

## Friends and Family Test - Emergency Department - Dec-20 to Jan-21

*Thinking about your visit to our emergency department... Overall, how was your experience of our service?*

*Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know*

### Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Dec-20	1	100.0	0.0	0.0
Jan-21	6	100.0	0.0	0.0

### Qualitative feedback

	Month	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Dec-20	Relative	Very good	Very fast, efficient and friendly.		
1	Jan-21	Patient	Very good	Staff were friendly. Kept up to date with treatment.		
2	Jan-21	Patient	Very good	Fast, efficient, treatment. Staff very helpful, willing and accommodating. Brilliant. [Name withheld] and [name withheld]		
3	Jan-21	Patient	Very good	Very fast [illegible]. Nice staff! [Names withheld]		
4	Jan-21	Parent/Guardian	Very good	[Name withheld] has been brilliant and was amazing with my daughter, she made sure she explained everything to me and [name withheld]. [Name withheld] was also great! Thank you.		
5	Jan-21	Patient	Very good	Very professional from start to finish. Very friendly staff - [names withheld].		
6	Jan-21	Patient	Very good	Everyone was helpful and didn't seem to be annoyed in any way helping to answer my silly questions... thanks.	Better food all though it was late.	