

A&E department - Friends and Family Test - Nov-17

Adult FFT card question: *How likely are you to recommend our A&E department to friends and family if they needed similar care or treatment?*

Easy read FFT card question: *Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, Don't know.*

Children and young person's FFT card question: *Would you tell your friends that this is a good A&E department to come to? Response options: Yes, Maybe, No, Don't know.*

Quantitative results

The Friends and Family Test score is calculated as outlined in the NHS England guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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-17	62	62.9	25.8	11.3

	Friends and Family Test response	Children and young person's FFT card completed by: Patient or Parent / guardian / carer Easy read FFT card completed by: Patient or Family member / Carer)	Reason given for the Friends and Family Test response	Children and young person's FFT card What do you think was good about your visit?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	Extremely Likely					Male	Over 65	White British	
2	Extremely Likely					Female	56-65	White British	
3	Extremely Likely		Reception staff are very friendly.			Female	46-55	White British	
4	Extremely Likely					Male	26-35	White British	
5	Extremely Likely					Male	Over 65	White British	
6	Extremely Likely					Female	Over 65	White British	
7	Extremely Likely					Male	46-55	White British	
8	Extremely Likely		Very efficient department. Seen within half an hour. Thorough examination by a practitioner named [name withheld] - so pleasant, caring.			Female	Over 65	White British	

			Although being away from home (Berkshire), excellent treatment!						
9	Extremely Likely								
10	Extremely Likely		The very good level of care and attention provided!			Female	Over 65	White British	
11	Extremely Likely		Great team.			Male	56-65	White British	
12	Extremely Likely		Excellent care.		Better food in vending machines.	Male	46-55	White British	
13	Extremely Likely		The staff are very helpful and friendly and make you feel at ease.			Female	26-35	White British	
14	Extremely Likely				Waiting time.	Female	26-35	White British	
15	Extremely Likely					Female	26-35	White British	
16	Extremely Likely		Patience & kindness of staff. Thorough investigation into cause of problems.			Female	56-65	White British	
17	Extremely Likely		My reason is because everyone has been so lovely & helpful. All great. Thank you very much. [Name withheld] 13.11.2017.		Not at all. It's brilliant. Thanks for everything.	Female	Over 65	White British	
18	Extremely Likely		All staff helpful and caring when here for my son.			Male			
19	Extremely Likely		Everyone here have been extremely welcoming and the staff have been extremely helpful.		N/A.	Male	16-25	White British	

20	Extremely Likely		I found [name withheld] on reception so very helpful and smiley. Nurses and doctors also very kind.		More people like [name withheld]. More money for nurses!!		56-65	White British	
21	Extremely Likely		Very prompt & efficient service received. All NHS seen very courteous. The nurse practitioner was very knowledgeable. Thank you.		None. Excellent.	Male	46-55	White British	
22	Extremely Likely						Over 65	White British	
23	Extremely Likely		Friendly, seen to quickly, smiley faces.		Wheelchair would have helped me a little prior to triage.	Male	46-55	White British	
24	Extremely Likely		Very good service. Everyone very helpful.			Male	26-35		
25	Extremely Likely		Friendly, fast but thorough care provided.		No.	Male	36-45	White British	
26	Extremely Likely		Because the staff were professional, courteous & reassuring. All especially needed at stressful times in our lives.		Very satisfied with the care given & no need for improvement.	Female	Over 65	White British	
27	Likely		Because it's the only one around here.			Male	Under 16	White British	
28	Likely					Female	Over 65	White British	
29	Likely		Very good staff - brilliant what they do.		Be more specific with the discharge advice.	Female	16-25	White British	
30	Likely					Male	36-45	White British	
31	Likely					Female	26-35	White British	

32	Likely					Male	Over 65		
33	Likely		Everyone was really supportive :)			Male	16-25	White British	
34	Likely		Patient staff to deal with difficult situations.		By being quicker to see patients. More comfortable seating in waiting area.	Male	Over 65	White British	
35	Likely					Male	16-25		
36	Likely		Nursing staff looked after me so well.			Male	Over 65	White British	
37	Likely		Friendly staff on reception.				56-65	White British	
38	Yes	Patient	Such kind, caring and reassuring staff. Thank you so much.	Clean and tidy cubicles. Calm staff.	Nothing! It was fab.	Female			
39	Yes	Family member / Carer (easy read)	Because the doctors are nice.		Nothing.				
40	Neither Likely nor Unlikely					Male	26-35	White British	
41	Neither Likely nor Unlikely					Male	Over 65	White British	
42	Neither Likely nor Unlikely		A dementia patient left for over 7 hours in a cubicle! He had no water or food all day. Trying to keep him in a confined space was a nightmare. He also had a urine infection. He had a small head wound when he fell, but asking a patient with dementia to have a head scan and remain still is a no no!		He should have been dealt with sooner and at least given some water. He never had the head scan and spent 4 days for nothing. It was all a waste of time and expensive. His Dr should never have insisted on the head scan!	Male	Over 65	White British	
43	Neither Likely nor						Over	White	

	Unlikely						65	British	
44	Maybe	Family member / Carer (easy read)				Male	46-55	White British	Do not publish
45	Unlikely		Poor initial response as no-one here to help patient from car.		Team member on hand to assist receiving patients into A&E.	Male	56-65	White British	
46	Unlikely					Female	26-35	White British	
47	Extremely Unlikely		Takes a long time to be seen.		Spending less on staff that stand and drink tea.	Male	26-35	White British	
48	Extremely Unlikely		3 hours waiting with my son who had a back injury.		Too many employees doing nothing, chatting etc.	Male	36-45	White British	
49	Extremely Unlikely		Not kept informed of how long to wait.		Give numbers out.	Female	36-45	White British	
50	Extremely Unlikely		Waiting time.			Female	26-35	White British	
51	Extremely Unlikely		Too long of a wait!!!!!!!!!!!!!!		More people on busier areas.	Male	Under 16	White British	
52	Extremely Unlikely		Very slow.		Yes. Let the patient know when they are likely to be seen.	Female	56-65	White British	
53	Extremely Unlikely		Bad waiting times, cleanness of waiting room floors, very cold waiting not re-checked by another member of staff after 4 hours, no extra pain relief offered.		Clean floors, warmer waiting areas. Update on waiting times.	Male	16-25	White British	
54	Extremely Unlikely		Waiting times bad for head injury. No painkillers. Only had eye test 9.45-1.45 not acceptable for head injury. Cold waiting area.		Quicker service. Cleaner. More staff. Heating.	Male	16-25	White British	

55	Extremely Unlikely		Huge wait times - 5 hours and still waiting. No painkillers. No updates. Not enough staff. No re-triaging to check your ok.		Staff it correctly.	Female	16-25	White British	
56	Extremely Unlikely		Wait time too long.		More doctors to see patients.	Female	46-55	White British	
57	Extremely Unlikely		Not enough doctors on. Incredibly long wait.		More doctors.	Female	26-35	White British	
58	Extremely Unlikely		I have now been waiting for 6 hours to be attended to. Still waiting. Extremely disappointed. My GP referred me after examining me and the team knew I was coming. Not a good experience.		Employ more people, esp. doctors.	Female	46-55	White British	
59	Extremely Unlikely		Appalling service. Waiting time of 3-4 hours & w. room pretty much empty. After being seen by triage I needed some painkillers and asked at reception and was told I would have to track down a nurse. 1.5hrs later, still not seen a nurse. Seating extremely uncomfortable for the length of waiting times.		Get better seating. Have more staff on at night to cut down waiting times.	Male	46-55	White British	
60	No	Family member / Carer (easy read)	Slow, unfriendly service.		To be seen more quickly as very quiet when first arrived. Also, to be advised on	Female	56-65	White British	

					when likely to be seen.				
61	Don't Know					Female	26-35	Asian / Asian British	
62	Don't know	Family member / Carer (easy read)			The lady on reception is extremely rude & miserable. When people come into A&E it can be quite upsetting & to be faced with them on the desk is not patient-friendly.	Female	36-45	White British	