

## Medical Assessment Unit - Friends and Family Test - Oct-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.	%	%	%
Oct-16	31	100.0	0.0	0.0

### Qualitative feedback - Oct-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	Very caring staff, prompt service, excellent information provided.		Male	46-55	White British	
2	Extremely Likely	I'm not an expert, but it's by far & away the main / biggest hospital this side of Dartmoor and needs to keep all the service it currently provides.	Don't know.	Male	56-65	White British	
3	Extremely Likely			Female	Over 65	White British	Do not publish
4	Extremely Likely	Everyone has been outstanding in their care, understanding & proficient in every way. Thank you all.	The food is poor. If it was hot would be a little help.	Male	Over 65	White British	
5	Extremely Likely	I could not have received more friendly but professional attention with procedures explained where appropriate. Thank you.			Over 65	White British	
6	Extremely Likely			Male	Over 65	Other ethnic group	
7	Extremely Likely	I was well looked after.	Provide wifi!!!	Male	Over 65	White British	
8	Extremely Likely	My care has been excellent and all staff have been attentive at all times.		Female	Over 65	White British	
9	Extremely Likely	The care my husband has been given is wonderful. I & my family cannot express our thanks for the care P. has been given.	None - it's tip top!	Female	Over 65	White British	

10	Extremely Likely	The attention is very prompt.	Satisfied the way it is.	Male	over 65	White British	
11	Extremely Likely	Nothing is too much trouble. All the staff are kind and helpful.	More staff but appreciate the problems.	Male	over 65	White British	
12	Extremely Likely	Well up to expectations.	Satisfied as it is.	Male	26-35	White British	
13	Extremely Likely	All the staff are so helpful and kind.	Shower facilities could be made more user-friendly and more frequently serviced.	Male	over 65	White British	
14	Extremely Likely	Feel that I have been pampered.	Satisfied as it is.	Male	over 65	White British	
15	Extremely Likely	Nurses respond more quickly because there are more of them.	Satisfied as it is.	Female	over 65	White British	
16	Extremely Likely	All the staff are lovely.	Everything is very good.	Female	over 65	White British	
17	Extremely Likely	Staff are on the ball - not kept waiting.	Privacy could be improved.	Female	56-65	White British	
18	Extremely Likely	The kindness of all the staff.	Very good as it is.	Female	over 65	White British	
19	Extremely Likely	Everything is fine and everyone is attentive.		Female	over 65	White British	
20	Extremely Likely	Well looked after by all the staff.		Male	over 65	White British	
21	Extremely Likely	Well looked after by all the staff.		Male	over 65	White British	
22	Extremely Likely	Excellent service.		Male	over 65	White British	
23	Extremely Likely	The treatment and staff are first class.		Male	over 65	White British	
24	Extremely Likely	Nice and friendly staff.		Male	over 65	White British	
25	Extremely Likely	Friendly staff.		Male	over 65	White British	
26	Likely	Felt well looked after & with a smile.					
27	Likely	I feel I have been treated well and kindly by all the members of staff I have come into contact with during this stay on MAU on Staples.		Female	36-45	White British	

28	Likely	The cleanliness, the cheerful staff & the care administered.	Have a full complement of staff.	Female	Over 65	White British	
29	Likely	Friendly staff.		Male	Over 65	White British	
30	Likely	Services provided and caring nature of most staff.	Difficult to improve without adequate financial resources being made available. Fully understood that present resources are limited for reasons beyond control of nursing staff.		Over 65	White British	
31	Likely	Polite and very good.		Female	46-55	White British	
32	<b>Not entered</b>	Because you don't have a choice where you are sent. However, the staff (of ward) have been very good.		Female	46-55	White British	