

Medical Assessment Unit - Friends and Family Test - Sep-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.	%	%	%
Sep-17	24	100.0	0.0	0.0

Qualitative feedback - Sep-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	From my experience, I have been treated well.		Male	over 65	White British	
2	Extremely Likely	Nice and friendly staff. Notified of intended X-ray and still waiting 3hrs later.		Male	16-25	White British	
3	Extremely Likely	Been very well looked after by all the staff.		Female	over 65	White British	
4	Extremely Likely	Very well looked after by friendly staff.		Female	over 65	White British	
5	Extremely Likely	The staff are a great bunch - always friendly and smiling.		Male	over 65	White British	
6	Extremely Likely	Efficient, pleasant staff.		Male	over 65	White British	
7	Extremely Likely	Everyone has been very friendly. The ward is very clean.		Female	26-35	White British	
8	Extremely Likely	The staff are wonderful. The food is good.		Female	over 65	White British	
9	Extremely Likely	Then staff are very helpful and friendly.		Female	56-65	White British	
10	Extremely Likely	The staff, yes the staff. Nothing is too much trouble for any of them in helping you and making you feel so welcome and comfortable .	Nothing I can think of now at the moment as I have been extremely well looked after. The ward is spotlessly clean. The food is also more than acceptable.	Female	over 65	White British	
11	Extremely Likely	Absolutely fine on the ward - no issues whatsoever. Kind staff, always there when needed.	Only been on the ward just over 24 hours. So far, there is nothing I have picked up on. Obviously, all pretty new the way it has been decorated	Male	16-25	White British	

			etc.				
12	Extremely Likely	Clean, cheerful, welcoming and very friendly staff.	No way. I can only say what I see and that is quality, very hardworking and cheerful staff who, in my opinion, deserve far more help and respect than they get. I arrived at A&E in a lot of pain. I was called through in just under an hour, which seemed longer due to the pain I was in, but I can honestly say that once I was seen by the doctor my whole experience of care received has been of the highest standard from both A&E to my present time on MAU.	Female	46-55	White British	
13	Extremely Likely	I am lucky enough not to have had many visits to hospital. Pleasantly surprised by the standard of care. I obviously did not know what to expect. The staff have been so kind and caring, making me feel very welcome, everything explained as much as they can.	It is probably too early for me to comment. From what I have experienced so far, everything seems very much in order. A lovely ward as well.	Female	over 65	White British	
14	Extremely Likely	Only been on the ward overnight, but made comfortable and welcome. Asked for an extra blanket which I got immediately, so I can say I am impressed by the quality of care I have so far received.	Not been on the ward long enough to comment really, but all is good.	Female	over 65	White British	
15	Extremely Likely	All the staff are very good, made welcome on the ward.	Nothing I can think of. All so clean, lovely ward, the staff	Female	over 65	White British	

		Treated very well indeed.	are all amazing, always a smile and a kind word.				
16	Extremely Likely	My notes are thicker than a telephone directory. I have been treated in a wonderful way on each of my visits as an inpatient. The MAU is, as usual, a top ward. The staff are all so kind and caring, all so dedicated.	I cannot say anything to put this ward or hospital down. They are all wonderful, all doing a very difficult job, treating very vulnerable people in a very professional way. So clean. The food is more than acceptable as well.	Female	over 65	White British	
17	Extremely Likely	10 out of 10. The staff are all angels, overworked but you would never think - always a smile and a kind word from day and night staff. Thank you.	Not at all. My word, the staff are absolutely brilliant. May I say how professional they all are - I take my hat off to them.	Male	56-65	White British	
18	Extremely Likely	Very thorough with the tests I have had done. I was greeted on the ward and made to feel welcome. My observations were taken. I was seen by two doctors during the night as well, so well impressed with my care.	My care has been first class on MAU. I was in A&E for approximately 7 hours and not offered anything to eat or drink. Also, when bloods were taken, a doctor came back saying readings were high and more blood was taken but no explanation as to why the readings were high. I would recommend better communication in A&E between doctors and patients. Once on MAU, I asked and a doctor came and explained everything as much as she could. So I am waiting for the results, then a scan and take it from there.	Female	26-35	White British	
19	Extremely Likely	I have been very well looked after by all the staff.		Female	over 65	White British	
20	Extremely Likely	Been well treated by all the	Mixed wards are	Female	over 65	White British	

		staff.	embarrassing.				
21	Extremely Likely	All the staff are very helpful and understanding.		Female	over 65	White British	
22	Extremely Likely	The staff have given me confidence and I have been well looked after.		Female	over 65	White British	
23	Extremely Likely	Well looked after by all the friendly staff.		Female	over 65	White British	
24	Likely	Made to feel welcome by very good staff. Impressed by the refurbishment of the ward.	As usual, I personally feel that the ward has provided good care in the short time I have been on the ward.	Male	46-55	White British	