

Medical Assessment Unit - Friends and Family Test - Sep-19 to Mar-20

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.	%	%	%
Sep-19	9	100.0	0.0	0.0
Oct-19	17	100.0	0.0	0.0

Nov-19	17	100.0	0.0	0.0
Dec-19	10	100.0	0.0	0.0
Jan-20	13	100.0	0.0	0.0
Feb-20	5	100.0	0.0	0.0
Mar-20	1	100.0	0.0	0.0

Qualitative feedback – Sep-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	I have had very good treatment from all staff.		
2	Extremely likely	I have been treated with dignity and respect. I have been reassured at every step of the way (which helped with my anxiety). Very professional, friendly staff. Very knowledgeable. Thank you. x		
3	Extremely likely	Staff friendly, cheerful & attentive, thorough & efficient. Nice environment very clean & tidy. Grateful thanks to [name withheld] for being so cheerful.	Ability to access refreshment as sometime waiting is inevitable.	
4	Extremely likely	Well looked after by all the staff.	Having been an inpatient at South Molton, the communication between the two hospitals has been good.	
5	Extremely likely	The staff are very friendly and helpful.		
6	Extremely likely	The staff have been very helpful, friendly and caring.		
7	Extremely likely	Everyone has been amazing and friendly.		
8	Extremely likely	Very friendly, efficient and caring staff.		
9	Extremely likely	The staff have been brilliant, friendly and caring.	I get a little confused by the different colours of the uniforms.	

Qualitative feedback – Oct-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	I have been well treated.		
2	Extremely likely	Well looked after by everyone.		
3	Extremely likely	The staff are always available when needed.		
4	Extremely likely	The staff have been excellent.		
5	Extremely likely	The staff are very friendly, pleasant and helpful.		
6	Extremely likely	The staff are very pleasant and attentive.		
7	Extremely likely	First class care given by very kind, caring and professional people. I also include the wonderful housekeeping staff in my comments.	No. All very good, thank you. Very impressed with the whole experience.	
8	Extremely likely			Do not publish
9	Extremely likely	Very friendly, helpful staff.		
10	Extremely likely	A clean ward. The staff are friendly and attentive.		
11	Extremely likely	The staff are friendly and professional.		
12	Extremely likely	Very good ward.		
13	Extremely likely	The medical staff have been exceptional.	Perhaps a saving in funds could be made by changing the bedding every second day rather than daily unless the patient has been discharged.	
14	Extremely likely	The staff have been extremely friendly.		
15	Extremely likely	Staff have been very friendly and helpful.		
16	Extremely likely	A clean and friendly ward.		
17	Extremely likely	The staff have been very helpful and friendly.		

Qualitative feedback – Nov-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	Welcoming and modern. Friendly staff.		
2	Extremely likely	Staff are very helpful and efficient.		
3	Extremely likely	The staff have been excellent.		
4	Extremely likely	Staff are very friendly and helpful.		
5	Extremely likely	Attentive and friendly staff.		
6	Extremely likely	Staff have been very friendly and caring.		
7	Extremely likely	Well looked after by everyone.		
8	Extremely likely	Everyone has been kind and supportive.		
9	Extremely likely	Very friendly and helpful, caring staff.		
10	Extremely likely	The staff are friendly and helpful.		
11	Extremely likely	Staff are very helpful and friendly. Nothing is too much trouble.		
12	Extremely likely	Well treated by friendly and attentive staff.		
13	Extremely likely	Staff are very kind and caring.		
14	Extremely likely	Well looked after by everyone.		
15	Extremely likely	Well looked after by everyone. The staff are very kind and caring.		
16	Extremely likely	Staff are friendly and helpful.		
17	Likely	Staff are friendly, helpful and efficient.	Communication is not very forthcoming in the GP section of the ward. I was welcomed but then waited for hours. No one came to tell me if there was a problem.	

Qualitative feedback – Dec-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	Everyone in the hospital and on the ward goes out of their way to ensure that the patients and families are well looked after. Staff go out of their way to make sure that people are kept informed and to ensure that needs are met. Nothing seems to be too much trouble and staff go about their work with a smile on their face. Brilliant service. Thank you.	10/10.	
2	Extremely likely	From A&E to all staff in MAU, everyone extremely efficient & caring. All taking time to explain everything that was happening.	None.	
3	Extremely likely	Visited gran. She received excellent nursing & saw consultant who explained plan clearly.	No - excellent.	
4	Extremely likely	The staff are friendly and helpful.		
5	Extremely likely	The staff have been very good.	Perhaps the doctors need to speak quieter so that I, as a patient, do not hear what is happening to the patients around me.	
6	Extremely likely	Well treated by friendly and attentive staff.	More pillows are required in the bay - only one is provided.	
7	Extremely likely	Staff are friendly and attentive.		
8	Extremely likely	The staff are very attentive and helpful.		
9	Extremely likely	Friendly and understanding staff.		
10	Extremely likely	Everyone is friendly and helpful.		

Qualitative feedback – Jan-20

	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	Seen same day by nurses and doctor, had X-ray, staff all excellent.	Seem to have got it right.	
2	Extremely likely	It doesn't matter how busy & stressed out the staff are, they always, give care & kindness to each patient when they need it. [Name withheld]	Give staff longer breaks so they can recharge their batteries.	
3	Extremely likely	Level of care has been amazing, ward is very clean. All staff treat you like individuals.		
4	Extremely likely	Staff are available, help is there when you need it.	Ways to reduce noise for patients in the bays.	
5	Extremely likely	Well looked after by everyone.		
6	Extremely likely	The staff are caring, helpful and understanding.		
7	Extremely likely	Everyone has been kind and attentive.		
8	Extremely likely	Staff are very hardworking and professional.		
9	Extremely likely	The staff are excellent - friendly, helpful and caring.		
10	Extremely likely	Highly professional and dedicated staff.		
11	Extremely likely	The staff are efficient and everyone is pleasant and work well as a team.		
12	Extremely likely	All the staff have been really friendly and helpful.		
13	Likely	I felt some of the nurses were a bit condescending but it wasn't their fault - I couldn't get my medication which I had left at home. This is not all the nurses, some are friendly.	I would like to see the staff being more kind to patients.	

Qualitative feedback – Feb-20

	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	Welcoming staff, very friendly and helpful.		
2	Extremely likely	Everyone has been very good, friendly and helpful.		
3	Extremely likely	The staff are excellent.		
4	Extremely likely	Helpful and friendly staff.		
5	Extremely likely	Very busy and friendly ward.		

Qualitative feedback – Mar-20

	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	Friendly, humour, couldn't do enough. Jolly good girls & boys.	N/A.	