

A&E department - Friends and Family Test - Jan-18

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.	%	%	%
Jan-18	45	73.3	22.2	4.4

	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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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	56-65	White British	
2	Extremely Likely		People need help.			Female	26-35	White British	
3	Extremely Likely					Male	46-55	White British	
4	Extremely Likely		To be looked after.		Be quicker.	Female	Under 16	White British	
5	Extremely Likely		All the staff were kind and helpful.		No.	Female	Under 16	White British	
6	Extremely Likely		The staff & doctors, nurses are very professional and friendly. Also, explain what has & going to happen to the patient & family extremely well through each stage.			Female	Over 65	White British	
7	Extremely Likely		My 98 year old mum is dying. The care we have been shown is second to none. She has been treated with such kindness & dignity.		No.	Female	Over 65	White British	

8	Extremely Likely				More resources from government.	Male	Over 65	White British	
9	Extremely Likely		My mother is dying. She has been treated with such care & dignity. The staff have done everything to ease the pain we as a family are feeling too. Everything, the level of care the amount of information, the kindness.		Nothing. You do everything you could to make a very sad time bearable.	Female	Over 65	White British	
10	Extremely Likely		Quick and convenient.			Female	16-25	White British	
11	Extremely Likely		Everyone has been really helpful. Ambulance arrived very quickly. Within 30 minutes.						
12	Extremely Likely		My daughter has BPD and would not be alive without the care of A&E & crisis team.			Female	46-55	White British	
13	Extremely Likely		Fast and very efficient.			Female		White British	
14	Extremely Likely		Great ortho doctor, seen fast, polite staff.			Female	26-35	White British	
15	Extremely Likely		Good all round service. Today very quick.		Excellent service. Better integrated computer system between hospitals.	Male	Over 65	White British	
16	Extremely Likely		The nurses were very caring and friendly and the doctor was calming and explained everything to me which was very comforting.		Shorter wait times.	Female	16-25	White British	

17	Likely					Male	36-45	White British	
18	Likely		Fast, efficient service.			Female	16-25	White British	
19	Likely					Female	26-35	Asian / Asian British	
20	Likely		Nice staff.		Be quicker.	Female	Under 16	White British	
21	Likely		To help people that are having a hard time at home. xxxxxxxx		To get more staff that help people that are ill.	Female	Under 16	White British	
22	Likely		Clean and friendly.		Somewhere to show waiting time.	Female	Under 16	White British	
23	Likely					Female	Under 16	White British	
24	Likely		Really nice, friendly staff.		To help people that need help that are having trouble breathing or having trouble eating.	Female	Under 16	White British	
25	Likely					Female	Under 16	White British	
26	Likely					Male	56-65	White British	
27	Likely		My mum [name withheld] feels happy being here. The staff are caring and helpful & are helping me get better as soon as possible.						
28	Likely					Male	Over 65	White British	
29	Likely						56-65	White British	Do not publish
30	Likely		Friendly staff.		Waiting times seem slightly excessive.	Male	16-25	White British	

31	Likely		Waiting time minimal. Friendly staff.			Female	36-45	White British	
32	Likely					Male	Over 65	White British	Do not publish
33	Likely		Always been respected with my decisions and the care I have received has been brilliant.		Nurses are absolutely brilliant and very helpful, especially [name withheld] in A&E). Only thing that I would like improved is the doctors attitudes and for them to listen like the nurses do!!	Female	26-35	White British	
34	Neither Likely nor Unlikely		Changeover on reception desk.		Leave information on booking desk on changeover receptionist.		56-65	White British	
35	Unlikely		Waiting too long.		Too long.	Male	26-35	White British	
36	Unlikely		Waited 4hrs. More staff needed. Take some money off the fat cats and pay for more doctors.		Ask management - that's what they are overpaid for.	Male	46-55	White British	
37	Extremely Unlikely		Long ambulance wait. Then parked in corridor on trolley.		Adequately fund the NHS.	Male	46-55	Other ethnic group	
38	Extremely Unlikely		Waiting time.			Female	36-45	White British	
39	Extremely Unlikely		Unfriendly receptionist during night shift - unhelpful. What seems an inappropriately long wait for a fairly urgent issue.		Let patients know what's going on. Do not let patients nauseated & in pain wait 5 hours without treatment. Unacceptable.	Female	16-25	White British	
40	Extremely Unlikely				More staff i.e. doctors. Less office manager.	Male	36-45	White British	

41	Extremely Unlikely		Over 3 hours wait for a 10 year old child with a chipped bone in her elbow without pain relief is not acceptable.		More doctors. Bigger A&E dept.	Female	26-35	White British	
42	Extremely Unlikely		The person I brought in they left her crying in the waiting area for 2 hours and counting.		More doctors.	Female		White British	
43	Extremely Unlikely		The wait was very long (5.5 hours so far) and the chairs in the waiting area are extremely uncomfortable. In a department where a long wait is expected it would be reasonable to provide seating which is comfortable, especially when you are unwell.		Provide more comfortable seating so the wait is more bearable.	Female	Over 65	White British	
44	Extremely Unlikely		A&E Department. Having a very sick husband with cancer we had to wait 5 hours before being seen. I was on the verge of taking him home. It's the 111 system telling people you will only have to wait 1 hour. I now have a special no.			Male			
45	I don't know	Parent/Guardian/Carer	I feel like things are disorganised & things could run smoother. But, other than that, the staff here are great.						