

Medical Assessment Unit - Friends and Family Test - May-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.	%	%	%
May-17	14	100.0	0.0	0.0

Qualitative feedback - May-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	Well looked after by fabulous staff. Nurses Doctors, Sodexo staff - all of them.	None at all that I can think of. Everything is run in a very professional manner.	Male	over 65	White British	
2	Extremely Likely	I think the staff are absolutely amazing although so busy - yet always time for a smile and a kind word.	No. I cannot fault anything at all. Wonderful care and treatment.	Male	over 65	White British	
3	Extremely Likely	Brilliant, absolutely brilliant. Noticeable during the night the kindness and care shown to a very vulnerable and poorly patient. Very impressive care.	Not really. The staff do an amazing and very difficult job	Female	over 65	White British	
4	Extremely Likely	On this ward very good and quality care. My experience in A&E was not so good. I shall be filling in a separate form regarding the problem.	Not at all. The staff have looked after my mother very well indeed. I am very impressed with the new MAU ward as well.	Female	over 65	White British	
5	Extremely Likely	Friendly, welcoming staff. Always so kind. J. (one of the nurses) has gone out of her way to help.	Very warm and welcoming professional care. I would like to say the MAU ward is looking so much better since the last time I was in here. Brilliant the way it has been refurbished. Surely so much better for the staff and patients.	Male	36-45	White British	
6	Extremely Likely	All the staff do a wonderful, caring job - showing the same kindness and care to patients of all degrees of vulnerability.	No, all is absolutely fine, thank you. Very impressive care and treatment.	Male	36-45	White British	

7	Extremely Likely	Well looked after by all.		Male	over 65	White British	
8	Extremely Likely	Well looked after by all.		Male	56-65	White British	
9	Extremely Likely	Only arrived yesterday but have so far been treated well.		Female	over 65	White British	
10	Extremely Likely	Friendly. Efficient.	No.	Male	Over 65	White British	
11	Extremely Likely	After several spells as a patient I think that the nursing care on this ward is the best.	Improve the wait for pharmacy to supply meds.	Male	Over 65	White British	
12	Extremely Likely	Couldn't of asked for nicer, kinder, bunch of nurses & carers. Excellent customer/patient care throughout. Dad enjoyed the food too.	On admittance poor old dad got left in A&E for 6.5 hours to the point he soiled himself. Was very distressing for all so more beds pls!	Male	Over 65	White British	
13	Extremely Likely	Nice staff.		Female	Over 65	White British	
14	Likely	The quality of the care and service on the ward is amazing. Such a busy ward, coming and going all the time.	The hospital do as much as they possibly can - 100% at all times.	Male	over 65	White British	