

## A&E department - Friends and Family Test - Jul-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.	%	%	%
Jul-18	47	59.6	27.6	12.8

	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 made public
1	Extremely Likely		During my recent time in the emergency department I was treated with the utmost care and courtesy, with follow-up telephone calls to my home line, giving reassurance. My thanks to all concerned, especially Dr [name withheld].			Female	Over 65	White British	
2	Extremely Likely		Because you try your best under the circumstances with a lot of people.		No.	Female	56-65	White British	
3	Extremely Likely		Consultant amazing - Dr [name withheld]. Nurse empathetic - student nurse.			Female	16-25	White British	
4	Extremely Likely		The staff are hardworking, friendly and informative when providing patient-orientated care to each			Female	16-25	White British	

			individual, according to their unique needs.						
5	Extremely Likely		Efficient, expert and kindly attention. [Name withheld].			Female	Over 65		
6	Extremely Likely		Fantastic service & care, everyone helpful. [Name withheld], reception manager, brilliant.			Female	36-45	White British	
7	Extremely Likely		Brilliant, efficient and very reassuring staff and treatment in emergency, MAU and Glossop. Thank you so much.			Female	56-65	White British	
8	Extremely Likely		Professional prompt treatment. Good communication, friendly. Quickly seen. Clean / tidy department. Thanks.		Excellent today!	Female	36-45	White British	
9	Extremely Likely		Friendly, helpful service. Treated as an individual, with sensitivity & kindness by all, especially [name withheld] 'The Eye Man'. Very many thanks.		The service I received could not be bettered, well done!	Female	Over 65	White British	
10	Extremely Likely		Very courteous and caring personnel. Speedy care & observations done. Offered me a refreshment which I felt was thoughtful.		Nothing that comes to mind. Everything was very satisfactory.	Female	56-65	White British	
11	Extremely Likely		Excellent and professional care. Thank you.			Male	Over 65	White British	
12	Extremely Likely		Excellent staff. All very friendly & efficient.			Female	36-45	White British	

			Shorter waiting time than expected.						
13	Extremely Likely		Cus they were really helpful and kind, caring, even no they were busy and short staff.		More staff.	Female	26-35	White British	
14	Extremely Likely		Team very kind and professional.		Maybe games and books for children and teenagers in the waiting room.	Male	56-65	Other ethnic group	
15	Extremely Likely						56-65	White British	
16	Extremely Likely		Very quick and efficient service, with good advice.		No.	Female	16-25	White British	
17	Extremely Likely		Friendly and helpful staff.		Sadly, being here after 5pm, there was nowhere in the entire hospital to get a hot drink. The Costa machine was broken and all cafes closed. Walked around the main hospital and A&E but no service available. Very disappointed.	Female	46-55	White British	
18	Extremely Likely		Free health care.		Waiting time.	Male	16-25	Asian / Asian British	
19	Extremely Likely					Female	Over 65	White British	Do not publish
20	Extremely Likely		Wait time very good. Amazing service with a huge smile from everyone. Thank you.		None.	Female	Under 16	White British	

21	Likely				Maybe more staff? Told how long of a wait approx. to see next professional. Separate waiting room for those who don't feel well.	Female	16-25	White British	
22	Likely		Very professional & friendly!			Female	Over 65	White British	
23	Yes	Patient	Because you try your best under the circumstances with a lot of people.	I didn't have to wait long and the man [name withheld] and nurse listen to what I said.	Nothing.	Female	9-11	White British	
24	Yes	Parent/Guardian/Carer	The doctors & nurses spoke to both parents & child, not just parents.	The care felt very genuine, parents were fully informed & child informed at her level too.	Nothing! Please keep up the good work, you're all amazing! Thank you all so much.	Female	6-8	White British	
25	Yes	Patient	Because your helpful.		Nothing.	Female	56-65	White British	
26	Yes	Patient	Doctors are kind, nurse too.		In the waiting area some books for the children and much [illegible].	Female	9-11	Other ethnic group	
27	Yes	Family member / Carer	Friendly treatment.		More toys.	Male	Under 6	White British	
28	Yes	Patient				Male	12-15	White British	Do not publish
29	Neither Likely nor Unlikely		Waiting time (person could die). Lack of discipline (staff).		A doctor on entry to ascertain degree of attention needed.	Female	Over 65	White British	
30	Neither Likely nor Unlikely		Long waiting.			Female	16-25	Other ethnic group	

31	Neither Likely nor Unlikely								
32	Neither Likely nor Unlikely		The waiting room is very stuffy. No air and too hot.		Air-conditioning.	Female	46-55	White British	
33	Maybe	Patient	Staff was helpful. But why spend the money on a new building and not invest in air-conditioning?		Air-conditioning.	Male	12-15	White British	
34	Maybe	Patient					12-15	White British	Do not publish
35	Unlikely		Attended A&E last week. Terrific pain in my knee. I was told I have arthritis. Sent away with crutches, pain killers. No other investigations were done at all - X-ray - bloods.		Do proper investigations, not presume conditions of patients.	Female	46-55	White British	
36	Unlikely					Male	46-55	White British	Do not publish
37	Extremely Unlikely		Staff are rude!		Employ new staff!		26-35	White British	
38	Extremely Unlikely		Waiting time is a joke, place is dirty, fridges are noisy, chairs hard, feel like your sitting in a corridor. Staff behind desk are helpful tho.		Shorter waiting time. Better seating, meeting CQC standards.	Female	16-25	White British	
39	Extremely Unlikely		2 hrs waiting so far. Still not seen anyone.		More staff.	Male	46-55	White British	
40	Extremely Unlikely		Had X-ray, still waiting 1.5 hours later.			Male	46-55	White British	
41	Extremely Unlikely					Female	56-65	White British	Do not publish
42	Extremely Unlikely		Wait, no update, no sanitiser in waiting area,		Number system, better communication.	Female	46-55	White British	

			dirty.						
43	Extremely Unlikely		As waiting times are silly and leave you waiting hrs.			Female	26-35	White British	
44	No	Patient	Unfriendly.	Nothing!	Lots.		12-15	White British	
45	No	Parent/Guardian/Carer	Reception staff extremely unfriendly & ignore you. Terrible customer service.						
46	No	Family member / Carer	Rude staff.		Better bedside manner.	Female	26-35	White British	
47	No	Family member / Carer			I am a nurse myself. I get that you are busy but you leave PT stranded without informing them to what is happening.				
48	Not entered					Male	16-25	White British	Do not publish
49	Not entered	Not entered		Nothing. Nurse were good.	Timekeeping. More organisation.	Female			