

## Medical Assessment Unit - Friends and Family Test - Nov-17 to Dec-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.	%	%	%
Nov-17	No data	No data	No data	No data
Dec-17	7	85.7	14.3	0.0

### Qualitative feedback – Dec-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	Very friendly staff. The only negative is the continual noise level, particularly at night with patients being moved.		Male	over 65	White British	
2	Extremely Likely	The staff are good, very friendly and helpful.	Food-wise, patients could be offered at around 8.30pm - 9pm either a piece of fruit or maybe a biscuit with their evening drink.	Male	46-55	White British	
3	Extremely Likely	The staff are so hardworking. Bleeps going off all the time, racing around, but always a smile. The ward is lovely and clean.	No. In my opinion, everything seems to run well - a very good team. Arrived by ambulance, A&E busy but good care. All good when you consider only 4 hours from the ambulance arriving to being on the ward.	Male	over 65	White British	
4	Extremely Likely	Very good, thank you.	No.	Female	16-25	White British	
5	Extremely Likely	Absolutely brilliant care every minute of the day and night.	Patient's wife: the care is fine. I do feel though that at times there are far too many visitors allowed on the bay. We sometimes need rest but it can be very noisy at times with chat and laughter from visitors.	Male	over 65	White British	
6	Extremely Likely	I think the staff are so kind and patient. They never seem to panic. Amazing, professional people - all of them.	Not really. I honestly think it is very good. The staff nurse and the team are just wonderful.	Female	over 65	White British	
7	Unlikely	The staff don't listen to what you are trying to say when you are explaining your symptoms.		Female	46-55	White British	