

## Medical Assessment Unit - Friends and Family Test - Oct-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.	%	%	%
Oct-17	10	100.0	0.0	0.0

### Qualitative feedback - Oct-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	First time in hospital so I can't compare.		Female	Prefer not to say	White British	
2	Extremely Likely	Nursing staff are absolutely charming.		Female	over 65	White British	
3	Extremely Likely	Everything has been good.	Try and avoid mixed patient bays.	Male	over 65	White British	
4	Extremely Likely	Well treated by all the friendly staff.		Female	over 65	White British	
5	Extremely Likely	Very nice and attentive staff.		Female	56-65	White British	
6	Extremely Likely	Have been well looked after by dedicated staff.		Male	56-65	White British	
7	Extremely Likely	Very friendly staff.		Male	56-65	White British	
8	Extremely Likely	Nothing at all to say bad about the ward. Actually, the care is very good. I was made to feel very welcome and the doctors came to see me straightaway.	Arrived on the MAU via ambulance and A&E. Everything is absolutely fine. Nothing is too much trouble for any of the kind nursing staff.	Female	16-25	White British	
9	Extremely Likely	Everything has been done for me. All my needs have been met.	My care and treatment has been wonderful, especially in A&E. Once they got me settled in there, the care and treatment I received was second to none - way above expectations. The doctors were amazing, particularly one whose care was so sincere, as were the other staff, but he stood out. On	Female	26-35	White British	

			arriving in MAU the care has continued to be of a high standard - very high actually.				
10	Extremely Likely	Always had excellent care.		Male	Over 65	White British	