

## A&E department - Friends and Family Test - Oct-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.	%	%	%
Oct-17	42	59.5	26.2	14.3

	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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		Lovely doctor.		No smelly people.	Male	16-25	White British	
2	Extremely Likely		Good hospital.		Waiting room dull, seats uncomfortable for long waits, waiting room too small. no music or TV not on.	Male	46-55	White British	
3	Extremely Likely		Very good service.			Female	46-55	Asian / Asian British	
4	Extremely Likely		Helpful.		Government should give more to NHS and not the arms industry.	Male	46-55	White British	
5	Extremely Likely					Male	Under 16	White British	
6	Extremely Likely					Female	56-65	White British	
7	Extremely Likely		Very nice and kind staff - nothing too much trouble.			Male	Over 65	White British	
8	Extremely Likely		Is very good.				Under	White	

							16	British	
9	Extremely Likely		Excellent care and superb staff.		None. Everything was excellent.	Male	46-55	White British	
10	Extremely Likely		Fantastic service.		Nothing to worry about.	Male	56-65	White British	
11	Extremely Likely		Had a fall on Tuesday afternoon 2pm - injured little finger on my left hand.			Female	46-55	White British	
12	Extremely Likely		I can give nothing but praise for all the wonderful ambulance crew & staff at A&E. They were so kind & caring. My only regret was having to wait 2.5 hours for an ambulance, but fully understand that resources are scarce & need to be prioritised.		The NHS desperately needs additional funding.	Female	Over 65	White British	
13	Extremely Likely		Excellent service in A&E. Also, brilliant staff.		None at all.	Male	Over 65	White British	
14	Extremely Likely		Very friendly and supportive.			Male	Under 16	White British	
15	Extremely Likely					Male	36-45	White British	
16	Extremely Likely		Excellent & efficient support from everyone we had contact with!		Keep up the excellent work.	Male	36-45	White British	
17	Extremely Likely		Fantastic, friendly and genuinely caring staff. Thank you.		Could not be better.	Male	Over 65	White British	
18	Extremely Likely		Unfortunately, we have been here several times and every time the staff have been superb. Very		Be given more money!	Female	56-65	White British	

			caring, very professional and thorough.						
19	Likely		I don't think any of our family members come here very often but I will still recommend this.		I think this place is great.	Male	Under 16	Asian / Asian British	
20	Likely				Shorter wait.	Female	Under 16	White British	
21	Likely		Served quickly.		Maybe not to be returned to waiting room all the time.	Female	Over 65	White British	
22	Likely		Although we found the first person we saw (triage nurse?) to be a bit standoffish and rude, Doctor [name withheld] was absolutely fantastic. He was friendly, approachable and funny which really helped with my toddler. His manner was completely in line with our gentle parenting and he wasn't phased at all by me breastfeeding my toddler as well as my baby. As someone who is almost phobic of hospitals, this was really helpful. Thank you.		Remember people generally come here for worrying reasons so a bit of kindness and positivity goes a long way.	Female	26-35	White British	
23	Likely		Would have been 'Extremely Likely' but for a 4.5 hour wait for admission.		More capacity.	Female	Over 65	White British	
24	Likely		Very long wait.		Quicker services.	Female	Over 65	Other ethnic	

								group	
25	Likely		Staff helpful & kind, caring, empathic in spite of being hugely busy. Amazing.			Female	26-35	White British	
26	Neither Likely nor Unlikely					Male	36-45	White British	
27	Neither Likely nor Unlikely		Wait times for infants far too long.			Female	36-45	White British	
28	Neither Likely nor Unlikely		Takes too long.		More comfortable chairs.	Female	Over 65		
29	Neither Likely nor Unlikely		The restaurant or café should be open before 12 noon. If people come in the night, vending machine not appropriate and 3-4 hours is too long to wait.						
30	Neither Likely nor Unlikely		There isn't another A&E around so not a lot of choice.		We were not told what was going on. We were sat for more than 4 hours in a bay and taken for various X-rays and scans. However, was then not talked to for hours!	Female	26-35	White British	
31	Unlikely		The waiting time & no info! It took 5 staff to get a TV working - what chance do we have.		Inform people who are waiting ages - say something regarding why the wait is so long.	Female	46-55	White British	
32	Unlikely		Extremely slow treatment and was straight up lied to by medical professional.		No idea. Too tired.	Male	16-25	White British	
33	Extremely Unlikely		Very delayed and no communication.		May I suggest you try communicating.	Female	26-35	White British	

34	Extremely Unlikely		I waiting more than 3 hrs for X-ray.			Female	26-35	White British	
35	Extremely Unlikely		Took 3 hours for ambulance to arrive.		More ambulances.	Male	26-35	White British	
36	Extremely Unlikely		Waiting takes quite long.			Male	Under 16	White British	
37	Extremely Unlikely		The receptionist was rude and unfriendly. They did not recall what they said to my family.			Female	16-25	White British	
38	Extremely Unlikely		Waiting time ridiculous. Other patient been waiting 8 hours. Lots of members of staff stood around for long periods of time talking and doing nothing.		1.5 hours so far waiting, another patient waiting 8 hours! Not good enough!	Male	16-25	White British	
39	Extremely Unlikely		Nearly 3 hours just to have a wound cleaned and a tetanus injection - where are the trained staff you boast about? Where are the regular updates you boast about? Rubbish!!		Stop looking for excuses for treating patients like this! This has been going on long enough and needs to be sorted out!!	Female	46-55		
40	Extremely Unlikely		Waiting times state 4 hours yet still here after 6 hours with elderly patient and no updates. Absolutely shocking that this is deemed acceptable.		Make the seats more comfortable if people in their 70's need to sit waiting for 6 hours.	Female	Over 65	White British	
41	No	Patient (easy read)	Because I have been here 10 hours so far.		Not to have come here.	Female	16-25	White British	
42	Don't know	Family member / Carer (easy read)	Reception not helpful - waiting 2.5hrs at 01:00hrs.		Quicker response time. More professional reception.	Male	36-45	White British	

43	Not entered		This is a pointless question – there is no choice. However, the medical staff were very good.		Please ask procurement to get some better seating in waiting area. It is hard and uncomfortable and does not support a bad back.	Male	Over 65	White British	
44	Not entered	Patient	I don't know because hardly any of my friends/family come here.	Everything. Great service.	Nothing really.	Male	9-11	Asian / Asian British	