

## Medical Assessment Unit - Friends and Family Test - Nov-16

*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.	%	%	%
Nov-16	51	98.0	0.0	2.0

### Qualitative feedback - Nov-16

	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	Cannot speak a bad word. The staff were great.	No.	Male	Over 65	White British	
2	Extremely Likely	Very friendly staff and very helpful.	None.	Male	Over 65	White British	
3	Extremely Likely	Brilliant service.	Nothing.	Female	Over 65	White British	
4	Extremely Likely	This unit seems to run like clockwork with very pleasant & efficient staff. I was moved from MAU to Glossop Ward which also runs like clockwork, with superb staff - everything from nursing staff to those dealing with refreshments & food, were excellent. Long may NDDH continue!	No - it is excellent already.	Female	Over 65	White British	
5	Extremely Likely	All round excellent team work - very efficient.	No.	Male	Over 65	White British	
6	Extremely Likely	All staff were courteous and polite and nothing was too trouble for them.	No, I don't think you can improve the service you are giving at the moment.	Male	Over 65	White British	
7	Extremely Likely	I cannot praise the doctors & nurses enough. Nothing is too much trouble. Some of the nurses have the patience of a saint!		Female	Over 65	White British	
8	Extremely Likely	Friendly nurses - very helpful, happy and pleasant.		Female	46-55	White British	
9	Extremely Likely	Excellent care. Kindness and consideration.		Male	Over 65	White British	

10	Extremely Likely	Everything was first class. Faultless.	Nothing to improve.		Over 65	White British	
11	Extremely Likely	The staff were very friendly and extremely efficient. Well done all!	No.	Male	Over 65	White British	
12	Extremely Likely	Staff were efficient, friendly, caring & supportive.		Male	46-55	White British	
13	Extremely Likely	Very good service. All very nice.		Female	16-25	White British	
14	Extremely Likely	Everyone so kind and helpful. Thank you all.		Male	Over 65	White British	
15	Extremely Likely	I was admitted after a severe asthma attack. The staff, one and all, have taken great care of me and I will leave having the confidence to address and manage my condition.		Male	56-65	White British	
16	Extremely Likely	Very attentive, excellent care, all with a smile!		Male	Over 65	White British	
17	Extremely Likely	Very friendly & very efficient.		Male	Over 65		
18	Extremely Likely		You seem to be running a 'tight ship'. Just carry on doing what you are doing.	Male	56-65	White British	
19	Extremely Likely	Very well looked after.		Male	over 65	White British	
20	Extremely Likely	I have had good treatment.		Male	over 65	White British	
21	Extremely Likely	Well looked after by all staff and the food is good.		Female	over 65	White British	
22	Extremely Likely	The staff have been good.		Female	36-45	White British	
23	Extremely Likely	Well looked after by all the staff.		Female	over 65	White British	
24	Extremely Likely	Because of the quality of the staff and the quality they provide.		Male	over 65	White British	
25	Extremely Likely	Well looked after by all the staff.		Male	over 65	White British	
26	Extremely Likely	Well looked after by all.		Male	26-35	White British	

27	Extremely Likely	Well looked after.		Male	over 65	White British	
28	Extremely Likely	The ward is very clean, nice and tidy. The staff are lovely.		Female	over 65	White British	
29	Extremely Likely	The ward is fresh and bright, not claustrophobic. Very sympathetic staff.	Satisfied as it is.	Female	46-55	White British	
30	Extremely Likely	Very attentive staff.	Happy the way it is.	Female	over 65	White British	
31	Extremely Likely	The staff all friendly.	Very good as it is.	Female	over 65	White British	
32	Extremely Likely	Came in last night and was treated immediately - very professional.	Satisfied as it is.	Female	56-65	White British	
33	Extremely Likely	All the staff are first class. The food is excellent.	No complaints. Very good service within the financial constraints that exist.	Male	56-65	White British	
34	Extremely Likely	Nothing is too much trouble.	Can't be improved.	Male	over 65	White British	
35	Extremely Likely	The care has been first class.	Very good as it is.	Male	over 65	White British	
36	Extremely Likely	Very quiet.	Happy as it is.	Female	over 65	White British	
37	Extremely Likely	The atmosphere is good. The staff are kind and I could not be treated better.	Happy as it is.	Female	over 65	White British	
38	Extremely Likely	Just the way they look after you.	The TV is far too expensive.	Male	56-65	White British	
39	Extremely Likely	The staff are brilliant and have been well looked after.		Female	56-65	White British	
40	Extremely Likely	Well looked after.		Male	56-65	White British	
41	Extremely Likely	Well looked after.		Male	46-55	White British	
42	Extremely Likely	Well looked after.		Male	over 65	White British	
43	Extremely Likely	A well-run ward.	Perhaps the staff could action small requests sooner rather than leaving it for ages. Asked for water to be changed two hours ago and still waiting.	Male	46-55	White British	
44	Extremely Likely	I have received very professional service.		Male	over 65	White British	

45	Extremely Likely	Staff very helpful and have explained everything to me.		Male	46-55	White British	
46	Extremely Likely	Staff are lovely. They can't do enough for you		Female	over 65	White British	
47	Likely	I was awakened at almost midnight and moved into another ward - for reasons not fully explained. Having been made to leave my bed and walk to another ward / bed was not the best movement of my stay.	See previous comment.	Male	Over 65	White British	
48	Likely			Female	Over 65	White British	
49	Likely			Female	Over 65	White British	Do not publish
50	Likely	Very attentive.	I feel that the ward is a bit cold.	Female	over 65	White British	
51	Neither Likely nor Unlikely	I wouldn't recommend coming into hospital.		Male	26-35	White British	