

Medical Assessment Unit - Friends and Family Test - Aug-18 to Oct-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.	%	%	%
Aug-18	6	100.0	0.0	0.0
Sep-18	20	100.0	0.0	0.0
Oct-18	8	100.0	0.0	0.0

Qualitative feedback – Aug-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	Very helpful.		Male	16-25	White British	
2	Extremely Likely	Everyone is friendly.		Female	16-25	White British	
3	Extremely Likely	Well treated by all.		Male	over 65	White British	
4	Extremely Likely	The care and attention has been good.		Male	over 65	White British	
5	Extremely Likely	The staff are friendly. They always introduce themselves. The facilities are clean. I have only had a sandwich and toast for breakfast so far.	None.	Female	46-55	White British	
6	Likely	The ward is ok. I had little sleep before midnight due to the equipment attached to me bleeping. The staff are nice but overworked which meant I had to wait longer than I would have liked for painkilling medication and I had to ask again (twice) to get something stronger.	Communication as to how long it will take to see a specialist doctor, as otherwise I was tempted to go home.	Female	56-65	Other ethnic group	

Qualitative feedback – Sep-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			Male	56-65	White British	Do not publish
2	Extremely Likely	Very nicely welcomed, and made extremely comfortable by the lovely nurses.	Only one comment. I was in as an inpatient on Monday and sent home yesterday to await an endoscopy via outpatients. I then had to come back	Male	over 65	White British	

			in this morning with the same problem. I understand the pressures and do not blame the staff - just a pity I could not have had the endoscopy done and saved all this problem.				
3	Extremely Likely	As an epileptic, I am always in hospital. This hospital is brilliant, very well cared for.	No, I don't think so. Everyone is just so kind and caring.	Female	16-25	White British	
4	Extremely Likely	The staff are just so kind. Nothing is too much trouble to any of the staff. Just so clean. The food is ok. The staff are just wonderful.	A delightful hospital run by a full team of professional, delightful people.	Female	over 65	White British	
5	Extremely Likely	After reading in the Journal what this hospital is supposed to be like I am just amazed at the quality of care shown since the moment I arrived. The ward is spotless and nothing is too much trouble to anyone.	Nothing that springs to mind. My care has been very good indeed. Thank you.	Female	over 65	White British	
6	Extremely Likely	I have received very good service from all the staff.		Female	over 65	White British	
7	Extremely Likely	Friendly and clean. The staff treat you as a human being, not just a patient.		Female	over 65	White British	
8	Extremely Likely	Well treated by all the staff.		Male	over 65	White British	
9	Extremely Likely	The staff are friendly and understanding.		Male	over 65	White British	
10	Extremely Likely	Very helpful staff.		Female	over 65	White British	
11	Extremely Likely	Everyone has been very busy and welcoming.		Female	over 65	White British	
12	Extremely Likely	Very efficient and attentive.		Female	over 65	White British	
13	Extremely Likely	Been treated well.	A way of flagging to both medical and non-medical staff if the patient is diabetic.	Female	over 65	White British	
14	Extremely Likely	Well looked after by all the helpful staff.		Female	over 65	White British	

15	Extremely Likely	The genuine attention to care is excellent.		Female	56-65	White British	
16	Extremely Likely	The staff are nice and friendly.		Female	16-25	White British	
17	Extremely Likely	Everyone has been courteous and kind - cannot fault.		Male	46-55	White British	
18	Extremely Likely	Efficiency and cleanliness are excellent.		Male	over 65	White British	
19	Extremely Likely	Well looked after by all.		Male	over 65	White British	
20	Extremely Likely	The staff are very helpful and dedicated to their work.		Male	over 65	White British	

Qualitative feedback – Oct-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	What a bright, clean, cheerful unit! Despite being busy, the staff were friendly, happy, very professional. Refreshment was offered and waiting time understandable and we were well looked after. A special thank you to [name withheld], who was super throughout! As were [names withheld] all simply brilliant & caring!	No, thank you!				
2	Extremely Likely	Everyone was great, patient & friendly. All good. From [name withheld].					
3	Extremely Likely	The staff are efficient and professional.	On this ward, the staff are caring and attentive. My experience in the A&E department was not good - I was left alone when sick and in pain.	Female	26-35	Mixed / Multiple ethnic groups	
4	Extremely Likely	Marvellous staff and care.	The staff are all wonderful.	Female	over 65	White British	

5	Extremely Likely	The nurses and doctors are all kind and have hearts of gold - nothing is too much trouble.	The ward is lovely and clean. All members of staff take care in their work - from cleaners to doctors.	Female	over 65	White British	
6	Extremely Likely	The friendliness, the warm welcome, immediately put at ease by the staff.	I don't think you could to be honest. Always way over and above with the care.	Female	56-65	White British	
7	Extremely Likely	No problems at all. Very well looked after at all times. Very good, hardworking staff.	Not really. I am honestly happy with all of my care. Nothing whatsoever to find fault with.	Male	over 65	White British	
8	Extremely Likely	Nursing staff, Sodexo staff - everyone is kind and friendly. What else do you need? Perfect. The food is good. So clean.	In my opinion, the hospital is spot on. I guess the hospital needs extra doctors and nurses to give more help - more staff needed.	Male	46-55	White British	