

A&E department - Friends and Family Test - Nov-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.	%	%	%
Nov-18	72	91.7	4.2	4.2

	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		Very prompt help at reception desk & triage, now just waiting to see this Dr.		No.	Female	56-65	White British	
2	Extremely Likely		Had a fall in town and hurt right hand.		No. Keep up the good work.	Female	46-55	White British	
3	Extremely Likely		Above and beyond care, always.			Male	36-45	White British	
4	Extremely Likely		Excellent care.						
5	Extremely Likely		Caring & considerate towards my injury.		Continuity between departments.	Male	56-65	White British	
6	Extremely Likely		I have been to hospital quite a few times over the years, something to do in the waiting room is always a problem. I have been in waiting rooms for up to 3 hours with nothing to do.		Speed of triage. Food dispenser. Reading material. Sound on the TV. Internet.	Male	36-45	White British	
7	Extremely Likely		Live very close. Always been very happy with the care received here at A&E.		None at all.	Female	46-55	White British	

8	Extremely Likely		If you need something X-rayed, it's about the only place you can go to get it checked.			Female	46-55	White British	
9	Extremely Likely				Very difficult when bringing in someone to A&E who cannot walk due to an injury to park the car near the door and access & wheelchair. A drop-off point is needed surely?	Female	56-65	White British	
10	Extremely Likely		I received excellent attention.			Female	Over 65	White British	
11	Extremely Likely		Undertaken prior to treatment. However, everyone seen so far has been caring and informative. Waiting time around 2hrs - but only waiting far less than that at present.			Male	Over 65	White British	
12	Extremely Likely		Brilliant. Have been here a few times when children younger. Much better now. Seen quickly & nurse [name withheld] brilliant. Thanks.						
13	Extremely Likely		Nothing else could have been done better.		None.	Male	36-45	White British	
14	Extremely Likely		Staff very kind and polite from reception to medical, very prompt in dealing with patients and the department is very clean and airy, warm but not too hot.		No, none. Top service and consideration given to myself and wife and I'm sure to everyone attending this department.	Male	Over 65	White British	

15	Extremely Likely		Staff were polite & to the point. Triage nurse sensitive & helpful. The waiting room was very pleasant & clean & well lit.			Male	Over 65	White British	
16	Extremely Likely		Need a pick-up point for this - had so much trouble getting my elderly mum out in the rain.						
17	Extremely Likely		The staff have been so very kind & warmly caring & I haven't felt a nuisance!		No - just remain as very nice.	Female	Over 65	White British	
18	Extremely Likely		Made welcome, the department was clean & tidy. However, I was here 8 weeks ago with a suspected injury to my left foot. It was X-rayed & a nurse practitioner saw me. I explained the problem wasn't just my toe. Then sent home. I haven't been able to weight bear on the foot since so now back again after 2nd visit to my GP.		Perhaps my X-ray should have been looked at by a Dr back in September & I might not be here today. [Name withheld].	Female	Over 65	White British	
19	Extremely Likely		Prompt attention by all members of staff from reception to final treatment. Each member of staff showing caring and attentiveness at all stages. First class service.		I have no suggestions. For my part, the service provided by the dept. was 100%, so why change?		Over 65	White British	

20	Extremely Likely		Excellent care, reassuring, quick, kind, thorough.		None at all - perfect.	Female	56-65	White British	
21	Extremely Likely		Very friendly and attentive.			Female	46-55	White British	
22	Extremely Likely		Service has been very quick and efficient.			Male	Over 65	White British	
23	Extremely Likely		Very quick, efficient, friendly & informative. Thank you.		No.	Female	46-55	White British	
24	Extremely Likely		Extremely helpful and very friendly.			Female	16-25	White British	
25	Extremely Likely						Over 65	White British	Do not publish
26	Extremely Likely		Escorted a patient. The care, courtesy & professionalism were excellent. Difficult occurrences treated quickly & well, with those that needed encouragement, gentle warmth. Very professional. Also, very clean, neat & always queries answered with a smile.		More staff & access to food for those waiting from evening to early morning.		Over 65	White British	
27	Extremely Likely		Staff are all friendly and professional, feel safe their hands.			Female	Over 65	White British	
28	Extremely Likely		Very quickly seen, lovely staff.		Bigger TV without the info on the screen.	Female	46-55	White British	
29	Extremely Likely		Because at least here this hospital will still try and help your health and care needs even if you are homeless.		Follow up on care plans and help get to the problems behind long-term medical health.	Female	26-35	White British	

30	Extremely Likely		Friendly staff, fantastic service and very quick! Well done.			Female	36-45	White British	
31	Extremely Likely		Staff are amazing.			Male	36-45	White British	
32	Extremely Likely		Seen quickly and dealt with in a very professional and empathetic way.		No.	Female	Over 65	White British	
33	Extremely Likely						56-65	White British	Do not publish
34	Extremely Likely		Very efficient and friendly attention from knowledgeable staff.			Male	Over 65	White British	
35	Extremely Likely		Everyone is very professional.			Female	Over 65	White British	
36	Extremely Likely		Within 30mins of arrival we were being treated. All staff very friendly & efficient and the doctor was very clear with his explanations.						
37	Extremely Likely		Quick service.						
38	Extremely Likely					Female	Over 65	White British	
39	Extremely Likely		Excellent, first class service from paramedics to hospital staff and doctors lovely, friendly, they do an excellent job.		Everything is good already.	Male	Over 65	White British	
40	Extremely Likely		Very helpful, courteous, gentle and efficient.			Female	Over 65	White British	
41	Extremely Likely		Friendly and efficient service.		No.	Male	56-65	White British	
42	Extremely Likely		Fast, efficient & friendly, professional service.			Male	56-65	White British	

43	Extremely Likely		Service was very prompt, very professional and very friendly.				Over 65	White British	
44	Extremely Likely		Seen in good time. Happy staff.		No.	Male	56-65	White British	
45	Extremely Likely		It's the only local option and I've had positive experiences before.		Having a mini shop / café.		16-25	White British	
46	Extremely Likely		Excellent and prompt service with a smile.			Male	26-35	White British	
47	Extremely Likely		Staff so friendly, warm and professional.		TV volume on.	Female	36-45	White British	
48	Likely					Male	16-25	White British	Do not publish
49	Likely		Good care but a long wait!			Female	56-65	White British	
50	Likely								
51	Likely		Hardworking staff. Clean facilities.		Free wifi (that works).	Male	36-45	White British	
52	Likely		If the waiting time was not so long.			Female	Over 65	White British	
53	Likely		Friendly, efficient service.			Female	Over 65	White British	
54	Likely				Quicker waiting time.		16-25	White British	
55	Likely		It is the only A&E around so I would have to recommend they came here. The staff are friendly, although it is clearly under-staffed and stretched. They certainly do the best they can with what they have.		Increase the staffing levels.	Male	26-35	White British	
56	Likely					Male	Over 65	White British	

57	Likely		But had to wait 3hrs for attention after X-ray through lack of communication between dept.						
58	Likely					Male	46-55	White British	
59	Likely					Female	36-45	White British	Do not publish
60	Likely		Quick.		No.	Male	36-45	White British	
61	Likely		Very efficient.		No.	Female	Over 65	White British	
62	Yes	Not entered	Very quick to see my daughter. Nice, clean hospital.		N/A.	Female			
63	Yes	Not entered	Really efficient, friendly & helpful staff. First class. Thank you so much.			Male		White British	
64	Yes	Patient	It's pretty good care here. Offer free meal if you stay overnight.	Well nothing really (I got cured).	The waiting time was too long.	Male	12-15	White British	
65	Yes	Not entered	All staff kind and professional. Waiting area nice.			Male		White British	
66	Yes	Patient	All the staff are absolutely amazing. Very good at giving you all the information you need and very quick at getting to the bottom of the problem and solving them.	How quickly I was diagnosed and medicated with appropriate medication.	Nothing, team was incredible.	Female	12-15	White British	
67	Neither Likely nor Unlikely		No-one likes to be in A&E.		There were too many steps before getting to where you need to be		46-55	White British	

					(triage, doctor, X-ray, doctor) with at least an hour between.				
68	Neither Likely nor Unlikely		The wait is always far too long. Staff don't even appear to care less about how long patients are kept waiting. I was given an approximate waiting time of 2 hours. Have now been here over 3 hours and still waiting to see the doctor.		Why not have the triage nurse examine more patients to speed up the process? Those who could wait and make a doctor appointment with their own GP could be sent away by triage leaving fewer remaining to be seen at A&E.	Female	36-45	White British	
69	Extremely Unlikely		Waiting time really bad, over 5 hours wait. Chairs not comfortable - need recliner so we can have a sleep at a night time.		17/11/18. Time to wait not being updated - bad service.	Male	16-25	White British	
70	Extremely Unlikely		Had to wait four hours!		Don't say the waiting time is two hours when it's four!	Male	46-55	White British	
71	Extremely Unlikely		Waiting time 4 hours, not 2.		Be a bit [expletive omitted] faster.	Male	46-55	White British	
72	Don't Know								
73	Not entered		As we have no choice. Spend the time and money wasted on rubbish like this on our hard-pressed medical staff. Stop wasting money on stuff that makes no difference!		We have one A&E in North Devon. Let the NHS staff do their job.	Female	56-65		
74	Not entered		Bad ankle.			Male	16-25	White British	
75	Not entered	Family member / Carer	Not been seen yet.		I am disgusted by the car parking – the				

					queue to get in was almost back to Barnstaple. There is a lack of drop-off spaces – only one at A&E, hardly any at main entrance. Patients are late or miss their appointments.				
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