

A&E department - Friends and Family Test - Dec-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.	%	%	%
Dec-17	59	61.0	33.9	5.1

	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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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	46-55	White British	
2	Extremely Likely					Female	36-45	White British	
3	Extremely Likely					Male	Over 65	Mixed / Multiple ethnic groups	
4	Extremely Likely		Everyone was lovely.			Female	16-25	White British	
5	Extremely Likely		Daughter hurt finger.			Female	36-45	White British	
6	Extremely Likely		If it wasn't for our wonderful emergency services we could not survive. Plus, they should be paid more for what they do.		No. Just that emergency services should have far more recognition for all their hard work.	Female	46-55	White British	
7	Extremely Likely					Male	56-65	White British	
8	Extremely Likely		Quick & efficient. Kind			Female	16-25	White	

			triage nurse.					British	
9	Extremely Likely		From reception to nursing staff, all good.				16-25		
10	Extremely Likely					Female	26-35		
11	Extremely Likely		Very kind & caring staff.						
12	Extremely Likely		Friendly staff. Humorous doctor [name withheld].		None needed. Many thanks. Keep up the good work. xxx	Female	46-55	Asian / Asian British	
13	Extremely Likely		My son and my dad.		More money available for staff and services.	Male	46-55	White British	
14	Extremely Likely					Male	46-55	White British	
15	Extremely Likely		Quick paramedic response and friendly staff.			Female	46-55	White British	
16	Extremely Likely					Female	Over 65	White British	
17	Extremely Likely					Male	16-25	Asian / Asian British	
18	Extremely Likely		Hi. I enjoyed my stay.				16-25	Other ethnic group	
19	Extremely Likely		Essential for all of us.		A little more communication, if possible.	Female	46-55	White British	
20	Extremely Likely		Great care for my mother.			Male	56-65	White British	
21	Extremely Likely		Very efficient and friendly staff.			Female	56-65	White British	
22	Extremely Likely		I have been treated by the staff here amazing. I have [illegible]. This [illegible] experience. I'm truly [illegible] for help and kindness I have		None. Brilliant.	Male	26-35	Mixed / Multiple ethnic groups	

			received.						
23	Extremely Likely		[Name withheld] is a [omitted] hero.						
24	Likely		Pleasant staff, seen quickly, clean waiting area, everyone helpful.		Provide a water fountain to use after having seen triage nurse.	Female	Over 65	White British	
25	Likely					Female	46-55	White British	
26	Likely		Really long waiting time to be taken to the ward.		Estimated time to being admitted.	Female	46-55	White British	
27	Likely					Female	36-45	White British	
28	Likely		Helpful & friendly staff.				56-65		
29	Likely		Free.		Speed up.	Male	16-25	White British	
30	Likely					Male	36-45	Mixed / Multiple ethnic groups	
31	Likely		Waiting too long overnight with 6 years old child.			Female	26-35	White British	
32	Likely					Male	46-55	White British	
33	Likely					Male	16-25	White British	
34	Yes	Not entered	[Name withheld] was the most loveliest lady and they were so kind and reassuring when I had to take my child into A&E.						
35	Yes	Not entered	[Name withheld], the nurse, was excellent. [Name withheld], the doctor, was excellent	Staff were very efficient & friendly.		Female		White British	

			and the receptionist [name withheld] was very understanding and patient!						
36	Yes	Patient	Brilliant care from staff.			Female	Over 65	White British	
37	Neither Likely nor Unlikely		Slow.		Staff.	Female	16-25	White British	
38	Neither Likely nor Unlikely		Coming to A&E is always a trial.		Clearer communication about time and rationale between phases of the process e.g. between X-ray and feedback.	Male	Over 65	White British	
39	Neither Likely nor Unlikely							White British	
40	Unlikely		Waiting times to see doctor is ridiculous.		Don't keep patients waiting nearly 6 hours.	Female	36-45	White British	
41	Unlikely		Long wait.			Male	26-35	White British	
42	Unlikely		I came into A&E with acute pain in my abdominal and I was discharged without any help because it was long-lasting pain. It was acute today. I needed help. I did not have it.		I do not know. I am not a doctor.	Female	Over 65	White British	
43	Unlikely		Brought in 999 call. 90 yrs old with a head injury still bleeding. 2 hours and counting to be seen.		Maybe to take into consideration age, injury etc. Could end up dead here.	Female	Over 65	White British	
44	Unlikely					Female	Under 16	White British	
45	Unlikely		Released again with damaged face and fell over several times,						

			resulting in this fall.						
46	Unlikely		The waiting time is ridiculously long. My elderly mother suffered for many hours waiting to be seen.		The staff were all as helpful as they could be - there are not enough of them. More medical staff needed!	Female		White British	
47	Extremely Unlikely					Female	36-45	White British	
48	Extremely Unlikely		So very, very, very, slow.		You will never improve because you don't really care and you're paid by the government indirectly.	Female	46-55	White British	
49	Extremely Unlikely		Very slow to be seen.		More staff.	Male	36-45	White British	
50	Extremely Unlikely		Zero communication on waiting times whilst waiting room is empty.		Communication. More accessible staff and less waiting for answers.	Female	56-65	White British	
51	Extremely Unlikely					Male		White British	
52	Extremely Unlikely		A 4-hour wait in a cold and very uncomfortable waiting room.		Better, more comfortable chairs. More members of staff might be an idea.	Female	16-25	White British	
53	Extremely Unlikely		5-hr wait with breathing probs.			Female	26-35	White British	
54	Extremely Unlikely		Receptionists are outrageously rude! Waited 8 hours to be seen. Waiting room filthy. No help given when asked. Tea/coffee machine dirty. Uncomfortable seat if your sat on them for 8		Receptionists need a customer service/care course to be shown how to give eye contact & not be so rude. Waiting times need sorting.	Female	26-35	White British	

			hours.						
55	Extremely Unlikely		Left alone for hours, no communication.		More staff, more beds!	Male	26-35	Mixed / Multiple ethnic groups	
56	No	Not entered	5 hour waiting for a baby with a bad chest is ridiculous!		Make sure there are more doctors!	Male	Under 6	White British	
57	No	Family member / Carer	5 hour wait. No communication. Told to wait 20mins for pills to work. 2 hours later, still sore.		[Illegible]. More doctors.	Male		White British	
58	No	Family member / Carer	Poor care and attention.		To be seen by someone instead of left from 11pm - 3am with a baby!	Male		White British	
59	No	Not entered	Because the wait is too long.		Yes. I've been so frustrated.	Male	Over 65	White British	
60	Not entered		Because it's the closest big, big hospital.		Water should be free - not £1.60.	Male	16-25	White British	