

Friends and Family Test - Emergency Department - Nov-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 %
Nov-21	11	81.8	9.1	9.1

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 staff so friendly.		
2	Patient	Very good	Just wanted to say what an amazingly professional kind and helpful team you are. Thank you all from the front desk to the back desk and in between.		
3	Patient	Very good	Excellent service from arrival to leaving. Seen within 10 minutes, treated by [name withheld] with second opinions from nurses and other doctors and then [name withheld] completed the good work. Very happy, a pleasure to be here.	Don't reinvent the wheel, happy helpful, caring staff are your success.	
4	Parent/Guardian	Very good	We saw [name withheld] and what a fantastic doctor!! Excellent service, so friendly, approachable and made my daughter very comfortable.		
5	Patient	Very good	A long wait. But the treat is always lovely. Thank you.		
6	Patient	Very good	I saw [name withheld]. She was so nice and reassuring and totally put my mind at rest. She examined my jaw, temple and eye very thoroughly. I'm so glad I came to A&E as would have spent all weekend worrying about my symptoms. [Name withheld]	Nothing. Staff were lovely.	
7	Patient	Very good	<i>This response was received via Care Opinion. The patient comments can be found at www.careopinion.org.uk</i>		

8	Patient	Very good	<i>This response was received via Care Opinion. The patient comments can be found at www.careopinion.org.uk</i>		
9	Relative	Very good	<i>This response was received via Care Opinion. The patient comments can be found at www.careopinion.org.uk</i>		
10	Patient	Neither good nor poor	Was seen quite quickly by triage and was told daughter was being admitted but still waiting 5 hours later for a bed. Staff were lovely.	Being put in a ward waiting area would of meant I could of gone for the bus knowing my daughter was ok, but as it is I've missed the last bus from the station at 11.07pm and have no way of getting home to Bideford. Time is now 11.12pm.	
11	Patient	Poor	A&E doctors didn't notice my problem with my spine although 3 x-rays were taken. The orthopaedic doctor found it and ordered a spinal brace to be fitted.	[Name withheld] and [name withheld] in support, walking frame and toilet frame and walking stick were extremely helpful. Very caring. More attention from doctors in A&E. Very disappointing.	