

## Medical Assessment Unit - Friends and Family Test - Jan-18 to Mar-18

*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.	%	%	%
Jan-18	4	100.0	0.0	0.0
Feb-18	7	100.0	0.0	0.0
Mar-18	11	100.0	0.0	0.0

### Qualitative feedback – Jan-18

	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 well-organised staff - friendly, helpful and understanding.		Female	over 65	White British	
2	Extremely Likely	Excellent and friendly staff.		Female	over 65	White British	
3	Extremely Likely	Friendly and helpful staff.		Male	over 65	White British	
4	Extremely Likely	Friendly and helpful staff.		Male	over 65	White British	

### Qualitative feedback – Feb-18

	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	The staff are all very helpful and I was treated very well. P.S. sorry about writing.	No.	Male	Over 65	White British	
2	Extremely Likely	All the staff have been good.		Female	56-65	White British	
3	Extremely Likely	Because the staff are helpful and understanding.		Female	over 65	White British	
4	Extremely Likely	Good attitude from the staff.		Female	over 65	White British	
5	Extremely Likely	I hold not just this ward but our hospital in the highest regard. The nurses and doctors on this ward are just amazing. They treat so many patients with all variants of illness in such a professional way. A credit to themselves, the hospital and the	There is no way I can think of anything. The staff are just amazing. Absolutely nothing is too much trouble to any of them at any time, day or night. True heroes.	Female	56-65	White British	

		NHS.					
6	Extremely Likely	No complaints at all. Everyone has been so kind and helpful.	No. As a matter of fact, my care has been above my expectations.	Female	36-45	White British	
7	Extremely Likely	I just cannot fault any of the staff. I have been treated very professionally.	I have to be honest. I cannot find fault with the ward. Also, treated very well in A&E - treated very quickly indeed, although in there a while before moving to MAU. A&E kept my tests going, meaning less to do over here.	Male	over 65	White British	
8	Not entered	Well looked after.		Male	over 65	Other ethnic group	

### Qualitative feedback – Mar-18

	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			Female	26-35	Mixed / Multiple ethnic groups	
2	Extremely Likely	Absolutely brilliant. So well looked after. Nothing is too much trouble for any of the staff.	Not really. I am just so impressed with the whole experience, from the ambulance to my present care on the ward. Absolutely brilliant.	Male	over 65	White British	
3	Extremely Likely	Way up there. 12 out of 10. I have wanted for nothing. Fabulous care.	Arrived by car to A&E after visiting my GP. Full on down there. Saw triage nurse about 2.30pm and arrived on MAU around 10pm. Staff on the ward were waiting for me, made me very welcome and comfortable. So all very good.	Male	over 65	White British	
4	Extremely Likely	Wonderful, just wonderful. No other	Nothing at all that comes to mind. All	Female	over 65	White British	

		way to describe the care and kindness shown by the staff. All so dedicated and professional.	doing a first class job. A credit to the NHS.				
5	Extremely Likely	100% quality care. Always there when needed. A lovely atmosphere on the ward as well.	No, not at all. I just think all of the staff are amazing, and I say that in all honesty. Thank you, all of you.	Female	46-55	White British	
6	Extremely Likely	Have been well treated by the dedicated staff.		Male	46-55	White British	
7	Extremely Likely	Been well looked after by all staff.		Female	over 65	White British	
8	Extremely Likely	The staff have been professional.	Pay the staff more money.	Male	over 65	White British	
9	Extremely Likely	Well looked after by dedicated staff.		Male	over 65	Other ethnic group	
10	Extremely Likely	Well looked after by the staff.		Male	over 65	Other ethnic group	
11	Extremely Likely	Everyone has been so kind and caring.		Female	over 65	White British	