

## A&E department - Friends and Family Test - Dec-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.	%	%	%
Dec-18	35	91.4	5.7	2.9

	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					Female	36-45	White British	
2	Extremely Likely		Polite staff. Fast waiting time - less than 10 minutes for triage nurse and 15 minutes for doctor. Clean toilets. Comfortable waiting room.		Fix the water dispensing machine as it is not working. Machine vending drinks are too expensive.	Female	46-55	White British	
3	Extremely Likely		I had tests for [illegible] but they found there was no reason to worry and sent me home ok.		No. I have no suggestion you can improve on as I find all the care here satisfactory.	Male	Over 65	White British	
4	Extremely Likely		Restricted facilities in Bideford.		More spaces for A&E patients.	Female	26-35	White British	
5	Extremely Likely		The care & attention given to my dad, from the ambulance lady when we arrived at the drop-off area to reception and all the staff we then came in to contact with was						

			fantastic. Everyone was friendly, helpful, caring and considerate. Thank you!						
6	Extremely Likely		Very friendly and helpful.		Speed up waiting times between the assessment and seeing the doctor.	Male	46-55	White British	
7	Extremely Likely		My experience has been very good.		Sky sports channel!	Male	46-55	White British	
8	Extremely Likely		Very friendly staff and very helpful.			Male	16-25	White British	
9	Extremely Likely		Brilliant, caring staff. Respectful, maintaining dignity. The 'please can I's, 'thank you's much appreciated. The department calm which was great. They kept us well informed. CQC - an outstanding from me.			Female	56-65	White British	
10	Extremely Likely		Good, efficient service.			Male	46-55	White British	
11	Extremely Likely		The staff are always friendly & helpful and know exactly what they are doing.		Not really, I believe everyone does all that they can with limited resources i.e. government funding.	Female	56-65	White British	
12	Extremely Likely		Very efficient, professional care. Everyone very kind, courteous and attentive. Thank you.		No. We are very lucky to have this excellent care in Barnstaple.	Male	Over 65	White British	
13	Extremely Likely		Everybody has been kind, considerate and helpful.		Provide proper recycling services.	Male	26-35	Mixed / Multiple ethnic groups	

14	Extremely Likely		Fast, effective & caring staff.		Maybe an electronic board to show the queue / waiting list.	Male	26-35	White British	
15	Extremely Likely		We need an A&E in Barnstaple. The improvements you have made are encouraging.			Female	Over 65	White British	
16	Extremely Likely		It was busy but the queue went reasonably quickly (2hrs). The medical side of the visit I couldn't fault. Disappointed that the water machine was out of order and no alternative available. It's a long wait without even a glass of water.		Replace the water machine & make sure water is available.	Female	26-35	White British	
17	Extremely Likely		Excellent service, lovely facilities.		Drop-off point, such a vital need for this A&E.	Female	36-45	White British	
18	Extremely Likely		The care that I received from Dr [name withheld] was excellent. She explained clearly and in appropriate level of detail what was wrong and what courses of action would be needed for my recovery. All members of staff were helpful and friendly and, although there was obviously some waiting around, I never felt I had been just left.		That would need a complete essay on what I think about the dreadful state of NHS funding & management! There is nothing more whatsoever that frontline staff could do to improve.	Female	56-65	White British	
19	Extremely Likely		Kind, friendly, efficient service from all staff.		None - it was first rate.	Female	Over 65	White British	

			Thank you so much.						
20	Extremely Likely		Prompt and courteous treatment and always kept informed. [Name withheld]. Thank you.			Female	Over 65	White British	
21	Extremely Likely		Staff were fantastic, reassuring and friendly.			Female	26-35	White British	
22	Extremely Likely					Female	56-65	White British	
23	Extremely Likely					Male	Over 65	White British	Do not publish
24	Extremely Likely		Prompt and reassuring service.			Male	Under 16	White British	
25	Extremely Likely					Female	46-55	White British	Do not publish
26	Likely		Good communication. Professional, caring responses, well informed.			Female	Over 65	White British	
27	Yes	Parent/Guardian/Carer	My daughter sprained her wrist. She rang doctor's surgery, Barnstaple Queens, who refused for her to be seen by a doctor & made her cry. She saw nurse at college who said to get more medical help if not better after a while. I feel our GP [name withheld] leaves a bit to be desired.		The staff were warm, kind & professional. They were great. Many thanks.	Female			
28	Yes	Parent/Guardian/Carer	Seen quickly & lovely, polite, helpful staff.	The staff.	Nothing.	Male	12-15	White British	
29	Yes	Parent/Guardian/Carer	Very friendly, helpful staff. Nice, new facilities.		Drop-off bay / point.	Male	Under 6	White British	

			Just a shame no drop-off area.						
30	Yes	Family member / Carer	Efficient & friendly. Respectful.		None. All good.	Female		White British	
31	Yes	Patient	Caring staff.		If someone explained the procedure to me.	Male	78	White British	
32	Yes	Family member / Carer			A drop-off point for A&E. I had to leave the car in an ambulance bay as no other place to drop my disabled granddad off.	Male			
33	Neither Likely nor Unlikely		Came by ambulance whose satnav took it miles out of the way, to get me then to get to NDDH. Then I waited for two hours		Program your satnavs better - fire brigade also takes inefficient routes. It is bonkers in an emergency. Waiting, ill and hungry is a nuisance.	Male	Over 65	White British	
34	Extremely Unlikely		Shocking service.		Communication.	Male	26-35	White British	
35	Extremely Unlikely		We were sent to A&E by the GP with a letter for my wife to have blood tests to rule out that she's not having a heart attack. We've been waiting for 3 hours so far.		Yes, when someone is sent by their GP for tests to see if they're having a heart attack, don't have them waiting for 3-plus hours in A&E - send them to a ward or transfer them to another hospital.	Male	56-65	White British	