

Friends and Family Test - Emergency Department - Sep-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Negative' 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 'Positive' score is 75%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Sep-21	9	55.6	44.4	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	I liked having an x-ray. The ladies were nice to me.		
2	Patient	Very good	There was a particularly lovely nurse on the night shift, Monday night, that really took care of me. Excellent care. Thank you.		
3	Patient	Very good	Very caring and efficient staff. No complaints at all. Thank you very much.		
4	Relative	Very good	When you call 111 it gives you an option for children aged 5 and under. But if your child is 5, they have to transfer you.		
5	Patient	Good	Polite staff, helpful reception, when in crisis.	Wait times are very long for someone bleeding.	
6	Patient	Poor	On arrival at A&E I asked a member of staff at reception for a wheelchair as I couldn't put my foot on the ground due to pain. Over 3 hours later I still hadn't received the wheelchair. I then asked a nurse for something to put my foot on, she said she would get something. Over 1 hour later still I hadn't received anything to rest my foot on. Very surprised and disappointed as well as very uncomfortable because of my foot.	Let me have a wheelchair, or something to put my foot on.	
7	Patient	Poor	It took 2 hours to see a triage nurse and I was then told to expect to wait at least 3-4 hours more to see a doctor. When your in pain, this amount of time waiting seems impossible to endure.	Reduce waiting times significantly.	
8	Patient	Poor	Waiting 4.5h+ without a child is bad enough, with a toddler it is ridiculous! No	Provide better seating for those w/fever. Generally provide	

			regular obs, no proper seats in reception and no entertainment.	some entertainment, maybe a TV.	
9	Relative	Very poor			