

Medical Assessment Unit - Friends and Family Test - Jun-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.	%	%	%
Jun-17	16	100.0	0.0	0.0

Qualitative feedback - Jun-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	Amazing staff, absolutely wonderful. First class staff. Amazing.	No. My daughter and I are more than happy with my care.	Female	over 65	White British	
2	Extremely Likely	The nurses have been kind and understanding.		Female	46-55	White British	
3	Extremely Likely	I have been well treated by all.	Perhaps a more one-to-one discussion with patients.	Female	over 65	White British	
4	Extremely Likely	Can't fault the staff - they have been very good.	The food needs improving - rather bland.	Female	over 65	White British	
5	Extremely Likely	Everyone is kind and understanding.		Female	over 65	Prefer not to say	
6	Extremely Likely	Very well looked after by all the staff.		Female	over 65	White British	
7	Extremely Likely	Friendly and hardworking staff.		Female	over 65	White British	
8	Extremely Likely	Made very welcome on the ward. Made comfortable by caring and attentive staff.	No complaints. No issues whatsoever and that comes from me as the patient and my parents.	Female	16-25	White British	
9	Extremely Likely	Since being admitted, I have been treated extremely well. Diagnosed with having had a heart attack, the staff have been marvellous - so kind and understanding.	None at all - lifesavers, all of them. So understanding and professional in their work.	Female	over 65	White British	
10	Extremely Likely	The staff are really nice and made me feel very welcome.	I don't think there is anything I can think of. My experience here has been 100% quality care up to this moment. Thank you.	Female	16-25	White British	

11	Extremely Likely	Really friendly team. Can't fault anyone.	N/A.	Female	16-25	White British	
12	Extremely Likely	Doctors and nurses extremely friendly and put you at ease every time.	None.	Female	Over 65	White British	
13	Extremely Likely	[Names withheld] were excellent in looking after me in their manner & professionalism - especially as this was an unexpected visit.		Male	56-65	White British	
14	Extremely Likely	Friendly & helpful staff.		Female	Over 65	White British	
15	Likely	The staff are all really good. Impressive care from the staff.	I have never had so much high quality care in all of my life. So, no.	Female	56-65	White British	
16	Likely	Very helpful and I was seen quickly - very professional support from every one I saw at A&E.		Male	56-65	White British	