

A&E department - Friends and Family Test - Jan-19 to Apr-19

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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jan-19	34	91.2	8.8	0.0

Feb-19	13	84.6	15.4	0.0
Mar-19	27	74.1	22.2	3.7
Apr-19	17	70.6	17.6	11.8

	Month	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	Patient request for anonymised comments not to be made public
1	Jan-19	Extremely Likely					
2	Jan-19	Extremely Likely					
3	Jan-19	Extremely Likely		Friendly & professional staff.			
4	Jan-19	Extremely Likely		Friendly, efficient & caring staff.			
5	Jan-19	Extremely Likely					
6	Jan-19	Extremely Likely		Prompt attention.			
7	Jan-19	Extremely Likely		They are the best hospital and always helpful & caring.			
8	Jan-19	Extremely Likely		Quick, efficient care. Staff friendly & knowledgeable.			

9	Jan-19	Extremely Likely					
10	Jan-19	Extremely Likely		Shoulder [illegible].		No. Received great service.	
11	Jan-19	Extremely Likely		First class attention. Friendly and helpful environment. Everyone so kind.			
12	Jan-19	Extremely Likely		Great service from Dr's.		Longer tests.	
13	Jan-19	Extremely Likely		Friendly helpful people.		N/A.	
14	Jan-19	Extremely Likely		World class.			
15	Jan-19	Extremely Likely		Attention, very kind.			
16	Jan-19	Extremely Likely		All staff & doctors are pleasant and carry out their duties in a friendly way making both patients & family feel at home and welcome.			
17	Jan-19	Extremely Likely		Service was friendly.		Excellent service.	
18	Jan-19	Extremely Likely				None, very good.	
19	Jan-19	Extremely Likely					Do not publish
20	Jan-19	Extremely Likely		I had the most marvellous help today, everyone was so kind too, he is so much better already. Thank you so much.			
21	Jan-19	Extremely Likely		It was a long wait but very good service.		Needed a wheelchair, it was very difficult with a heavy patient to move due to slope.	
22	Jan-19	Extremely Likely		I came with a chest pain and saw [name withheld]. He was fantastic in diagnosing me and making me feel comfortable. Great doctor!			
23	Jan-19	Extremely Likely		Everyone who attended to me was pleasant and made		No.	

				every effort to help me, the very new facilities are much appreciated too. Many thanks.			
24	Jan-19	Extremely Likely		It is a clean and welcoming environment. The waiting time for initial triage was very quick.		Just keep going. Thank you.	
25	Jan-19	Extremely Likely		Can't fault the service. I am a tourist to the UK.			
26	Jan-19	Likely					Do not publish
27	Jan-19	Likely		Clean, friendly.			
28	Jan-19	Likely		I was very impressed with my treatment in A&E today, reasonably quick and cared for.			
29	Jan-19	Likely		All helpful.			
30	Jan-19	Yes	Not entered	Seen very quickly and the staff were friendly and helpful.		More toys in the children's waiting room.	
31	Jan-19	Yes	Parent/Guardian/Carer	Staff very friendly and very knowledgeable. Thank you for all your help.			
32	Jan-19	Unlikely					Do not publish
33	Jan-19	Extremely Unlikely		5-hr wait & no apparent inter-dept. communication. Made your hospital look like a kindergarten group on a day out.		Your hospital needs procedures that actually work!!	
34	Jan-19	Extremely Unlikely		Arrived @ 1.00pm, not seen by doctor until 4.30pm. Still waiting for X-ray and now 6.00pm. Will probably not get home for another 2 hours. This means I have been here for 7 hours.		Employ more staff and keep people informed about what and why this wait is necessary.	

35	Jan-19	Not entered		Warm welcome amazing qty.		Thx a lot.	
1	Feb-19	Extremely Likely		Hurt left elbow.		No.	
2	Feb-19	Extremely Likely		I could not have asked for better treatment on the two occasions I visited A&E. Many thanks.		Get the government to give more money, nurses, doctors.	
3	Feb-19	Extremely Likely		Prompt response on arrival - very caring staff.		10/10.	
4	Feb-19	Extremely Likely					Do not publish
5	Feb-19	Extremely Likely		Seen very quickly, triage was reassuring & kept me calm. The nursing staff were professional and [illegible] & the doctor was very [illegible] and kept me informed all the time.			
6	Feb-19	Likely					
7	Feb-19	Likely					
8	Feb-19	Likely		All A&E staff were excellent under extremely busy circumstances.		Better understanding of where you are in the triage / blood test / consultant process.	
9	Feb-19	Yes	Not entered	I have chosen this box because you have quick service.		You should add more entertainment for the adults and children. You should also have some thicker chapter books for older children.	
10	Feb-19	Yes	Not entered	Everyone was very kind and helpful. We were seen to very quickly. Baby's pulled elbow all sorted.		Better wifi.	
11	Feb-19	Yes	Not entered				
12	Feb-19	Extremely Unlikely		This hospital is no good for			

				head injuries. Very rude staff on Saturday nights.			
13	Feb-19	No	Not entered	3-hour wait for a 6yr old child 9-45pm to 00-35.		Child preference.	
14	Feb-19	Not entered		All your staff have been very kind and helpful and it is a treat for one to meet you all and experience how pleasant it is to be here. I will always bear your help in mind for my friends & family. [Name withheld]			
15	Feb-19	Not entered	Not entered				
16	Feb-19	Not entered	Not entered	Yes, maybe.	[Name withheld].	[Illegible]	
1	Mar-19	Extremely Likely		Good & not long to wait before seeing X-ray & Dr.			
2	Mar-19	Extremely Likely					Do not publish
3	Mar-19	Extremely Likely		The staff were all so lovely and friendly - one of the nicest hospitals I have ever been to and, as a nurse myself, there have been a few! Thank you.			
4	Mar-19	Extremely Likely		Quick, efficient, professional staff. Everything moved along efficiently. The gov't cuts to have to work with.		Have the gov't give the NHS the funding, equipment & staff instead of working staff into the ground.	
5	Mar-19	Extremely Likely		Although we had to wait several hours to be seen, we were treated very well by all the staff and doctors.			
6	Mar-19	Extremely Likely		Reassuring and highly professional. Staff kept us fully informed of what was going on. Particularly Dr		24/7 pharmacist on-site. Had to call out a pharmacist which significantly delayed	

				[name withheld] and [name withheld]. Thank you.		discharge.	
7	Mar-19	Extremely Likely		Staff very good. Just need to work on waiting times, if possible. I would not have to come to A&E if GP had sorted me out the day before.			
8	Mar-19	Extremely Likely		First class service. The staff very kind & helpful. My husband was soon in good hands.		Comfier chairs.	
9	Mar-19	Extremely Likely		Very efficient and friendly staff. Dr [name withheld] and [name withheld] RN excellent. Thank you!			
10	Mar-19	Extremely Likely		Everyone are helpful, friendly and professionally I've been told all along what's happening and treated with nothing but kindness. Being told what's happening from the start.		No, not at all.	
11	Mar-19	Extremely Likely		Daughter given excellent care in A&E, thank you so much.		Pillow on trolley please.	
12	Mar-19	Extremely Likely					Do not publish
13	Mar-19	Extremely Likely		My mum was admitted to hospital last night and is still waiting in A&E for a bed, 17 hours later. I have been told a bed in a ward isn't likely in the near future. For someone that is seriously ill, the A&E dept. isn't the best environment to make a recovery. However, the level			

				of care my mum is experiencing is outstanding and all the staff are kind & professional.			
14	Mar-19	Extremely Likely		All the hard work and care that's given.		Management need to stay in A&E for a day in bed to see how hard their staff have to cope. Well done all.	
15	Mar-19	Likely		N.D.D.H. staff very professional, skilled & efficient.		Vote in a gov't that will give you the funding you really need with the increased demands put on the NHS.	
16	Mar-19	Likely		Seems very efficient.			
17	Mar-19	Yes	Patient	Because this hospital is amazing.			
18	Mar-19	Yes	Patient	Very good all-round care.		Waiting times to be seen are very high.	
19	Mar-19	Yes	Patient	Very professional & skilled staff.		That would be up to the gov't to give the NHS the funding it truly needs.	
20	Mar-19	Yes	Family member / Carer				
21	Mar-19	Maybe	Patient	The staff are great. However, they cannot give the service they would like as there is such a 'logjam' of people to attend to. I waited in excess of 12hrs to be seen.	The night shift doctor explained what was found and planned action. However, on the day (Sunday) very little doctor contact (none).	Kept me informed of reasons for delay. Acted when I asked for some action.	
22	Mar-19	Unlikely		Don't get me wrong, the staff are amazing, working really hard under ever-growing pressures. But the waiting in the corridors by		Change all the offices back into wards, as they were before, to allow for more beds to help with the flow of patients.	

				ambulance crews is criminal. Ambulance crews need to be out on the road, not in the corridor and it due to bed blocking and converting wards into offices that doesn't help.			
23	Mar-19	Unlikely		Seemed to be understaffed. An old lady crawling about on the floor needed one-to-one, obviously no one available.		Facilities are fine, just need more staff I guess.	
24	Mar-19	Unlikely		Poor and underwhelming service in Reception and waiting area. I asked several times about seeing my mother and on each occasion was told that someone would come and call me. After 3hrs it became evident that no one was going to call me as no one had been told I was there. The staff on Reception were fairly inattentive.		Yes - get a team from McDonalds to train Reception staff in how to at least be cheerful and welcoming to people who are already anxious and stressed.	
25	Mar-19	Extremely Unlikely		Staff are trying their best under extremely difficult circumstances. My husband has been in A&E for nearly 12 hours. This was his second visit to A&E as he was originally transported by ambulance to A&E earlier in the evening and the paramedics were told to take him to Seamoor Unit at approx. 9.55pm. He was		Better facilities. There is clearly more demand than available resources. Beds with patients in are lined up in the corridor. This is not acceptable. Also, ambulance staff have to wait with the patients. Staff in A&E are working under extremely difficult circumstances. A&E is not a ward but that appears to	

				seen by a doctor who said he finished at 10pm. My husband was told he could go home and my son who had just driven from Gosport, Hampshire, had to then drive for 1.25hrs to pick him up. He wasn't home very long before we had to call the ambulance again for the same reason. My husband needed medical care. Incompetence is not a strong enough word. Something needs to be done.		be the case here. What is management doing about this!	
26	Mar-19	Extremely Unlikely					
27	Mar-19	Extremely Unlikely		Emergency department entrance - there is no emergency drop off for the public. Very poor design. Never seen a hospital with steps to the entrance!!			
28	Mar-19	Not entered		Staff in A&E struggling to deal with a very confused elderly lady. She was very distressed, falling and then crawling around the floor. Very busy in department, obviously not enough staff to deal with the situation although they were trying very hard - distressing for all.			
29	Mar-19	Not entered		As it's the closest in the area.		Improve drop off – wheelchairs are heavy. Hard to use.	

1	Apr-19	Extremely Likely		The care I had from the paramedics and the A&E team [name withheld] & trainee were all excellent.		Please can you make the disabled loo in A&E bigger.	
2	Apr-19	Extremely Likely		I think the question is a bit silly as there are no local A&E alternatives. But the staff were great in really busy conditions. The place was clean and [illegible]. Reception staff brilliant.		No.	
3	Apr-19	Extremely Likely		Extremely attentive and very fast.		No.	
4	Apr-19	Extremely Likely		I think you do a great job. Thank you.			
5	Apr-19	Extremely Likely				Already perfect.	
6	Apr-19	Extremely Likely		Arrived by ambulance with chest pains and all staff were fantastic, even though the department was really busy.			
7	Apr-19	Extremely Likely		A&E services essential in rural North Devon. Staff wonderful.			
8	Apr-19	Extremely Likely		Everyone very helpful, friendly and professional. Yes, you need to wait but the time isn't long and the staff you meet are amazing.		No, perhaps more staff and reward them for their efforts.	
9	Apr-19	Extremely Likely		Polite. Friendly. Reliable. Non-judgemental. Good listeners. Good communication.		Keep smiling.	
10	Apr-19	Extremely Likely		Although the staff are extremely helpful.		Unfortunately on our visit the hearing assistance (the microphone / speaker)	

						was out of order and made life very difficult to communicate. Microphone - not out of order, just not loud enough.	
11	Apr-19	Extremely Likely		Calm, efficient, friendly & professional - that sums up the staff & my treatment this evening. As someone who has also had non-emergency treatment here it seem to characterise the rest of this hospital, so long may it continue.			
12	Apr-19	Extremely Likely		Absolutely brilliant service, staff friendly, efficient, explain what happening, cannot beat the NHS. We are extremely lucky.			
13	Apr-19	Maybe	Not entered	I had a fall, landed on the concrete on my head, and abruptly spoken to by doctor.		Yes - by not treated rudely.	
14	Apr-19	Unlikely		Was not a 3hour wait but a 4plus hour wait. Not enough staff to clear Bank Holiday. Video continually playing was unnecessary / condescending.		Do not play that video instead use money to have more staff on Bank Holidays. What about on call staff can they not help!	
15	Apr-19	Extremely Unlikely		Give help to people with infection symptoms! Even if it is possibly caused by [illegible] issue!		Stop turning people in pain away!	
16	Apr-19	No	Parent/Guardian/Carer	Young child waiting time 3-4 hours into early hours of morning. Could have seen			

				on-call doctor!			
17	Apr-19	Don't Know		Waiting time needs to be sorted. When you medical programmes on TV you [illegible]. Terrible.		More staff, keep patients updated.	