

A&E department - Friends and Family Test - May-19 to Jun-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 %
May-19	29	72.4	27.6	0.0

Jun-19	22	81.8	18.2	0.0
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	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	May-19	Extremely Likely		Very kind with my little girl, spent time explaining the injury.		No.	
2	May-19	Extremely Likely		We were dealt with with such care and compassion at every stage.		No. The service was amazing. The water in the vending machine was very expensive though.	
3	May-19	Extremely Likely		Brilliant staff, smiling, making you feel relaxed and don't judge you. Well done and very clear.		None, very friendly, brilliant staff.	
4	May-19	Extremely Likely		Super friendly, responsive and been honest with how painful everything was going to be. The lady who treated me was really nice. Made me feel comfortable.		Not so far.	

5	May-19	Extremely Likely		Seen extremely fast from reception staff [name withheld], triage nurse [name withheld], to out of hours GP service. All staff were professional, friendly & compassionate. Out of area patient seen at a very distressful time. Keep up the hard work. You do make a difference!			
6	May-19	Extremely Likely		Very thorough, had various bloods and a chest X-ray due to previous history and concern. Everyone very supportive and helpful.		All good.	
7	May-19	Extremely Likely		Visitor to the area. Everyone from reception to triage nurse to Devon Doctors was pleasant & helpful.			
8	May-19	Extremely Likely		I was treated for a bad eye & as I only have one good eye I was blind. The staff & nurses were wonderful. Thank you so much.		Get more funding from government.	
9	May-19	Extremely Likely		Fantastic, quick and efficient, and lovely staff.			
10	May-19	Extremely Likely		From moment we were handed to hospital from ambulance, every member of staff have been friendly, efficient and made us at ease. Thank you.		None.	
11	May-19	Extremely Likely		We would not fault any of the staff. All very helpful and friendly.			
12	May-19	Extremely Likely		All the staff have been		It was a long wait but	

				wonderful looking after my mum this evening. [Name withheld] was especially kind, but everyone was wonderful. Many thanks to all.		understandable due to it being busy.	
13	May-19	Extremely Likely		All staff very friendly, professional and helpful. A really excellent experience.			
14	May-19	Extremely Likely		Very good service, friendly staff who always keep us up to date on thing going on, nothing too much trouble. Very proud of the Barnstaple A&E.		No, you are all over it.	
15	May-19	Extremely Likely		All staff looked after mum really well - continued support throughout treatment. All staff really cheerful, even at 2am!!			
16	May-19	Extremely Likely					
17	May-19	Extremely Likely		The staff are very friendly and good at their job.		No improvements are needed.	
18	May-19	Likely		I was prepared for a 3hr wait but was actually assessed by a GP. Only had to wait approx. 30mins. A very good system as my problem was relatively simple but I needed to be seen asap. Thank you.		My service was very satisfactory.	
19	May-19	Likely		Very clean, capable & caring, considering everything.		None.	
20	May-19	Likely		Would have given 'extremely likely' as care within dept. was good, but		See over: Some of your reception staff are disengaged / disinterested	

				some of your reception staff need to work on their customer service skills - kindness, engagement, empathy etc. At a vulnerable time this is what patients & visitors need - not being ignored or met with a straight face! Kindness please.		to the point of rudeness.	
21	May-19	Yes	Parent/Guardian/ Carer	The staff in A&E were brilliant - very caring, smiley and nothing was too much trouble. They went out of their way to help and comfort us too.	Everything! (although we obviously didn't want to be here). [Name withheld] - staff nurse - fantastic [name withheld] - doc? - fantastic.	Nothing - perfect! Thank you.	
22	May-19	Extremely Unlikely		No separate waiting room for children.		Get a separate waiting room for children so they are not exposed to antisocial behaviour.	
23	May-19	Extremely Unlikely		Waiting for 9 hours. No water. Extremely rude reception guy.			
24	May-19	Extremely Unlikely		7-plus hours waiting.			
25	May-19	Extremely Unlikely		My friend had a [illegible] & the wound wasn't irrigated, only dabbed clean & closed with no F/U information regarding the removal of steristrips or advice. I'm a Dr, therefore could inform her but in my opinion she should have had a F/U [illegible] & the hand should have been irrigated & closed with a stitch.			

26	May-19	Extremely Unlikely		Very rude staff.		Be much more polite.	
27	May-19	No	Not entered				Do not publish
28	May-19	No	Not entered	Disgusting! Left waiting for hours with a 9-week old baby.		You tell me!	
29	May-19	No	Parent/Guardian/Carer	Rude staff.	Nothing.	Have more respect.	
30	May-19	Not entered		[Name withheld], the security officer, has been so helpful and stopped me from doing the wrong things just by listening and talking sense to me. I am so grateful for all his help and support. I wouldn't be here if it wasn't for him. Thank you [name withheld].		Crisis team need to listen more to patients and not keep sending ill patients home!	
1	Jun-19	Extremely Likely					
2	Jun-19	Extremely Likely					
3	Jun-19	Extremely Likely		Everyone was so kind and looked after me very well. You all work so hard.			
4	Jun-19	Extremely Likely		Very good staff, excellent service, fast & quick.			
5	Jun-19	Extremely Likely		Staff very efficient and helpful and pleasant, even though extremely busy and whole impression very reassuring.		Not able to suggest as already very good service.	
6	Jun-19	Extremely Likely		Very caring, professional staff, seen and treated very quickly.		No, it is all good.	
7	Jun-19	Extremely Likely		Excellent care.			
8	Jun-19	Extremely Likely		Staff very attentive, professional, kind & gave			

				the care required.			
9	Jun-19	Extremely Likely		Professional team. All happy & friendly & easy to speak with. All efficient.		More comfy beds.	
10	Jun-19	Extremely Likely					Do not publish
11	Jun-19	Extremely Likely		Helpful and friendly staff, very thorough.			
12	Jun-19	Extremely Likely		Reception area couldn't have been more helpful, tremendous thoughtfulness & empathy.		Keep up this wonderful service.	
13	Jun-19	Likely		Lots of efficiency & kindness to holidaymakers.			
14	Jun-19	Likely		Waiting times are far too long but once seen by a fantastic Dr who was brilliant we were very impressed. Dr [name withheld] very professional Thank you. [Name withheld].			
15	Jun-19	Yes	Parent/Guardian/ Carer	Helpful & cheerful, kind staff.			
16	Jun-19	Yes	Parent/Guardian/ Carer	Very kind people, great advice.	2X. Both only waited 2 hours, seen very quickly.	Maybe with a child to be seen sooner than adults who are in because of alcohol-related i.e. ankle injury.	
17	Jun-19	Yes	Parent/Guardian/ Carer	Excellent attention and great staff.	Prompt attention. Thorough care.	Nothing.	
18	Jun-19	Yes	Family member / Carer				Do not publish
19	Jun-19	Unlikely		Completely [expletive omitted]!		Everything.	
20	Jun-19	Extremely Unlikely					Do not publish
21	Jun-19	Extremely Unlikely		On arriving at A&E it was		Ask your staff to listen &	

				<p>fair to say I had some nervousness / trepidation. This was not helped when the receptionist couldn't find me on the system because she wasn't listening to me. The triage nurse had his mind made up on my condition, again without listening to me. The first two people I met in A&E were both incompetent & totally unsympathetic.</p>		<p>not pre-judge. Sometimes a patient knows their own body. Just because a condition presents slightly differently to that in a text book something could still be occurring.</p>	
22	Jun-19	Extremely Unlikely		<p>5-hour wait for possible appendicitis is a joke.</p>		<p>Prioritise higher-risk patients.</p>	
23	Jun-19	Not entered		<p>[Name withheld] - excellent care received, she could see I was very distressed and did her best to reassure and calm me down, great bedside manner and very friendly, professional! Was very aware of anticipating my needs and meeting them.</p>			