

Friends and Family Test - Emergency Department - Oct-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 %
Oct-21	8	87.5	12.5	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	Not entered	Very good	Absolutely fantastic service from reception to buddy strap. Well done, 100%. Thank you.		
2	Not entered	Very good	Very kind, and efficient.		
3	Parent/Guardian	Very good	The paramedics who treated our daughter were terrific as were all the staff at A&E. Thank you for your kindness. [Name withheld]	Had to wait over two hours for the ambulance.	
4	Patient	Very good	Very long wait! But excellent eye surgery. Very grateful.		
5	Parent/Guardian	Very good	Amazing, efficient and quick care. Really helpful staff and team. Thank you.		
6		Very good	<i>This response was received via Care Opinion. The patient comments can be found at www.careopinion.org.uk</i>		
7	Patient	Good	Waiting time too long. Friendly staff. Thank you.		
8	Parent/Guardian	Very poor			Do not publish