Friends & Family Test

June Results

Contents

The Royal Wolverhampton **NHS**
NHS Trust

Introduction

The purpose of this report is to provide an update of The Friends & Family Test (FFT) within The Royal Wolverhampton NHS Trust.

The Friends & Family Test Survey is currently live within

- A&E
- Inpatients
- Maternity

What is The Friends & Family Test?

The Friends and Family Test (FFT) is a two question survey which asks patients whether they would recommend the NHS service they have received to family and friends who need similar treatment or care.

The objective of FFT is to gain patient feedback in order to use the information to deliver clinical and non-clinical service improvements

The Friends & Family Test Question:

We would like you to think about your experience in our ward/A&E department where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? 1 Extremely likely, 2 Likely, 3 Neither likely nor unlikely, 4 Unlikely, 5 Extremely unlikely, 6 Don't know.

The patient is then invited to give a reason for the score they have given:

Please can you tell us the main reason for the score you have given?

The Friends & Family Test Ratings:

The ratings 1 – 6 apply to the following feedback:

1 – Extremely Likely (Promoter)   4 – Unlikely (Detractor)

2 – Likely (Passive)   5 – Extremely Unlikely (Detractor)

3- Neither Likely or Unlikely (Detractor)   6 – Don't Know
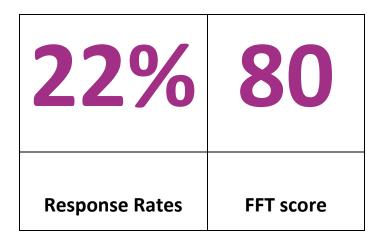
What is the Friends and Family score?

The FFT score is based on patients being divided into three categories, Promoters, Passives & Detractors. By asking the FFT question we can track Promoters, Passives & Detractors to measure the delivery of service and care through our patients eyes.

Promoters are highly loyal, advocates of the organisation, whereas detractors are less satisfied, and would not recommend our Trust.

A higher score indicates a more satisfied patient base.

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Trust Overview

22%	**80**
Response Rates	FFT score

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16%	**63**
Response Rates	FFT score

A&E

12%	**88**
Response Rates	FFT score

Maternity

46%	**96**
Response Rates	FFT score

INPATIENTS

Trust Feedback Cloud

The Feedback Cloud is a visual representation of the number of times a keyword appeared throughout the comments. The larger the keyword in the Feedback Cloud the more times it occurred in the comments.

- Positive = Ratings 1 & 2
- Negative = Ratings 3, 4 & 5

Positive

a&e advice advised although always amazing ambulance appointment area arrived assessed attended attention attentive available away bad being best better blood both brilliant broken busy called care cared caring cdu centre checked circumstances class clean clearly clinic could cross daughter day dealt department didnt doctor doctors due ease efficient efficiently enough especially everybody everyone everything examination excelent excellent expected experience explain explained extremely eye fantastic fast fault feel felt first found freindly friendly give good got great happy help helpful helpfull her here home hour hours however immediately impressed information informative informed injury its job just kept kind less let level like likely lin listen listened long looked lot lovely making many medical midwives mind minutes more most much myself need needed needs new nice nothing nurse nurses nursing offered once only our overall own pain patient patients people pleasant pleased polite problem professional prompt provided put questions quick quickly quite ray really reason reasonable reassuring received reception receptionist relaxed results room sarah see seeing seen sent service she sister staff straight support supportive taken team test tests than thank thanks thankyou then things think thorough though through throughout time times today told toni tony took treated treatment triage two under understanding very visit wait waiting walk ward well while will within wonderful work

Negative

a&e again another asked back being busy called care could didnt doctor doctors eye good got head her home hour hours just left like long medical more name needed nurse off offered only pain patient people problem receptionist room rude said see seen sent she staff still tell then though time times told treatment very wait waited waiting

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Top Ten Keywords

Positive
STAFF
VERY
FRIENDLY
HELPFUL
GOOD
SERVICE
SEEN
CARE
QUICKLY
TIME

Negative
WAITING
DOCTOR
WAIT
HOURS
TIME
COULD
LONG
TOLD
NO
VERY

A&E

FFT Response Rates

	Eligible Discharges	FFT Surveys	Response Rate	FFT Score
A&E	6381	1041	16%	63

FFT Ratings

	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
A&E	693	173	57	34	67	17

	Promoters	Passives	Detractors
A&E	693	173	158

Feedback Cloud

Positive

a&e advised although always amazing ambulance area arrived assessed attended attention attentive away bad being blood both brilliant broken busy called care cared caring cdu class clean clinic could daughter dealt department didnt doctor doctors due ease efficient efficiently enough especially everyone everything excellent experience explained extremely eye fantastic fast fault feel felt first found freindly friendly good got great happy help helpful helpfull her home hour hours however immediately impressed informative informed injury job just kept kind less like likely lin listened long looked lot lovely medical minutes more most much myself need needed needs nice nothing nurse nurses nursing once only overall pain patient patients people pleasant pleased polite problem professional put quick quickly ray really reason reassuring received reception receptionist relaxed results room see seeing seen sent service she sister staff straight taken team tests than thank thanks thankyou then things think thorough though through throughout time times told toni tony took treated treatment triage under understanding very visit wait waiting ward well within work

Negative

a&e again asked back being called care could didnt doctor doctors eye good got head home hour hours just left like long medical more name needed nurse off offered only pain patient people problem receptionist room rude said see seen sent she staff still tell then though time times told treatment very wait waited waiting

Inpatients

FFT Response Rates

	Eligible Discharges	FFT Surveys	Response Rate	FFT Score
Inpatients	2123	985	46%	96

FFT Ratings

	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
Inpatients	824	131	12	2	2	14

	Promoters	Passives	Detractors
Inpatients	824	131	16

Feedback Cloud

Positive

2ish advised ago allways amanda angel answered apppintment arrived award awesome being best better blood bolly bread break brilliant c18 canula cardiology care cared caring carole cases catering cheerfull choice chris chu class cleaners cleanliness closed commended considerate consultant could courteous crisps crosaa dawn day days debbie dedicated delivered department deserve didn didnt direct discharged discrimination doctor domestic donna down due duty dyrnell each ease equal especially everitt everybody everyone eveyone excelent excellent exceptionally explained extremely faith fantastic farme feel felicity felt finally find first foccused food found friendliness friendly gev gluten good great happy hayley help helpful hostesses immediately including intolerant involved its jean joe kam kay kept kind let like likeable link listen long looked lovely many margaret martin medication members mention more most moved mucg much names natalie needs nell new nice night non nothing nurse nurses nursing offered operation ordered painlessly particularly patient patients perfect played pleasant please polite power prefer prescriptions previous professionalism prompt proud put questions raj ral really received registrar remember respect role rossan royal sarah scheduling second service she sheila shortaages shower sleep sonia special spotless staff start stay student superb team than thank thanks thankyou theatre thermometres think thomas thorough those though throughout till time took top towards treated treatment tripping trouble tympanic understanding until very veryu vicky vix wait ward week well wellthank willing wish wonderful wonderfull work worry wrigley yvonne

Negative

another busy care consulted day days diarrhoea distressting drug fair her isolation more night nurse replaced resulted rinitindine satisfactory staff stopped time trained unit very working

Ward Results – Response Rates

Ward	Elidgible	Responded	Response Rates
A12W	128	55	43%
A14W	107	27	25%
A23W	40	18	45%
A5W	61	41	67%
A6W	81	31	38%
A7W	34	19	56%
A8W	45	7	16%
A9W	193	71	37%
B13 ASU	34	9	26%
C21 - AMU	145	11	8%
B7W	62	8	13%
BSSU	134	2	1%
C15	47	30	64%
C16	69	17	25%
C17	70	10	14%
C18	76	30	39%
C19	67	27	40%
C22	32	7	22%
C24	81	5	6%
C25	60	20	33%
B3 - Cardiac OP	27	1	4%
B14 Cardiology	112	47	42%
B8 - CTW	112	45	40%
C35 - DEANSLEY WARD	19	13	68%
C12 - Discharge Lounge	177	23	13%
WPARK 1	23	4	17%
WPARK 2	21	6	29%
WPARK 3	23	3	13%

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Ward Results – Ratings & NPS

Ward	1	2	3	4	5	6	NPS
A12W	42	9	2	0	1	1	72
A14W	19	7	1	0	0	0	67
A23W	16	1	1	0	0	0	83
A5W	23	15	0	2	0	1	53
A6W	26	4	0	0	0	1	87
A7W	17	2	0	0	0	0	89
A8W	4	2	0	0	0	1	67
A9W	58	12	1	0	0	0	80
B13 ASU	9	0	0	0	0	0	100
C21 - AMU	8	3	0	0	0	0	73
A16 - APPLEBY	73	10	0	0	0	0	88
B7W	7	1	0	0	0	0	88
C40 - BEYON DAY CASE	58	4	0	0	0	3	94
C39 - BEYON SHORT STAY	104	9	0	0	0	0	92
BSSU	2	0	0	0	0	0	100
C15	23	7	0	0	0	0	77
C16	13	4	0	0	0	0	76
C17	9	1	0	0	0	0	90
C18	26	4	0	0	0	0	87
C19	21	4	1	0	0	1	77
C22	5	2	0	0	0	0	71
C24	4	1	0	0	0	0	80
C25	17	3	0	0	0	0	85
B3 - Cardiac OP	1	0	0	0	0	0	100
Cardiac Rehab	1	0	0	0	0	0	100
B14 Cardiology	38	7	1	0	0	1	80
B8 - CTW	40	3	2	0	0	0	84
B11 - CHU	38	5	1	0	0	1	84
CHUDC	19	3	0	0	0	4	86
DCU	11	2	0	0	0	0	85
C35 - DEANSLEY WARD	12	1	0	0	0	0	92
C12 - Discharge Lounge	21	1	0	0	1	0	87
A24 - Durnall	2	0	0	0	0	0	100
A33 - MJW	47	2	1	0	0	0	92
WPARK 1	1	2	1	0	0	0	0
WPARK 2	6	0	0	0	0	0	100
WPARK 3	3	0	0	0	0	0	100

Maternity

FFT Response Rates

	Eligible Discharges	FFT Surveys	Response Rate	FFT Score
Maternity	600	71	12%	88

FFT Ratings

TouchPoint	1	2	3	4	5	6	NPS
ANTE	3	2	0	0	0	0	100
BIRTH UNIT	1	0	0	0	0	1	100
MLU	41	1	0	0	0	0	100
POSTNATAL WARD	15	5	0	0	0	1	100
COMMUNITY	1	0	0	0	0	0	100

Feedback Cloud Birth

Healthcare Communications

Envoy Messenger™ Every message counts

Positive

amazing birth care caring comfortable could couldn delivery enough especially everything excellent experience extremely facilities fantastic feel friendly good great help helpful kookie labour listened loved lovely lyndsey making midwife midwifes midwives mlu much needs our patient really relaxing rooms sarah service staff support thank thanks through very welcoming well wonderful

Negative

Feedback Cloud Postnatal Ward

Healthcare Communications

Envoy Messenger™ Every message counts

Positive

attentive available brilliant calm care caring complaints d10 delivery everybody experience experiences extremely facilities friendly good helpful here informative kind little lot lovely manor midwives more most neonatal overall past patients pleasant previously proffesional request responsive seriously service slow staff support take understanding very ward will wonderful

Negative

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