

## A&E department - Friends and Family Test - Aug-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.	%	%	%
Aug-18	63	77.8	11.1	11.1

	<b>Friends and Family Test response</b>	<b>Children and young people's FFT card completed by: Patient or Parent / guardian / carer</b>  <b>Easy read FFT card completed by: Patient or Family member / Carer)</b>	<b>Reason given for the Friends and Family Test response</b>	<b>Children and young people's FFT card</b>  <b>What do you think was good about your visit?</b>	<b>Suggestions for improvement to the service received / any other comments</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Extremely Likely					Male	56-65	White British	Do not publish
2	Extremely Likely		Professional and efficient staff. Very busy dept. yet seen very quickly.		No.	Female	46-55	White British	
3	Extremely Likely		Fast service at A&E.			Male	36-45	White British	
4	Extremely Likely		Excellent service, friendly and welcoming staff. Very professional.		No.	Male	46-55	White British	
5	Extremely Likely		Very funny staff.			Male			
6	Extremely Likely		The staff were brilliant and so helpful.			Female	Over 65	White British	
7	Extremely Likely		Quick, professional and friendly service. Good advice and treatment.			Female	Under 16	White British	
8	Extremely Likely		Fabulous care for [name withheld] who broke her arm on the 1st day of our hols.		None.	Female	46-55	White British	
9	Extremely Likely					Female	Under 16	White British	

10	Extremely Likely		Staff nurse [name withheld] in the emergency dept. was extremely professional, efficient & personable. She put us at ease, explained everything and left us reassured & calm.		Reward the staff as much as possible.	Male	46-55	Black / African / Caribbean / Black British	
11	Extremely Likely		Very satisfied with all aspect of treatment.		No.	Female	Over 65	White British	
12	Extremely Likely		Very efficient and friendly staff.		Yes. Employ more overnight staff & doctors to improve waiting times to see a doctor.	Male	36-45	White British	
13	Extremely Likely		Very helpful. Caring and asking lots of questions for your wellbeing.			Male	16-25	White British	
14	Extremely Likely		Reasonably quick.			Male	Over 65	White British	
15	Extremely Likely		Seen very quickly. Staff are friendly and reassuring.			Female	56-65	White British	
16	Extremely Likely					Male	36-45	White British	Do not publish
17	Extremely Likely		Friendliness and professionalism of staff. Very caring. Seen very fast.		Only if government give you more money!	Female	56-65	White British	
18	Extremely Likely		Couldn't have been better. 10/10 NDDH.			Male	Over 65	White British	
19	Extremely Likely					Female	26-35	White British	
20	Extremely Likely		Clean, tidy & efficient.		No.	Male	46-55	White British	
21	Extremely Likely		Very attentive, very caring, very friendly.						

			Please thank you the coastguard rescue for their extremely wonderful help & kindness.						
22	Extremely Likely		Extremely helpful staff & friendly. Thank you very much for all help.			Female	26-35	White British	
23	Extremely Likely		Staff amazing with my autistic daughter. Made her experience as stress-free as possible.			Female	Under 16	White British	
24	Extremely Likely		It is clean, tidy. Staff try their hardest to see people as quickly as possible.			Female	56-65	White British	
25	Extremely Likely		First class care from [name withheld], our practitioner.			Male	56-65	White British	
26	Extremely Likely		I bashed my head. I got double vision and a banging headache and I've [expletive deleted].		More doctors. 30 minutes to wait.	Female	46-55	White British	
27	Likely					Male	16-25	White British	Do not publish
28	Likely		The only one around.			Male	46-55	White British	
29	Likely					Male	Under 16	Other ethnic group	Do not publish
30	Likely		It's a hospital.		More staff.	Male	26-35	White British	
31	Likely		Diagnosis clearly explained. Manner of staff exemplary.		Wait a little long.	Male	26-35	White British	
32	Likely					Female	26-35	White British	

33	Likely		However, the seats are incredibly uncomfortable when you have sat on them for more than 2 hours!						
34	Likely		I have ticked 'Likely' for the reason being the staff are all lovely.						
35	Likely		Staff were helpful.			Female	36-45	White British	
36	Likely		Best ever visit to A&E due I think to the lovely doctor looking after me.		Cannot be improved with this doctor.		Over 65	White British	
37	Likely		Polite and approachable staff and I was seen in good time.		N/A.	Female	26-35	White British	
38	Likely					Female	16-25	White British	
39	Likely		Doctor was great, waiting time awful though.			Female	26-35	White British	
40	Yes	Parent/Guardian/Carer	Excellent service from start to finish.	Such caring courteous staff, made to feel extremely at ease.	Nothing. Extremely happy.	Female	12-15	White British	
41	Yes	Parent/Guardian/Carer							
42	Yes	Patient	Because your very helpful.	Everything.	Nothing.	Female		White British	
43	Yes	Not entered	The woman at the front desk was very helpful.						
44	Yes	Not entered	We received excellent treatment from walking through the door (reception staff) to the Dr.			Female		White British	

45	Yes	Not entered				Male			Do not publish
46	Yes	Not entered	You are very helpful.		No.	Female		White British	
47	Yes	Patient		Speedy.		Female	9-11	Mixed / Multiple ethnic groups	
48	Yes	Patient	Because your very helpful.		Nothing.	Female	9-11	White British	
49	Yes	Patient				Female	9-11	White British	Do not publish
50	Neither Likely nor Unlikely		The waiting time is much too long.		More staff. More equipment.	Male	46-55	White British	
51	Neither Likely nor Unlikely					Male	16-25	White British	Do not publish
52	Neither Likely nor Unlikely		4 hours to see a doctor when the patient had a head injury resulting in a tractor accident.		Not catering at local doctors' practices for injuries.	Male	36-45		
53	Maybe	Patient				Female	9-11	White British	Do not publish
54	Extremely Unlikely		Unbelievable you have to wait 7hrs to be seen.		Yes. Reduce the benefits given to healthy people and invest the money in recruiting more nurses and doctors.	Female	36-45	Other ethnic group	
55	Extremely Unlikely		Reception very good but a general air of 'can't be bothered' with treatment staff. No sense of urgency - mainly lethargic attitude.		Better staff.	Male	36-45	White British	
56	Extremely Unlikely		13-hour wait for a bed on ward.		More younger doctors. They have better bedside manners.				

					Consultants are far too rude, making the wait unbearable.				
57	Extremely Unlikely					Female	46-55	Other ethnic group	Do not publish
58	Extremely Unlikely		Constantly told to hang on for x amount of time but then don't get any update.		Common courtesy.				
59	Extremely Unlikely						46-55	White British	Do not publish
60	No	Parent/Guardian/Carer	Very quiet & we waited a long time to be seen & so many others had to do the same. Waiting time wrong on screen!	It was warm indoors. Sweets ok.	Be seen quicker.	Male		White British	
61	Don't Know		Because I have got a liver condition.			Male		Asian / Asian British	
62	Don't Know					Male	Under 16	Black / African / Caribbean / Black British	
63	Don't Know		Waiting times are so long even when the waiting room is not busy!		Employ more doctors.	Male	46-55	White British	
64	Not entered		But if you have had an accident or an emergency, where else would you go?		Waiting room is too hot.	Male	56-65	White British	
65	Not entered		Shock. I always had trust in the NHS not anymore.		More interest in delivering the service. Staff appear lethargic, slow.	Female	46-55	White British	

66	Not entered		Bit of a silly question if you need help! You are going to use the service?!			Male	56-65	White British	
67	Not entered		I don't think my recommendation will dictate what emergency department my friends or family should use.		Fix the noisy vending machine in the waiting room.	Male	26-35	White British	