

Medical Assessment Unit - Friends and Family Test - Apr-18 to Jul-18

We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Quantitative results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

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	6	100.0	0.0	0.0
May-18	8	100.0	0.0	0.0
Jun-18	16	100.0	0.0	0.0

Jul-18	15	100.0	0.0	0.0
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Qualitative feedback – Apr-18

	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public.
1	Extremely Likely	The staff are very attentive.		Male	over 65	White British	
2	Extremely Likely	Well looked after by the staff.		Male	over 65	White British	
3	Extremely Likely	The service from the staff has been very good.		Male	over 65	White British	
4	Extremely Likely	I have been well looked after.		Male	over 65	White British	
5	Extremely Likely	Because they have been very kind and considerate.		Female	over 65	White British	
6	Extremely Likely	I have been well treated.		Female	over 65	White British	

Qualitative feedback – May-18

	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public.
1	Extremely Likely	No problems.		Male	over 65	White British	
2	Extremely Likely	Very attentive staff - well looked after.		Male	over 65	White British	
3	Extremely Likely	I have been well looked after by all.	Meals could be better - very bland, tasteless and potatoes overcooked.	Male	over 65	White British	
4	Extremely Likely	The staff are fantastic.	The receptionist in A&E is fantastic but the waiting time in that department is bad. I had to wait 9 hours.	Male	over 65	White British	

5	Extremely Likely	Attentive staff.	You cannot beat perfection.	Male	over 65	White British	
6	Extremely Likely	The staff are helpful.	Some nurses do not understand my mental health issues.	Female	16-25	White British	
7	Likely	Friendly staff with smiles on their faces.	Good.	Female	over 65	White British	
8	Likely	Friendly staff.	All good.	Female	over 65	White British	

Qualitative feedback – Jun-18

	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public.
1	Extremely Likely	The understanding & genuine care of all the staff. They make everyone feel welcome & nothing is too much trouble & their work is done with a wonderful sense of humour.	As always I have found the staff excellent, very friendly & helpful.	Male	Over 65	White British	
2	Extremely Likely	All the staff have (second to none).	None.	Female	Over 65	White British	
3	Extremely Likely	The staff were knowledgeable about my condition and treated me appropriately. On this ward, you see different doctors than your usual doctor/consultant. The staff are very quick to see I have breathing problems and offer me oxygen/relief speedily. I have been offered food and drinks regularly but as yet I have little appetite. The staff are pleasant and friendly and there is a good atmosphere on the ward.	It would be good to see your own specialist doctor/consultant rather than a different doctor.	Female	over 65	White British	
4	Extremely Likely	The staff are attentive. It is too early to say about the choice and quality of the food. The ward and facilities are clean.	None.	Male	over 65	White British	

5	Extremely Likely	All the staff are very professional, polite and helpful. The ward is clean and reasonably decorated. The facilities are excellent. I have yet to sample a main meal - I have only had breakfast so far.	It would be an improvement to have more nursing staff.	Male	over 65	White British	
6	Extremely Likely	The staff are very thorough in asking questions in order to make a diagnosis. The toilets and shower are always clean as is the ward. The staff are always helpful but always very busy. The food has been disappointing as there is limited choice as we do not have the same menu options as other wards.	The food - a better choice!!	Female	over 65	White British	
7	Extremely Likely	The staff are all very friendly, efficient and they cannot do enough for you. There are fewer staff on duty at night. The ward and facilities are all clean. I am unable to have any food or drinks at present.	None.	Female	46-55	White British	
8	Extremely Likely	The ward is clean and tidy. The staff are friendly and caring, especially the night staff when I was first admitted. I have only experienced breakfast so far and the options were very unappealing and dull. There was porridge, Weetabix and toast. There is no menu choice as this is a short stay ward and you are meant to be moved to an appropriate ward or leave.	It would be useful to have some information or notice about the facilities offered e.g. TV, radio etc. as there is no information about it. It would be good to have some books or magazines on the ward for patients as most who come onto the ward come unprepared.	Female	56-65	White British	
9	Extremely Likely	Well looked after.		Female	over 65	White British	
10	Extremely Likely	Very clean. Professional and caring staff.	Lack of air-conditioning.	Male	46-55	White British	
11	Extremely Likely	The treatment has been good, by friendly and professional staff.		Male	56-65	White British	

12	Extremely Likely	Staff have been very helpful.		Female	36-45	White British	
13	Extremely Likely	Everyone has been so kind and helpful.		Female	over 65	White British	
14	Extremely Likely	Staff have been good, always happy to help.		Male	36-45	White British	
15	Extremely Likely	Friendly, efficient staff. Clean.		Male	over 65	White British	
16	Likely	Dedicated staff.		Female	56-65	White British	

Qualitative feedback – Jul-18

	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public.
1	Extremely Likely	Wonderful care. Helpful & understanding. Keep doing what you are doing. I hope I don't need your [illegible] again. [Name withheld].		Female	56-65	White British	
2	Extremely Likely	Always on the ball. They work so hard at all times, available 24 hours a day. A credit to the NHS and our own hospital, so professional at all times.	Definitely not. A very professional service provided, showing kindness and compassion.	Female	46-55	White British	
3	Extremely Likely	Very good staff. I have been well looked after.		Female	over 65	White British	
4	Extremely Likely	Staff very helpful and obliging.	Perhaps an explanation on how to work various gadgets e.g. how to adjust the bed and work the radio.	Female	over 65	White British	
5	Extremely Likely	All staff have been very friendly and helpful.		Male	46-55	White British	
6	Extremely Likely	All staff are excellent and very busy.	Awaiting discharge and have waited since being told at 10am - now 11.30am.	Female	over 65	White British	
7	Extremely Likely	Have been looked after by dedicated staff.	Mixed bays are a problem - causes embarrassment to both sexes.	Male	over 65	White British	

8	Extremely Likely	Staff are helpful.		Female	over 65	White British	
9	Extremely Likely	Staff have been courteous and friendly.		Female	over 65	White British	
10	Extremely Likely	Staff are caring and friendly.		Female	26-35	White British	
11	Extremely Likely	The staff are very kind		Male	over 65	White British	
12	Extremely Likely	The staff are very kind		Male	over 65	White British	
13	Extremely Likely	Kind, caring, show compassion, welcoming and very professional at all times, including the Sodexo team.	As a regular inpatient, on previous stays I have felt anxiety arise when I have been told I could go home and have then had to wait up to three hours. This seems to vary so obviously the issue seems to be being addressed. If we were told in the first place about a three hour wait that would be fine. Always so clean and tidy. Interesting having apprentice HCAs on the ward as long as they are supervised in a correct manner. The food is acceptable.	Male	over 65	White British	
14	Extremely Likely	10 out of 10. The staff, when I first came onto the ward, made me so welcome, showing kindness and understanding at all times. I am on holiday in North Devon, and very impressed by it.	My only downer was my first point of contact in A&E with the triage nurse who did not seem to listen as we were trying to tell him I am having chemo. (he asked us what we wanted him to do about it). Since then, the quality of my care has been spot on. Well done MAU.	Male	over 65	White British	
15	Likely	My care on the ward has been fantastic. My own issue is with one of the doctors prescribing and telling the nurse that I was put on tablets for alcoholics. I feel very sorry for the nurse having to explain that to me as that is not the case. I think the doctor misinterpreted my symptoms.	Just to get the doctors to have their facts correct by reading the patient's notes before making assumptions. But the ward staff are fabulous.	Female	56-65	White British	