

Medical Assessment Unit - Friends and Family Test - Apr-19 to Aug-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. | % | % | % |
| Apr-19 | 11 | 90.9 | 9.1 | 0.0 |
| May-19 | 20 | 95.0 | 5.0 | 0.0 |
| Jun-19 | 11 | 100.0 | 0.0 | 0.0 |

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|---------------|-----------|--------------|------------|------------|
| Jul-19 | 18 | 88.9 | 5.6 | 5.6 |
| Aug-19 | 20 | 100.0 | 0.0 | 0.0 |

Qualitative feedback – Apr-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 | All the staff were very nice & couldn't do enough for me. Thank you very much. [Patient name withheld] | No - except, don't put this service / or any NHS service to contract. | |
| 2 | Extremely Likely | The staff are extremely friendly, cheerful and always available when you need them. The Sodexo staff even offered me seconds at breakfast. | None. | |
| 3 | Extremely Likely | Well looked after by all. | | |
| 4 | Extremely Likely | The staff have been brilliant. | | |
| 5 | Extremely Likely | The staff are very professional. It is a clean ward. | | |
| 6 | Extremely Likely | The staff are attentive, although they are very busy. | | |
| 7 | Extremely Likely | Well looked after by all the staff. | | |
| 8 | Extremely Likely | I have been well looked after by all. Information provided has been good. | | |
| 9 | Extremely Likely | The ward staff have been excellent. The bay is very clean & tidy. | | |
| 10 | Extremely Likely | I have been treated very well by dedicated staff. | The food could be a lot better - it's tasteless. | |
| 11 | Unlikely | Because of MAU being a transit ward it's very noisy i.e. other patients, not the staff. | | |
| 12 | Not entered | Well looked after by all the staff. | | |

Qualitative feedback – May-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 | The whole team were amazing! Excellent care, kindness shown, always apologising for wait - not necessary - you all do an outstanding job. Thank you. Especially a huge thank you to [names withheld]. [Name withheld] also stood out. | No. We were incredibly impressed with the care received & very grateful. | |
| 2 | Extremely Likely | I have only been in this ward since Monday but everyone has been so kind that I thought about asking if I could stay. | Keep doing what your doing. | |
| 3 | Extremely Likely | All staff kind, caring & experts at their job. They called me by my name and, without exception introduced themselves & explained what was happening. At times, they were under extreme pressure, with high number of referrals. They made sure that everyone was updated of progress & remained very calm & professional when trying to prioritise urgency & bed allocation. Thank you. | More money for NHS. More staff to support MAU at critically busy times - and more beds!!! | |
| 4 | Extremely Likely | Good. | | |
| 5 | Extremely Likely | Because everyone was professional. helpful, friendly and generally brilliant. | Force the pharmaceutical companies to stop being greedy and charge you 1/4 what they do now for drugs. Then the NHS would have billions extra every year. | |
| 6 | Extremely Likely | A very busy ward but the staff are available if and when needed. | | |
| 7 | Extremely Likely | I have been well looked after by all the staff. | | |
| 8 | Extremely Likely | The staff have been kind and considerate. | | |
| 9 | Extremely Likely | The nurses are excellent. Nothing is too much trouble. | I waited in A&E for 7 hours to see a doctor. | |
| 10 | Extremely Likely | All the staff are helpful. | I think the staff do a good job. | |
| 11 | Extremely Likely | The staff are very friendly. | The TV is too expensive to have on. | |
| 12 | Extremely Likely | Excellent so far. | | |
| 13 | Extremely Likely | Everyone has been excellent. | | |

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| 14 | Extremely Likely | Been well treated, no concerns. | | |
| 15 | Extremely Likely | Staff are very welcoming, good and helpful. | | |
| 16 | Extremely Likely | Everything so far has run smoothly. | I believe that the NHS are top heavy management wise. More effort is required to help the medical staff at ward level. | |
| 17 | Extremely Likely | So far they have been excellent. | | |
| 18 | Likely | The facilities are good. Friendly staff. | There is a lot of duplication in the system. I told my story to many different people. The information given was conflicting at times. Now waiting to go home - this is not a fast procedure. | |
| 19 | Likely | Everyone is pleasant and friendly. I have received attention when I need it. | This hospital is badly understaffed. A doctor woke me at 2am to ask questions already asked and answered. She was, however, very good, thorough and helpful. | |
| 20 | Extremely Unlikely | I was admitted to this ward 32 hours ago and am still waiting to see the consultant. This is not good enough for a medical assessment unit. I was told there was not a consultant cardiac specialist on duty or on call. If this is the case, the service should be closed - this is dangerous. | Please improve the level of medical care available so that seriously-ill patients receive the care they require promptly. | |

Qualitative feedback – Jun-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 | Everything has been brilliant. The staff have been really good & everything has been good. | No. | |
| 2 | Extremely Likely | More than helpful staff. | | |
| 3 | Extremely Likely | Top care quality in all departments. | The only thing I can help you with is for cleaning staff to please look behind the back of the toilet doors when doing their cleaning, as there is blood on the back of the door by the handle. I'm sorry to have to point this out, but apart from that everything is A1. | |

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| 4 | Extremely Likely | Nothing to complain about, so I guess that says it all really. | Not anything that I can think of, very good care. | |
| 5 | Extremely Likely | Everything really. The staff are brilliant. Nothing is any bother to any of them. | What a difficult question. To be honest, at this moment in time there is nothing I can think of. | |
| 6 | Extremely Likely | I would recommend this ward very highly. I came into hospital as a very nervous patient. However, I was made just so welcome by the very kind and caring staff. | Nothing I can think of. Very clean at all times. | |
| 7 | Extremely Likely | I have only been on the ward a short time, but I have been made very welcome, comfortable etc. The doctors have already seen me, so delighted. | I have found communication between the medical team and myself to be very good. The doctors have listened to me, discussed my problems and explained everything they can so far in a very acceptable way. I arrived by Ambulance, through A&E and all good so far. Thank you. | |
| 8 | Extremely Likely | The staff are just spot on, professional in all departments. | Not really. I have memories of London hospitals - give me Barnstaple every time. | |
| 9 | Extremely Likely | The staff have been great 10/10. They are all polite and caring. | None. | |
| 10 | Extremely Likely | The staff have done everything for me for the last few hours. They regularly check up on me. | A TV free to use. | |
| 11 | Likely | Staff were very kind & helpful. All with the patient's interest. | Can't think of anything at moment. | |

Qualitative feedback – Jul-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. |
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| 1 | Extremely Likely | Great attention. | | |
| 2 | Extremely Likely | Since arriving in A&E I have been treated with respect and understanding by every member of MAU team. Doctors, nurses, HCA and support staff. Ward is clean. | Stop the TV charge - too expensive. | |
| 3 | Extremely Likely | Everyone is so friendly. | | |
| 4 | Extremely Likely | The staff are very good. | Some of the equipment needs updating. The heart monitor has broken down 4 times in 24 hours. It would make life easier for the staff. | |

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| 5 | Extremely Likely | The staff will do anything for you. | Excellent as it is. | |
| 6 | Extremely Likely | The staff are good. Cleanliness. | Early days but very impressed so far. | |
| 7 | Extremely Likely | Efficient, prompt assessment. | Happy as it is. | |
| 8 | Extremely Likely | The nurses have been very good, ensuring that explanations are at a level which the patient understands. | Rather noisy at night due to staff and other patients. | |
| 9 | Extremely Likely | The staff have been welcoming and courteous. | | |
| 10 | Extremely Likely | A well-organised ward. Good staff. | | |
| 11 | Extremely Likely | The care and pleasant manner of the staff. Nothing is too much trouble for the staff. | Ensure that the consultants/doctors communicate at a level that patients understand. | |
| 12 | Extremely Likely | The staff are patient and welcoming, very helpful, can't do enough for you. | | |
| 13 | Extremely Likely | The staff are caring and understanding. | | |
| 14 | Extremely Likely | Well treated by dedicated staff. | | |
| 15 | Extremely Likely | A very busy ward. | | |
| 16 | Likely | All the staff are good. | The food is ok. | |
| 17 | Neither Likely nor Unlikely | Rather noisy from both staff and other patients. | | |
| 18 | Unlikely | Too noisy. | Everything ok so far. | |

Qualitative feedback – Aug-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 | Staff could not be more helpful. Very polite & kind. | | |
| 2 | Extremely Likely | The staff on this ward are extremely helpful and very hardworking. It is so nice to have staff that are warm and approachable compared with other hospitals that I have been. They should hold their heads high and be extremely proud of themselves, well done. | I don't think they could improve on anything 'cos they give 110%. | |

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| 3 | Extremely Likely | The staff are friendly and helpful. | | |
| 4 | Extremely Likely | A nice and friendly ward, the staff are excellent. | More pillows are needed. | |
| 5 | Extremely Likely | Friendly staff. | | |
| 6 | Extremely Likely | The staff are very friendly and helpful. | More pillows are required - only one per bed is supplied. | |
| 7 | Extremely Likely | Dedicated and friendly staff - very helpful. | | |
| 8 | Extremely Likely | They have been marvellous, they can't do enough for you e.g. taking you to the toilet and helping with showering. So far, I have only been in overnight. | None. | |
| 9 | Extremely Likely | Everyone has been brilliant. The nurse has been lovely and made me feel at ease straightaway and the doctor I saw in A&E came to see me this morning. They have gone out of their way to be helpful. They got me toiletries and a towel as I came in without anything. I have porridge at home so had it for breakfast this morning which was very good. All the staff have been kind, cheerful and smiling. | None. | |
| 10 | Extremely Likely | The staff have been very good and caring. | | |
| 11 | Extremely Likely | The staff have been so helpful and understanding. | | |
| 12 | Extremely Likely | Well treated by a dedicated, professional staff. | | |
| 13 | Extremely Likely | Treated very well by all the staff. | | |
| 14 | Extremely Likely | A very busy ward. | More nursing staff needed. | |
| 15 | Extremely Likely | The ward is very efficient and I have been well looked after. | | |
| 16 | Extremely Likely | Well treated by all. | | |
| 17 | Extremely Likely | I am genuinely impressed by the care shown by all the staff, they work extremely hard and are just so professional. | As my first time ever in hospital, I can only say how very impressed I have been with the quality of care, both on MAU and also yesterday in a very busy A&E. After my road traffic accident yesterday, I do not think anyone could have done any more for me. | |
| 18 | Extremely Likely | Amazing, 100% total kindness and supportive care shown at all times. | At this moment in time there is nothing that comes to mind, but I will let you know if I think of anything. | |
| 19 | Extremely Likely | No problem. It's lovely the way the ward has had a makeover since my last admission. The quality of care is fine, in fact very good. The ward is very clean and the | One thing is that I feel the gowns could be made so they tied up a lot better - I believe they are called three armed gowns. Apart from that, all is good. | |

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| | | food I have eaten has been more than satisfactory. | | |
| 20 | Extremely Likely | At least 120%. Absolutely fantastic, I could not have been treated better. All the staff are very professional and supportive. | I can only repeat that the staff, both Sodexo and NHS, are doing a first class job. Cleanliness and good food - well-presented and hot. What more can be expected? Thank you. | |