

## Friends and Family Test - Emergency Department - Mar-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 %
Mar-21	88	98.9	0.0	1.1

## 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	Written on behalf of [name withheld]. Very good treatment, great level of support and reassurance when cutting my ring off. Such caring nurses. Thank you for all you do. I felt like I was wasting your time but put at ease straightaway even though it was very busy. [Name withheld] has so much patience. Thank you, [name withheld].	New ring cutter	
2	Patient	Very good	Their care and attention was great. [name withheld] and [name withheld].		
3	Patient	Very good	Didn't wait long for assessment, x-ray and treatment. 1st class, thank you.		
4	Patient	Very good	Really friendly, sympathetic and felt relaxed the whole time I was here.	Everything was spot on.	
5	Not entered	Very good	Fast care.		
6	Patient	Very good	Staff very friendly, felt safe.		
7	Patient	Very good	Quick and explained everything very clearly.		
8	Not entered	Very good	Written on behalf of patient who has right hand injury. You have been great.		
9	Relative	Very good	Very quick, very helpful, kept us up to date throughout.		
10	Not entered	Very good	Nice and friendly.		
11	Not entered	Very good	Very quickly dealt with. [Name withheld] was very helpful and a calming presence with great advice. [Name withheld] made me feel a lot better about having stitches.		

			Great experience.		
12	Not entered	Very good	We can't complain. It's a good service and [name withheld] was very good looking after us. Thank you.		
13	Patient	Very good	[Name withheld] and [name withheld] very helpful.		
14	Not entered	Very good	Nurses very friendly and helpful, didn't hurt a bit. Well done.		
15	Patient	Very good	Because I was told all the way through what was happening, even though it took a while but needed 2 sets of x-rays anyway. And further looking into it tomorrow.		
16	Patient	Very good	Excellent, informative, very thorough. Thank you for all that you do.		
17	Patient	Very good	Not waiting too long.	Hot drinks machine.	
18	Patient	Very good	Extremely professional, pleasant, polite, credit to the unit, keep hold of them. [Name withheld] and [name withheld].		
19	Patient	Very good	Sympathetic, kind and caring service from skilled workforce. Thank you all, [name withheld], [name withheld] and junior doc.	It was a bit cold perhaps I was shivering from shock, I don't know.	
20	Relative	Very good	Really friendly staff we spoke with and very quick to be seen and sent home.		
21	Patient	Very good			Do not publish
22	Patient	Very good	I am very pleased with my treatment. [Name withheld] and [name withheld]. 10/10. Gold star.		
23	Patient	Very good	Polite, gentle staff, felt I was no bother and received advice quickly.	Nothing.	
24	Patient	Very good	Such kindness and understanding, thank you. Also, seen very quickly.		

25	Patient	Very good	In my experience this is the best service I have received. I have experienced a few different hospitals but none have come close to here.		
26	Relative	Very good	Wonderful, friendly staff, all very polite and smiley. All doing an amazing job!!		
27	Patient	Very good	I was seen and dealt with promptly, everyone was calm and polite. Excellent service.		
28	Patient	Very good	Care was good and reassuring.		
29	Not entered	Very good	Very professional. Thank you.		
30	Patient	Very good	Service was excellent and very quick. Thank you.		
31	Relative	Very good	Had exemplary today and over the years with cancer care. Thank you.		
32	Patient	Very good	Outstanding service.		
33	Not entered	Very good			Do not publish
34	Patient	Very good	I was very happy with my treatment, thanks.		
35	Patient	Very good	(Written for patient) Amazing and quick service.		
36	Patient	Very good	Very professional, patient and thorough.		
37	Patient	Very good	Very kind care by [name withheld], kept me informed and looked after me with real compassion. Thank you, [name withheld].		
38	Not entered	Very good	All been wonderful. (Written on behalf of patient with fractured wrist so unable to write).		
39	Patient	Very good	Nice, friendly reception and x-ray. [Name withheld] was good with my daughter. [Name withheld] looked after me brilliant. Keep up the good work.	N/A	

40	Parent/Guardian	Very good	Everyone was so kind with my 3 years old. We didn't have to wait very long for everything and they were all great with her.	Nothing.	
41	Patient	Very good	Nice, quick visit and very nice staff.		
42	Relative	Very good	Prompt, considerate and very efficient service. Thank you.		
43	Patient	Very good	Excellent, kind and caring.		
44	Relative	Very good	Seen quickly, friendly staff. Whole process efficient and thorough. Thank you for all your care.	Nothing.	
45	Patient	Very good	Seen quickly. Extremely kind. Clear explanation.		
46	Patient	Very good	Very quick, clean environment, very helpful, professional staff.	No.	
47	Not entered	Very good	Quick, friendly, helpful advice, compassionate. Thank you so much.	Nothing, your all amazing.	
48	Please select	Very good	Helpful staff, efficient service.	No.	
49	Carer	Very good	Caring staff, very quickly seen. Thank you.		
50	Carer	Very good	Excellent, kind service, quick and helpful. Speedy x-ray and smiles all round. Wonderful NHS. Thank you so much.	N/A	
51	Patient	Very good	I was seen within 10 minutes of entering A&E.	Everything was first class.	
52	Not entered	Very good	Good service.		
53	Patient	Very good	Fast, respectful and patient.		
54	Not entered	Very good	Written on behalf of patient who was unable to write due to injury: "Much obliged, feel reassured, excellent care".		
55	Relative	Very good	We were treated very well.		
56	Patient	Very good			
57	Patient	Very good	Just so excellent. Thank you.		

58	Patient	Very good	No problem, seen within a few minutes and treatment excellent.		
59	Patient	Very good	Everyone was really nice, lucky to have the NHS.		
60	Parent/Guardian	Very good	Everyone was caring and explained all treatment to my son very well.		
61	Patient	Very good	Excellent treatment. Great staff ([name withheld] and [name withheld]).		
62	Patient	Very good	Quick, friendly, efficient, nice staff ([name withheld] and [name withheld]).		
63	Patient	Very good	Really lovely and helpful ([name withheld] and [name withheld]).		
64	Patient	Very good	Everybody has been really helpful and attentive. Especially the nurses who put my dressing on the first time and the nurse who changed it have been incredibly nice ([name withheld]). They both made me feel comfortable and paid extra attention to my wounds. Great experience overall.		
65	Patient	Very good	Excellent communication. Extremely friendly and felt very well looked after by [name withheld], [name withheld] and [name withheld].		
66	Not entered	Very good	Because is true.	Nothing.	
67	Patient & Carer	Very good	Seen quickly. Efficient and friendly staff. [Name withheld] was extremely knowledgeable and explained everything well.		
68	Patient	Very good	Looked after very well and kept informed.		
69	Patient	Very good	Short wait time. Polite, friendly staff. Kept informed.		
70	Relative	Very good	Very well looked after. All members of		

			staff were very pleasant and put my child at ease. Thank you.		
71	Patient	Very good	Very attentive and understanding with a gentle approach. [Name withheld] from x-ray.	No, everyone lovely and understanding of my virus fear.	
72	Patient	Very good	Extremely informative and professional. Cannot fault. [Name withheld].		
73	Patient	Very good	Quick, efficient and effective.		
74	Patient	Very good			
75	Patient	Very good	From the moment I walked in everyone was so kind and helpful. Each nurse I saw sympathised and told me what would happen. The nurse, [name withheld], was totally brilliant and very skilled - recommended by [name withheld] for her patience. An unpleasant problem was resolved excellently.	N/A	
76	Patient	Very good	[Name withheld] is ever so helpful, does not rush, explains everything. She is very friendly and it's like I made a new friend. Keep it up.		
77	Patient	Very good	[Name withheld] was fantastic. Seen so quick, very professional, thumbs up. Made me feel calm, relaxed.		
78	Patient	Very good	Seen very quickly, staff very polite, great experience ([name withheld]).		
79	Parent/Guardian	Very good	Everybody has been amazing. [name withheld], [name withheld], [name withheld], Mr [name withheld], [name withheld].		
80	Patient & Parent/Guardian	Very good	[Name withheld] was very friendly, informative and caring! Wait was not long at all.		

81	Patient	Very good	Caring and attentive reception and staff informative and not too long waiting. Thank you to all the staff.		
82	Patient	Very good	Very good service. Thank you.		
83	Parent/Guardian	Very good	We have had the most professional and caring service. We couldn't have asked for a nicer nurse. Excellent in every aspect. Thank you. ([name withheld])		
84	Parent/Guardian	Very good	Very friendly staff, got sorted quite quick. [Name withheld] and [name withheld].		
85	Patient	Good	Staff are great, long wait but was due to being busy. Wasn't unexpected and wasn't too long that it would be a problem.		
86	Not entered	Good	Staff very helpful and friendly although very busy.	Better information on procedure and waiting times useful.	
87	Patient	Good	Because I was a bit nervous but everyone was really nice to me.	Our wait was not too bad.	
88	Spouse/Partner	Neither good nor poor	Not happy about not being able to go in with husband to see doctor.	Just to let me go in with patient, especially as I work for NHS and know how important it is for husband to be with him.	