

A&E department - Friends and Family Test - Sep-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.	%	%	%
Sep-18	49	65.3	22.5	12.2

	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		Excellent help.		Nothing more you could do. Thank you.	Male	16-25	White British	
2	Extremely Likely					Female	Under 16	White British	Do not publish
3	Extremely Likely		[Illegible]			Male	Under 16	White British	
4	Extremely Likely		Essential service.			Male	Over 65	White British	
5	Extremely Likely		Excellent treatment. Thank you.						
6	Extremely Likely		Mr [Name withheld] excellent man - so very helpful!!!		The service was extremely good this morning!	Female	Over 65	White British	
7	Extremely Likely		I am very happy with the treatment I have received - from the ambulance crew & the doctors. There was a very busy A&E at the time with a 4 hour wait!! But everyone seemed calm & professional on their jobs.			Male	56-65	White British	
8	Extremely Likely		Everyone was fantastic and really went the extra		Keep doing the wonderful jobs you do	Female	46-55	White British	

			mile to help, thanks. So beautiful here now, what a lovely design A&E.		[name withheld] x.				
9	Extremely Likely								
10	Extremely Likely		Very nice department.			Male	Over 65	White British	
11	Extremely Likely		The dept. was very busy - on red & then black alert. When arrived by ambulance the staff were very helpful & professional. I was given a bed in the dept. due to my frailty & the very long wait for a bed in the hospital. Various members of my family were allowed to stay with me throughout my time in the dept. which was helpful & I appreciated this.			Female	Over 65	White British	
12	Extremely Likely		Very friendly & professional staff. Attentive & responsive to needs.		Pillows, pillows, pillows?	Female	Over 65	White British	
13	Extremely Likely		Mum is [age omitted] years old and despite the wait she has been extremely well looked after and consulted.		Length of time waiting could be made shorter but, due to volume, it's impossible!!	Female	Over 65	White British	
14	Extremely Likely		Staff were good & helpful & friendly. We were well supported and given good advice. We had great care and thought the department was excellent.			Female	26-35	White British	

15	Extremely Likely		Triage very friendly and nice. Waiting room clean and light.		N/A.		46-55	White British	
16	Extremely Likely					Male	56-65	White British	Do not publish
17	Likely					Male	Under 16	Other ethnic group	Do not publish
18	Likely					Male			Do not publish
19	Likely		Very lovely nurse & very efficient!			Female	46-55	White British	
20	Likely					Female	Over 65	White British	
21	Likely				The ramp for wheelchairs is too steep to get into A&E.	Female	56-65	White British	
22	Likely		(Adult) Son presented with suspected partially collapsed lung. 4hrs wait to see Dr! Very worrying due to length of time.		Pain relief sooner.	Male		White British	
23	Likely		Being helpful in appreciation of service received which has been excellent. Thank you.		Probably more staff would be helpful in speeding up procedures.	Male	Over 65	White British	
24	Likely		Friendly staff.			Female	26-35	Other ethnic group	
25	Likely		It's nice & clean & friendly. Only drawback it advertised 1-2hr wait. At this moment I've been here 3. The board should change to reflect that.		Keep the time board updated.	Female	56-65	White British	
26	Yes	Not entered	You're fabulous, by [name withheld].			Female		White British	

27	Yes	Not entered	Friendly, prompt, efficient.			Male		White British	
28	Yes	Parent/Guardian/Carer	Friendly, informative staff - caring nurse in particular [name withheld].	See previous answer.		Female	Under 6	White British	
29	Yes	Patient	Absolutely fantastic.		No better. Everyone was kind, caring & warming & welcoming, made me feel better.	Female	46-55	White British	
30	Yes	Patient				Male	16-25	White British	Do not publish
31	Yes	Patient	Have received very thorough testing & treatment.		Arrived at 1.30pm (with necessary paperwork from GP). Still here at 18.15pm waiting on results i.e. would have been a lot better if the whole process was a lot faster.	Female	36-45	White British	
32	Yes	Not entered	Your a star.		Believe in yourself.	Female	Under 16	White British	
33	Neither Likely nor Unlikely		Inaccurate waiting time on TV screen in lounge.		Accurate waiting times.	Female	36-45	White British	
34	Neither Likely nor Unlikely		No, n/a.		No.	Male	16-25	White British	
35	Maybe	Family member / Carer	If they can walk in. If a wheelchair, not very easy.		Easier access for car to be able to bring her into A&E.	Female	Over 65	White British	
36	Unlikely					Female	46-55	White British	Do not publish
37	Unlikely		Have elderly parent in wheelchair. The access by car to A&E is very difficult now.		Disabled access to new A&E building needs improving by allowing vehicles to get near the entrance.	Female	Over 65	White British	

38	Unlikely		No communication. Waited 2.5 hours for a bed. No-one came to tell us what was happening - poor, poor, service.			Male	46-55	White British	
39	Extremely Unlikely		My partner had been referred by his GP to the A&E department and we arrived, waited in reception and was not even acknowledged by the two receptionists in pink tops or by two other medical role either.		There was also no proper complaints procedure. I was told to use a tablet on the wall.	Female	26-35	White British	
40	Extremely Unlikely		No time update. Nurse asked three times same questions. Patient in pain was not offered a bed.		Time update. 15 minutes nurse [illegible]. More staff and doctors.	Female	Over 65	White British	
41	Extremely Unlikely		Ridiculous waiting times - 2am-5am on a Monday / Tuesday morning with full staffing. Monitor saying 2hrs but actually 4/5 in reality - so, update it to show right time!!			Female	56-65	White British	
42	Extremely Unlikely		Takes too long.						
43	Extremely Unlikely		Waiting too long to be seen.		More doctors to improve waiting times.	Male	16-25	White British	
44	Extremely Unlikely						Over 65	White British	Do not publish
45	No	Family member / Carer			To be seen by the doctor earlier, waiting 5hrs.	Female	46-55	White British	
46	No	Family member / Carer	No information given. Understaffed.		Actually be given information. Can he eat drink etc? How	Male			

					long is the wait? What's the risks?				
47	Don't Know					Male	46-55	White British	Do not publish
48	Don't Know		[Illegible]		No.	Male	16-25	Other ethnic group	
49	I don't know	Patient	No.	Good vibes.	Nothing.	Male			
50	Not entered		As it is the nearest.		No.	Female	Over 65	White British	
51	Not entered		NHS – our service for everyone in need.						
52	Not entered		Well, it is the nearest hospital to our home location so clearly I would recommend it!		Please ensure the water fountain works in the waiting room. 2½ hours since saw the nurse, still no doctor!???	Male	46-55	White British	
53	Not entered		Hope not to have come again – but like new building.		Update waiting time on television.		Over 65	White British	
54	Not entered		This is a hospital, not my health and wellbeing centre. Physical health is linked to mental pain.		N/A. Gender, age, religion, race – doesn't matter.				