

## A&E department - Friends and Family Test - Feb-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.	%	%	%
Feb-18	63	82.5	12.7	4.8

	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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		Efficient and reassuring.			Male	Under 16	White British	
2	Extremely Likely		Friendly, professional and caring.			Male	36-45	White British	
3	Extremely Likely		[Name withheld] was great, very efficient service.		Was all good.	Female	46-55	White British	
4	Extremely Likely		Seen promptly and then referred.			Female	46-55	White British	
5	Extremely Likely				[Expletive omitted].		36-45	Asian / Asian British	
6	Extremely Likely		Waiting time.			Male	Under 16	White British	
7	Extremely Likely		Excellent aftercare and very patient staff.			Male	36-45	White British	
8	Extremely Likely		The ambulance took ages but, once here, the staff were amazing.			Female	26-35	White British	
9	Extremely Likely		Kindness showed by staff and nice attitude.		More food!	Female	56-65	White British	
10	Extremely Likely		Well looked after by staff.		More communication about discharge &		Over 65	White British	

					times needed.				
11	Extremely Likely		Everyone was so lovely. I didn't have a long wait. I had my X-ray and it was very quick, which was good.		No. Everyone was great.	Female	36-45	Other ethnic group	
12	Extremely Likely		Essential to have ED here - don't want to go to Exeter A&E. Doing a good job.		Increase staff. Waiting time = but understand there isn't much to do.	Male	Over 65	Other ethnic group	
13	Extremely Likely		Everyone friendly & helpful.		No.	Male	Over 65	White British	
14	Extremely Likely		It was quick with a nurse who was well mannered with me.			Male	46-55	White British	
15	Extremely Likely					Female	36-45	White British	
16	Extremely Likely		NHS has always treated me well.		Chairs too hard. Shorter waiting times.	Male	Over 65	White British	
17	Extremely Likely		Everybody seems to help you. Service is good.		Long wait = but knows not much can be done.	Male	Over 65	White British	
18	Extremely Likely		Really quick and professional service from all staff we saw. Well done everyone - consider the challenging conditions the NHS faces!			Female	36-45	White British	
19	Extremely Likely		Very helpful staff, nurses and doctors. Nothing too much trouble.		More nurses and staff.	Female	Over 65	White British	
20	Extremely Likely		Fantastic speed of service. Thank you very much. 8/02/18 - came in at 8.15 out by 9.30.						
21	Extremely Likely		Non-availability of free		Otherwise happy!	Male	56-65	White	

			water in A&E. Bottled water in machine £1.60. Free water is a must if you don't want sugar drinks.					British	
22	Extremely Likely		The receptionist was very helpful. The nurse was very professional and I was pleased with the outcome. I didn't have to wait long, which was great.		No. I was seen very promptly. I was very pleased with the outcome.	Female		Other ethnic group	
23	Extremely Likely		I have been seen quickly. Staff helpful and explained the processes involved. Only halfway through process at present.		More things to read or buy.	Female	46-55	White British	
24	Extremely Likely		Been a number of times over the last 10 years. Always had prompt and caring service.		No.	Male	Over 65	White British	
25	Extremely Likely				Quicker responses after triage.	Female	46-55	White British	
26	Extremely Likely		Lovely staff.			Female	36-45	White British	
27	Extremely Likely		In case it is an emergency.		Funding and waiting time.	Male	36-45	White British	
28	Extremely Likely		All the staff are really friendly and do their best to help you.			Female	26-35	White British	
29	Extremely Likely		My elderly uncle had fallen and the care, consideration and concern given by nurses [names withheld] and especially Dr [name			Male	Over 65		

			withheld] was exemplary.						
30	Extremely Likely		Always offer excellent service.		A bit chilly in waiting room.	Female	46-55	White British	
31	Extremely Likely					Male	Over 65	White British	
32	Extremely Likely		Always polite. Although stretched, they do their best.			Male	56-65	White British	
33	Extremely Likely		Everybody there were very pleasant and very helpful.			Male	Over 65	White British	
34	Extremely Likely					Female	Over 65	White British	
35	Extremely Likely		They saw to me as soon as I got there. I had to wait and go back a few times more, but they were on the ball with my care.		No, but I would like to thank everyone involved tonight.	Female	56-65	White British	
36	Extremely Likely		Seen to quickly on arrival. Volunteer provided drink of water for my child & reading book etc. to take mind off injury.			Female	Under 16	White British	
37	Extremely Likely		Staff & doctors very helpful & didn't have to wait too long for tests / results (approx. 2 hours).		No.	Male	56-65	White British	
38	Extremely Likely		Gave me loads of drugs. Made me a great cuppa tea. And I'm now off my [expletive omitted].		More tea.	Female	16-25	White British	
39	Extremely Likely		All your staff were professional and helpful. The doctor attending		Just keep doing what you are - you have got it right. Thank you.	Female	16-25	White British	

			[name withheld] was fantastic, really felt that she cared about us and the other patients, even though there was a huge workload on her.						
40	Likely		It's the only one here in Devon.		More staff.	Male	Under 16	White British	
41	Likely		NHS showing the world how it should be done. 10/10.			Male	56-65	White British	
42	Likely						26-35	White British	
43	Likely				Prioritise risk.	Male	16-25	White British	
44	Likely		I think the A&E unit is very well staffed and I hope very well equipped. Very pleasant staff at the reception on arrival. [Name withheld] (volunteer) extremely pleasant and helpful. A real sense of people helping others. Good to see.		Soft piped music in the waiting area. Maybe a few more information boards. No complaints really at all.	Female	56-65	White British	
45	Likely					Male	16-25	White British	
46	Likely		Although waiting is longer than I would like, the level of service is always very good. Staff are polite and attentive.		Comfy seats. Bigger TV with more channel choices. Lower price vending machines.	Male	46-55	White British	
47	Likely		The medical staff are excellent as is the care given. However, the admin staff seem to be		More clerical staff to facilitate admin and free medical staff for medical care.		56-65	White British	

			woefully overworked and there does not seem to be a sufficient number.						
48	Likely					Male		White British	
49	Likely					Male	26-35	White British	
50	Likely		Been here 3 times in the past 3 months and every time have about the same waiting times.		Better [illegible].	Male	56-65	White British	
51	Yes	Parent/Guardian/Carer	Very friendly, helpful staff but disappointed there are no toys in children's waiting area.						
52	Yes	Parent/Guardian/Carer	It's never 'good' to come to A&E but our nurse [name withheld] has made our experience @ NDDH / A&E department more comfortable by ensuring me everything's ok & updating me & listening. All staff are lovely, kind, caring & a credit to NDDH A&E department & exceed their job roles. Thank you x. These staff need more credit for their care and service given.	Head nurse managed his staff perfectly on a busy Saturday night. Dr was lovely & made sure every check needed for my son was done. Thank you!	For me personally, nothing, thanks to above comments. Couldn't of asked for better team for my son! NDDH could maybe look @ a night-shift cleaner in A&E waiting room / toilets etc. which would cut contamination from public to patients that are admitted to wards. It shouldn't be taking needed nurses away from nursing real emergencies to clean but staff still found time to do so.	Male	12-15	White British	
53	Neither Likely nor Unlikely		Wait.						

54	Neither Likely nor Unlikely					Male	16-25	White British	
55	Unlikely		Doctor extremely rude and unprofessional.		Doctor needs training on her manner.	Female	36-45	White British	
56	Unlikely		Very slow.		Waiting time needs to be quicker.	Male	36-45	White British	
57	Unlikely		Only needed to be told I could go home and was waiting over an hour.		More staff.	Female	46-55	White British	
58	Unlikely		Waiting time completely high.		.	Female	36-45	White British	
59	Unlikely		Because we have been before around 18hrs ago and the wait was too long. I have been back today and still waiting too long. The NHS is being poorly ran. Money is not the issue - the way it's spent is.		Make GPs work longer hours in local practicing. Then people would not feel the need to come to A&E because they can get an appointment sooner with a GP. My GP's in my local practices only work 3 days per week. Therefore, booking an appointment is difficult, so I come here for things.	Male	16-25	White British	
60	Extremely Unlikely		Waiting times too long. Waiting 5 hours when estimated time shown as 2 to 3 hours. Not good enough.		Close it.		Over 65	White British	
61	Extremely Unlikely		You do not listen to a [expletive omitted] word I tell you so you don't understand what's [expletive omitted] wrong with me.		Please listen to your patients. Then you will have a better idea as to why the [expletive omitted] I'm here.	Female	16-25	White British	

62	No	Patient	Rotten service. Attitude of staff.		Civil attitude of staff. Fairness of seeing doctor e.g. left waiting while others less in need seen in less time i.e. 2hrs.	Male	Over 65	White British	
63	Don't Know		Really long waiting times.			Female	16-25	White British	
64	Not entered			Nothing.	Listen.	Female	12-15	White British	
65	Not entered		I have terminal cancer. I was in lots of pain so rang oncology. The nurse spoke to the medical team and rang us back saying that I should come to A&E for reassessment and that they would alert A&E. Reception at A&E confirmed I was expected. But apparently my notes was placed in the wrong box and was sent to an A&E doctor. He didn't realise that I should see the medical team. I then had to wait another 2.5 hours to see the medical team. It would help if the left and right hand were introduced to each other. Apparently, waiting for a bed was the reason for delay. Communications			Female	Over 65	White British	

			between and within departments seems to be lacking. I came in for an operation to put a stent in my bile duct and that led to complete confusion between the ward and the surgical unit.						
66	Not entered		This hospital didn't let me die but the one up north did. Wait too long. Not happy.		It's lovely.			White British	
67	Not entered		Nowhere else to go!		Increase capacity.	Male		White British	