

## Friends and Family Test - Emergency Department - Jun-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 %
Jun-21	12	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	All stages of treatment were excellent with clear explanations and friendly interactions. Thank you.		
2	Patient	Very good	Very efficient and kind.		
3	Patient	Very good	Couldn't have been better! Everyone has been lovely considering the circumstances, workload of staff etc. [Written on behalf of patient due to injury]	N/A	
4	Spouse/Partner	Very good	So many procedures but all went smoothly and very efficiently, with great kindness.		
5	Patient & Relative	Very good	Good waiting times. Nice staff. Calm atmosphere.	Level of care was outstanding.	
6	Patient	Very good	[Name withheld], the nurse, was wonderful. [Name withheld]		
7	Patient	Very good	Dealt with quickly by positive staff who were caring, reassuring and a calming influence. They kept me informed at all stages.	Communication with relative collecting patient could be improved i.e. some explanation as to care required when leaving. Some difficulty experienced in contacting A&E by phone for next of kin update.	
8	Parent/Guardian	Very good	The staff were very helpful and very positive. They explained everything very well and kept us very calm. Fantastic staff who were very well trained and very friendly. [Name withheld]!		

9	Parent/Guardian	Very good	Absolutely amazing staff! I have never been to such a friendly and efficient A&E Department. You guys rock! Keep up the good work. Lots of love, [name withheld]. x		
10	Patient	Very good	Dr [name withheld] and nurse [name withheld] were wonderful. Thank you.		
11	Patient	Very good	I broke my wrist. From triage to x-ray and plaster and leaving - 40 minutes. Super-efficient. Thank you!!	Receptionists are a little scary.	
12	Patient	Good	A very long wait time in A&E.		