

A&E department - Friends and Family Test - Oct-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.	%	%	%
Oct-18	40	90.0	5.0	5.0

	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		Prompt attention, friendly and helpful staff.			Male	Over 65	White British	
2	Extremely Likely		Excellent paramedics, quick response by ambulance. Very efficient nurses & doctors in A&E & very pleasant.		Nothing required from my point of view.	Male	Over 65	White British	
3	Extremely Likely		Staff so lovely & friendly, made me feel at ease and seen really quick. Thank you so much.			Female	16-25	White British	
4	Extremely Likely		The staff have been amazing. One doctor was going as we arrived but heard we needed a scan only a few can do so he stayed to help.		No - today's visit was quick, helpful and clean.	Female	36-45	White British	
5	Extremely Likely					Male	Over 65	White British	Do not publish
6	Extremely Likely		The triage was done in a reasonable time but the wait to see a doctor was nearly 3hrs.			Male	Over 65	White British	

7	Extremely Likely		Friendly staff, efficient, nice area to wait in - clean, patient. Couldn't fault. Thank you!		Lighting quite 'harsh' - maybe a 'dimmer' switch in waiting area would be nice.	Female	36-45	White British	
8	Extremely Likely		Very friendly and caring hospital.						
9	Extremely Likely		Nurse and doctor excellent. Doctor explained everything properly which wasn't done the last time we came last month.		None.	Female	Over 65	White British	
10	Extremely Likely		It's the only one around, friendly, bright, helpful.		More staff would speed up the process I expect.	Female	56-65	White British	
11	Extremely Likely		In with husband chest pains - pericarditis. Approachable, knowledgeable staff encountered at every stage of our unscheduled visit in A&E & MAU. Each nurse & doctor somehow unfailingly kept their sense of humour. Timely assessment tests, results etc. Dr [name withheld] Dr [name withheld] esp. Nurse [name withheld], Sister [name withheld].		Tell other hospitals how you do it!	Male			
12	Extremely Likely		Lovely staff explained what they were doing, very caring. [Name withheld] was my nurse. Apologetic for long wait for surgical bed - 5.25				56-65	White British	

			hours so far. Thank you [name withheld].						
13	Extremely Likely		Very professional and friendly. Kept me well informed even though extremely busy.		Not really.		56-65	White British	
14	Extremely Likely		Quick response & friendly people.				56-65	White British	
15	Extremely Likely		Systematic and concerned care, explained at every stage. Please recognise the meticulous, friendly, professional approach of [name withheld] who was outstanding.		No - it was excellent.	Male	Over 65	White British	
16	Extremely Likely		Very quick and friendly.			Male	26-35	White British	
17	Extremely Likely		Care given to my husband was second to none. [Name withheld], his nurse, was excellent. Very helpful and lovely.			Male	56-65	White British	
18	Extremely Likely		Most pleasant & helpful. Also, very happy & obliging.			Male	Over 65	White British	
19	Extremely Likely		[Name withheld] and [name withheld] excellent.			Female		White British	
20	Extremely Likely		Excellent Dr.			Male	16-25	White British	
21	Extremely Likely		Well-mannered, quiet & relative speedy service. Kind & friendly staff who all seemed happy. Thank you, NHS!		Nope, all excellent thanks to fantastic team!	Male	36-45	White British	

22	Extremely Likely		Very good, quickly dealt with.			Female	36-45	White British	
23	Extremely Likely		Everyone extremely polite, communicated very well and ensured we understood. All appreciated. Thank you.			Female	46-55	White British	
24	Extremely Likely		Helpful, friendly staff. Expert service. Thoughtful response.			Male	Over 65	White British	
25	Extremely Likely		Helpful & friendly.		No.	Female	26-35	White British	
26	Extremely Likely		The efficiency and kindness of all staff has been second to none. Thank you.						
27	Extremely Likely					Male	56-65	White British	Do not publish
28	Likely		Necessary treatment with a lot of patience with waiting time.		No.	Male	Over 65	White British	
29	Likely						26-35	White British	Do not publish
30	Likely								
31	Likely					Male	Over 65	White British	
32	Yes	Not entered	I chose this answer because you tried to save my granddad.						
33	Yes	Not entered				Male		White British	
34	Yes	Parent/Guardian/Carer	Excellent service for my little boy's wound. Thank you!	Effort with children & care.		Male	Under 6	White British	
35	Yes	Parent/Guardian/Carer	Very nice stay and nice paramedic.	The doctors.	More entertainment.	Male	6-8	White British	

36	Yes	Family member / Carer	My client, who has a learning disability, was treated extremely well during his visit to A&E. I cannot thank the staff enough, especially as he was so distressed. You all deserve medals. Thank you.			Male	56-65	White British	
37	Neither Likely nor Unlikely		Choice is limited in local area. Had to come twice to find out what's wrong.		No, sorry!		16-25	White British	
38	Neither Likely nor Unlikely		It is the only A&E in the area so they would have no choice but to visit. The waiting times are unbearable but the staff & service were great once seen.		Work on reducing waiting times.	Female	26-35	White British	
39	Unlikely		There is no drop-off space near the entrance of this otherwise splendid facility. Today, I brought an almost immobile patient here and we both assumed he had to walk the 75 yards or so from the official drop-off point. On arrival (with difficulty), we were told that we could have driven over the yellow cross hatched zone to much nearer the entrance - but few people would realise that.		Yes. Provide clearly marked drop-off space near the entrance for patients brought by car.	Male	Over 65	White British	

40	Extremely Unlikely		Because they are rude, didn't even ask when they took the cannula out if she was okay when she wasn't.						
41	Not entered		Just a point of note. The CCTV in my consultation room was switchable. I don't think it is a good idea to be able switch off CCTV. Maybe install an unswitched [illegible] plate.						
42	Not entered		Mental health night nurse practitioner, [name withheld]. I found [name withheld] very rude, arrogant and unhelpful. I feel that he has made things worse for me. He is manipulating and too comfortable with his disrespectful attitude. I refuse to see such an unprofessional, useless psychologist. I don't think it is appropriate for vulnerable people to see him.		Every other member has been really helpful and kind. I don't think this is the right occupation for [name withheld] and he needs clearly re-evaluating in his profession. I would recommend dismissing him.	Female	16-25	White British	
43	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		Stop wasting time, money, [illegible]. We have one A&E in North Devon. Let the NHS staff do their job.	Female	56-65		

			makes no difference!						
44	Not entered	Not entered		Playing with the toys.	Have a kebab shop.	Male	6-8		