

**Children’s outpatients department - NDDH - ‘Friends and Family Test’ - Apr-15 to May-15**

*Friends and Family Test question: If your friends and family needed similar care or treatment to you, do you think this would be a good service for them to be looked after by as well?*

*Response options: Yes, I do; No, I don’t; Maybe I do; I don’t know.*

**Quantitative Results**

The Friends and Family Test score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

‘Would recommend’ percentage is calculated as follows:

$$\frac{\text{Yes, I do}}{\text{Yes, I do} + \text{No, I don't} + \text{Maybe I do} + \text{I don't know}} \times 100$$

‘Would not recommend’ percentage is calculated as follows:

$$\frac{\text{No, I don't}}{\text{Yes, I do} + \text{No, I don't} + \text{Maybe I do} + \text{I don't know}} \times 100$$

The Trust’s target score is 75%.

	Responses	Would recommend (Yes, I do)	Would not recommend (No, I don’t)	Neither likely nor unlikely to recommend / Don’t know (Maybe I do / I don’t know)
	No.	%	%	%
Apr-15	240	92.9	0.4	6.7
May-15	94	98.9	0.0	1.1

### Qualitative Feedback - Apr-15

	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Yes I do		Friendly, precise with instructions.	Kept the time to the appointment slot, doctor less patronising.	Female	6-8	White British	No tick
2	Yes I do	Polite staff. Good waiting times. Good communications.	Got given a teddy!		Female	6-8	White British	No tick
3	Yes I do	Good communication - booking appointments etc.	Quick and efficient.		Male	6-8	White British	No tick
4	Yes I do	Staff are always friendly and caring, making us feel welcome.	Lovely staff.		Female	6-8	White British	No tick
5	Yes I do	My hospital always has friendly staff and a great service.	Nice, clean, warm waiting room. Nice staff. Good experience.	TV or music/radio.	Female	6-8	White British	No tick
6	Yes I do	Quick appointment, friendly.			Male	6-8	White British	No tick
7	Yes I do	Good waiting room facilities for children.	Quick service and kept informed.		Male	6-8	White British	No tick
8	Yes I do				Male	6-8	White British	I DO NOT wish my

								anonymised comments to be made public
9	Yes I do	Friendly and helpful staff.	Seen in good time, everyone was happy and helpful.	Nothing.	Female	6-8	White British	No tick
10	Yes I do	Friendly, efficient staff. Good toys for children. Dr very welcoming as always.			Male	6-8	White British	No tick
11	Yes I do				Female	6-8	White British	I DO NOT wish my anonymised comments to be made public
12	Yes I do	We are always made to feel at ease. Friendly nurses and doctors.	On time.		Male	6-8	White British	No tick
13	Yes I do	Very understanding and friendly. Understood our needs well.	Quick and efficient.	N/A.	Male	6-8	White British	No tick
14	Yes I do	Because if you needed it done you can tell them it will make them better.	That they have been telling me what they have been doing.		Female	6-8	White British	No tick
15	Yes I do	Helpful, polite staff throughout.	No complaints.		Female	6-8	White British	No tick
16	Yes I do	Very helpful, able	Receptionist was		Female	6-8	White British	No tick

		to answer all questions.	incredibly helpful and friendly - which was lovely.					
17	Yes I do				Female	6-8	White British	I DO NOT wish my anonymised comments to be made public
18	Yes I do	Kind and thorough.	Discuss MRI and on-going problems.	Nothing - we think your great.	Female	6-8	White British	No tick
19	Yes I do	Because my son has been cared for very well.	Everyone is very welcoming, friendly. And my son is getting all the care he needs.	Nothing, great service.	Male	6-8	White British	No tick
20	Yes I do				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
21	Yes I do	Staff very friendly and helpful efficient service.	Clean, bright surroundings, clear signs, friendly staff.	More seats in the waiting room for parents.	Female	6-8	White British	No tick
22	Yes I do	Very nice, clean and friendly and welcoming hospital.	We were seen very quickly and my son had plenty to play with while we waited for few minutes.	Nothing.	Male	6-8	White British	No tick
23	Yes I do	Helpful, happy staff.	Staff very friendly, helpful.	Nothing.	Male	6-8	White British	No tick
24	Yes I do	Friendly staff.	Friendly staff - on time.	Nothing.	Female	6-8	White British	No tick
25	Yes I do				Male	6-8	White British	No tick
26	Yes I do	On the ball, child-centred and good	The visit enabled my allergic child to talk	Maybe try to alleviate the worries of parents and	Male	6-8	White British	No tick

		listening. A good example of focusing and directing a coping strategy for our family.	openly and freely.	child – ‘what will happen later on to me?’				
27	Yes I do				Female	6-8	White British	No tick
28	Yes I do	Very kind and quick!	Brilliant with children, very sensitive.		Male	6-8	White British	No tick
29	Yes I do	So far I've had no problems.	Helpful info.		Male	6-8	White British	No tick
30	Yes I do	Because they have lots of toys to play with.	Nothing - this being due to it being associated with blood tests.	Not give me blood tests!	Female	6-8	White British	No tick
31	Yes I do	They make you feel better.	Lots of toys. The people are nice.		Female	6-8	White British	No tick
32	Yes I do	Dr always seems very efficient and talks to us as if he actually cares (unlike some doctors).	Didn't have to wait so can get J. back to school quickly.			6-8	White British	No tick
33	Yes I do	Kind and caring staff. Good care.	Everything.	Nothing.	Male	6-8	White British	No tick
34	Yes I do	Friendly and understanding staff, they always have a smile.		Can't think of anything.	Female	6-8	White British	No tick
35	Yes I do	The manner he talks to you.	Nothing.		Female	6-8	White British	No tick
36	Yes I do	Cause it's a	Very friendly	Nothing.	Male	9-11	White British	No tick

		brilliant service!!	environment, made us feel welcome. Doctor amazing. Good with my son.					
37	Yes I do	We have never had a problem, only top service and care.	On time, caring and professional.	Nothing.	Male	9-11	White British	No tick
38	Yes I do	Very friendly.	Easy visit.		Male	9-11	White British	No tick
39	Yes I do	Very friendly.				9-11	White British	No tick
40	Yes I do	They are a good team.			Male	9-11	White British	No tick
41	Yes I do	My daughter has been shown great care when attending appointment. Because they give good advice.	Welcome advice.	Older age range of books for waiting area.	Female	9-11	White British	No tick
42	Yes I do	Excellent doctor and staff.	Very thorough.		Male	9-11	White British	No tick
43	Yes I do				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
44	Yes I do				Male	9-11	White British	I DO NOT wish my anonymised comments to be made public
45	Yes I do					9-11	White British	I DO NOT wish my anonymised comments to be made public

46	Yes I do	Because it could make them feel better.	It was quick and easy.	Nothing.	Male	9-11	White British	No tick
47	Yes I do	Friendly, informative, helpful staff.	Seen quickly, friendly staff, facilities.		Female	9-11	White British	No tick
48	Yes I do	You sort it out very quick and give info on how to be cured.	Very friendly and nice.	Games?	Male	9-11	White British	No tick
49	Yes I do	Because my mum has had two heart attacks and I look after her.	That I got discharged.	Nothing.	Male	9-11	White British	No tick
50	Yes I do				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
51	Yes I do	It was easy and we don't have to wait long to see the doctor.	Fast!	Don't know.		9-11	White British	No tick
52	Yes I do	Friendly welcome, helpful staff. Son felt very comfortable.	Warm, welcoming, happy, helpful staff.		Male	9-11	White British	No tick
53	Yes I do	All great - reception great, staff great. Waiting room great and Dr is great. All fantastic - thank you.	All fantastic - thank you.	Nothing - all great.	Male	9-11	White British	No tick

54	Yes I do	I gave that answer because they ask us how we felt when the pain happens and how to stop the pain from happening and how it might of happened.	I don't know.	Nothing.	Male	9-11	White British	No tick
55	Yes I do	My child always seems happy on visiting this clinic.	On time.			9-11	White British	No tick
56	Yes I do	They are very supportive.	I'm not forced my decision.	Nothing.	Male	9-11	White British	No tick
57	Yes I do	Because they are very nice.	Because it's quick.		Female	9-11	White British	No tick
58	Yes I do	Friendly and efficient.	Smiley faces! It makes a big difference.		Female	9-11	White British	No tick
59	Yes I do	On time.	Nothing.		Female	9-11	White British	No tick
60	Yes I do	The nurses here are very kind and try to solve all the problems. The doctors always make me feel better.	Even though I was late for my appointment, I was able to wait and see if I could have an appointment after clinic.	Nothing!!	Female	9-11	White British	No tick
61	Yes I do				Female	9-11	White British	No tick
62	Yes I do	Staff are friendly. Childrens' outpatients very accessible.	My daughter enjoys the play area, always feels happy to come here. Everyone very		Female	9-11	White British	No tick



			approachable and supportive.					
63	Yes I do	A. says 'It's a nice place'. Appointment was on time.	Fast! Lollypop!	Nothing.	Female	9-11	Other ethnic group	No tick
64	Yes I do				Male	9-11	White British	I DO NOT wish my anonymised comments to be made public
65	Yes I do	It's local and a great service.	Friendly, convenient, continuation of care.		Male	9-11	White British	No tick
66	Yes I do	Friendly greeting on arrival. Appointment on time.	Everyone was friendly.	A TV playing Disney movies.	Female	9-11	White British	No tick
67	Yes I do	Because their nice and helpful - all the team.	Friendliness - made to feel welcome.		Female	9-11	White British	No tick
68	Yes I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
69	Yes I do	People were friendly and efficient.	Everyone was friendly.	Not much.	Male	12-16	White British	No tick
70	Yes I do	Very gentle doctor. Kind. We were seen promptly.	Nice doctor.		Male	12-16	Asian / Asian British	No tick
71	Yes I do	Always friendly, nice, clean every time we come	It good.	More toys and book for older children when having to wait more time.	Male	12-16	White British	No tick

		and come a lot of the time for many appointment.						
72	Yes I do	Yes because it has worked well for me.	The Doctor was very informative and treated me kindly.	Provide better food in the coffee shop!	Male	12-16	White British	No tick
73	Yes I do	Friendly welcome. Dr explains everything really well.	On time. Dr is kind. The receptionist is lovely and friendly.	Nothing really!	Female	12-16	White British	No tick
74	Yes I do				Female	12-16	White British	No tick
75	Yes I do	Nice and friendly, would be better if Cameron wasn't PM so we could have some more nice and friendly people.	Friendly reception person.	Have some colouring books. Have the smell of fresh cut grass flowing through the ward.	Male	12-16	White British	No tick
76	Yes I do	Friendly greeting. Best health care for my son.	Friendly staff. Dr was super helpful, put up with all my questions and made me feel much better. Thanks (mum).		Male	12-16	White British	No tick
77	Yes I do				Female	12-16		I DO NOT wish my anonymised comments to be made public
78	Yes I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public

79	Yes I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
80	Yes I do				Male	12-16	White British	No tick
81	Yes I do	Very happy with the care my son has received - I would tell family and friends of our experience and recommend.	Generally, waiting time is kept to a minimum. Staff are pleasant, helpful and caring.		Male	12-16	White British	No tick
82	Yes I do	Very friendly staff and helpful.	Receptionist and doctor are both very helpful and clear.	Nothing!	Male	12-16	White British	No tick
83	Yes I do	We are always well looked after. Staff are friendly and helpful. Always given an explanation as to why and what treatment is given / required.	Lovely receptionist who made you feel at ease and welcome.		Female	12-16	White British	No tick
84	Yes I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
85	Yes I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
86	Yes I do				Female	12-16	White British	I DO NOT wish my

								anonymised comments to be made public
87	Yes I do	Very good service.	Friendly staff. Good doctor.		Male	12-16	White British	No tick
88	Yes I do	Everyone seems friendly.	Was fast at being seen.	Nothing.	Female	12-16	White British	No tick
89	Yes I do				Male	12-16	White British	No tick
90	Yes I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
91	Yes I do	Doctors and staff are thorough and friendly. A+ nursing staff / reception.	Through and concise.	Nothing - even the sun was out!	Female	12-16	White British	No tick
92	Yes I do	Very friendly, talk everything through, explains things clearly.	Friendly, listens, thorough.	Longer appointments maybe.	Female	12-16	White British	No tick
93	Yes I do	Because they were nice and friendly and didn't mind answering questions.	Same as above	Nothing.	Female	12-16	White British	No tick
94	Yes I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
95	Yes I do	Because everyone is really nice.			Female	12-16	White British	No tick

96	Yes I do	Because they are happy and nice.			Female	12-16	White British	No tick
97	Yes I do	Excellent follow up service, answers all questions we have and feel reassured. Dealt with promptly. Everyone polite and approachable.	As per previous page.	No.	Female	12-16	White British	No tick
98	Yes I do	Friendly, helpful and unthreatening.	The camels, sherbet and dancing boys with jewelled novels.	Nothing.		12-16	White British	No tick
99	Yes I do	My daughter couldn't ask for better care and all the doctors and nurses she has dealt with have been thoughtful and provided excellent treatment.	Didn't have too long - doctor knows the history so we can deal with current issues without rehashing the history.		Female	12-16	White British	No tick
100	Yes I do	Organised clinic.		Clinic little bit behind. Too warm - air condition not working.	Male	12-16	White British	No tick
101	Yes I do	Nice lady on desk. Made me laugh and feel nice.	I had TV to watch and toys.		Female	12-16	White British	No tick
102	Yes I do	Because they will	I got to see my	Nothing.	Female	12-16	White British	No tick

		need to find out information.	Doctor.					
103	Yes I do	Very thorough examination. Explained very well.	See over.	Nothing.	Female	12-16	White British	No tick
104	Yes I do	Cos it was quick and precise.	The process was nice and quick and was direct.	A timetable to see if your doctor is running on time.	Male	12-16	White British	No tick
105	Yes I do	Because it helps as much as it can.	Everyone is so kind and polite and helpful.	Don't think there is anything you could do.	Female	12-16	White British	No tick
106	Yes I do				Female	12-16	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
107	Yes I do				Male	12-16	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
108	Yes I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
109	Yes I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
110	Yes I do	Because they deal with all aspects and medical treatment.	The Doctor was understanding and help put my mind easier.	Nothing.	Female	12-16	White British	No tick
111	Yes I do	Yes he was a nice	Our doctor was very	Shame we had to wait	Male	12-16	White British	No tick

		man.	helpful.	over half an hour for our appointment.				
112	Yes I do	He's nice and friendly. Found him funny.			Female	12-16	White British	No tick
113	Yes I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
114	Yes I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
115	Yes I do	All the staff in the clinic are friendly and helpful. Dr is always very thorough.	As previous.	Nothing.	Female	12-16	White British	No tick
116	Yes I do	Because as soon as I was referred to the hospital, rather than the doctors, I was seen and sorted out as soon as possible.	It's efficient and everyone is kind and helpful.		Female	12-16	White British	No tick
117	Yes I do	Because they always need good care to stay healthy.	Joyable.		Male	12-16	White British	No tick
118	Yes I do	Because I have been given useful advice and	Friendly, understanding.	Perfect!	Female	12-16	White British	No tick

		treated well.						
119	Yes I do	Lovely staff, friendly.	Really nice receptionist. Very welcoming.	Nothing.	Male	12-16		No tick
120	Yes I do	Because if it's good enough for me to use then so can they.	Getting information.	I don't know.	Male	12-16	White British	No tick
121	Yes I do	The lady at reception was lovely and bubbly - very settling / kind.	Lady on reception.		Female	12-16	White British	No tick
122	Yes I do	I like Dr Cox - he's cool and friendly.	Fact - we see same Dr Cox each time for 12yrs.	Nothing.	Male	12-16	White British	No tick
123	Yes I do	Because their nice.	Explained well.	Lollypops and water dispenser.	Male	12-16	White British	No tick
124	Yes I do	Very friendly doctors and nurses, was very thorough and efficient.			Male	12-16	White British	No tick
125	Yes I do	Helpful reception. Short waiting times and helpful outcome.	Everything.	Nothing.	Female	17-18	White British	No tick
126	Yes I do	Friendly people, understanding etc.	People listening.	Nothing.	Female	17-18	White British	No tick
127	Yes I do				Male	17-18	White British	I DO NOT wish my anonymised comments to be made



								public
128	Yes I do	Everyone so really friendly and understanding.	Friendly, understanding.	Keep to time.	Female	17-18	White British	No tick
129	Yes I do				Male	17-18	White British	I DO NOT wish my anonymised comments to be made public
130	Yes I do	Got seen on time and the staff are friendly.	Staff are helpful.		Female	17-18	White British	No tick
131	Yes I do	Staff are very friendly, helpful and caring.	Helpful advice provided.		Male	17-18	White British	No tick
132	Yes I do	Because they explain the answers properly and also if you got any questions they will tell you in a way you understand.	Because it was explaining about milk allergy.	Nothing - was brilliant.	Female	19-20	White British	No tick
133	Yes I do	Lovely people, lovely facilities.	Toy story on telly.	I would have liked dolls to play with.	Male	under 6	White British	No tick
134	Yes I do	Reasonable waiting times and excellent aftercare.	Entertainment for children.	Tea / coffee or drink facilities.	Female	under 6	White British	No tick
135	Yes I do		Friendly staff, toys to keep children amused while waiting.	Be on time.	Male	under 6	White British	No tick
136	Yes I do	Really good.	Very helpful and		Male	under 6	White British	No tick

			friendly.					
137	Yes I do	It's very clean. This ward is very child-friendly and the staff are great.	Very friendly staff.	Nothing.	Female	under 6	White British	No tick
138	Yes I do	Staff are friendly and good with children. Area is clean, tidy and comfortable for patients.	N/A.		Female	under 6	White British	No tick
139	Yes I do				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
140	Yes I do	Staff and doctors always very helpful and attentive.	Very quick and efficient.		Female	under 6	White British	No tick
141	Yes I do	Friendly, welcome and welcoming for young children.	Toys to keep children happy.	Nothing.	Male	under 6	White British	No tick
142	Yes I do	Kids can play while waiting.			Female	under 6	White British	No tick
143	Yes I do	Listens well, friendly, understanding, helpful.	As above.	Nope.	Male	under 6	White British	No tick
144	Yes I do	Waiting was long, not enough seating. Good	Friendly staff.	More seating, coffee machine, baby changing facilities, quicker	Female	under 6	White British	No tick

		friendly staff. Nice and warm and clean.		response time.				
145	Yes I do	Good service with a smile.	Nice, friendly staff.		Female	under 6	White British	No tick
146	Yes I do	It's not busy, don't have to wait too long, very friendly.	Nice friendly atmosphere.	Happy the way things are.	Female	under 6	White British	No tick
147	Yes I do	Doctors kind. Great hospital.	The children are kept entertained in play room.	Seen a different doctor.	Male	under 6	White British	No tick
148	Yes I do		Seeing the consultant.			under 6	White British	No tick
149	Yes I do	Appointments are made on circumstances of each visit and how our child's health is. Usually get seen very close to appointment time.	Children's play area. How friendly the staff were.	Sometimes how long you have to wait to get an appointment over the phone (as in sometimes 2 months).	Female	under 6	White British	No tick
150	Yes I do	Everyone is happy to help. Smiling makes you feel at ease.	Informative.	Nothing.	Male	under 6	White British	No tick
151	Yes I do				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
152	Yes I do	Team are always	Very quick, no	Nothing.	Male	under 6	White British	No tick

		friendly and have always been running to time so far!	problems.					
153	Yes I do	Very easy to talk to. Very polite and good at explaining things.		Everything was fine.	Female	under 6	White British	No tick
154	Yes I do				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
155	Yes I do	Everyone is friendly and makes you feel comfortable.	Lots of toys to occupy the children while waiting to be seen. Makes them feel less anxious.		Male	under 6	White British	No tick
156	Yes I do	Very efficient.	Kind friendly staff.		Female	under 6	White British	No tick
157	Yes I do	Staff friendly and helpful. Patient while I went to find my husband.	Able to understand what the doctor was talking about.	All good.	Male	under 6	White British	No tick
158	Yes I do	Friendly staff.	Got our appointment at the time it was booked for.		Male	under 6	White British	No tick
159	Yes I do	Very helpful and informative.			Male	under 6	White British	No tick
160	Yes I do	Brilliant care and attention - good follow up system and all round excellent service!	Efficient service, very pleased with everything!	All fine.	Female	under 6	White British	No tick
161	Yes I do	Friendly staff.		Nothing.	Female	under 6	White British	No tick

162	Yes I do	The doctor and nurses are friendly, helpful and took great care of my child when I brought him in for check-up.	Fast service and a helpful kind attitude from everyone who works here. Thank you.	Nothing. It was very great and was given lots of important info when asked questions and reassured.	Male	under 6	Black / African / Caribbean / Black British	No tick
163	Yes I do	I have always had good care given for my son always clear and easy to understand explanations etc.	Very friendly staff always happy and very professional and helpful.	Nothing I am always happy with all the care and help from all involved.	Male	under 6	White British	No tick
164	Yes I do	Staff are always friendly and the doctors have took great care in my children.	Very quick and friendly service.		Male	under 6	White British	No tick
165	Yes I do	All questions answered and all worries reassured.	How patient staff were.		Male	under 6	White British	No tick
166	Yes I do	The initial appointment was very thorough and the advice given very reassuring.	We were seen quickly and promptly. Our concerns and questions were all made to feel appropriate.	No.	Female	under 6	White British	No tick
167	Yes I do	Everyone helpful and friendly. We have been well	Friendly, helpful staff. Clean facilities.	Left to wait in waiting area instead of being taken to a room.	Male	under 6	White British	No tick

		looked after at every clinic.						
168	Yes I do	Friendly helpful staff. Very caring and supportive.	Staff, facility, seen quickly (little wait).	Nothing.	Female	under 6	White British	No tick
169	Yes I do	Because everyone is so friendly.	Easy access. Friendly staff, lots of toys.	Nothing.	Female	under 6	White British	No tick
170	Yes I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
171	Yes I do	Because you give good service. You know you'll always help or try to help.	Understood where in my son's progress we are at, and helped as parents understood more.		Male	under 6	White British	No tick
172	Yes I do	Fantastic doctor and staff.	Cheerful staff. Great doctor appointment.	Nothing, all fantastic.	Male	under 6	White British	No tick
173	Yes I do	Very friendly staff who are always willing to help and short waiting times which is always great when you are here with children.	Short waiting times. Very clean and tidy. Plenty to keep children occupied.		Female	under 6	White British	No tick
174	Yes I do	Very good service from both hospital staff and doctors alike.	Fast, efficient, informative.	No.	Male	under 6	White British	No tick
175	Yes I do	Wasn't rushed. Listened to.	See before.	Been on time.	Female	under 6	White British	No tick

		Wasn't made to feel silly for asking questions.						
176	Yes I do	Very quick to get the appointment and be seen to sort out the problem.	Very good information given and able to answer all questions I had.		Male	under 6	White British	No tick
177	Yes I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
178	Yes I do	Always best care.	Arrived early and did not wait.		Female	under 6	White British	No tick
179	Yes I do	Always seen promptly, very little waiting. Staff very friendly.	No. Little waiting time. Friendly staff.		Male	under 6	White British	No tick
180	Yes I do		Excellent reception and seen quickly. Doctor asked lots of questions and listened well and gave plan of what to do.		Male	under 6	White British	No tick
181	Yes I do	Very helpful, explained everything.	I was listened to and any questions answered.		Female	under 6	White British	No tick
182	Yes I do	The care we received today was very good and we were	Friendly, helpful and reassuring.			under 6	White British	No tick

		happy with how our appointment went.						
183	Yes I do	Friendly staff, good service.	E. loved her teddy and doctors and nurses were all really helpful and lovely.		Female	under 6	White British	No tick
184	Yes I do	Very good.	On time.	Nothing.	Female	under 6	White British	No tick
185	Yes I do	Clear information, both verbally and written. Helpful and friendly.	Friendly welcome by reception staff in outpatients and main desk. Helpful with mobility scooter.		Female	under 6	White British	No tick
186	Yes I do	Because I think children with similar conditions would benefit greatly.	Informative and interesting.		Female	under 6	White British	No tick
187	Yes I do	Excellent service.	Friendly receptionist and nurse.	Shorter waiting time.	Male	under 6	Other ethnic group	No tick
188	Yes I do	Good service.	Friendly staff.	Bigger play area.	Female	under 6	Other ethnic group	No tick
189	Yes I do	Well informed doctors.	Friendly staff.	Nothing.	Male	under 6	Other ethnic group	No tick
190	Yes I do	Short waiting times. Friendly staff. Good advice from Doctors.	Very quick and very friendly staff.		Female	under 6	White British	No tick
191	Yes I do	Very polite / friendly. Took the time to ask questions. Didn't	Very informative, friendly, patient. Receptionist - lovely, very happy.	Keep doing what your doing. Thank you.	Female	under 6	White British	No tick



		feel rushed. Explained everything.						
192	Yes I do	Very useful information.	Given all information on what we needed to know.	Nothing.	Female	under 6	White British	No tick
193	Yes I do	Today has been a stress free day regarding the appointment. For the first time I feel the doctor really listened.	The doctor listening and helping.	N/A.	Female	under 6	White British	No tick
194	Yes I do					under 6	White British	I DO NOT wish my anonymised comments to be made public
195	Yes I do	The consultation / care has always been very thorough and reassuring.	Wait not too long. Consultation thorough. Kind and patient.		Female	under 6	White British	No tick
196	Yes I do	All treatment and care received has been fantastic and very thorough with requesting lots of tests and screenings to cover all possibilities.	All staff are friendly and happy. We were seen very quickly by the doctor.	Nothing so far.	Female	under 6	White British	No tick
197	Yes I do	The nurses and	The playroom is well		Female	under 6	White British	No tick

		other staff are very friendly and made my daughter feel at ease after being very anxious.	stocked and clean. Staff very polite and friendly.					
198	Yes I do	They are very nice to me. Friendly.	Appointment was on time.	Put signs up to direct us from main doors.	Female	under 6	White British	No tick
199	Yes I do	I have always found the people in this department very helpful.	Staff friendly.	A water machine and bottle warming facilities.	Male	under 6	White British	No tick
200	Yes I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
201	Yes I do	Friendly staff.	Friendly faces.	No.	Male	under 6	White British	No tick
202	Yes I do	Very impressed.	Friendly staff and very helpful.		Female	under 6	White British	No tick
203	Yes I do				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
204	Yes I do	Friendly staff. Efficient service.	Seen to quickly. Lovely, clean, bright area.	N/A.	Male	under 6	White British	No tick
205	Yes I do	Always been given useful info to manage my child's health.	Friendly receptionist.	N/A.	Male	under 6	Mixed / Multiple ethnic groups	No tick
206	Yes I do	Friendly staff.	There was a lot of toys to keep her	N/A.	Female	under 6	White British	No tick

			occupied whilst waiting.					
207	Yes I do	Our appointment was friendly and on time.	On time.	No.	Male	under 6	White British	No tick
208	Yes I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
209	Yes I do	Friendly and supportive staff.	Helpful reception staff, excellent consultant care.		Male	under 6	White British	No tick
210	Yes I do	Superb care.	Plenty of time to discuss, no long wait.		Male	under 6	White British	No tick
211	Yes I do	We come here every year, staff are helpful and friendly (Dr Selter always provides good advice and care (mum)).			Female		White British	No tick
212	Yes I do				Male		White British	I DO NOT wish my anonymised comments to be made public
213	Yes I do	Because you have looked after my son since birth with his kidney defects.	Nurses are friendly.		Male		White British	No tick
214	Yes I do	L. received excellent care.	Very welcoming					No tick
215	Yes I do		Staff are polite.		Female		White British	No tick

216	Yes I do	Very good service, easy to talk to doctor. Good reception on arrival.	As overleaf.	Nothing.	Female			No tick
217	Yes I do	Because everybody was helpful and nice.		Nothing.				No tick
218	Yes I do	As soon as I come in I was greeted by a lovely nurse, who was very helpful. It really put my mind at ease as I am a nervous person.	I was reassured.	N/A.	Male		White British	No tick
219	Yes I do	Very polite and helpful. Very much recommended.	Nice people, very helpful.	No.	Female		White British	No tick
220	Yes I do	Nice doctor. No waiting. Feel supported.						No tick
221	Yes I do	Happy with service.						No tick
222	Yes I do				Male		White British	I DO NOT wish my anonymised comments to be made public
223	Yes I do							No tick
224	Maybe I do				Male	9-11	Mixed / Multiple ethnic	I DO NOT wish my anonymised comments to be made

							groups	public
225	Maybe I do	The department has always been great with my children.	Friendly receptionist and nurses.	Coffee machine for mum.	Male	12-16	White British	No tick
226	Maybe I do					12-16	White British	No tick
227	Maybe I do	They might not need to see a consultant. It could be more anxiety related and there is not much that is needed to be done when I do go.	I had problems I had explained to me and told how to make them better.	Nothing.	Female	12-16	White British	No tick
228	Maybe I do	Yes, I would.	Clear communication. Went in right on time. Receptionist very good.	Nothing - all ok.	Male	12-16	White British	No tick
229	Maybe I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
230	Maybe I do	Most people need help, it's easy to get fat but not easy to get fit.	What to eat / not to eat.	No idea.	Male	12-16	White British	No tick
231	Maybe I do		It was ok.	Made it shorter.	Female	17-18	White British	No tick
232	Maybe I do		Time keeping. Wasn't rushed.		Female	under 6	White British	No tick

233	Maybe I do	Never really been to any other hospital.			Male	under 6	White British	No tick
234	Maybe I do	Very late for appointment. I find Dr uncompassionate and patronising.	Receptionist is always really happy and helpful.	A nurse came in to help the NHSP nurse measure my son and she didn't introduce herself and just held my son still. She didn't seem very caring.	Female	under 6	White British	No tick
235	Maybe I do	It has taken a long time to get to the bottom of the problem. However, nurses lovely. Pleasant to wait in / be seen in!	Friendly staff. Clean. Toys for my child.	Maybe a water cooler. Everything else great.	Male	under 6	White British	No tick
236	Maybe I do	Will have to see how the treatment plan goes.	Consultant was very good and personable.	Nursing staff could be more attentive.	Female		White British	No tick
237	No I don't				Male	12-16	Mixed / Multiple ethnic groups	I DO NOT wish my anonymised comments to be made public
238	I don't know	Because it would be weird to have the same treatment.	I was not poorly.	Check my tummy.	Male	6-8	White British	No tick
239	I don't know	I'm not that sure yet.			Male	12-16	White British	No tick
240	I don't know				Female	under 6	White British	I DO NOT wish my anonymised

								comments to be made public
241	Not answered				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
242	Not answered	Always friendly and helpful.	Very quick.	Nothing.	Female	under 6	White British	No tick

### **Qualitative Feedback - May-15**

	<b>'Friends and Family Test' Response</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Yes, I do	Because when you are well enough you can play. Nurses and Doctors are kind.	Everything.	Nothing but I don't like the medicines. Please make them more yummy.	Male	under 6	White British	No tick
2	Yes, I do	Appointment with doctor who is always friendly, efficient and thorough.	Extremely helpful.	Nothing.	Female	17-18	White British	No tick
3	Yes, I do	Staff have always looked after me well - I have stayed at NDDH quite a few times.		N/A.	Male	12-16	White British	No tick
4	Yes, I do	Have always had good experiences	Dr listens and explains any	No.		under 6	White British	No tick

		with NDDH.	concerns that you may have.					
5	Yes, I do	Very satisfied with Dr's treatment.	Friendly receptionist, play area.		Male	under 6	White British	No tick
6	Yes, I do	Because we are given lots of time and everyone is kind and no stone has ever been left unturned.		N/A.		under 6	White British	No tick
7	Yes, I do	My son has had hospital care since he was born and I have no complaints.	The friendly welcome.	Shorter waiting times.	Male	under 6	White British	No tick
8	Yes, I do	The staff were very friendly and welcoming.	Felt welcoming and friendly.	N/A.	Male	12-16	White British	No tick
9	Yes, I do	Friendly staff. Nice waiting room. Seen quickly.	Answered questions well, very friendly staff. Thank you	N/A.	Male	under 6	White British	No tick
10	Yes, I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
11	Yes, I do	As we always get seen within a couple of weeks.	They always give us the opportunity to ask anything we want.		Female	under 6	White British	No tick
12	Yes, I do	Very prompt i.e. with weighing /	Seeing the Dr about long term condition.	No.	Female	6-8	White British	No tick



		height, courteous and friendly and attentive staff.	Reassurance about how well patient is doing.					
13	Yes, I do	Better service here than at my GP practice.	Dr was extremely helpful and understanding. Many thanks	Nothing.	Male	12-16	White British	No tick
14	Yes, I do	Good doctors who listen to you and try to help you to the best of their abilities.	All doctors and nurses are friendly. Receptionist is very helpful.	Not made me wait 4 months for an appointment.	Female	12-16	White British	No tick
15	Yes, I do	Very friendly and helpful. Very clear on advice. Explains everything well.	Friendly, appointments on time.		Male	under 6	White British	No tick
16	Yes, I do				Female		White British	I DO NOT wish my anonymised comments to be made public
17	Yes, I do	Friendly and efficient reception.	So informative and helpful.	Very hard to say.	Female	12-16	White British	No tick
18	Yes, I do	Helpful explanation.	Waiting area not busy.	Wait for x-ray could be quicker, waiting area very busy.	Female	12-16	White British	No tick
19	Yes, I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
20	Yes, I do	Because they were on time and	The staff were friendly, easy to talk	N/A.	Male	under 6	White British	No tick

		made themselves clear and easy to get on with and answered any questions I had.	to and managed our care to a high standard.					
21	Yes, I do	All the staff were very friendly and explained everything.	On time!				White British	No tick
22	Yes, I do		That she could play beforehand, which made her happy.	Have a few more toys. Maybe some magazines for grown-ups? (not sure if you can).	Female	under 6	White British	No tick
23	Yes, I do	Always really friendly. Receptionist is always helpful, Dr is great with my daughter. "I love Dr", says A.	Everything.	Nothing.	Female	under 6	White British	No tick
24	Yes, I do	Dr is kind.	Toys.		Female	under 6	White British	No tick
25	Yes, I do	The team is friendly, approachable and they genuinely care about their patient.	The way we were treated and the help we received.		Female	under 6	White British	No tick
26	Yes, I do	Friendly and helpful staff.			Female	under 6	White British	No tick
27	Yes, I do	I have found the care very good and helpful.	Very good advice and help.		Male	under 6	White British	No tick
28	Yes, I do	Because the staff			Female	6-8	White British	No tick

		are nice.						
29	Yes, I do	Helpful, investigative, thorough.	On time, thorough, follow up arranged.		Male	9-11	White British	No tick
30	Yes, I do		Very good.	Nothing.	Male	under 6	White British	No tick
31	Yes, I do		Friendly, helpful staff.		Female	under 6	White British	No tick
32	Yes, I do		Friendly and helpful staff and a clean area.		Female		White British	No tick
33	Yes, I do		2hrs off school.	Nothing.	Male	9-11	White British	No tick
34	Yes, I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
35	Yes, I do	Friendly staff.	Child friendly, no long waits.	Few more seats.	Female	under 6	White British	No tick
36	Yes, I do	Very thorough.	Covered all queries. Helpful, friendly.		Female	under 6	White British	No tick
37	Yes, I do				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
38	Yes, I do	Need to keep a check on your health.	Seeing specialist team.	Nothing, very efficient.	Male	12-16	White British	No tick
39	Yes, I do	Because the staff were polite and caring.	Friendly staff.	Nothing.	Male	12-16	White British	No tick
40	Yes, I do	Friendly and happy.	Friendly.	Nothing.	Female	under 6	White British	No tick
41	Yes, I do	Because the staff are very helpful	The next steps were made clear.	Been on time!	Female	12-16	White British	No tick

		and genuine.						
42	Yes, I do	Because I get looked after well here.	The time I was seen in.	Nothing.	Female	12-16	White British	No tick
43	Yes, I do	Children kept occupied with playroom whilst waited for appointment - staff great	Explained in last box.	N/A.	Male	6-8	White British	No tick
44	Yes, I do	It's a lovely place with kind nurses and doctors and they try their best.	Not long wait.	No.	Female	12-16	White British	No tick
45	Yes, I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
46	Yes, I do				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
47	Yes, I do	Playing and watching TV, relaxing atmosphere.	Very nice lady on reception.	All staff nice. Nothing.	Male	12-16	White British	No tick
48	Yes, I do	Friendly staff, very helpful.						No tick
49	Yes, I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public

50	Yes, I do	Lovely waiting area with friendly staff. Paediatric team very informative about son's treatment care.	Dr was excellent at explaining what next steps are.		Male	under 6	White British	No tick
51	Yes, I do	Very helpful and friendly.	Friendly, helpful staff. Didn't have to wait long to be seen and provided with a room to feed the baby.	N/A.	Male	under 6	White British	No tick
52	Yes, I do	Everyone is very friendly.	The staff are friendly.	Colour or pictures on the walls.	Male	12-16	White British	No tick
53	Yes, I do	They have been very good here. Just a shame they don't have more specialists so we don't have to go to Bristol as often.	Very kind and helpful.		Male	12-16	White British	No tick
54	Yes, I do	Helpful, convenient and prompt service.	Seen in a timely manner.	Nothing.	Female	under 6	White British	No tick
55	Yes, I do	I am more than happy with the treatment my daughter receives.	It's all about my daughter so she is happy and looked after.	N/A.	Female	under 6	White British	No tick
56	Yes, I do				Female	12-16	White British	I DO NOT wish my anonymised

								comments to be made public
57	Yes, I do	Because everyone is kind and helpful to me and my mum and dad.	They were all efficient and kind.	Nothing there all lovely.	Female	9-11	White British	No tick
58	Yes, I do				Female		White British	I DO NOT wish my anonymised comments to be made public
59	Yes, I do	Friendly staff, nice playroom.	Clean and good play area.	Coffee machine?	Female	under 6	White British	No tick
60	Yes, I do	JS was kind and spoke to my son, he also explained everything really well.	We was seen really quick and he was very reassuring.	Nothing.	Male	under 6	White British	No tick
61	Yes, I do		Very professional.			12-16	White British	No tick
62	Yes, I do	Friendly staff because the hospital people take good care of you.	They tell us what I needed to do and talk about my problems I have had, the doctor is kind and listens.	No, very happy with visit.	Female	6-8	White British	No tick
63	Yes, I do	Because it makes you better. I like playing with the toys.	The toys.		Female	under 6	White British	No tick
64	Yes, I do				Male	under 6	Mixed / Multiple ethnic groups	I DO NOT wish my anonymised comments to be made public
65	Yes, I do	Dr is fantastic.		All good.	Female	6-8	White British	No tick

66	Yes, I do		Everything was fine.				Other ethnic group	No tick
67	Yes, I do	Dr was very helpful and thorough examination and advice.	The doctor gave us his full attention with not rushed feeling.		Male	under 6	Other ethnic group	No tick
68	Yes, I do	Unless you have money to go private you don't really have a choice!	Short waiting time.		Male	6-8	White British	No tick
69	Yes, I do	Appointment on time and friendly staff.		N/A.	Female	under 6	White British	No tick
70	Yes, I do	Always been good and friendly.	Friendly staff and lots of toys.	Magazines or books for mums and dads.	Female	under 6	White British	No tick
71	Yes, I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
72	Yes, I do	Clear concise friendly advice.	On time, advice as expected. Clear follow- up plans.				White British	No tick
73	Yes, I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
74	Yes, I do	Very uncomplicated service.	Friendly.	Language barrier is sometimes difficult.	Male	under 6	White British	No tick
75	Yes, I do	Friendly staff.			Female	9-11	White British	No tick
76	Yes, I do	Because they are	All the staff were	Get an x-box for	Male	12-16	Other ethnic	No tick

		helpful and caring.	nice.	children's play room.			group	
77	Yes, I do	Dr is amazing! He's very thorough and explains things well. The receptionists are fantastic!	The atmosphere is amazing, the staff are fantastic, we are very pleased!	Nothing - the service is amazing!	Female	under 6	White British	No tick
78	Yes, I do	Excellent service very friendly and you get answers! All help you need is brilliant!	Friendly and helpful staff.		Female	under 6	White British	No tick
79	Yes, I do	The service has been great right from the beginning.			Male	under 6	Asian / Asian British	No tick
80	Yes, I do	Very caring, very thorough paediatrician - always makes time for you and your questions.	Staff always friendly.				Mixed / Multiple ethnic groups	No tick
81	Yes, I do	Because all the people who have dealt with me have been very thorough, kind and helpful.	The way I was treated and listened to.	Nothing.	Male	6-8	White British	No tick
82	Yes, I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made



								public
83	Yes, I do	I am in frequent contact with calls and appointments. I am also given clear information.	The staff are always friendly and I'm always seen on time.		Female	under 6	White British	No tick
84	Yes, I do	Because the service is good.	Very friendly staff.	Nothing.	Male	12-16	White British	No tick
85	Yes, I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
86	Yes, I do	All very welcoming and made my son feel relaxed.	Friendly staff with smiles!	Nothing.	Male	12-16	White British	No tick
87	Yes, I do	Staff always friendly towards my daughter and she gets a teddy!	Pulled off the ECG stickers.		Female	6-8	White British	No tick
88	Yes, I do	All the nurses and staff where very pleasant.						No tick
89	Yes, I do				Male	under 6	White British	No tick
90	Yes, I do		Clean well-equipped children's outpatients, friendly staff.	Something to distract children whilst wired up to machine e.g. lights reflected on ceiling.	Female	under 6	White British	No tick
91	Yes, I do	Doctor explained things well.	Talking things through with doctor.		Female		Mixed / Multiple ethnic groups	No tick

92	Yes, I do	Because they always find out what wrong to make us better.	The nurses and doctors are nice and smiley.		Female	9-11	White British	No tick
93	Yes, I do	Because my mum works here.						No tick
94	Maybe I do				Female	12-16	White British	No tick
95	Not answered	Service seems to vary depending on doctor, we've had a good experience but other children / parents not so e.g. not seen in a timely manner.	Always friendly and prompt.		Female	under 6		No tick