

A&E department - Friends and Family Test - May-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.	%	%	%
May-18	150	96.0	3.3	0.7

	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		Very friendly.		Be seen quicker.	Female	46-55	White British	
2	Extremely Likely		Dealt with efficiently and quicker than expected. Thank you.			Male	Over 65	White British	
3	Extremely Likely		Excellent, essential service.			Male	56-65	White British	
4	Extremely Likely		Very helpful.				Over 65	White British	
5	Extremely Likely		Very caring.				56-65		
6	Extremely Likely		Very attentive, polite and didn't have to wait too long. Outpatients toilets were very unclean!			Female	Over 65	White British	
7	Extremely Likely		Once seen, good care.		To keep you informed how long to wait.	Female	56-65	White British	
8	Extremely Likely		Very fast service with a great friendly atmosphere.						
9	Extremely Likely		Good service given all round by staff.			Male	26-35	White British	
10	Extremely Likely		Treated with dignity &		No.	Male	56-65	White	

			respect. I think we had excellent service.					British	
11	Extremely Likely		Everyone is so caring and professional.				Over 65	White British	
12	Extremely Likely		Free.			Female	56-65	White British	
13	Extremely Likely		The staff are lovely, very well looked after.		Give staff more money, and NHA!	Female	36-45	White British	
14	Extremely Likely		Prompt ambulance attendance. Fantastic response in A&E.		Can't be faulted.	Female	56-65	White British	
15	Extremely Likely		Did not have to wait too long. The staff were extremely nice and very polite. The nurse I saw was very gentle.					White British	
16	Extremely Likely		Everyone ready & willing to help.			Male	Over 65	White British	
17	Extremely Likely		NHS is very good.		No.		Over 65	White British	
18	Extremely Likely						46-55	Other ethnic group	
19	Extremely Likely		People knock our NHS but your all terrific. Thank you.		Faster. More doc's / more funds.		Over 65	White British	
20	Extremely Likely		Very pleasant, helpful staff. Couldn't be better. Thank you.			Female	Over 65	White British	
21	Extremely Likely		Excellent service.			Female	56-65	White British	
22	Extremely Likely		Prompt & sympathetic & caring.			Female	Over 65	White British	
23	Extremely Likely		Very satisfied, couldn't be better.				Over 65	White British	
24	Extremely Likely		Very friendly staff, great		Re-naming form.	Female	26-35	White	

			attention, time and reassurance. You should re-name this feedback form though as it's not a 'test' and that term is very off-putting.					British	
25	Extremely Likely					Male	46-55	White British	Do not publish
26	Extremely Likely					Male	56-65	White British	
27	Extremely Likely		Friendly treatment, kindness & understanding shown to me by all I encountered.				Over 65	White British	
28	Extremely Likely					Male	26-35	White British	
29	Extremely Likely		Very kind, very quick and left with antibiotic!!!			Female	16-25	White British	
30	Extremely Likely		Excellent treatment.		No.	Male	Over 65	White British	
31	Extremely Likely		You always do the best you can for the persons that need help.		Keep up the good work you do [name withheld].	Male	Over 65	White British	
32	Extremely Likely		Treated well.		None.		Over 65	White British	
33	Extremely Likely		Seen quickly and compassionately. Thanks to all.			Male	26-35	White British	
34	Extremely Likely		Everyone was lovely.			Male	56-65	White British	
35	Extremely Likely		Staff were friendly and supportive. Turnaround time first seen to results very quickly. Very informative, excellent service.			Female	26-35	White British	

36	Extremely Likely		I thought the staff were very efficient & polite.			Male	46-55	White British	
37	Extremely Likely		Excellent all round.			Female	56-65	White British	
38	Extremely Likely		All the nurses were pleasant & helpful, particularly Dr [name withheld].		Bay 5 had dirty flooring, including a blood mark.	Female	Over 65	White British	
39	Extremely Likely		Helpful, supportive.						
40	Extremely Likely		This is the third time I have been to A&E and I have always had the very best treatment.				Over 65	White British	
41	Extremely Likely		Seen within waiting time. Helpful & courteous staff.			Male	36-45	White British	
42	Extremely Likely		Very kind & made sure they checked everything out well to make sure all was fine.			Female	36-45	White British	
43	Extremely Likely		Quickly dealt with, professional and friendly.			Male	46-55	White British	
44	Extremely Likely		Excellent staff, very quick admission. Got seen very quickly. Seeing the ETA on the screen was a great help.		No, it was great!	Female	36-45	Other ethnic group	
45	Extremely Likely		Excellent care and attention.			Male	56-65	White British	
46	Extremely Likely		Because they are brilliant.				56-65	White British	
47	Extremely Likely		Staff were professional, polite and efficient. Only complaint is stated waiting time on screen in		Review information more regular.		56-65	White British	

			waiting room = 1hour but is not accurate.						
48	Extremely Likely		Very quick and first class care.		N/A.	Female	26-35	White British	
49	Extremely Likely		It's because it's the right answer.			Female	Over 65	White British	
50	Extremely Likely								
51	Extremely Likely		Infection in hand from a cut.			Female	46-55	White British	
52	Extremely Likely		The staff are so good and rest assure you and they explain things to you.			Female	Over 65	White British	
53	Extremely Likely					Male	36-45	White British	
54	Extremely Likely		Kindly dealt with by staff and very fast.		No.	Male	36-45	White British	
55	Extremely Likely					Male	Over 65	White British	Do not publish
56	Extremely Likely		Quick service, very professional.			Male	36-45	White British	
57	Extremely Likely		Quick & efficient.		No.	Male	36-45	White British	
58	Extremely Likely		The staff were very friendly and excellent care given to my leg.			Female	Over 65	White British	
59	Extremely Likely		Very prompt. Seen quickly. HCA very friendly.		Stop nurses from chewing gum when seeing patients - it doesn't look very professional.	Female	Over 65	White British	
60	Extremely Likely		Really good help!		Have a small water dispenser for those who have no change.	Female	16-25	White British	
61	Extremely Likely		Excellent, professional assistance by all staff.				Over 65	White British	

			Thank you.						
62	Extremely Likely		Efficiently received and processed. Treated with politeness and care. Offered drinking water.		It is strange that water is not freely available because of likelihood of 'nil by mouth' - but there are 3 drinks vending machines! Slightly illogical!				
63	Extremely Likely						Over 65	White British	
64	Extremely Likely		Staff are amazing!						
65	Extremely Likely		All the staff are amazing and helpful.			Female	46-55	White British	
66	Extremely Likely		Although I had to wait, which I understand, everyone was very kind, explained the treatment and answered questions I had.		Reduction in wait time but that is a central government issue!! More funding for NHS.	Female	46-55	White British	
67	Extremely Likely		Everyone was brilliant in all ways.						
68	Extremely Likely		Good, thorough care.			Female	36-45	White British	
69	Extremely Likely		First rate staff, very friendly.			Male	Over 65	White British	
70	Extremely Likely		Everyone was friendly & professional and waiting time not as bad as expected! Thank you all.			Female	36-45	White British	
71	Extremely Likely		Caring, knowledgeable & sympathetic staff.		Yes. Let the nurses do nursing and let those pencil necks & pen pushers worry about these ridiculous surveys!!!	Male	56-65	White British	
72	Extremely Likely		Everyone was really kind		You have to be joking -	Female	56-65		

			and informative and I was treated with great care and dignity.		with the pressure they are under they do a fantastic job!!!				
73	Extremely Likely		The care & attention received was fist class, particularly as the staff were clearly very busy.			Female	56-65	White British	
74	Extremely Likely		So, so fast from [names withheld] on the front desk to the one who was on the case to sorting me out. I was only in there 15mins and I was all done and on my way with a happy ending.		No.	Male	36-45	White British	
75	Extremely Likely		Despite the renovation work progressing, professional work at reception & beyond went on as usual to a very high standard.		You've probably already planned a speaker system at reception for the final stages of renovation.	Male	Over 65	White British	
76	Extremely Likely		Doctors & nurses & assistants excellent. Informative - except for the notice of 2-hr wait which could have had a receptionist let patients know it could be longer. No water dispenser or mirror in loo. It was the last night before entrance closure for refit?		Possible person to reassure patients as they wait for a doctor / nurse. Some cases did need immediate care and there was a 2-hr wait.	Female	56-65	White British	
77	Extremely Likely		Fantastic staff and national healthcare v. professional. Diagnosis was thorough and quick.			Female	46-55	White British	

78	Extremely Likely		Staff have been lovely. Patient and kind. Gave a full and thorough explanation of what was happening. Didn't wait to long.			Male	46-55	White British	
79	Extremely Likely		Good, friendly, professional service! Felt well treated and looked after.		None.	Male	26-35	White British	
80	Extremely Likely		Quick response & everything explained well.			Male	Over 65	White British	
81	Extremely Likely		Very polite.				Over 65	White British	
82	Extremely Likely						46-55	White British	
83	Extremely Likely		Everyone was really kind & professional. All smiles (like it should be). Wonderful attention. Thank you. From [name withheld].						
84	Extremely Likely		Friendly, attentive, open.			Male	36-45	White British	
85	Extremely Likely		Excellent service. Looked after me very well, went out there way to help ([names withheld]). Thanks.						
86	Extremely Likely		Excellent, prompt treatment by overworked professionals. Staff & facilities.		Nothing.	Male	Over 65	White British	
87	Extremely Likely		All staff are friendly and helpful.			Male	46-55	White British	

88	Extremely Likely		Seen to quickly and treated with the upmost care since walking in the door.		No.	Male	46-55	White British	
89	Extremely Likely		Fast, friendly, kind.		None. Very good.	Female	Over 65	White British	
90	Extremely Likely		Very friendly staff.			Female	26-35	White British	
91	Extremely Likely		I have had septicaemia that comes back in my legs every 12 years.		No, just perfect.	Male	46-55	White British	
92	Extremely Likely		Excellent service.				Over 65		
93	Extremely Likely		I was given a top to toe MOT, they did so much for me.		Couldn't fault it.	Female	46-55	White British	
94	Extremely Likely		Very good treatment after being admitted with chest pains. Seen quickly. Total stay only three and a half hours.		None I can think of.	Male	Over 65	White British	
95	Extremely Likely					Female	26-35	White British	
96	Extremely Likely		Could not have been more sensitive and caring. 100 per cent helpful.		No.	Female	Over 65	White British	
97	Extremely Likely		Treated my elderly father with care.			Female	46-55	White British	
98	Extremely Likely					Male	36-45	Other ethnic group	
99	Extremely Likely		Seen very fast.		No.	Male	26-35	White British	
100	Extremely Likely					Male	Over 65	White British	

101	Extremely Likely					Male	56-65	White British	Do not publish
102	Extremely Likely		Wound.		No.	Female	Under 16	White British	
103	Extremely Likely		Brilliant staff, lots of care and kindness.		Keep caring.	Female	Over 65	White British	
104	Extremely Likely		Amazing level of care by so many staff. It was a bit of a wait but the staff couldn't be better		Perhaps some magazines, books etc. to stop the children getting so restless.	Male	46-55	White British	
105	Extremely Likely		The staff were very gentle with me.		A book shelf in main waiting area would be good.	Male	Under 16	White British	
106	Extremely Likely					Male	46-55		
107	Extremely Likely		Friendly, helpful, caring staff			Male	Under 16	White British	
108	Likely		Kind staff, very helpful & explained things well.		Cut down waiting time between triage & X-ray.		46-55	White British	
109	Likely		The staff were very good & professional in their work, but I do not believe the long waiting times can be reduced with the numbers in place at present.		As overleaf - increase staff numbers / beds etc. to allow a more efficient passage through the department.	Female	56-65	White British	
110	Likely		A&E are there for emergencies & we are fortunate to have it & long may it be there!		Obviously, waiting is frustrating & information would be appreciated.	Female	Over 65	White British	
111	Likely		Excellent treatment. Requires more resources.			Female	56-65	White British	
112	Likely		Great service.		Comfy seats.	Male	46-55	White British	
113	Likely		Long wait for X-ray.			Female	Over	White	

							65	British	
114	Likely								
115	Likely					Female	16-25	White British	
116	Likely		Busy Sunday afternoon, very hot in small waiting area, but part of refurbishment. All staff welcoming & service once seen was very speedy. Thank you.			Male	46-55	White British	
117	Likely		Friendly staff.		More staff cover.	Female	56-65	White British	
118	Likely					Female	Over 65	White British	
119	Likely		After my visit today, found all staff helpful & reassuring as felt anxious about coming to A&E.		No.	Female	Over 65	White British	
120	Likely								
121	Likely		While the A&E experience can be arduous for both staff & patients due to waiting times, the triage staff were lovely & very promptly had me sent to the right area.		I mean more funding & staff would be the dream, but you guys are doing everything you can.				
122	Likely		I'm likely to recommend Barnstaple A&E to friends & family based upon practicality & a high percentage of the staff working there. However, I was very disappointed with [name			Male	26-35	White British	

			withheld] on reception. On arrival, I had explained I had been in contact with '111' raising concerns with my health & that they had advised me to pop up to A&E only for her to respond with her replying that it didn't make a difference & that '111' had nothing to do with A&E. Further to this, she told the nurse who was coming to take details from me that I hadn't been there long enough to be seen to. Which led to me waiting over an hour just to be seen. All other members of staff were lovely, helpful & very professional. But if one individual employee creates a bad atmosphere it reflects badly on the whole body. In this case, this member of staff was rude to multiple people.						
123	Likely		But hope I don't have to!			Female	56-65	White British	
124	Likely		Good care given but waited over 2 hours with a 1-year old.			Female	26-35	White British	
125	Likely						36-45	White British	

126	Likely		Very good care by all the nurses and staff.				Over 65		
127	Likely		Quicker than expected.			Male	16-25	White British	
128	Likely		Friendly staff kept me informed. No problems in recommending NDDH to family & friends.			Female	46-55	White British	
129	Likely		Very good with my son and daughter in previous visits. [Illegible] on an understanding level.			Female	26-35	White British	
130	Likely					Female	56-65	White British	
131	Likely					Male	16-25	White British	
132	Likely		Brought friend in.			Female	26-35	White British	
133	Likely					Male	26-35	White British	Do not publish
134	Likely					Female	36-45	White British	
135	Likely					Male	36-45	White British	Do not publish
136	Yes	Not entered	Thank you for helping my sister.			Female	Under 6	White British	
137	Yes	Not entered	Because all the staff were very friendly and helpful.			Female		White British	
138	Yes	Patient	Only if they need to!	How kind [name withheld] was.	Quicker X-ray.	Female	9-11	White British	
139	Yes	Not entered	Everyone was very nice.						
140	Yes	Patient	They've been really good.	The way they helped out.					
141	Yes	Parent/Guardian/Carer	Seen very quick by [name withheld].						

			Excellent service.						
142	Yes	Not entered							
143	Yes	Not entered	Excellent care. Thank you.	All staff great. Especially re: communication & kindness.		Female	9-11	White British	
144	Yes	Patient			More stuff in the children room.	Male	9-11	White British	
145	Neither Likely nor Unlikely		Taking too long.		Need more doctors.	Male	36-45	White British	
146	Unlikely		Came in with father who had a previous T/A a month previous. Waited over 25-30mins before being seen when he has clearly had another episode. Then on assessment he was taken by himself without communication to me or my mum who always go with him as he struggles to hear and understand. Not good practice. Last time we were seen within 5mins not 30. It's too long for someone with these symptoms.		Communication. Seeing patients quicker that are more urgent. A broken arm was seen before a stroke	Male			
147	Unlikely		Very slow.		Need to be faster.	Male	46-55	White British	
148	Extremely Unlikely		Waited 3 hours, got referred back to GP to get referred to gynaecologist.		Refer patients to appropriate services.	Female	16-25	White British	
149	Extremely Unlikely					Female	16-25	White British	Do not publish

150	No	Not entered	Extremely long wait for infant child. Nobody around willing to inform of us of how long wait will be. No staff around to help.		Friendly, helpful staff needed. Quicker waiting times for bleeding infant.				
151	Not entered		Pointless questions. Where else could you go in this area? You only come if you need A&E at the time. Would you want to recommend that sort of visit to friends?		Yes, get down to A&E and see and observe the whole situation, reduce cost of these forms.	Female	Over 65	White British	