

Friends and Family Test - Emergency Department - Jul-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 %
Jul-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	Patient	Very good	Excellent and very quick.		
2	Patient	Very good	Super-friendly and efficient. Very much appreciated!		
3	Patient	Very good	Amazing staff, was seen quickly.		
4	Patient	Very good	Excellent, friendly and helpful service from all concerned.		
5	Patient	Very good	Very friendly and helpful.		
6	Patient	Very good	I was treated exceptionally well. Very efficient.		
7	Patient	Very good	A small wait but consultation and treatment very good. Nurse very helpful, [name withheld].		
8	Patient	Very good	Excellent treatment. [Name withheld] was excellent, made me very relax.		
9	Patient	Very good	[Name withheld], the nurse who treated me, was just exceptionally. Explained everything - so caring.	None. Thank you for all the care I received.	
10	Patient	Very good	Quickly seen. Informed of the process at each step. Was listened to by the chap who helped me. Thank you!		
11	Not entered	Very good	The staff in A&E have been exemplary in their treatment of myself - from your receptionists, nurses, x-ray dept., the consultant. We are so lucky to have such a great hospital here in N. Devon. Thank you so much.	Nothing.	
12	Patient	Very good	[Name withheld] (nurse) was attentive and dealt with my issue quickly and		

			efficiently. Lovely person.		
13	Patient	Very good	Very friendly and exceptionally professional. Calm and patient.		
14	Patient	Very good	I cut my fingers with a [illegible] and I have been looked after by [name withheld]. She was attentive and totally lovely. The best service I have ever received in this department. Thank you. xx [Name withheld]		
15	Patient	Very good	Everyone was so friendly and helpful.		
16	Patient	Very good	Excellent service in Minors.		
17	Patient	Very good	Very helpful. Very quick visit.		
18	Patient	Very good	The staff are so kind and helpful despite being under difficult and often stressful circumstances. [Name withheld] (nurse) was so lovely and gentle. Thank you all.		
19	Patient	Very good	Everything was dealt with prompt and very well.		
20	Parent/Guardian	Very good	We were seen quickly, everyone very polite and kind.	Coffee machine took my money but didn't give me a coffee! Also, water cooler empty.	
21	Parent/Guardian	Very good	Very good, really helpful and caring.		
22	Patient	Very good	Superb treatment from receptionist to final doctor. [Name withheld] was efficient and so kind!! Many, many thanks. [Name withheld]		
23	Parent/Guardian	Very good	The staff work very hard, are caring. The department is very clean. Treatment was thorough. We were seen within 3 hours. I enjoyed watching the Olympics!!		
24	Patient	Very good	Very kind. Tea and sandwich was appreciated. Very efficacious.		