

Medical Assessment Unit - Friends and Family Test - Jul-17 to Aug-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. | % | % | % |
| Jul-17 | 14 | 100.0 | 0.0 | 0.0 |
| Aug-17 | 12 | 100.0 | 0.0 | 0.0 |

Qualitative feedback – Jul-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 | My wife and I received very good medical treatment. More than that, though, the unit was homely and we felt the staff cared about the people, not just the conditions. We had kind and good-humoured attention and thoughtfulness. The staff - [name withheld] (staff nurse), [name withheld] (HCA) and [name withheld] (doctor) - gave the impression they cared about us. Outstanding in my experience. | Get other departments to benchmark how MAU staff deal with patients and learn from them. | Male | 56-65 | White British | |
| 2 | Extremely Likely | | | Male | Over 65 | White British | |
| 3 | Extremely Likely | The staff are really friendly, efficient and professional. | I don't think so. More than happy, thank you. Lovely and clean all the time. Difficult to rate the food but I would prefer the sandwiches to be made up without mayo etc., using sachets of sauce if required. | Female | 16-25 | White British | |
| 4 | Extremely Likely | Superb, caring, kind staff. Nothing is too much trouble. | Not really. All good, thank you. Food and cleanliness are very good. | Male | over 65 | White British | |
| 5 | Extremely Likely | As a visitor to the UK, I can honestly say I am truly delighted with the care I am receiving here. When I return | I am afraid I can't. I am just so delighted with everything. All so clean as well, for a public hospital. I am truly impressed. | Male | over 65 | Other ethnic group | |

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| | | home in a few weeks I shall be able to tell folk just how good your NHS really is. The staff are wonderful and so professional. I thank you all. | | | | | |
| 6 | Extremely Likely | The staff are just so good, welcoming and kind. Communication is good. I love this ward the way it has been refurbished. Easy to see the dedication of the staff, good to see trainee nurses on the ward. | Nothing. Very pleased. | Male | over 65 | White British | |
| 7 | Extremely Likely | Their attitude, friendliness and politeness have been excellent. | I have been in this hospital before as a private patient and, apart from my own room then, I feel my care has been of at least the same high standard. So now I am well pleased. | Female | over 65 | White British | |
| 8 | Extremely Likely | First class, quality care. No complaints at all. | Nothing I can think of but I think all is very good. | Female | over 65 | White British | |
| 9 | Extremely Likely | Service is excellent from friendly staff. | Mental health services could be improved. | Female | 16-25 | White British | |
| 10 | Extremely Likely | Friendly ward staff - take their time to help and understand. | Perhaps close the curtains when obtaining blood sample to save embarrassment to patients. | Female | 16-25 | White British | |
| 11 | Extremely Likely | Nice and quiet. The staff are very helpful. | | Female | 46-55 | White British | |
| 12 | Extremely Likely | Been well looked after by all. | | Male | 56-65 | White British | |
| 13 | Extremely Likely | Efficiency and location. | | Male | 56-65 | White British | |
| 14 | Extremely Likely | Well looked after by a kind and caring team. | | Male | over 65 | White British | |

Qualitative feedback – Aug-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 am really impressed with the treatment I have received and with the help and advice received from members of staff. | | Female | Over 65 | White British | |
| 2 | Extremely Likely | Very positive experience. Reassured. Cared for. | Higher seats in the waiting area. | Female | Over 65 | White British | |
| 3 | Extremely Likely | | | Female | Over 65 | White British | |
| 4 | Extremely Likely | Everyone is very helpful. | | Female | 56-65 | White British | |
| 5 | Extremely Likely | The service is impeccable. | | Male | 56-65 | White British | |
| 6 | Extremely Likely | I have been well looked after. | | Female | over 65 | White British | |
| 7 | Extremely Likely | Everyone has been very kind and welcoming. Nothing seems too much trouble for the staff. | Nothing that I can think of. From my observations, the ward is spotless. | Female | over 65 | White British | |
| 8 | Extremely Likely | Everyone is so professional the way they carry out their work. Plus, being so kind and caring at all times. | No way. These people are doing a fantastic job. The nursing staff are a credit to themselves and to the hospital. Thank you, everyone. | Male | over 65 | White British | |
| 9 | Extremely Likely | The paramedics were brilliant. A&E explained everything to me. My transfer from A&E to MAU went smoothly and made welcome on the ward - met by kind people. | Not really. Everything has been extremely good - no problems at all. | Male | over 65 | White British | |
| 10 | Extremely Likely | Basically, it is the staff. The team all work together, supporting each other - very | Not anything that comes to mind. My experience has been way over my | Male | over 65 | White British | |

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| | | good. | expectations. I have great faith in this hospital. The staff are so dedicated and professional. | | | | |
| 11 | Extremely Likely | Anything you want or need, all of your needs are catered for by extremely professional staff. I am a regular here and my care is always first class. | I can only say nothing because that is the way it is. The staff all do a fabulous job. | Male | over 65 | White British | |
| 12 | Likely | The caring staff who are extremely dedicated. In particular [name withheld] in MAU. | Perhaps segregate patients who are likely to be particularly noisy during the night. | Female | 56-65 | White British | |