

## A&E department - Friends and Family Test - Mar-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.	%	%	%
Mar-18	75	76.0	14.7	9.3

	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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		Always has friendly and helpful staff attending.		Yes. The reception staff are just as important as the consultant as they are the first person seen when people are anxious and in pain. Therefore, their names should be put up on the board	Female	56-65	White British	
2	Extremely Likely		Very friendly and helpful.		The receptionist's name to be added to the information board.				
3	Extremely Likely		Fracture.			Female	56-65	White British	
4	Extremely Likely		The care has been excellent. The staff have been excellent. A first class service which is reassuring when you are in A&E.		No.	Male	56-65	White British	
5	Extremely Likely					Female	26-35	White British	Do not publish
6	Extremely Likely		Was well looked after.		Quicker response and follow up.	Male	46-55	White British	

7	Extremely Likely					Female	26-35	White British	
8	Extremely Likely					Male	56-65	White British	
9	Extremely Likely		Nowhere else to go.		People who are deaf/hard hearing or just no listening perhaps might miss their call - need buzzer and TV screen with name.	Female	46-55	White British	
10	Extremely Likely		Prompt attention given within minutes of arriving.			Female	46-55	White British	
11	Extremely Likely		Friendly, professional staff.		No.	Male	46-55	White British	
12	Extremely Likely		Staff were extremely helpful, informative and kind.			Female	Over 65	White British	
13	Extremely Likely					Female	36-45	White British	Do not publish
14	Extremely Likely		Staff are excellent, very willing to help to explain. Having to wait is understandable. Treatment is the best. No complaints.			Female	Over 65	White British	
15	Extremely Likely		Service was quick. Staff friendly, very helpful.		Need bigger waiting area.	Male	46-55	White British	
16	Extremely Likely		Only local ED in North Devon.			Female	26-35	White British	
17	Extremely Likely				Please put some soft seats in the waiting room.				
18	Extremely Likely		Friendly, reassuring staff that work extremely hard to give everyone			Female	16-25	White British	

			fair care.						
19	Extremely Likely					Male		White British	Do not publish
20	Extremely Likely		Excellent service.			Female	Under 16	White British	
21	Extremely Likely					Female	56-65	White British	
22	Extremely Likely		It is nice and comfortable and my problem alleviated.			Male	56-65	White British	
23	Extremely Likely		Lovely, efficient staff.		Perfection.	Female	36-45		
24	Extremely Likely					Female	46-55	White British	
25	Extremely Likely		Very helpful.		Very long wait time.	Female	16-25	White British	
26	Extremely Likely				Build a bigger hospital.	Male	46-55	White British	
27	Extremely Likely		Good people that care, deserve gratitude and reward. x		Pay NHS staff what they deserve. Normal folk can accept paying more tax.	Male	46-55	White British	
28	Extremely Likely		Treated in such a warm yet professional manner, whilst working under pressure & understaffed. A wonderful job by all the staff.		More staff to help relieve the pressure.	Male	26-35	White British	
29	Extremely Likely		Had a suspected stroke. First class treatment - second to none.				Over 65	White British	
30	Extremely Likely		This is my [illegible].						
31	Extremely Likely		Very pleased with the level of care given & information.			Female	56-65	White British	
32	Extremely Likely		Medical staff have been professional throughout.			Female	26-35	White British	

33	Extremely Likely		Reason being if you need accident and emergency you're in the right place. If it's an emergency there is no other alternative. If it's not, don't be here.		Less fluorescent lighting (it's a killer). Softer seating (my bum's killing me). Healthier vending snack machines. An intercom for asking for people (you cannot always hear?). A lot more money to provide our fabulous NHS A&E with more staff.	Female	36-45	White British	
34	Extremely Likely				Wait would have been better without the joker in handcuffs.	Female	Over 65	White British	
35	Extremely Likely		Mainly quick to be seen & very friendly staff & very helpful all the time. Very good A&E hospital.		No, as think services are fine.	Male	16-25	White British	
36	Extremely Likely		Always sorted me out.		Cushions on chairs for long wait.	Female	26-35	White British	
37	Extremely Likely		Professional service and very caring.		Not to be left and forgotten about in a bay.	Male	36-45	White British	
38	Extremely Likely		From the minute I entered and booked into the A&E I was treated with respect, dignity and first class care from all staff. Staff were professional, kind and compassionate. My visit to A&E was serious and resulted in me staying on CCU for 5 days. As a CQC inspector, we often talk		Short term parking spaces outside of A&E for patients taking themselves in.	Female	56-65	White British	

			of 'going the extra mile'. I would particularly like to mention [name withheld] and [name withheld] who went over and above in their care for me and made my experience as pleasant as possible. They are a credit to NDHT and deserve recognition. My pathway from start to finish went as smooth as possible, thanks to all the staff of all grades I came into contact with. My care was outstanding.						
39	Likely		My sister took an overdose.		It shows that some of the staff don't have the time for people like my sister. This needs to change.	Female	26-35	White British	
40	Likely					Male	Over 65	White British	
41	Likely		Friendly.		The wait time.		16-25		
42	Likely		Important to let staff know how to improve and if the public are happy with the reception.		Happy with the service.	Female	36-45	White British	
43	Likely		It's now 3pm. We arrived at 11am. Seen pretty much straightaway. But have been waiting for blood results & MRI scan and admission.		The service can't be helped when busy, but waiting room - please show something else on TV as there's only so much news one can	Female	Over 65	White British	

					bear. Or a little light music!				
44	Likely					Female	Over 65	White British	Do not publish
45	Likely		Very helpful.			Female	36-45	White British	
46	Likely		How could waiting time be shortened?			Male	56-65	White British	
47	Likely					Male	36-45	White British	
48	Likely		Staff were friendly and helpful. Waiting time wasn't too bad.			Female	16-25	White British	
49	Likely		NHS is a must have and A&E so important.		You need money and government aren't giving you it, without that timing will get worse.	Male	56-65	White British	
50	Likely		Always dealt with in a very professional way.			Male	16-25	White British	
51	Likely		Only A&E locally but good care is given and staff are nice.			Female	16-25	White British	
52	Likely		Staff very kind in the approach in the situation. As much as we wait for a length of time, we should all be grateful for such an amazing NHS. We would like to say thank you. x			Male	16-25	White British	
53	Likely		Was seen reasonably quickly, staff very helpful & kind.		Shorten waiting time.	Female	Over 65	White British	
54	Likely		We had a really quick service. The staff were friendly and efficient and		Perhaps don't shout people's names out in the waiting room -	Female	36-45	White British	

			the professional who assessed the problem was very knowledgeable and dealt with us without delay. The sign said 2-hour wait but in fact we were in and out within 1.15 hours, with an X-ray and diagnosis and referral to fracture clinic for the following day. Great service, thanks.		feels a bit embarrassing, especially for children, and seems a bit of a confidentiality breach?				
55	Yes	Patient				Male	12-15	White British	Do not publish
56	Yes	Patient	Quick / friendly / efficient.		Can't think.	Male	56-65	White British	
57	Yes	Family member / Carer	Everyone so kind.		Just updates on timing. You need more space.	Female	56-65		
58	Neither Likely nor Unlikely					Male	36-45	White British	
59	Neither Likely nor Unlikely		Very little communication - so had no idea of time etc.			Female	Over 65	White British	
60	Neither Likely nor Unlikely		Waiting 3hr to get seen by a doctor. Only 4 other people waiting to be seen at the time. Why does it take so long? Good to get seen, eventually.		Have a dedicated doctor for walk-in patients.	Male	56-65	White British	
61	Maybe	Not entered	Too long to wait. Cold - no heat.	Telly.	More staff & equipment.	Male		White British	
62	Maybe	Not entered	A&E does its best - the place to come if accidental injury.	Being seen.	We waited 3hr for a psych referral - too long.	Female		White British	

63	Unlikely		Waiting times unbelievably long.		Try reducing waiting times.	Female	36-45	White British	
64	Unlikely		I would normally have recommended but on this occasion I would not as had to wait over 6hrs when sick left in waiting room.		Move more doctors or have one just for minor illness.	Female	16-25	White British	
65	Extremely Unlikely					Female	Over 65	White British	Do not publish
66	Extremely Unlikely		I have brought up a patient with mental and learning difficulties. Waiting is making her very upset.		At least see her as [illegible].	Female	56-65	White British	
67	Extremely Unlikely					Female	36-45	White British	
68	Extremely Unlikely				Treat people like human beings!	Female	26-35	White British	
69	Extremely Unlikely		Care given by [name withheld], the triage nurse. My wife has memory issues and she made it quite clear that I should wait in the waiting area as opposed to going inside the triage room.		Allow family to go into triage room with patient if this will support the patient further. Also, call from nearer the seats. Impossible to hear with background noise. More importantly, wasting the nurses' time as both nurses were having to call patients at least 3 times or more to gain our attention.	Male	Over 65	White British	
70	No	Parent/Guardian/Carer	We have a 1yr old with a rash all over her and the waiting times are		More reassurance.		Under 6	White British	

			ridiculous to see a paediatrician. Time is crucial, especially with a baby.						
71	No	Parent/Guardian/Carer	My son was brought in by ambulance at 7pm and it's now 11.30pm and we haven't been seen by anyone. Left in the side room.		Be more approachable on the front desk and more accommodating with little ones when it's extremely late & waited for so long.	Male			
72	No	Family member / Carer	Accompany my mum, who was referred here by her doctor. With concerns of sepsis, giving that she is undergoing chemo.		Patients to be updated. Inform patients of expected waiting hours. Better communication between all levels of staff. Communicate with your patient.	Female			
73	No	Patient							Do not publish
74	Don't Know					Female		White British	
75	Don't Know					Female	16-25	White British	
76	Not entered		I would hope no-one would need the hospital services.		Have a better waiting policy.	Female	16-25	White British	
77	Not entered		Because any other option for treatment is miles away! And we need all treatments available close to home.		A&E was very untidy in waiting room. Dirty tissues, cups and food waste, even though a bin was provided.	Female	56-65	White British	