

A&E department - Friends and Family Test - Apr-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 people'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.	%	%	%
Apr-18	52	55.8	32.7	11.5

	Friends and Family Test response	Children and young people'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 people'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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		[Illegible].		No.		36-45		
2	Extremely Likely		Kind, friendly, efficient and helpful staff.			Female	26-35	White British	
3	Extremely Likely					Female	16-25	White British	Do not publish
4	Extremely Likely					Male	56-65	White British	Do not publish
5	Extremely Likely					Female	26-35	White British	Do not publish
6	Extremely Likely					Female	46-55	White British	Do not publish
7	Extremely Likely		Kind, friendly, staff.		Waiting times.	Male	Under 16	White British	
8	Extremely Likely		Helpful and trustworthy staff.		Waiting times.	Male	Under 16	White British	
9	Extremely Likely		Helpful, caring, warm.		Pay the staff more.	Female	36-45	White British	
10	Extremely Likely		Nice.			Male	Under 16	White British	
11	Extremely Likely				More for children.	Male	Under 16	White British	
12	Extremely Likely		Helpful, calm.			Female	56-65	White British	

13	Extremely Likely		Seen within a few minutes, dealt with efficiently and friendly.		As far as my experience, there is no improvement necessary.	Female	Over 65	White British	
14	Extremely Likely		The friendliness of all the staff and I have not felt judged.		A larger department.	Female	56-65	White British	
15	Extremely Likely		Staff were kind and helpful. [Name withheld]			Male	36-45	Asian / Asian British	
16	Extremely Likely		Very attentive and highly pleasant staff.				Over 65	White British	
17	Extremely Likely		Nursing staff very polite & helpful. Doctor was lovely, listening to the issue & taking time to explain.			Male	46-55	White British	
18	Extremely Likely		Seizures, head injury.		No.	Female	16-25	White British	
19	Extremely Likely		All NHS staff do their best with the means they have got. Patients needing care do not have a choice.		The first priority is to keep all local hospitals open, including Bideford. No closure is in anyone's interest.	Male	Over 65	White British	
20	Extremely Likely		I received excellent care & they dealt with me expeditely as I am a cancer patient on chemo.			Female	Over 65	White British	
21	Likely		Poorly baby.			Female	Under 16	White British	
22	Likely		Because we were seen quickly.		More selection in the vending machines.	Female	Under 16	White British	
23	Likely					Male	Under 16	White British	
24	Likely					Male	Under 16	White British	

25	Likely					Female	26-35	White British	
26	Likely		I come here often.		Not make me stay here.	Female	16-25	White British	
27	Likely					Female	46-55	White British	
28	Likely					Female			
29	Yes	Patient	Because the service is good.		Availability of using a phone.	Female	60-65	White British	
30	Neither Likely nor Unlikely					Female	16-25	White British	Do not publish
31	Neither Likely nor Unlikely					Female	46-55	White British	Do not publish
32	Neither Likely nor Unlikely		Unfortunately, today was very busy and it was over 1.5hrs before my elderly mother was even seen by the triage nurse. Not their fault, and she was very apologetic, but this is not acceptable. No criticism of NDDH A&E - staff brilliant, just not enough of them.		This is a countrywide issue - not enough NHS staff. You are all doing a fab job & we feel for you.	Female		White British	
33	Maybe	Patient	Because you wait for a long time - but I appreciate that it was very busy.	That they have colouring in and a children's room. Nice staff.	Maybe not bring beds with hurt people through - but that might not be helped.	Female	9-11	White British	
34	Maybe	Patient							
35	Unlikely		Poor attitude.		Politeness.	Male	36-45	White British	
36	Unlikely					Female			
37	Unlikely		The wait is too long for frail & needy individuals. A minimal charge may cut down the time-		Charge a minimal charge.	Female	56-65	White British	

			wasters. Train more staff. Introduce a scaled charge scheme.						
38	Unlikely		Took too long.						
39	Extremely Unlikely		Waiting over 3 hours - no doctors coming see me.		No doctors to come and see us.	Male	36-45	Other ethnic group	
40	Extremely Unlikely		[Illegible].		More money.	Male	56-65	Black / African / Caribbean / Black British	
41	Extremely Unlikely								
42	Extremely Unlikely					Male	46-55	White British	Do not publish
43	Extremely Unlikely		Job's worth.						
44	Extremely Unlikely		Leaving a person to wait for multiple hours on purpose is not acceptable.		Spend more on doctors, remove locums, train more doctors.		Over 65	White British	
45	Extremely Unlikely		Sunday night at A and E. 3 hours in and still yet to see someone.		Better staffing ration may get you through patients quicker.	Male	36-45	White British	
46	Extremely Unlikely					Male	Over 65	White British	Do not publish
47	No	Parent/Guardian/Carer	Because the wait is so long. It seems like there is no system how patients should be seen. Even though you are with little baby you wait for 4-5 hours before doctor could see you. I think it is too long for		I think there should be a proper system where little babies, young children could be seen asap. I appreciate how busy it can get at times. But, when your little one is unwell, parents are worried				

			baby & parents. It does not seem like emergency to anyone.		sick. There should be system where previous conditions flag up on the system as soon as they come to A&E.				
48	No	Patient	Because it is really slow and boring and it's a really terrible place. Also, all the characters are male and white. Please make it mixed gender and race otherwise I will file a big complaint. <i>[This comment is in reference to the cartoons featured on the children and young people's FFT feedback card. The characters are gender neutral, however the commenter makes a very valid point about the diversity of the characters and we will review the images when we next print the cards.]</i>	Nothing.	Everything. The speed, the service, the staff, the TV. Also, on the front all the people were male. I would like you to change that please.	Female	12-15	White British	
49	No	Not entered							
50	No	Patient	Disgusting, disgusting 6.5 hour wait.		Less waiting time obviously!	Female		White British	
51	No	Family member / Carer	Because the service is really poor - so is the speed.		If it had been quicker.	Male			
52	Don't Know					Female	Over 65	White British	Do not publish
53	Not entered		Don't live here.		No, not much.	Female	Under 16	White British	

54	Not entered	Parent/Guardian/Carer	Well, it's very slow and could be in a lot of pain and might have to wait.	Umm, honestly not much. Just that staff were nice.	Quicker, much quicker.				
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