

A&E department - Friends and Family Test - Jun-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.	%	%	%
Jun-18	137	88.3	8.0	3.6

	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		Staff are very friendly and helpful. Just long waiting times.		Separate waiting room for children.	Female	26-35	White British	
2	Extremely Likely		All staff extremely polite & informative, whilst under obvious pressure. Very caring attitude.		Provide more reading material, preferably up to date, for patients' long waits.	Female	56-65	White British	
3	Extremely Likely		Had a previous bad experience on Glossop Ward, but this department have been outstanding. Very caring, reassuring and lovely staff. Thank you.		Can't think of anything. Blood results seemed to take a long time, but not sure how long they should take.	Male	Over 65	White British	
4	Extremely Likely		Really quick and very friendly.			Female	36-45	White British	
5	Extremely Likely		Better signs to identify the main entrance. The care has been super!						
6	Extremely Likely		Very helpful and kind.			Female	Over 65	White British	
7	Extremely Likely					Female	Over 65	White British	Do not publish

8	Extremely Likely		Good staff, friendly.				16-25	White British	
9	Extremely Likely		Staff calm and collected. Everyone polite and explained to me what was going on.			Female	56-65	White British	
10	Extremely Likely		Thorough & professional care with excellent communication.			Female	56-65	White British	
11	Extremely Likely					Male	16-25	White British	Do not publish
12	Extremely Likely		Nice staff explained everything in simple terms. Very thorough.		No, all good. Very noisy vending machines.	Female	Over 65	White British	
13	Extremely Likely		Fast, efficient & friendly staff & service.			Male	46-55	White British	
14	Extremely Likely		Very quick diagnosis & treatment. Pleasant & friendly staff.		No.	Female	36-45	White British	
15	Extremely Likely		Quick, friendly, professional & nice new department.		Give the staff a pay rise.	Female	46-55	White British	
16	Extremely Likely		Everyone was friendly & responsive. They listened well and asked good questions.		Not at this time.	Male	46-55	Other ethnic group	
17	Extremely Likely					Male	Over 65	White British	
18	Extremely Likely		Speed of being seen. Attitude and helpfulness of staff. Treatment received.		N/A.	Female	46-55	White British	
19	Extremely Likely					Male	Over 65	White British	
20	Extremely Likely		Excellent treatment.		Just a bit quicker.		56-65		
21	Extremely Likely		Cannot express enough		None from	Female	Over	White	

			how wonderful & caring your staff are! From paramedics to all hospital NHS staff! We were on holiday and one day in we needed your services for my mum. 100% dedication & care.		yourselves! More help from the government to and you to continue to provide the service you are trained in!		65	British	
22	Extremely Likely		Fast and efficient, information given at every stage.			Male	Over 65	White British	
23	Extremely Likely		Very impressed the way things were carried out. Staff & doctor very helpful with what I came in for. On holiday here in Devon, hospital lovely etc.		None.		Over 65		
24	Extremely Likely		Prompt, very friendly, reassuring! Following my surgery the previous day, I had a need to attend A&E due to catheter problems (pain, bleeding, feeling unwell). Tests & examinations done and everything improved. Many thanks for the job you all do.			Female	56-65	White British	
25	Extremely Likely		All the staff we dealt with were extremely kind and helpful. And except for having to wait for a human antibody injection we were dealt with very quickly.			Female	Over 65	White British	
26	Extremely Likely		Very professional and clean & light & airy.		None.		Over 65	White British	

			Friendly staff.						
27	Extremely Likely		Excellent & quick service. Friendly staff. Clean environment.		Cartoons on TV in children's room.	Female	26-35	White British	
28	Extremely Likely		V. professional and caring service. Well done!			Male	36-45	White British	
29	Extremely Likely		It was all done with good care and in good time. Staff was all very helpful.						
30	Extremely Likely		All doctors and nurses were very kind and very helpful.			Male	36-45	White British	
31	Extremely Likely		Helpful, friendly and prompt service.			Male	36-45	White British	
32	Extremely Likely		The professionalism, warm and friendly attitude from all the staff and paramedics gave real comfort to both my wife and I.			Female	Over 65	White British	
33	Extremely Likely		Very professional and yet friendly on a Saturday [illegible] dealing with a [illegible] injury.			Male	56-65	White British	
34	Extremely Likely		The main reason is the male nurse who took care of my mother. He showed exceptional professionalism. He was calm, answered all our questions, listened to my mother and reassured her while performing his duties. He is a nurse you should be proud of! His name is [name withheld]. P.S! All the staff we met		No, we are very happy with the service we received.	Female	36-45	Other ethnic group	

			were professional and welcoming.						
35	Extremely Likely		Friendly and efficient service as always.			Male	56-65	White British	
36	Extremely Likely						26-35	White British	
37	Extremely Likely		I think you people do a fantastic job. With a constant flow of patients, it's obvious we have to wait our turn but in the end it's always cheerful staff.		Can't think of anything.		Over 65	White British	
38	Extremely Likely		Staff very nice. [Names withheld].		Fan was cold. Trolley uncomfortable. Wait time.	Male	Over 65	White British	
39	Extremely Likely		Good treatment.			Male	56-65	White British	
40	Extremely Likely		My treatment was efficient and given with consideration and kindness. We are so fortunate to have such care in our NHS. With many, many thanks. [Name withheld].			Female	Over 65	White British	
41	Extremely Likely		From 111, to the paramedics, to all the staff in the A&E department, they have all been outstanding in the service I have received from the care, explanations, etc. Thank you all so much for your incredible work & all you do.			Female	36-45	White British	
42	Extremely Likely					Male	16-25	White	Do not publish

								British	
43	Extremely Likely		Nursing staff all very friendly & efficient & reassuring.			Female	56-65	White British	
44	Extremely Likely		Because the response by the staff & doctors was immediate & caring & lovely.			Male	Over 65	White British	
45	Extremely Likely		Very respectful.		Check if patient is hard of hearing, double check they have understood.	Male	Over 65	White British	
46	Extremely Likely		Quick treatment, kept up to date with what was happening.			Female	16-25	White British	
47	Extremely Likely		Friendly, efficient service.			Male	Over 65	White British	
48	Extremely Likely		Have been treated very well and been given many apologies for the wait (even though it obviously can't be helped!)			Female	26-35	White British	
49	Extremely Likely		All members of staff were fantastic and professional.			Female	36-45	White British	
50	Extremely Likely		Need more sitting.		None.		46-55	White British	
51	Extremely Likely		From arrival at A&E, I was treated with efficiency & care & kept fully informed. There was brilliant team work across the board from the porters to 'big doc' as the nurses called the consultant. Everyone		Just keep up the wonderful teamwork & happy environment!	Male	Over 65	White British	

			seemed so happy to work together. My wife & her sister were made very welcome & kept fully informed by everyone.						
52	Extremely Likely		Very good.				56-65	White British	
53	Extremely Likely		We were dealt with very efficiently & in a friendly, relaxed manner.		No, it was all very good.	Female	46-55	White British	
54	Extremely Likely					Male	46-55	White British	
55	Extremely Likely		Very good service from the first point of contact. Nothing seemed to be too much hassle. Very good.		No.	Male	Over 65	White British	
56	Extremely Likely		Very happy.			Female	26-35	White British	
57	Extremely Likely					Male	46-55	White British	
58	Extremely Likely					Male	46-55	White British	Do not publish
59	Extremely Likely		Wonderful care by all staff concerned.			Male	Over 65	White British	
60	Extremely Likely		Treated efficiently and with great speed. Was advised of every step that was taken.			Male	56-65	White British	
61	Extremely Likely		Friendly staff. Seen quickly, pleasant visit. Thank you.			Female	36-45	White British	
62	Extremely Likely		All through it was a first class service.		No, it was first class.	Male	Over 65	White British	
63	Extremely Likely		Very quiet. Seen very quickly.						
64	Extremely Likely		Seen quickly.		No.	Male	Over 65	White British	

65	Extremely Likely		Friendly, caring and reassuring to myself and other patients I obs.						
66	Extremely Likely		Lovely staff. 10/10. Superb treatment.						
67	Extremely Likely		Not too busy and polite, caring staff.		The waiting room seats are too hard.	Female	Over 65	White British	
68	Extremely Likely		I did not have to wait long I was treated with kindness by everyone. Very caring dept.			Female	Over 65	White British	
69	Extremely Likely		All staff thoughtful and kind. Treated like 'real' person with needs. Information clear and thorough. Easy to understand.		No. I think you are doing the best you can under difficult circumstances.	Female	Over 65	White British	
70	Extremely Likely		My husband has received the best care you would ask for.		A chair for a relative in the triage room.	Male			
71	Extremely Likely		Friendly, professional & excellent treatment of our unwell father-in-law. Keep up the good work guys!		None!	Female	26-35	White British	
72	Extremely Likely		Everyone professional, kind & very helpful. Kept us up to date all the time. Thank you.			Female	26-35	White British	
73	Extremely Likely		Although we were here for a while, all the staff were lovely, smiling and friendly.		Put more money into NHS. Also, pay your staff more money, that they deserve.	Female	46-55	White British	
74	Extremely Likely					Male	Over 65	White British	
75	Extremely Likely		Friendly & efficient delivery.			Male	Over 65	White British	

76	Extremely Likely		All staff very helpful.			Male	26-35	White British	
77	Extremely Likely		Brilliant service, quick, polite, efficient.		No.	Male	46-55	White British	
78	Extremely Likely		Marvellous treatment from very caring staff. Thank you.						
79	Extremely Likely		Friendly, helpful, knowledgeable staff.				56-65	White British	
80	Extremely Likely		For you all are brilliant. I don't mind waiting in A&E at all for however long, as other patients' needs are bound to be greater than mine.		Provide a machine for a cup of tea. I am gasping for one, as I write.	Female	56-65	Other ethnic group	
81	Extremely Likely		Polite and friendly.		N/A.	Female	56-65	White British	
82	Extremely Likely		[Illegible] the bedside manners, patience, understanding and compassionate attitude to this patient is wonderful. Sweeping [illegible].		Offer a cup of tea either by machine or by a person. I am desperate for a cuppa as I write.		56-65	White British	
83	Extremely Likely		Excellent, bespoke service! Quick. Speedy. Wonderful, kind, helpful fracture clinic. Thanks.		Nothing.	Female	46-55	White British	
84	Extremely Likely								
85	Extremely Likely		As probably one of the most regular patients in this PCT, I have always been treated with the utmost respect. (Name withheld).		None!	Male	46-55	White British	
86	Extremely Likely					Male	36-45	White	Do not publish

								British	
87	Extremely Likely		Very good care of patients.			Female	56-65	White British	
88	Extremely Likely					Male	Under 16	White British	Do not publish
89	Extremely Likely					Female	26-35	White British	
90	Extremely Likely		Caring and attentive.				Over 65		
91	Extremely Likely					Female		White British	
92	Extremely Likely		Very kind, helpful - even while busy. xxx		The NHS is doing everything they can and need more funding.	Male	46-55	White British	
93	Likely				Make vending machine quieter.	Male	26-35	White British	
94	Likely		Appreciate building works being carried out, but better signage of depts. would be better. Main waiting area could be better.				56-65	White British	
95	Likely		Staff all friendly and very helpful, but took an unreasonable time just to be fitted with a splint!			Female	46-55	White British	
96	Likely		I was looked after by intelligent, caring staff and kept informed of my test results. Friendly, caring staff who were smiling and happy at work.		Nothing.	Female	Over 65	White British	
97	Likely					Female	56-65	White British	

98	Likely		Like to be seen quicker but do understand the reason for the wait.		More doctors would help.		36-45	White British	
99	Likely					Female	Over 65	White British	
100	Likely		This has been a much better experience than the last visit we had in March. Then the staff were offish, rude and impatient.				46-55	White British	
101	Likely		Please sort waiting times out. Even on a quiet period it is a long time before being seen.						
102	Likely		Waiting was not helped by hard seats in waiting room.			Female	Over 65	White British	
103	Likely		Friendly and smiley service. Very helpful.		Waiting times.	Male	26-35	White British	
104	Likely						Over 65	White British	
105	Likely						Over 65		
106	Likely								
107	Likely		Friendly staff, explained treatment. Not too long a wait.			Female	56-65	White British	
108	Likely		Prompt treatment, polite & friendly staff. I'm not one of those people that moaned about the NHS.		Cushions on the waiting room seats.		46-55	White British	
109	Likely					Female	46-55	White British	
110	Likely		A hospital A&E is the best place if you are sick.		My beds.		Over 65	White British	

111	Likely		Seamless. Attitude of staff.			Male	56-65	White British	
112	Likely		You bettcha hadn't every one of you are simply brilliant and, in particular, the [illegible] lady who was at A&E when I arrived about 8.50am until about 2.30pm when I was moved off to MAU.		Nothing.	Female	56-65		
113	Likely		No other hospital for miles and miles.		Build one in Croyde.	Male	36-45	Black / African / Caribbean / Black British	
114	Likely					Male	46-55	White British	Do not publish
115	Yes	Not entered	Staff were all very helpful.			Male		White British	
116	Yes	Not entered	Very fast and efficient in seeing my son.			Male		White British	
117	Yes	Not entered	Very helpful. Got the job done with no problems. Great communication.			Male		White British	
118	Yes	Parent/Guardian/Carer	Very helpful & friendly. Waiting times fairly quick.	Friendliness.	Nothing.		9-11	White British	
119	Yes	Parent/Guardian/Carer	Friendly, helpful & kept us informed.	Especially nurse was really nice & kind.		Female	9-11	White British	
120	Yes	Parent/Guardian/Carer	Appointment time was spot-on - amazing! Thorough check-up. X-ray recommended - short wait. Friendly staff. Lovely waiting room - child-friendly.	Service has been excellent - very caring staff. Amazing discussion with me (as child's teacher) to pass on. Absolutely	Nothing!	Female	9-11	White British	

				excellent.					
121	Yes	Patient	Excellent service.		It was fine. Could have been quicker.	Female	56-65	White British	
122	Neither Likely nor Unlikely		Don't feel a thorough examination was made, no follow through regarding X-ray / scan. Just given painkillers.		Thorough examination needed.	Female	56-65	White British	
123	Neither Likely nor Unlikely		Disappointing to think that in an A&E dept. that is in the process of being re-built there is no air-conditioning on this the hottest day of the year so far. Hard for staff & patients alike. Also, no water dispenser to rehydrate your patients.			Female	Over 65	White British	
124	Maybe	Patient				Female	9-11	White British	Do not publish
125	Unlikely		4-hour wait.		More doctors.	Female	16-25	White British	
126	Unlikely		The area was busy, so unless you were very acute you went to the bottom of the pile. There are not enough staff to deal properly with all the patients. This is the flagship area of the hospital & gives a bad first impression.		Look carefully at workload & staffing levels & treat people as a whole.	Female	Over 65	White British	
127	Unlikely		Not enough staff or seats.			Female	56-65	White British	
128	Unlikely					Male	Over 65	White British	Do not publish

129	Extremely Unlikely		Too long a wait between treatments, very disjointed.		Make it less disjointed.	Male	36-45	White British	
130	Extremely Unlikely		No drop-off bays outside the department. They should be outside the entrance, a long way to push a wheelchair.						
131	Extremely Unlikely		Department was very hot, new building but no air-conditioning!! Why not?						
132	Extremely Unlikely		A lovely new reception but what a wasted space, not necessary & why carpet on the floor - already stained!!						
133	Extremely Unlikely		Slow.		Get more doctors.	Male			
134	Extremely Unlikely		Far too long wait.				36-45	White British	
135	Extremely Unlikely		Why no air-conditioning!! Extremely hot and stuffy.			Male	56-65	White British	
136	Don't Know		Just too long a wait. Staff are great.				Over 65	White British	
137	Don't know	Not entered			Nice restaurant.		46-55	White British	
138	Not entered		Re: disabled pt. Drop-off outside is difficult as nowhere to stop. Then you got to go in new entrance down to minors to find wheelchair, then back out to car to get pt. - sloping road & new slope to entrance not easy to pull wheelchair. If pt. is poorly, you have to leave		Old entrance was flat and easy access to collect wheelchair.	Female	Over 65	White British	

			them for some time to go & get & return wheelchair. Very difficult, especially for elderly people.						
139	Not entered		Because it smells funny and you have to wait for hours.			Female	56-65	Black / African / Caribbean / Black British	
140	Not entered		Fairly pointless question. What else could they do? A&E is crucial. Whether you are angered by the wait or what there is little alternative but to grin and bear it. Give more money to the NHS & make it better!		Clearly more staff would equal shorter waiting times. The refreshments dispensers did not work and there was no reading matter.	Female	56-65	White British	