

Friends and Family Test - Emergency Department - Apr-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 %
Apr-21	91	100	0.0	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	[Name withheld] was very positive, friendly and calm. I was seen very quickly. Fantastic service. 5 star! Everyone was lovely. Thank you. [Written on behalf due to injury - 2 broken wrists]	Department a bit chilly.	
2	Patient	Very good	Assessed and seen quickly. Doctor [name withheld] had read my notes and did checks before removing my catheter and checked bladder working afterwards.		
3	Patient	Very good	Excellent, super-prompt service.		
4	Parent/Guardian	Very good	Excellent care with my son and myself during his treatment when he broke his arm playing football!		
5	Patient & Relative	Very good	[Name withheld] was very good and nice, so was [name withheld]. [Name withheld] (Age omitted). Thank you for the speedy service and brilliant care whilst we have been here.		
6	Parent/Guardian	Very good	The staff were really nice with my son and made him feel good.	Nothing.	
7	Not entered	Very good			
8	Patient	Very good	Really prompt, helpful, everyone explained the situation really well. Felt very well looked after.		
9	Other	Very good	Staff are 5 stars. Very friendly. Great at their jobs. Great all round.		
10	Patient	Very good	Very friendly, polite and speedy service. Also, the hospital looked spotlessly clean		

			and new.		
11	Patient	Very good	So kind. So caring. So efficient.		
12	Parent/Guardian	Very good	Really friendly, professional. Put my daughter at ease.		
13	Patient	Very good	Very quick and friendly staff.		
14	Patient	Very good	I gave this answer because all the staff have been super good at doing their job. They have also been very kind.		
15	Not entered	Very good	Considering today's climate and problems, I think the staff were very good. No complaints at all. [Name withheld]		
16	Parent/Guardian	Very good	Very friendly, put my [age omitted]-year old at ease. Thank you all!		
17	Patient	Very good	Very good. Thank you for your help.		
18	Relative	Very good	Quick and friendly service.		
19	Patient	Very good	Quick, efficient treatment. Professional and very kind. Many thanks.	Nothing.	
20	Patient	Very good	I have had a very good experience this morning, cannot fault anything		
21	Patient	Very good	Quick and friendly.		
22	Patient	Very good			
23	Relative	Very good	Prompt service. Very friendly and child-focused, quickly making her calm and ready to go home.		
24	Patient	Very good	Very fast assessment and care. Clean, friendly.		
25	Patient	Very good	Was seen in a quick time and was presented with a thoroughly professional manner.		
26	Not entered	Very good	Excellent service, very helpful and kind.		
27	Parent/Guardian	Very good	[Name withheld] was amazing with my daughter.		

28	Patient	Very good	Polite and caring.		
29	Patient	Very good	Very thorough. Investigated everything! You are all brilliant!	No.	
30	Parent/Guardian	Very good	Both [name withheld] and [name withheld] extremely kind, helpful and informative. Dealt with quickly. Thank you.		
31	Relative	Very good	Lovely, patient, friendly team. Huge thanks to everyone.	Nothing - hugely grateful.	
32	Patient	Very good	Staff were amazing, very swift and caring. Thank you so much.	Nothing.	
33	Patient	Very good	Quick and friendly.	None.	
34	Patient	Very good			
35	Patient	Very good	We didn't have to wait too long and everyone was very kind! (Written on behalf of my son!)	Nothing.	
36	Not entered	Very good	Very quick. Great care! [Written on behalf of patient]		
37	Not entered	Very good	Brilliant. Excellent care. [Written on behalf of patient - unable to write due to injury]		
38	Patient	Very good	I found the nurses very efficient and my injury was looked after very professionally. [Name withheld] was excellent. 5 stars.		
39	Relative	Very good	Fast, efficient, professional.		
40	Not entered	Very good	Quick, speedy and lovely manner.		
41	Relative	Very good	Amazing care, couldn't have had a better doctor. Really looked after my son! Thank you.	Nothing.	
42	Patient & Carer	Very good	Quick and efficient.		
43	Patient	Very good	Very friendly staff!		
44	Not entered	Very good	All wonderful.		
45	Patient	Very good	Because everyone that dealt with my injury were fantastic.		

46	Patient	Very good	Amazing greeting and welcome [illegible] helpful and was seen immediately.		
47	Patient	Very good	I attended A&E today and saw nurse [name withheld]. She was friendly and put me at ease. Excellent nurse!		
48	Parent/Guardian	Very good	Very quick, kind and attentive service. Very reassuring to [name withheld].		
49	Patient	Very good	Very quick treatment and very well explained. Lovely, friendly staff!	Nothing!	
50	Parent/Guardian	Very good	Friendly, helpful, kind staff. Short waiting time. V. clean everywhere! [Names withheld].		
51	Not entered	Very good	Everybody kind, helpful and professional.		
52	Relative	Very good	Excellent.		
53	Patient	Very good	[Name withheld] was brilliant, very friendly and helpful. Great help throughout.		
54	Patient	Very good	[Names withheld] were fantastic, thank you.		
55	Relative	Very good	Friendly staff and seen very quickly.	None.	
56	Patient	Very good	Excellent service from the reception to the doctor. Explanation excellent and no waiting. Superb.		
57	Patient	Very good	Always friendly and helpful.		
58	Not entered	Very good			
59	Patient	Very good	All staff have been helpful and professional.		
60	Patient	Very good	Very friendly and helpful.		
61	Patient	Very good	Very helpful and friendly service. Also, I was not kept waiting very long. Thank you from a very grateful patient.		
62	Patient	Very good	Great service.		
63	Patient	Very good	Well spaced-out waiting room, friendly and		

			professional staff. Seen and treated very quickly. 5*		
64	Patient	Very good	More than 'Very good' for the excellent attention and for the staff who are not always appreciated. But I do!		
65	Patient	Very good	Lovely, warm and friendly. [Name withheld] is 5*****.		
66	Not entered	Very good	Brilliant care from all of the staff!! [Names withheld]		
67	Patient	Very good			
68	Patient	Very good	Speedy help.		
69	Carer	Very good	Staff amazing, explained all the way through what was happening. Quick and friendly.		
70	Patient	Very good	Staff really helpful, knowledgeable, kind. Waits very reasonable. Came away more comfortable and reassured. Thank you.		
71	Not entered	Very good	Very good service.		
72	Patient	Very good	The staff were absolutely amazing. They took time to explain the injury and what to expect next. [Name withheld] is a superstar. Thank you.		
73	Relative	Very good	Super quick, friendly. Thanks.		
74	Patient & Relative	Very good	Excellent. We have had friendly, professional and individualised care and treatment from SWAST and HCA [name withheld] all the way through our 'trip' to A&E. Thank you so much - you make all the difference.		
75	Patient	Very good	Not a long wait. Friendly, helpful staff. Triage nurse excellent. X-ray team very efficient.		
76	Not entered	Very good	Everyone so friendly and helpful.		

77	Relative	Very good	Friendly, Covid-safe procedures, felt listened to. Very professional and sympathetic, seen and dealt with quickly.	N/A	
78	Patient	Very good	Everything went fine and very efficient.		
79	Relative	Very good	Very helpful and informative.		
80	Patient	Very good	Quick service. Friendly staff.		
81	Patient	Very good	Very friendly, knowledgeable staff. Very efficient. Thank you.		
82	Parent/Guardian	Very good	Fantastically friendly and kind approach. [Name withheld] was absolutely brilliant - caring and knowledgeable, made my son feel at ease. Thank you.		
83	Relative	Very good	Great, fast help.		
84	Patient & Carer	Very good	Excellent service, brilliant doctor and nurses. Gold star service. Dr [Name withheld]. Thank you, [names withheld] xxx	Couldn't have been any better. x	
85	Parent/Guardian	Very good	Very fast and efficient. Very polite and friendly.	Nothing, perfect already.	
86	Patient	Good	Everybody very helpful and friendly. Just a long wait but that is to be expected!		
87	Patient	Good	Good service.		
88	Not entered	Good	Seen quickly and efficiently, no pain on removal, constant checking if causing pain. [Name withheld] was lovely!		
89	Patient	Good	Friendly staff.		
90	Patient	Good			
91	Not entered	Good			