	White British	
4	Extremely Likely	Everyone has been really helpful and kind.		Male	56-65	White British	
5	Extremely Likely	Put at ease straightaway. Extremely welcoming. Explained everything. Friendly. Polite. In short, excellent.		Female	Over 65	White British	
6	Extremely Likely	The nursing staff were kind, caring & attentive. The domestic staff also seemed very efficient and the meals were good. The doctors who saw me explained clearly the treatment they were prescribing and the reasons for it.		Male	Over 65	White British	
7	Extremely Likely	All the staff have been extremely kind & patient. The nurses work very hard & do everything they can to make their ward a pleasant place to		Female	Over 65	White British	

		be in.					
8	Extremely Likely	All of the staff have been extremely kind.		Female	Over 65	White British	
9	Extremely Likely	Very happy and friendly place. They make you feel welcome.		Male	Over 65		
10	Extremely Likely	Could not have been look after if it was mum or dad.	None.	Male	Over 65	White British	
11	Extremely Likely	The nursing staff.	Not really. Spotlessly clean, acceptable food and good medical care. What more can you ask for?	Female	over 65	White British	
12	Extremely Likely	The staff.	No, I don't think so. I think the hospital do more than enough.	Female	over 65	White British	
13	Extremely Likely	This hospital is and has been amazing every time (including this time). The way the staff keep this ward going at such a high standard amazes me, such truly professional people.	I cannot think of anything to be honest. The treatment is fabulous. The ward is clean and tidy. The nursing staff are all very good.	Male	over 65	White British	
14	Extremely Likely	I have been treated very well. The nursing staff are all lovely.	Not really - more than happy, thank you. A lovely new ward.	Female	26-35	White British	
15	Extremely Likely	The staff are amazing, absolutely amazing. Is that enough feedback?	No, nothing I can think of at the moment.	Female	over 65	White British	
16	Likely	Staff do their best.		Male	Over 65	White British	
17	Likely	The staff & care given was good.	Food variety!	Female	16-25	White British	
18	Likely	Good, friendly atmosphere.		Male	56-65	White British	
19	Neither Likely nor Unlikely	Received treatment needed but needed a family member present to ask questions & request medication for pain.	Provide ear plugs or a machine to buy ear plugs! Consistent communication between departments / staff on test results. Keep on top of pain relief without family reminding.	Female	26-35	White British	

### Qualitative feedback – Feb-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	Looked after well.	N/A.	Male	56-65	White British	
2	Extremely Likely	Fab discharge co-ordinator!		Female	26-35	White British	
3	Extremely Likely	Nurses and other colleagues very caring and helpful even with difficult patients. They do extremely well with the conditions and keeping their cool with certain patients.		Male	46-55	White British	
4	Extremely Likely	Excellent staff, quality care, good food. A friendly & welcoming atmosphere.	Communication about discharge arrangements could have been better.	Male	Over 65	White British	
5	Extremely Likely	Nurses and doctors extremely professional and friendly.		Female	36-45	White British	
6	Extremely Likely	I was extremely well looked after & the food was good.		Male	56-65	White British	
7	Extremely Likely	Friendly & helpful staff.	Unable to improve.	Male	56-65	White British	
8	Extremely Likely	Everyone is so helpful and friendly. Nicest hospital I've been in. MAU is the nicest place. The nurses are very funny and lovely and everywhere is so clean. It was really nice to be able to see my little boy during visiting whenever he was brought in by my partner.		Female	16-25	White British	
9	Extremely Likely	The nursing care and friendly approach from the nurses J. & L. (Monday afternoon /	Get Drs to talk and listen to the advice the nurse say. After all they really run the ship &	Female	56-65	White British	

		evening); V. & M. (night nurses) & G. & L. were second to none. Can't fault them. If every nurse were caring and friendly like them it would be a better place. S. is lovely and nutty.	Drs introduce them self to patients.				
10	Extremely Likely	I can truly say that the Drs, nurses & all staff in the whole have got a very supportive & respectful manner when dealing with a patient & any family. I personally felt like I have been held & comforted whenever anyone had to deliver some information about treatment or if there was a decision to make about something it was always fully explained. It has definitely helped both me & my husband get through a difficult situation.		Female	56-65	White British	
11	Extremely Likely	I thought all staff in this hospital were the nicest I have ever come across. They were friendly and efficient I thought and if you have to be in hospital this is a very good one to be in.	No. I think it's all fine.	Female	Over 65	White British	
12	Extremely Likely	All staff, including domestics, porters & doctors have been friendly, respectful & helpful. A really positive experience. Thank you all.		Female	Over 65	White British	
13	Extremely Likely	Everything I have asked for has been provided by wonderful staff.	Nothing I can think of. I had to spend almost 6 hours in A&E before coming onto the ward but I fully understand the reasons. I must say the	Male	over 65	White British	

			Sodexo staff also do a wonderful job. S. always has a smile and a kind word.				
14	Extremely Likely	It is the staff. They are absolutely amazing from Sodexo through to consultants. Wonderful, very professional people. How people can say bad things about our hospital I do not know.	To be honest, I am amazed at the quality of care I have received. 100% over and above from everyone. This hospital needs all the support it can get, never mind closures and cutbacks. Funding of infrastructure and staffing levels should be the aim.	Male	over 65	White British	
15	Extremely Likely	Because I have been treated with respect by absolutely wonderful staff. Treated as an individual, showing kindness at all times.	Not at all. The care is way above my expectations. When a hospital saves your life it is difficult to speak highly enough when people do that.	Female	over 65	White British	
16	Extremely Likely	Always in and out, so caring, kind, they have listened to everything said, absolutely brilliant care. Unusual to be in a mixed ward but it doesn't bother me.	My wife and I are delighted with the care provided. Amazed on listening and hearing about cutbacks for A&E etc. The A&E department yesterday was full on, staff running everywhere doing such a wonderful, caring job. How they cope I will never know. First class care from all the staff from cleaners to consultants.	Male	56-65	White British	
17	Likely	Excellent treatment by all the staff. My only complaint is overleaf. The person concerned should have known better. Also, I had pressure sores when I was admitted but they were ignored!	A visitor to the patient in the next bed had a most awful hacking cough. She was waiting to take her to her home 2-4 hours. At the least she should have been asked to use the waiting room. It	Female	Over 65	White British	

			was harrowing & worrying.				
18	Likely	From the paramedic and all staff at A&E I was looked after very well by kind and considerate staff, especially on the MAU.					
19	Likely	The ward is very good and friendly.		Female	Over 65	White British	
20	Likely			Male	Over 65	White British	
21	<b>Not entered</b>	I think most patients, surely, arrive in MAU without a choice, so the question of recommendation is n/a. That said, I was looked after very well in MAU.		Male	Over 65	White British	
22	<b>Not entered</b>	I would never recommend anybody to need what I had. This is a stupid question. When does one have a choice?	Stop wasting money on paper pushing and use it for healthcare.	Male	Over 65	White British	