

A&E department - Friends and Family Test - Jul-19 to Oct-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 %
Jul-19	23	73.9	17.4	8.7

Aug-19	28	75.0	17.9	7.1
Sep-19	37	70.3	21.6	8.1
Oct-19	25	84.0	12.0	4.0

	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	Jul-19	Extremely Likely		Friendly, knowledgeable staff, nothing too much trouble.			
2	Jul-19	Extremely Likely		Very polite staff, nothing too much trouble.		None, staff perfect.	
3	Jul-19	Extremely Likely		Cared for beyond belief.		Can't improve on perfect.	
4	Jul-19	Extremely Likely		Having escorted my wife to this hospital, the young lady at reception, [name withheld] on badge, was exceptionally helpful, very			

				pleasant and without doubt a great credit to making my wife feel a lot happier. If only all staff were so pleasant in carrying out duties as important as meeting patients on entry into hospital for the first time, this magnificent hospital would, without a doubt, be the finest in the country. Well done Barnstaple for training such excellent staff. [Name withheld] husband to the lady who came in [name withheld].			
5	Jul-19	Extremely Likely		The staff here all incredibly attentive & helpful. Made me feel relaxed and ensured I was well attended to from triage through to treatment. [Names withheld] were both excellent.		None, you're doing great work. Thank you.	
6	Jul-19	Extremely Likely		[Name withheld] (security) - beyond the call. He confirmed that he thought of my child's safety. He heard my story & saved himself by [illegible].		A 24-hr clock would be good - I have lost 12 hrs of my life e.g. this 5.30am I thought was 5.30pm e.g. who has my medication, toiletries & clean clothes?	
7	Jul-19	Extremely Likely		The staff were friendly and listened to my wishes. They explained clearly what my treatment would be.		Can't think of anything as the staff have been very nice on both occasions I have been in.	
8	Jul-19	Extremely Likely		Speedy, professional care and attention. Felt well looked after. The Ilfracombe			

				ambulance crew were fantastic.			
9	Jul-19	Extremely Likely		Very caring, helpful team.		Keep doing what your doing.	
10	Jul-19	Extremely Likely		Your attention to care has been absolutely amazing!			
11	Jul-19	Extremely Likely		Priority given to most in need, something which can be sadly lacking in this day and age.		No. I could have done myself by receiving help sooner by mental health services.	
12	Jul-19	Extremely Likely		All the staff are extremely friendly & helpful. Can't thank them enough. They were very quick to sort out my problem. An amazing service which should be reflected in their pay!		We couldn't have asked for a better service. It was outstanding.	
13	Jul-19	Extremely Likely		Helpful & cheerful staff; very clean waiting room & toilets; seems well run.		Perhaps some magazines / reading matter would be nice in the waiting room.	
14	Jul-19	Likely				Waiting area very hot & stuffy - could invest in some portable fans?	
15	Jul-19	Likely		Was helped adequately.		Nothing really.	
16	Jul-19	Likely		Most of the members of staff were extremely friendly & helpful. All except one nurse. The doctors & nurses in the other side were lovely.		No.	
17	Jul-19	Likely		Staff were wonderful, very helpful.		Pay staff more.	
18	Jul-19	Neither Likely nor Unlikely		Oblivious to sitting in room.		Temperature control, reception TV to be removed.	
19	Jul-19	Neither Likely nor		It takes too long to be seen			

		Unlikely		& treated.			
20	Jul-19	Extremely Unlikely		Waited [illegible] time of three hours - discrimination definitely going on here. Attitude of female nurse in charge disgusting. Paramedics witness to her behaviour.		Send staff on how to treat patients. Then give them essay to write on empathy.	
21	Jul-19	Extremely Unlikely		[Expletive omitted].			
22	Jul-19	Extremely Unlikely		Anybody who seems in serious pain you make wait till last.			
23	Jul-19	Extremely Unlikely		Anyone bleeding has to wait till last, this place is a joke.			
1	Aug-19	Extremely Likely		Fast to be seen. Helpful. Friendly.			
2	Aug-19	Extremely Likely		Perfect!			
3	Aug-19	Extremely Likely		Fast and effective service.			
4	Aug-19	Extremely Likely		Quick and efficient care with lovely nurses and doctors who helped immensely.		None.	
5	Aug-19	Extremely Likely		Huge thanks to nurse [name withheld] in A&E for his kindness & care & prompt treatment for [name withheld].			
6	Aug-19	Extremely Likely		Everyone we came into contact with was cheerful, helpful and efficient. My mum was cared for with compassion & understanding. Thank you for your care & attention.			
7	Aug-19	Extremely Likely		Very efficient service even though some staff are so busy. I am very grateful not			

				to have to go further than Barnstaple from Lynton.			
8	Aug-19	Extremely Likely		All staff involved in [name withheld]'s treatment were caring, friendly and yet respectful, accessible and listened carefully to his concern. His treatment started almost immediately he was admitted and my son and I were informed and involved in choices made. It feel a safe environment. Thank you.			
9	Aug-19	Extremely Likely		All the staff were very efficient and helpful.			
10	Aug-19	Extremely Likely		Excellent & professional service, well done!			
11	Aug-19	Extremely Likely		Triage nurse very thorough after 10 minutes wait. After 1.25 hours I was summoned by a doctor. Various tests performed & all done well.			
12	Aug-19	Extremely Likely					
13	Aug-19	Extremely Likely					
14	Aug-19	Extremely Likely					
15	Aug-19	Extremely Likely					
16	Aug-19	Extremely Likely					
17	Aug-19	Extremely Likely					
18	Aug-19	Extremely Likely					
19	Aug-19	Extremely Likely					Do not publish
20	Aug-19	Likely		Staff are polite and helpful. Just a long wait.		No - I think it runs well.	
21	Aug-19	Yes	Not entered	The whole team have been very friendly and helpful.			

				Many thanks.			
22	Aug-19	Neither Likely nor Unlikely		Care was adequate and charge nurse [name withheld] was good (observed, didn't deal with us). The rest are terrible at communication. Patients need to know what is happening and everyone working avoids eye contact at all times. Will contact CQC regarding this!		Communicate.	
23	Aug-19	Unlikely		Elderly lady sat in pain on scale of 9 out of 10. Doctor spoke to her in a disrespectful way. No bedside manner at all. Nice receptionist.		No wheelchair offered. No updates on timing.	
24	Aug-19	Extremely Unlikely		My husband was 'triaged' on arrival, having collapsed twice in 3 hours. Told needed an ECG. No staff of any description seen in last 1.5 hours. Are there any staff actually working & if so where are they?		Start all over again & provide an A&E service that is properly staffed.	
25	Aug-19	Extremely Unlikely		After arriving at A&E, I was seen by the triage nurse within 20mins. 45 minutes later had my first X-ray, then 20 minutes later 2nd X-ray diagnosed, then waited to have my foot set. The nurse who plastered my foot was very harsh, no bedside manner, very heavy handed, my dad had to help her put		It would be helpful if a porter was able to escort a patient in a wheelchair to the main entrance & help them to get into the exiting vehicle.	

				the plaster of paris on, then 2mins with crutches sent home, left in a wheelchair at main entrance. My dad is unable to pull or push so was left to struggle. I ended up by losing my balance & falling, it resulted in me falling. I fell outside the A&E entrance & banged my head, it took a doctor & 2 members of public to help me to my feet & helped put me in my dad's car. Even when I asked the nurse what I had done exactly she said she would explain after plastering it up & she never bothered.			
26	Aug-19	Extremely Unlikely		Too long awaiting time, even though staff knew about child's autism		Waiting times need to be addressed when someone has need.	
27	Aug-19	No	Not entered	Very poor communication – non-existent. If just one person had explained what the wait was for it would not have been so bad. Apart from the charge nurse, indifferent unfriendly staff.	Nothing.	Talk.	
28	Aug-19	Don't Know		We aren't local and needed an asthma inhaler for my son because his asthma was preventing him from sleeping. There are no out-of-hours pharmacists open in this area which can service this requirement.		Have an out-of-hours pharmacy available. They're available in Gloucestershire.	

				The triage nurse was fine but we've been waiting for hours without our expectations managed. We just need an asthma inhaler.			
29	Aug-19	Not entered		Do not live in Devon. Similar care to what we would receive in London.			
30	Aug-19	Not entered		Suspected fracture. It is the only place to go for an X-ray/scan.		Waiting time unacceptable. In Austria, it took one hour to be assessed, X-rayed and arm put in cast after fracturing wrist. Also, had to return next day for MRI scan. It should have been done on same day.	
1	Sep-19	Extremely Likely		12am. Very helpful staff, the doctor was very supportive to my wife and the outcome was better than we could of expected. All who attended to [name withheld] were excellent in all that they did. The young woman that was cleaning that night was very supporting also, and had nurse-like qualities!! Thanks.		No, first class! Thanks.	
2	Sep-19	Extremely Likely		Best service I have experienced of any hospital. Thank you.		None that I can see.	
3	Sep-19	Extremely Likely		All staff are friendly, efficient and highly competent. It is so important that patients and relatives are treated with respect and empathy and		None. Accept easy access for relatives who have to pop out of ward would be nice. Everything that matters is perfect.	

				your staff do that. Their manner makes a horrible situation a lot more bearable. Thanks, [name withheld].			
4	Sep-19	Extremely Likely				Faster results as I waited longer for his results than I did being seen.	
5	Sep-19	Extremely Likely		Everyone very informative & caring.		Everything is good.	
6	Sep-19	Extremely Likely		The doctor was brilliant! Very thorough and fast.		None for this visit. However, I did come in the previous day and still wasn't seen after waiting 6.5 hour. Suggestion would be for extra staff during the [illegible].	
7	Sep-19	Extremely Likely		Kind, caring and very timely. Thanks, [name withheld].		No improvement required.	
8	Sep-19	Extremely Likely					Do not publish
9	Sep-19	Extremely Likely		Everyone very helpful. Pharmacy needs attention, see over.		Pharmacy v. v. slow. Too much talking going on & time wasting.	
10	Sep-19	Extremely Likely		Found everyone very helpful & kind. [Name withheld] very pleasant & informative.			
11	Sep-19	Extremely Likely		Very professional, friendly & kind. Not having to wait long. No problems, brilliant service.		None.	
12	Sep-19	Extremely Likely		My husband arrived via ambulance. When I arrived at A&E he was being well taken care of by staff. He was given tea & staff were very attentive & kind.		Waiting times are somewhat frustrating - although with the government cutbacks it is not surprising our NHS is compromised.	

13	Sep-19	Extremely Likely		My dad was very well cared for by all the staff throughout the A&E dept. They were attentive, kind and caring. I was reassured he was in good hands.			
14	Sep-19	Extremely Likely		The staff were amazing. Friendly, approachable & caring. Kept us up to date & were organised. The paramedics were also excellent.			
15	Sep-19	Extremely Likely		Skilful. Swift. Polite. Professional.		None.	
16	Sep-19	Extremely Likely		Very caring staff. Professional treatment, very thorough. Good explanation of test results.		Nil - good care. Could not improve service.	
17	Sep-19	Extremely Likely		Very good care. It has improved loads in the past year.		Getting dental staff in for emergencies as have to go Exeter away from home.	
18	Sep-19	Extremely Likely		Very good care when visited department with possible TIA.			
19	Sep-19	Likely					
20	Sep-19	Likely		I have attended twice this year (1) with 6-yr old grandson. (2) with 72-yr old husband. Excellent care & consideration both times, although extremely busy. Staff seemed stretched but still managed smiles.			
21	Sep-19	Likely		Poorly swollen finger, couldn't move it, thought it was broken.		No.	

22	Sep-19	Likely					Do not publish
23	Sep-19	Yes	Patient	Because the doctors & nurses are very kind. And I liked the projectors.	Nice people & projector.	Nothing.	
24	Sep-19	Yes	Patient	The care of the staff and nurses and ambulance crew that brought me in was second to none.	Care was outstanding.	Nothing.	
25	Sep-19	Yes	Patient	The people help and make us better. You're kind & helpful.			
26	Sep-19	Yes	Not entered	My 3-year old son received such good care by all staff from ambulance, doctors & nurses. Everyone was really friendly and made him feel settled and cared for. They even looked after myself and partner during this time. Thank you for all you have done for our family.			
27	Sep-19	Neither Likely nor Unlikely		Because waiting time is silly.		Go faster.	
28	Sep-19	Maybe	Parent/Guardian/Carer	More magazines / books for older children (8-plus would be great).	Friendly staff & cleanliness good.	See above.	
29	Sep-19	Unlikely		Receptionist flippant!			
30	Sep-19	Unlikely		The manners of the staff and reception, full of attitude, and the waiting time, it would be nice if you were kept informed on what's going on.		Communication skills wouldn't go amiss.	
31	Sep-19	Unlikely		Shocking waiting times!!! Over 4 hours!			
32	Sep-19	Extremely Unlikely		I was bringing in young lady			

				with an injured leg but I couldn't find anywhere to park outside A&E department. I needed to park close as she couldn't put pressure on her leg. We found it very difficult to get her in to the A&E department. Needed a drop-off area near the entrance.			
33	Sep-19	Extremely Unlikely		The new A&E 'walk-in' entrance is very tricky to get to in an emergency! There is no car drop-off or parking for people bringing in an injured or poorly person! Making it very awkward to access reception in an emergency!!!!!!!!!!		Move reception! Or put in an entrance near the current car drop-off area! Drop off is too far from reception & need to create spaces directly outside reception!	
34	Sep-19	Extremely Unlikely		I came to see my little boy who fell down. He is a baby and was making a bit of noise. One of maroon coloured nurse stared at him not nicely and looked at me and shook his head, how horrible. I couldn't sit anymore comfortably, so left!			
35	Sep-19	Extremely Unlikely		We expected to wait a while to be seen (in the end approx. 3hrs). However, the prescription was wrongly completed, meaning a further wait of over 45 minutes! It will now be			

				touch & go if the pharmacy can complete prescription due to delay.			
36	Sep-19	Extremely Unlikely		Due to the ambulance service being over stretched I was informed by the 999 ambulance operator to convey my very elderly mother to hospital. Arrived at 23:30hrs, still in waiting room at 05:00hrs.		If it is to be common practice to wait this period of time, some type of recliner chair would be suitable for the more older patients & hot drinks & blankets.	
37	Sep-19	Don't Know					
38	Sep-19	Not entered	Parent/Guardian/Carer	We haven't been seen yet.	We met Paediatric [name withheld].	Had a full buffet.	
1	Oct-19	Extremely Likely		Great service, departments obviously very busy but all our concerns were met. Thank you.			
2	Oct-19	Extremely Likely		Very caring staff, polite, sensitive, understanding & helpful.		No. I am completely satisfied & was pleasantly surprised that I didn't have to wait long to be seen.	
3	Oct-19	Extremely Likely		We were seen very prompt & with care & compassion.			
4	Oct-19	Extremely Likely		All of the medical staff with whom I came into contact were knowledgeable and courteous and put me at ease.		The triage nurse was not aware that I was waiting for over an hour and a half!!!	
5	Oct-19	Extremely Likely		Quick service. Friendly.			
6	Oct-19	Extremely Likely		[Name withheld] (agency nurse) & Dr [name withheld] were brilliant, as was [name withheld] on reception. [Name withheld] was incredibly caring towards		N/A.	

				my father-in-law getting him pain relief quickly, followed by tea & toast. Dr [name withheld] was patient, thorough & effective - explaining what was going on very well. X-ray & blood tests also very quick.			
7	Oct-19	Extremely Likely		Staff very friendly. Quick & efficient.		N/A.	
8	Oct-19	Extremely Likely					Do not publish
9	Oct-19	Extremely Likely		Nice, clean and bright environment. Helpful staff.		Simply just waiting times but that is a national epidemic.	
10	Oct-19	Extremely Likely		Immediate response to 999 call. Expertise of staff in diagnosis and treatment. cup of tea and biscuits most appreciated.			
11	Oct-19	Extremely Likely		Nurse [name withheld] took my bloods and was very caring and gentle, first time that it didn't hurt. Such caring staff, well done.		No - such a great service, lovely staff.	
12	Oct-19	Extremely Likely		Prompt & efficient care given. Friendly & caring staff - all of them. Communication was good - & waiting kept to a minimum. Given info as needed & kept well informed of reasons why things were needed & happened.			
13	Oct-19	Extremely Likely		Treated with great care and expertise from all staff. My examination was very		Yes, the ceiling in the CT scan area had cobwebs and flies in the light.	

				thorough.			
14	Oct-19	Likely				Some radiators for waiting room, extremely cold in here at 02.00hrs in the morning. Don't mind waiting but cold got to me.	
15	Oct-19	Likely		Prompt and courteous attention.			
16	Oct-19	Likely		Wait time is long between seeing doctors or nurse but overall a good service we got today.		Cut wait time.	
17	Oct-19	Yes	Parent/Guardian/Carer	Calm, helpful staff, nice waiting room, beautiful photo of a beach.	Staff were reassuring and pleasant, cheerful.	Information on screen should be easier to read from back of room.	
18	Oct-19	Yes	Parent/Guardian/Carer	Everyone has been kind and helpful. It's clean with good facilities.	The friendly staff.	Be seen faster.	
19	Oct-19	Yes	Parent/Guardian/Carer	Seen quickly, nurse, doctor.	Efficient.	Waiting time display incorrect, not what was experienced, more accurate display.	
20	Oct-19	Yes	Parent/Guardian/Carer	Staff very helpful and friendly. Couldn't do anymore for myself and my daughter.	The staff. They are all so kind, helpful and professional.	Nothing.	
21	Oct-19	Yes	Parent/Guardian/Carer	Because everyone is very helpful. The A&E was very clean and tidy.	The staff that helped us. The time in which we were seen.	On this day nothing.	
22	Oct-19	Extremely Unlikely		Waiting 3hrs plus. Very poor. USA, average 45mins. What is the NHS doing about it? If I was paying, I would not be happy and demand money back. Wife sat in waiting room with no		More staff - nurses - docs - not you office and executive team. You earn way too much for very poor results.	

				pain relief or any feedback on waiting times.			
23	Oct-19	Extremely Unlikely		Triage nurse very rude considering was ongoing illness from a GP and feeling like it was getting worse, and basically told didn't know if I will be seen.		Treat everybody with respect busy or not, new illness or not.	
24	Oct-19	Extremely Unlikely		Doctor couldn't even be bothered to see me. I feel totally let down by the NHS.			
25	Oct-19	Don't Know		Receptionist was extremely helpful and friendly. I was occasionally treated as if I wasn't there at times and the doctor spoke to my daughter or just carried on with the examination without explanation.			
26	Oct-19	Not entered		Excellent emergency dept. but the above is a strange and pointless question because this is the only emergency department. We have no choice. So it isn't a question of how likely we are to recommend the service. If the topic was cafes, there was a choice then recommendations are valid.		The notices on the TV screen are too small to read.	