

A&E department - Friends and Family Test - Nov-19 to Mar-20

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 %
Nov-19	28	75.0	21.4	3.6

Dec-19	12	75.0	8.3	16.7
Jan-20	31	80.6	12.9	6.5
Feb-20	33	93.9	6.1	0.0
Mar-20	8	87.5	12.5	0.0

	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	Nov-19	Extremely likely		Very caring staff, very efficient. Nothing too much trouble, brilliant to family members who came in to check on progress.		Speed up pharmacy department when pills issued, waited 35mins after discharged.	
2	Nov-19	Extremely likely		Very quick to attend every patient as quick as possible. I am very pleased with everyone who helped my nan in this time of need. Thank		Very pleased with everyone. No changes are needed.	

				you! Whatever the nurses/doctors isn't enough for the amount of hard work/effort they put in.			
3	Nov-19	Extremely likely		Extremely valuable service with little available in terms of alternatives.			
4	Nov-19	Extremely likely		On the whole, service was very prompt.			
5	Nov-19	Extremely likely		Friendly, motivated staff who made me feel at ease with their confidence.			
6	Nov-19	Extremely likely		The understanding response and friendly atmosphere made this a truly wonderful experience and I feel better already.		No!	
7	Nov-19	Extremely likely		Very helpful and pleasant staff.			
8	Nov-19	Extremely likely		I'm hurt.		As you love [illegible].	
9	Nov-19	Extremely likely		Brilliant service. Very caring & patient doctor & smooth process. Very efficient & kind.		No.	
10	Nov-19	Extremely likely		Great service & friendly staff.			
11	Nov-19	Extremely likely		Staff were friendly, caring & communicated well.		No.	
12	Nov-19	Extremely likely		Firstly, very friendly & thoughtful, explaining everything as they went along with the examination.		More funding to assist the staff.	
13	Nov-19	Likely		The staff & care was good. The wait felt long, especially as I had been asked to come back to be seen.			
14	Nov-19	Likely		Although very busy, staff very polite and efficient.		N/A.	

15	Nov-19	Likely		I was very impressed with the response from the triage nurse & the x-ray dept. I appreciate how busy you are but the doctor I saw eventually didn't even realise I'd already had x-rays & sent me back to the waiting room for another hour while she looked at them, then waited another 20mins whilst she looked at them again.		Perhaps the doctors could look at the notes from x-ray dept. etc. before seeing a patient.	
16	Nov-19	Likely		Pleasant, friendly staff.		Waiting time!!! Staff at reception should acknowledge your presence even if dealing with unfinished business rather than ignoring you.	
17	Nov-19	Likely		Very good, just simply the long waiting time.		Parking should be free for first hour.	
18	Nov-19	Yes	Parent/Guardian/Carer		Everything.	Dairy-free alternatives in vending machine.	
19	Nov-19	Yes					
20	Nov-19	Yes	Parent/Guardian/Carer	Staff friendly and kept well informed.	The staff were fantastic, especially [name withheld] who was amazing.	Thank you.	
21	Nov-19	Yes		The service/treatment was first class. It's only the time we had to wait - 2.5hrs on a midweek day, middle of the day.			
22	Nov-19	Neither likely nor unlikely		Access via helter-skelter is very difficult. Service feels like D.I.Y.		Access via level surface. More intimate way of dealing with people.	
23	Nov-19	Unlikely		Got here 8:30am and spent 5hrs before bloods were taken & then waited further		Better communication. Could we have been given an appt. time to come	

				2hrs for results.		back in?	
24	Nov-19	Extremely unlikely		[Expletives omitted].			
25	Nov-19	Extremely unlikely		My mother has been in the waiting room since 11:15, it is now 19:30 & still waiting. She is elderly. Absolutely shocking!!! She was here with a heart complaint (nothing minor). I'm now taking her home.			
26	Nov-19	Extremely unlikely		No idea what's going on. Kept waiting for 3hrs for blood test after overdose, then told could be up to 1hr longer.		Better technology that allows you to check in, be assigned to department by triage & appointments assigned - patient informed.	
27	Nov-19	Extremely unlikely		3 hours' wait whilst scalded.			
28	Nov-19	Extremely unlikely		Having brought my wife in via 999 where I was in a state it was questioned whether I had coerced her.		Listen to all people.	
29	Nov-19	Not entered				When you bring in a mentally ill patient who has been abusive towards staff and other residents and your left sat in A&E with her for hours, not on!	
30	Nov-19	Not entered		Who wants family in hospital?			
1	Dec-19	Extremely likely		I've been around [age omitted] years, a pilot, a policeman, well-travelled, some 35 countries. So, I have plenty to compare with! This country takes some beating, but North Devon Hospital is by far the finest.		I think you do a first class job and I realise dealing people can be hard, but have got it just about 98% to 110% right!	

2	Dec-19	Extremely likely		Everyone is always so friendly & helpful, despite being rushed around. Excellent service.		More staff, more compliments.	
3	Dec-19	Extremely likely		Fantastic, friendly, helpful and efficient.			
4	Dec-19	Extremely likely		There very friendly staff and make you feel at ease whilst sorting the problem.		Wouldn't change anything, top marks to all staff. Thank you.	
5	Dec-19	Extremely likely		Dr [name withheld] is a brilliant doctor. Kind & reassuring.			
6	Dec-19	Extremely likely		Seen quickly. Good advice given. Very helpful.		No.	
7	Dec-19	Extremely likely		Extremely quick treatment - 90mins from arrival to travel, including x-ray and exit. Excellent.			
8	Dec-19	Likely		Very friendly staff and try very hard in a very busy place.		No sick bowls in waiting area. Feels a bit isolated from staff in waiting area.	
9	Dec-19	Yes		Very good service, a small wait, expected, in and out with x-ray within 90mins. Excellent!!!			
10	Dec-19	Neither likely nor unlikely		If time given for waiting is 2 hours then 3 or more hours should be shown.		No. Staff are great, just need correct time for waiting.	
11	Dec-19	Maybe	Parent/Guardian/Carer	I am obviously a pensioner and disabled in charge of an [child's age omitted]-yr old. Had to get antibiotics from Boots/Tesco. Then home. 3 taxi trips. Why can't they dispense here? Then told to go doctor's tomorrow to get it dressed. Why could they not	The speed, promptness, cleanliness of the department.	Given us the antibiotics from hospital pharmacy.	

				put a dressing on at the hospital?			
12	Dec-19	Extremely unlikely		1. A&E is not something one should 'recommend'. 2. Triage could have taken me straight for x-ray as you have an x-ray machine available in A&E. 3 hours is not acceptable when there is not a particularly busy waiting room. Absolutely no one (including doctor) were under any pressure.			
1	Jan-20	Extremely likely		The first responder [name withheld], the ambulance lady & gent were absolutely amazing. The doctors [illegible] and another 2 doctors also. Please pass on my sincere thanks to them. I knew nothing of what happened. My family told me afterwards. [Name withheld]		None at all, your all doing a fantastic job. [Name withheld]	
2	Jan-20	Extremely likely		Cannot fault the staff and the treatment you receive is brilliant.		Cannot improve, service brilliant.	
3	Jan-20	Extremely likely		Because it is the only one we have available. Still have to wait a while. Staff & facilities great.		Just speed.	
4	Jan-20	Extremely likely		I have given this response due to the nature of my presentation. From the moment I entered the ED I was treated with the upmost respect, wishes and requests were more than met and confidentiality was 10/10.		Please just keep providing the excellent service you have for me to others.	

5	Jan-20	Extremely likely		Friendly & helpful staff.		Some hospitals have a 'uniform chart', explaining the functions of their different coloured uniforms i.e. doctor, nurse, porter. This would be a useful addition.	
6	Jan-20	Extremely likely					Do not publish
7	Jan-20	Extremely likely		Chest pain, came in by ambulance. First class service by all staff.		None, first class.	
8	Jan-20	Extremely likely		We came in with an ankle injury.			
9	Jan-20	Extremely likely		Very welcoming Emergency Department.		None.	
10	Jan-20	Extremely likely		Friendly staff, good surroundings, as quick as could possibly be expected.		Nothing.	
11	Jan-20	Extremely likely		Friendly staff, clean waiting area, we were seen very quickly - all done within 2 hours.			
12	Jan-20	Extremely likely		Friendly. Professional. I have moved down from [county omitted] so impressed with service.		Keep on doing what your doing.	
13	Jan-20	Extremely likely		The care & attention I was given was appropriate, reassuring & eventually identified an ongoing problem which has worsened over recent months.		There was a 2-3hr delay, made clear on the screen in waiting room. I'd like to suggest that patients are given a number on arrival so that you know where you come in the list.	
14	Jan-20	Extremely likely		Staff are excellent, so helpful and understanding, nothing too much trouble.			

15	Jan-20	Extremely likely					
16	Jan-20	Likely		Excellent paramedics. Friendly nurses, very competent, very kind & patient. Clean wards. Helpful staff & nurses.		NHS does the best it can with what it has (I live in USA and have no NHS there). People should appreciate the hard work & care everyone provides here.	
17	Jan-20	Likely		Friendly staff & nurses.			
18	Jan-20	Yes	Parent/Guardian/Carer	It is clean and all the staff are friendly!	Friendly. We did not have to wait. Kind.	Nothing.	
19	Jan-20	Yes	Parent/Guardian/Carer				Do not publish
20	Jan-20	Yes	Patient	Efficient, friendly, non-judgemental, kind.	Thorough check done.	Nothing.	
21	Jan-20	Yes		A&E is a great service & always there when you need extra help in an A&E matter!		Free chocolate bars!	
22	Jan-20	Yes		Staff were excellent.		No.	
23	Jan-20	Yes	Parent/Guardian/Carer	All staff friendly and helpful.	Very quick to been seen. All staff were great with my son.		
24	Jan-20	Yes	Patient				Do not publish
25	Jan-20	Yes	Parent/Guardian/Carer	Helpful, friendly staff. Seen quickly.	Seen quickly. Reassured.	One nurse just left the room without saying what the next step was, would've been good to be told if we could go / if doc was coming back etc.	
26	Jan-20	Unlikely		I've been up here 4hrs so far. This is for a cat scan. Sent by my Dr at 11.10 this morning. Came right up as recommended. Now at 3 o'clock still waiting. I'm elderly and really tired of		Let one know beforehand how long one has to wait because I'm a diabetic & haven't had any dinner.	

				waiting.			
27	Jan-20	Unlikely		8.5 hours still waiting for a bed. Cardiac issues and recent neck fusion, with nowhere to lie down. Fatigue, [illegible]. I only need to see a cardiologist.		Staff are good. Facilities not so good.	
28	Jan-20	Unlikely		I have previous heart history. I've sat here since 1830hrs and it's now 0110. Waiting for a bed, bearing in mind I've recently had surgery on my neck so can't really lay down or get comfy waiting for a bed to be monitored for 24 hrs when that time is getting lost sat in the A&E waiting area.		Set me up on a monitor. I only need to see a cardiologist!!!	
29	Jan-20	No	Parent/Guardian/Carer	Cause I've been here 3 hours and not seen anyone.	The staff were lovely [name withheld], the toilet very clean.	Reduced waiting times for my daughter and better facilities. More toys for the kids' waiting room. [Illegible] doesn't work at all.	
30	Jan-20	Don't know					Do not publish
31	Jan-20	Don't know		Hooks in toilets to hang belongs on would be helpful and hygienic.			
1	Feb-20	Extremely likely		Staff were amazing, helpful, reassuring.		No, everything was amazing.	
2	Feb-20	Extremely likely		Friendly, efficient & respectful.			
3	Feb-20	Extremely likely		Each time I have had to attend A&E & my husband for sepsis last time, I am so thankful for excellent care. Today, for the			

				senior/practitioner [name withheld], triage nurse, x-ray & doctor. So kind, compassionate & caring. I have so appreciated best practice. [Name withheld]			
4	Feb-20	Extremely likely		Efficient, timely, professional medical care & assessment.		Nil.	
5	Feb-20	Extremely likely		Lovely staff, very friendly.			
6	Feb-20	Extremely likely		From a to z very well cared for.		Waiting time could be better.	
7	Feb-20	Extremely likely		Very good service. Excellent. Everyone very kind and understanding & very thoughtful & considerate.			
8	Feb-20	Extremely likely		Very good.			
9	Feb-20	Extremely likely		Extremely prompt and efficient, very caring and understanding. Could not fault the care I received. Amazing team!		None.	
10	Feb-20	Extremely likely				Hooks on toilet doors would save putting bags etc. on dirty floor.	
11	Feb-20	Extremely likely		Awesome, quick service, lovely staff.			
12	Feb-20	Extremely likely		Because everyone treated my mum with so much respect and explained everything to her. They were all patient and kind and didn't make her feel like a nuisance. Thank you to everyone.		No.	
13	Feb-20	Extremely likely		The care I was given was prompt and excellent.		None.	
14	Feb-20	Extremely likely		Well looked after from		Just fine as is.	

				entering hospital to being seen and treated. 10/10			
15	Feb-20	Extremely likely		Helpful & quick.			
16	Feb-20	Extremely likely		Clean. Staff friendly & helpful.			
17	Feb-20	Likely		I feel that my visit here was not a strict emergency because I have an eye problem that doesn't need immediate treatment but I didn't know what else to do as the phone system is not yet working properly! But my experience here was excellent.		Please deal with the problems in the new telephone system. I could not access the Eye Dept. emergency advice line and the AI 'operator' which responds to voices is not good. Also, department extension nos. should be answered even if with an offer of callback.	
18	Feb-20	Likely		Emergency lady was very helpful & quick.		Cleaner environment.	
19	Feb-20	Likely		All staff & doctors very nice, helpful.		If the NHS had more....	
20	Feb-20	Likely					
21	Feb-20	Yes		Staff very helpful.		Waiting times.	
22	Feb-20	Yes	Parent/Guardian/Carer	Seen quickly, was given appropriate treatment.	Seen, treated and discharged quickly, under 2 hours.		
23	Feb-20	Yes	Parent/Guardian/Carer	Thank you to Dr [name withheld]!			
24	Feb-20	Yes	Patient	Fantastic care, friendly Drs & nurses. Great with children. Thank you.	Great care & great with children.	Nil, thank you from [name withheld] age [age omitted].	
25	Feb-20	Yes	Patient	Because my experience has been amazing.	Staff were amazingly reassuring about my situation - I was seen extremely quickly.	Nothing, everything was great.	
26	Feb-20	Yes	Patient	Friendly staff, clean facilities, punctual appointment.			

27	Feb-20	Yes		Lovely team who helped us and made my son feel comfortable with his treatment.	Nurses very friendly and made us feel at home.	Very long wait for prescriptions for discharge.	
28	Feb-20	Yes	Patient				
29	Feb-20	Yes	Patient	Didn't have to wait too long.	Quick.	No.	
30	Feb-20	Yes	Parent/Guardian/Carer	Very friendly, understanding staff, short wait time.			
31	Feb-20	Yes	Patient	Because all the nurses are nice to me.	[Illegible].		
32	Feb-20	No	Parent/Guardian/Carer	Reception staff very rude. Lack in compassion and treat people like an inconvenience.	Medical staff brilliant.	A smile from reception. No one wants to be here so a little compassion!!!	
33	Feb-20	Extremely unlikely		Spent 3 hours in A&E, no communication from anybody. Sent to see a doctor, then waited another 2 hours in A&E. Eventually, complained and was sent to King George V Ward. Sat there for another 2 hours, saw a doctor who examined my daughter. No conclusive outcome so have to take her back tomorrow for a scan. So after nine hours, no further on.		Talk to the patients, don't expect people to just sit there for hours and hours on end. My experience today has left both my daughter upset and extremely upset.	
34	Feb-20	Not entered		Doctors & [name withheld] in x-ray could not have been more kind. Thank you. [Name withheld]			
35	Feb-20	Not entered		Arrived.			
1	Mar-20	Extremely likely		Positive care, good advice.			
2	Mar-20	Extremely likely		Quick, polite. Nice people. Great service.		No.	

3	Mar-20	Extremely likely		Treated very good.			
4	Mar-20	Extremely likely		Brill service, super comfortable and calming after first ever stitches.			
5	Mar-20	Extremely likely		Competent, friendly help. I felt I was in good hands when being treated.			
6	Mar-20	Extremely likely		Lost balance, fell and cut arm to the bone, 7 inches long. The wound is completely healed, very light scaring. Thank you.			
7	Mar-20	Yes		We are from [country omitted] and our daughter got sick. She received the best of care and all the staff were extremely helpful & nice. It made our stay here much more bearable.			
8	Mar-20	Extremely unlikely		Waiting time in isolation. Isolation rooms not fit for purpose. The nursing staff were good (no complaint).			