

## Friends and Family Test - Emergency Department - Feb-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 %
Feb-21	16	93.8	6.2	0.0

### Qualitative feedback

	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	Patient	Very good	Seen very quickly, with nice friendly staff. [Names withheld] were lovely.		
2	Patient	Very good	Treatment Excellent and staff very pleasant and friendly, they put you at ease.		
3	Patient	Very good	From the moment I came into hospital, nothing was too much trouble. I had to have bloods taken and quickly my mind was at ease and all treatments were easily explained.	N/A	
4	Patient	Very good	From the moment I came in everything was very good. Treatment was marvellous. The NHS doesn't get enough praise. [Names withheld] explained everything. So very caring. 5 star!		
5	Patient	Very good	Excellent experience whilst attending A&E minors. I have attended many times lately. You couldn't get better care if you went private. Staff are so supportive and caring. Thank you so very much. [Names withheld] Best wishes, [name withheld]		
6	Patient	Very good	Excellent treatment and care from staff. [Name withheld]		
7	Patient	Very good	Looked after by [name withheld], fabulous.		
8	Patient	Very good	Great care from triage nurse and ANP. Thank you so much.		
9	Patient	Very good	Fantastic, the team have been amazing,		

			thank you.		
10	Parent/Guardian	Very good	[Names withheld] were brilliant in dealing with my [age omitted] year old son.		
11	Parent/Guardian	Very good	Amazing service at every point of contact. Friendly and quickly to see someone. [Names withheld] (staff)		
12	Patient	Very good	No waiting. Helpful nurse ([name withheld]), pleasant atmosphere. Safe distancing in waiting room.	No.	
13	Patient	Very good	Friendly staff, very fast service delivery. Thank you. Ankle injury.		
14	Patient	Very good	Very friendly and reassuring staff put at ease straight away. Minors staff went above and beyond with efficient service and fast treatment. I can't fault anything. Wonderful NHS + NDDH. [Name withheld]		
15	Patient	Good	The staff were all excellent, but the waiting was frustrating. It would be helpful to be told roughly how long things might take. Thank you.		
16	Patient	Very poor	I am not happy with the support I have been given by the NHS and the hospital, can't put me out on the street. [Name withheld]	NHS need to have more funds for transport.	