

## Friends and Family Test - Emergency Department - May-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 %
May-21	24	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	Relative	Very good	Absolutely amazing, quick, efficient service. Friendly, knowledgeable staff. Thank you very much.		
2	Patient	Very good	I feel the staff here have a big responsibility with very small thanks or appreciation for their labours. Sincere thanks.	Nothing. Everyone was great.	
3	Relative	Very good	Seen very promptly by Minors staff. Care taken over by [name withheld]. Excellent care and attention. Thank you very much.		
4	Patient	Very good	Very well looked after. Quality care.		
5	Relative	Very good	Friendly, courteous, gentle staff. Seen and out without significant waiting time. Informed of what happens next.	Nothing. You are all brilliant!! We are so thankful for the NHS.	
6	Spouse/Partner	Very good	Could not fault the attention given.		
7	Patient	Very good	Great people. Great care.		
8	Patient	Very good	[Name withheld] was extremely kind, appreciating that I have a phobia of hospitals she took the trouble to find a quiet place even though the department was v. busy, and helped me dislodge the stuck apple. I'm so grateful. Thank you.		
9	Patient	Very good	[Name withheld] and [name withheld] were very helpful by getting me ear peace out. They were both very helpful.		
10	Patient	Very good	Lovely care by [name withheld]. I was so scared in hospitals. She was wonderful. Thank you.		

11	Spouse/Partner	Very good	Excellent. [Name withheld] was fantastic, so very supportive. Everyone has been friendly, helpful. Brilliant care for my husband. Very supportive of me in [illegible]. Very fast treatment. Wonderful care, first class.	Should have an 'Excellent' box!	
12	Patient	Very good	[Name withheld] was a lovely lady to see me. Very chatty and patient. Made me feel at ease.	N/A. Saw me lovely and quick.	
13	Patient	Very good	[Name withheld] was absolutely amazing to me. I couldn't have wished for a nicer member of staff. Thank you so much.		
14	Patient	Very good	Brilliant treatment given, very friendly. Very pleased with how I was treated. Thank you very much.		
15	Patient	Very good	Kind, caring, professional staff. Lovely people. 100%. God bless you all. xx		
16	Patient	Very good	All staff were really friendly and helpful and reassuring. Thank you!	Nothing - it was fab.	
17	Patient	Very good	Excellent, caring doctors and nurses - speedy service - wonderful.		
18	Patient	Very good	Very friendly and professional team who were able to make me feel reassured and comforted that I was receiving professional treatment. Showed real empathy and understanding of my injury and were open and honest.		
19	Patient	Very good	Thank you very much everyone for all the help and care during my time. [Written for patient]		
20	Patient	Very good	Top quality. Probably my best experience in A&E. [Name withheld]!		
21	Patient	Very good	[Name withheld] was brilliant. The		

			department is very clean. The wait was very short and social distancing maintained to a very high standard. [Written on behalf of Mrs [name withheld] due to sight - no glasses]		
22	Patient	Very good	Friendly and gentle nurse.		
23	Parent/Guardian	Very good	Staff were very friendly and helpful.		
24	Patient	Good	Everyone I saw was v. friendly and helpful, bit of a wait but to be expected.		