

Medical Assessment Unit - Friends and Family Test - Nov-18 to Mar-19

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.	%	%	%
Nov-18	10	100.0	0.0	0.0
Dec-18	9	100.0	0.0	0.0
Jan-19	8	100.0	0.0	0.0

Feb-19	17	94.1	0.0	5.9
Mar-19	10	100.0	0.0	0.0

Qualitative feedback – Nov-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?	Patient request for anonymised comments not to be made public.
1	Extremely Likely	Excellent care and attention from staff. [Name withheld].		
2	Extremely Likely	Amazing service and care today on MAU. Very quick with X-ray & CT scan. Highly recommend the excellent care & staff supplied today.		
3	Extremely Likely	The staff are friendly. They do a good job and give help when needed. The food is good with a good choice on the menu, but it could be hotter when served.	None at this stage.	
4	Extremely Likely	I have been treated very efficiently. The staff are friendly and inform me as to what is going on.		
5	Extremely Likely	The care - nothing is too much trouble.	Not really. Good as it is.	
6	Extremely Likely	The care and attention.	Reduce the noise at night.	
7	Extremely Likely	Comfortable and clean. The staff are very good.	Very good as it is.	
8	Extremely Likely	Friendliness and efficiency.	No. Very good as it is.	
9	Extremely Likely	Very friendly and caring - make you feel relaxed.	Not at the moment.	
10	Likely	It is not a hotel or restaurant.	Satisfied as it is.	

Qualitative feedback – Dec-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?	Patient request for anonymised comments not to be made public.
1	Extremely Likely	[Names withheld] were so lovely and helpful. They put me at ease instantly. [Names withheld] x.	Yes. We got a very average cup of tea but no Jaffa cakes.	
2	Extremely Likely	The staff are very pleasant and always happy to help!	It's absolutely fantastic! Treatment has been first class.	
3	Extremely Likely	Care from all the staff has been top notch and there is always time for a joke!		
4	Extremely Likely	I have been looked after well, and I'm never overlooked.	It's been fabulous so far.	
5	Extremely Likely	The staff show great kindness and work with efficiency, which is brilliant.	I can't fault anything. They explain things brilliantly and are considerate.	
6	Extremely Likely	The staff, medical and nursing, were very caring and thorough in considering and deciding on my treatment. All the staff have been helpful and caring.	It would be nice to have lockers, but I understand why we don't as we are not here very long.	
7	Extremely Likely	The staff have been very attentive and pleasant.	None.	
8	Extremely Likely	The care has been good. I've had no issues with anything.		
9	Likely	The nursing care has been very good and friendly.	Despite the general issues with the NHS, everything has been good.	

Qualitative feedback – Jan-19

	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?	Patient request for anonymised comments not to be made public.
1	Extremely Likely	I think the level of care is of the highest standard. The level of warmth and support given is very professional.	My GP asked me to come to the hospital via A&E, I would then go straight to Victoria Ward. On arrival, A&E knew nothing about it and I finished up here on MAU. I believe there was a communication breakdown somewhere, but MAU have looked after me very well considering just how busy they are. My goodness, it can be noisy at night. Just	

			amazing staff the way they cope.	
2	Extremely Likely	A very busy ward and can be very noisy. I must say I have been treated extremely well by everyone. On arrival, I was given a meal and made to feel very welcome on the ward by very kind staff.	No, all good. Arrived through A&E - yes, a bit of a wait but no problem with that. All good, thank you.	
3	Extremely Likely	Top marks. Every member of staff puts their heart and soul into looking after you. Nothing is too much trouble to anyone. Made very welcome as soon as I arrived. Such professionals. All so dedicated.	No. Actually, I am delighted to see the MAU the way it is after being done out like this. It was in need of a lot of TLC the last time I came in. The Sodexo staff are very kind. Food and cleanliness are good.	
4	Extremely Likely	I came in here feeling very poorly with a nasty chest infection. The doctors and nurses have been so kind to me, immediately giving me drugs and oxygen to help me feel better straightaway.	Nothing. I have been treated like the Queen, maybe even better. First response paramedic took me straight to A&E, then straight up to this ward and I honestly could not have asked for any better care.	
5	Extremely Likely	I have had nothing but help since the minute I arrived here, and it has been very quick. From Bideford taken to A&E, then to MAU. Treated wonderfully well.	I think it would have been impossible to have done any more for me. Everything has been carried out to my 100% satisfaction.	
6	Extremely Likely	100% professional care at all times. Nothing has been any trouble to anyone at any time.	My only thoughts are for these poor nurses. They are just run off their feet but, in saying that, they never moan - always a kind word and a smile. The food is very good which surprised me - far better than when I was in here last, about 2 years back.	
7	Extremely Likely	My care has been excellent from the time I arrived through A&E. I was a while waiting for a bed but that is understandable at this time of the year. Once on the ward, made very welcome and comfortable, quickly seen by a doctor and quickly put on my antibiotic. So, very impressed.	In my opinion, apart from extra staff, you seem to have all bases covered.	
8	Likely	Very good care of doctors & nurses. The Devon Air Ambulance I have used twice. Very good help & care by all your staff. A wonderful service for people like me living in the country, 37 miles from Barnstaple.	Pleased with everything, thank you.	

Qualitative feedback – Feb-19

	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?	Patient request for anonymised comments not to be made public.
1	Extremely Likely	Came in on clinical app. due to investigation of a clot. Staff were very efficient and looked after me and my family, keeping us up to date with what was going on at all times and offering tea/coffee to us all.	Beeper for us to leave MAU and come back when test results are back. Would stop hanging around so long in MAU. I have attended other hospitals where this is very efficient.	
2	Extremely Likely	The staff are friendly, honest and get on with their job. The food has improved since I was last here.	The TV is not working at all.	
3	Extremely Likely	All the staff, nurses and doctors are very helpful and nothing is too much trouble.	The food isn't to a standard I am happy with. It is undercooked.	
4	Extremely Likely	The kindness they show is beyond their professional duties.	It's all been very good.	
5	Extremely Likely	The ward is well controlled by dedicated staff.	The food is good but lacks flavour.	
6	Extremely Likely	Attentive staff.		
7	Extremely Likely	Everything has been done to my satisfaction.		
8	Extremely Likely	Very helpful staff.	On arrival from A&E at 6pm yesterday, I wasn't offered anything to eat until breakfast this morning. I had a sandwich and drink in A&E at 1.30pm yesterday but after that I had nothing to eat or drink (except water) until breakfast.	
9	Extremely Likely	All the staff have been excellent.		
10	Extremely Likely	Well looked after by dedicated staff.		
11	Extremely Likely	Been well treated by all.		
12	Extremely Likely	Staff are helpful and friendly.		
13	Extremely Likely	First time in hospital and things have been good.		
14	Extremely Likely	The attention from the staff has been good.	Letters from my consultant's secretary - when and if there's a query, the phone number on the letter is not answered and, if a message is left, they do not phone back.	
15	Extremely Likely	Well looked after, apart from the wait in the MAU lounge for a bed.		

16	Extremely Likely	The staff - the care given by all the staff has been fantastic.		
17	Neither Likely nor Unlikely	Mixed feelings at the moment.	Treat patients as individuals.	

Qualitative feedback – Mar-19

	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?	Patient request for anonymised comments not to be made public.
1	Extremely Likely	Every professional has not only given me good clinical attention, but done in a friendly & cheerful manner. This has always been our experience at N.D.D.H. as well as our own GP, Castle Gardens Surgery. We have no complaints.	More money for the NHS of course.	
2	Extremely Likely	Can't praise the unit enough. Extremely busy and over worked staff but they were all so professional and efficient. Special thanks to [names withheld].	Nothing - except a reduced workload for the staff!	
3	Extremely Likely	Everyone has been really kind and helpful, nothing to much trouble and very pleasant, reassuring you. Thank you.	I have no complaints Thank you.	
4	Extremely Likely	[Name withheld] (charge nurse) was absolutely brilliant, helping myself, our two children and showing so much compassion towards my partner who was unwell. Filled me with such joy. He is a diamond.	None.	
5	Extremely Likely	The staff are amazing with what they have to deal with, especially as they appear very busy. A member of the night staff managed to get me a sandwich to eat at about 1.30am as I had not eaten before I came in the previous evening.	It is not an ideal situation at present as I am the only female on this bay with four other male patients.	
6	Extremely Likely	The staff are very good, they are very accommodating. For instance, I came in during the evening after the meal had been served and a member of the care staff managed to get me a hot meal. The staff are generally good.	I am currently the only female on a bay with four other male patients. I would prefer to be with other females or in a single room.	

7	Extremely Likely	Friendly staff.	When requested an additional pillow was told there was none available, this needs sorting immediately.	
8	Extremely Likely	Very friendly and welcoming staff.		
9	Extremely Likely	The staff are very friendly and helpful.	Communication could be better i.e. on time frames.	
10	Extremely Likely	Staff are very friendly. An excellent atmosphere.		