

Medical Assessment Unit - Friends and Family Test - Mar-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.	%	%	%
Mar-17	21	100.0	0.0	0.0

Qualitative feedback - Mar-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	Good care and attention from all staff.		Female	over 65	White British	
2	Extremely Likely	Good, friendly staff.		Male	16-25	White British	
3	Extremely Likely	Well treated and very kind and efficient.		Male	56-65	White British	
4	Extremely Likely	Very friendly staff. Welcoming and the ward is clean.		Male	over 65	White British	
5	Extremely Likely	Friendly and efficient. Very understanding of the patients requirements		Male	over 65	Other ethnic group	
6	Extremely Likely			Male	over 65	Other ethnic group	
7	Extremely Likely	Quality of staff and service are excellent.		Male	36-45	White British	
8	Extremely Likely	The staff are good and friendly.		Female	16-25	White British	
9	Extremely Likely	Made to feel very welcome by the staff. Nothing is too much trouble for them in the care.	No, everything run in a very professional way. Thank you all so much.	Male	Under 16	White British	
10	Extremely Likely	The caring attitude of all staff. Nothing is too much trouble.		Female	Over 65	White British	
11	Extremely Likely	100%.	No.	Female	Over 65	White British	
12	Extremely Likely			Female	Over 65	White British	Do not publish
13	Extremely Likely	Kind, thoughtful and courteous staff. Helpful and polite - a delight to be around. Made my stay more comfortable. Thank you for everything!		Male	36-45	White British	
14	Extremely Likely	Very friendly and helpful, hardworking. Main thing - get					

		you better.					
15	Extremely Likely	The quality and gentleness of the nursing care was faultless. He was monitored every hour on arrival. The fact that my husband has dementia and doesn't understand what is required of him was fully appreciated.		Male	Over 65	White British	
16	Extremely Likely	Because I've always been treated with respect.		Female	Over 65	White British	
17	Extremely Likely	The care & concern that the staff give to their patients is exceptional. My parents have both been in MAU & I cannot find any fault. Brilliant care.					
18	Extremely Likely	The level of care and quality of staff is excellent. Thank you.		Female	46-55	White British	
19	Extremely Likely			Male	56-65	White British	
20	Extremely Likely	Very good.		Female	Over 65	White British	
21	Extremely Likely	The treatment is lovely.					